

DISANO Saphir

DISANO ClassicAqua

DISANO Project

DISANO LifeAqua

DISANO SmartAqua

DISANO WaveAqua

## Manufacturer's warranty for commercial applications

Warranty (as at 01/09/2020):

- Hamberger Flooring GmbH & Co. KG as the manufacturer warrants the abrasion resistance and light fastness of the decorative surface of DISANO Saphir, DISANO ClassicAqua, DISANO Project, DISANO LifeAqua, DISANO SmartAqua and DISANO WaveAqua for 5 years according to the level of use as per EN 685 on the basis of proper use in commercial applications provided that the following provisions, which state the agreed intended purpose, are complied with.

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- The warranty applies alongside the statutory guarantee. This warranty is therefore effective in addition to the statutory warranty of quality and all other rights the buyer is provided with by law, including the rights of the buyer with regard to the seller.
  - No other warranties, expressed or implied, are provided other than those stated herein. Warranty coverage is subject to the Manufacturer's Warranty in the version effective at the time of purchase.

Scope:

- The warranty applies to grade-one products and exclusively to use in commercial applications as per EN 685 that are subject to normal traffic in compliance with the contract, such as for example hotel rooms or offices. The warranty applies additionally for use in wet areas (W0-I in accordance with DIN 18534), with the exclusion of wet areas such as saunas or showers.
- The warranty covers all above-named products that were purchased and installed after 01/09/2020. Special warranty terms and conditions apply in the United States and Canada. This Manufacturer's Warranty is not applicable in those countries.

Warranty Terms and Conditions:

The assertion of warranty claims against Hamberger Flooring GmbH & Co. KG is subject to compliance with the following terms and conditions:

- The warranty for wear only applies to surfaces on which the decorative layer has worn through completely, exposing the substrate in a surface area of at least 10 cm<sup>2</sup> (1.55 sq.in.) per incidence thereof. No warranty is accepted for wear or spalling at the edge areas of the floor boards.

- No warranty is provided for damage due to abuse, misuse, accidents or force majeure, and damage arising from other circumstances not common in commercial applications. Likewise no warranty is provided for purely visual impairments, such as for example dirty marks from furniture or dents. Mechanical or chemical damage and damage due to the influence of moisture are likewise excluded from coverage under this warranty.
- The DISANO boards must be checked for any visible material defects prior to installation. Defective floor boards must not be installed.
- Climatic conditions:  
The warranty requires a consistent indoor climate with 30 – 60 % air humidity at a room temperature of 18 – 22 degrees Celsius. Deformations to the floor boards caused by seasonal or climatic conditions are excluded from coverage under this warranty.
- Proper installation:  
The floor must be laid according to DISANO laying instructions. Please read our laying instructions carefully from beginning to end before installing the floor. Laying instructions are included with every second original carton of DISANO flooring and are also available on the Internet at [www.haro.com/service](http://www.haro.com/service). If the laying instructions are missing and/or incomplete, the warrantee is obliged to request the installation information from the dealer concerned or directly from Hamberger Flooring before starting to install the floor. In particular, please comply exactly with the notes on checking the subfloor for moisture and on laying the floor over underfloor heating. To ensure proper installation, it is recommended to use only original HARO installation accessories. Improper installation will invalidate this Manufacturer's Warranty!
- Proper cleaning and care:  
The floor must be cared for as stated in the clean & green care instructions. You will be given these instructions at the point of purchase. If this is not the case, the warrantee is obliged to request the care instructions directly from Hamberger Flooring. Important notes on optimum cleaning and care are also included with every second original carton of DISANO flooring and are also available on the Internet at [www.haro.com/service](http://www.haro.com/service). To ensure proper care, it is recommended to use only original clean & green floor care products. This Manufacturer's Warranty will only apply if the DISANO floor has been properly cleaned and cared for.
- Proper maintenance of the surface finish:  
The surface finish is a protective coat that covers the decorative layer. It is subject to the usual wear and tear under use. Wear to the protective coat on the floor surface and any associated change to the gloss is therefore not covered by the warranty. The above-mentioned floor care instructions must be followed to maintain the quality and beauty of the protective coat on the floor surface.
- Damage caused by third parties is not covered by the warranty (e.g. transport damage).

#### Services under this Warranty:

- Any defective floor boards that are rejected prior to laying the floor and not installed will be replaced free of charge and delivered to the installation site.
- If a defect in accordance with this warranty has only become apparent after installation, Hamberger, at its option, reserves the right on acceptance of the warranty claim to carry out a detailed repair of the defective areas (i.e. exchange the defective boards) or to supply the DISANO dealer/point of purchase concerned with replacement material free of charge.
- If the defective product is no longer available, Hamberger will provide replacement material of equal value from the current DISANO range.
- No warranty service shall in any event act to extend the warranty period. The commencement of negotiations between the manufacturer and the customer concerning the clarification of a product defect shall in no event be deemed an acknowledgement of a legal obligation. The buyer is not granted any further rights, claims or demands. In particular, the costs of removing and reinstalling the DISANO design floor or single floor boards as well as other incidentals are excluded.
- Hamberger Flooring GmbH & Co. KG reserves the right to perform the warranty services step by step against return of the replaced material.

Handling of Warranty Claims:

- Any damage must be reported in writing within 30 days of occurrence to the DISANO dealer/point of purchase. If the DISANO dealer/point of purchase no longer exists, the damage can be reported in writing directly to Hamberger Flooring GmbH & Co. KG, Postfach 10 03 53, 83003 Rosenheim, Germany. Please fill in the service report form and enclose a photo of the damaged DISANO floor surface and the original purchase invoice.
- Hamberger reserves the right to inspect the damage on site after agreement on a reasonable inspection date in order to verify compliance with the warranty terms and conditions.