



# NEXT STEP

**waterproof hybrid floors**

## **WARRANTY CARD**

### **CONGRATULATIONS ON YOUR PURCHASE**

You have chosen the new generation waterproof Next Step wooden floor. This warranty card provides information on the conditions for granting warranty for the floorboards. Detailed information and guidelines for installation and care are contained in the Installation Instructions included with each product package (pack of floorboards) and in the form of instructional videos available at [www.barlinek.com](http://www.barlinek.com). Warranty conditions are available at points of sale and at [www.barlinek.com](http://www.barlinek.com).

# Barlinek S.A. with its registered office in Kielce grants a quality warranty for the purchased "Next Step floorboard system" including:

1. the Next Step collection floorboards together with a special polyurethane-mineral underlayment from the Barlinek product range dedicated to the Next Step collection floors;
2. the Next Step collection floorboards together with a special adhesive from the Barlinek product range dedicated to the Next Step collection floors, hereinafter referred to as the "Next Step floorboard system" or the "Next Step System"

## 1. GENERAL WARRANTY PRINCIPLES

- 1.1. Barlinek S.A. hereinafter referred to as the "Guarantor") with its registered office in Poland, 25-323 Kielce, Al. Solidarności 36 grants a quality warranty for the Next Step System in accordance with the conditions described in this warranty card, which should be completed and stamped by the Seller, and issued to the purchaser along with the product. A warranty card template is also available at [www.barlinek.com](http://www.barlinek.com). The liability of the Guarantor under the granted warranty covers physical defects arising from reasons attributable to the subject of sale.
- 1.2. The party authorised under the warranty is the Purchaser who meets the conditions stipulated in this warranty.
- 1.3. The party authorised and using this warranty hereby declares that they understand and accept its content.
- 1.4. The Guarantor warrants to the original Purchaser (hereinafter referred to as the "Purchaser") that the Next Step System shall be free from manufacturing defects during the warranty period.
- 1.5. The Guarantor draws the Purchaser's attention to the fact that hardwood applied to the top layer of the Next Step System floorboard is a natural product, in which natural differences in grain, colour, knot size, and other natural and individual features of wood may occur. The floor Purchaser/installer should carry out an appropriate selection of floorboards and reject or remove unwanted floorboard elements before installation.
- 1.6. The Guarantor draws the Purchaser's attention, regardless of the features of the Next Step System, to the fact that as a result of long-term, increased humidity affecting the System components, damage may occur to the infrastructure surrounding the installation site, such as: walls, floors, equipment, furniture, flooring, skirting, finishing materials, floor heating elements or other elements which are not part of the Next Step System. Damage can result from fungal and mould growth due to prolonged exposure to water or moisture.

## 2. SUBJECT OF THE WARRANTY

- 2.1. The warranty applies to the complete Next Step System. The warranty period runs from the date of purchase and is as follows:
  - 30 years — residential buildings
  - 5 years — public buildings
  - lifetime warranty for the Next Step System board structure
- 2.2. The Guarantor confirms that its Products meet the requirements arising from the Product Declaration of Performance for Next Step System boards and the Product Technical Data Sheet available for download from the Guarantor's website - [www.barlinek.com](http://www.barlinek.com)
- 2.3. The warranty covers:
  - the durability of the wear layer of the Next Step System boards when used as intended;
  - durability of Next Step System floorboards structure;
  - the quality of finish of the Next Step System floorboards (dimensions, fit between the elements) in accordance with EN 13489:2017 "Wood-flooring and parquet. Multi-layer parquet elements"

## 3. WARRANTY CONDITIONS

- 3.1. This warranty is only valid if the Purchaser notifies the Guarantor of the discovered defect before the warranty period expires. A condition for the granting and validity of this warranty is adhering to the

principles and recommendations for storage, installation, care and use contained in the Installation Instructions included in each package and available in the form of an instructional video at [www.barlinek.com](http://www.barlinek.com) or in descriptive form at [www.hardwood-installation.eu](http://www.hardwood-installation.eu) and in the document titled "Conditions for the use of the Next Step lacquered floors" - available at [www.barlinek.com](http://www.barlinek.com) or from the System seller.

- 3.2. The basis for exercising the rights under this warranty is the proof of purchase of a complete Next Step System.
- 3.3. It is recommended that installation be carried out by qualified installers who have the appropriate equipment and parquet laying knowledge.
- 3.4. These warranty conditions apply exclusively to the original Purchaser.
- 3.5. The Purchaser undertakes to follow the installation, care, and maintenance instructions for the Next Step System floors.
- 3.6. The Purchaser and the installer are liable for inspecting the Next Step System prior to its installation according to the industry guidelines, particularly for checking the type of finish, wood variety, and dimensions in relation to the purchase order, and for any visible defects. The warranty is excluded: a) in case of installation of System components with visible defects, b) in case of installation of components visibly non-conforming to the Purchaser's order, c) in case of using an incomplete System.

## 4. CASES NOT COVERED BY WARRANTY

- 4.1. When buying the Next Step System which includes floorboards with a wear layer made of a natural raw material such as wood, the Purchaser should be aware of possible visual differences between the natural wood colour, grain pattern, amount or size of natural wood characteristics (e.g. knots) as shown in the sample book or photographs included in the Guarantor's marketing materials, and the products offered for sale. The differences resulting from the natural structure of wood, and differences in the arrangement or intensity of natural wood characteristics between the Guarantor's sample book or catalogue photographs, and the product bought by the Purchaser are not deemed as product defects.
- 4.2. Next Step products are water resistant but not waterproof. Water resistance means that the integral structural components of the Next Step System boards shall not be affected by short-term exposure to water. The warranty does not cover product damage, e.g. fungi, mould, or damage resulting from water or other liquids remaining on the surface of the floor or water/other liquids which have seeped into the underlayment at floorboard joints or expansion joints as a result of spillage.
- 4.3. In addition, the granted warranty does not cover:
  - a. changes in the surface layer of the Next Step System floorboards resulting from normal use, natural wear, and abrasion;
  - b. mechanical damage or scratches caused by cleaning, maintenance, or use in a manner inconsistent with the Installation Instructions and "Conditions for the use of the Next Step lacquered floors";

- c. changes in the wood colour caused by sunlight, intense lighting or ageing processes of the wood or the finish coat,
- d. defects resulting from incorrect installation or use of the floor in conditions inconsistent with the Installation Instructions or the document titled "Conditions for the use of the NEXT STEP lacquered floors" (Installation Instructions are included in each product package and are also available at [www.barlinek.com](http://www.barlinek.com); "Conditions for the use of the NEXT STEP lacquered floors" are available at [www.barlinek.com](http://www.barlinek.com) and at [www.hardwood-installation.eu](http://www.hardwood-installation.eu));
- e. damage to the Next Step System installed on the surface with the use of underfloor heating with parameters inconsistent with those contained in the Installation Instructions, as long as this had an impact on the damage;
- f. minor defects of knots filling in brushed floorboards, which are a feature of this type of finish of the wear layer;
- g. a product which has been installed, despite the visible defects; Visible defects are those which can be seen on the top layer of the floorboard or which prevent installation in accordance with industry standards. Planks with visible defects should be set aside before or during installation and reported to the seller so that they can be replaced;
- h. independent modification or repair of the product, if the works have not been agreed in writing with the Guarantor;
- i. mechanical damage caused during transport with the exception of transport carried out by the Guarantor or at its request;
- j. damage to the floor due to settlement of the building or uneven subfloor;
- k. damage caused by improper care or use of improper care products;
- l. damage caused by staining (due to long lasting liquids) scratches or contamination of the surface layer (e.g. caused by moving furniture, failure to use or replacement of worn felt pads under furniture legs, animal claws), changes in gloss or indentations on the wooden floor surface (e.g. caused by falling objects or heavy/sharp-edged objects pressure on the wooden floor surface);
- m. damage caused by using the Next Step System under microclimatic conditions (e.g. temperature, relative humidity) contrary to the Installation Instructions;
- n. the effects of uneven light reflections on the installed floor which cannot be measured or which are visible only under specific lighting or at a specific angle (visual inspection of the installed wooden floor should be carried out while standing, under natural lighting conditions);
- o. cracks and gaps between the boards due to natural swelling and shrinkage of the wood as a result of changes in humidity;
- p. floors which are in any manner used improperly;
- q. flooding or submerging boards underwater - water damage caused by excessive plumbing leaks, equipment leaks, or home insurance covered events, storms, or floods;
- r. damage resulting from improper storage, improper conditions at the place of use (improper humidity conditions at the place of use and improper temperature), extreme sunlight, excessive wear and use;
- s. damage resulting from water penetrating through damaged, cracked, non-waterproof joint between the board and the walls, bathtub, shower casing and lack of impregnation of the subfloor before installation.

## 5. CONDITIONS AT THE INSTALLATION SITE

- 5.1. Installation site conditions concerning temperature and humidity of the subfloor and air are specified by the Guarantor in the Installation Instructions included with each product package and available at [www.barlinek.com](http://www.barlinek.com) and [www.hardwood-installation.eu](http://www.hardwood-installation.eu).
- 5.2. The installer is obliged to observe the rules of installation specified in standards and industry specifications describing the conditions for commencement of parquet flooring works and their execution.
- 5.3. The Next Step System floorboards must not be installed in areas with very high temperatures or humidity such as saunas, swimming pools, shower trays, bathtubs or similar.
- 5.4. The System's floorboards can be installed in bathrooms and similar types of rooms exposed to localised splashing of the floor surface with water, provided that all board edge connections with obstacles such as walls, bathtubs, or shower tray casings are protected with a flexible water resistant anti-humidity compound, e.g. sanitary silicone or flexible adhesive compound in a chosen colour. In these rooms, the boards must be glued to the subfloor using the Next Step System adhesive.
- 5.5. Before installing flooring in bathrooms, laundries and similar rooms exposed to spillage of water on the floor surface, it is necessary to impregnate the subfloor with an anti-humidity agent (e.g.; damp-proofing primer). The primer and adhesive should form one system.

## 6. FILING A COMPLAINT

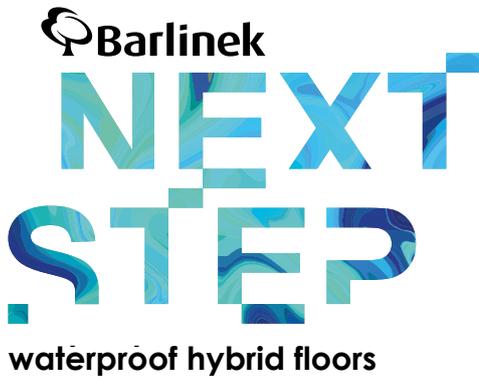
- 6.1. Complaints should be submitted in writing or by e-mail within one month from the date of discovery of the alleged defect, describing the grounds for the complaint in as much detail as possible.
- 6.2. The complaint may be submitted to the Seller from whom the Next Step System was purchased or directly to the Guarantor. The complaint should include the proof of purchase, and if possible, also a warranty card filled in and stamped by the Seller and photographic documentation of the complaint subject.
- 6.3. In case of a complaint submitted directly to the Guarantor, it should be sent to the following address: Barlinek SA, 25-323 Kielce, Al. Solidarności 36 or by e-mail to the following addresses: [reklamacje.kielce@barlinek.com](mailto:reklamacje.kielce@barlinek.com), [biuro@barlinek.com.pl](mailto:biuro@barlinek.com.pl) or [claims.kielce@barlinek.com](mailto:claims.kielce@barlinek.com)

## 7. METHODS OF COMPLAINT CONSIDERATION

- 7.1. In order to verify the justifiability of the complaint, the Guarantor reserves the right to inspect the complained floor in the place of its installation or storage, at a previously agreed time.
- 7.2. The complaint shall be considered within 2 weeks of reporting the defect to the Guarantor. If it is necessary to carry out an inspection at the Purchaser's premises, the complaint shall be considered immediately after execution thereof, but not later than within 2 weeks from the date of completion thereof.
- 7.3. The Guarantor shall notify about the manner of handling the complaint in writing or by e-mail.
- 7.4. If the complaint is recognised, the Guarantor may, at its discretion:
  - replace the defective components with defect-free ones;
  - remove defects found free of charge or cover the documented cost of removing the defect,
  - pay financial compensation in the event that the removal of the defect would be impossible or would require high costs, taking into account the value of the Next Step System and the type and significance of the defect found.

## 8. CONDITIONS FOR USE OF THE FLOORS.

- 8.1. The conditions for the Next Step System can be found in the Installation Instructions included in each pack of floorboards and at [www.barlinek.com](http://www.barlinek.com) and [www.hardwood-installation.eu](http://www.hardwood-installation.eu).



# WARRANTY CARD

For floors used in habitable rooms and public buildings.

## NEXT STEP FLOORBOARD SYSTEM WARRANTY CERTIFICATE

purchase document No. ....

date of purchase .....

name of product /floorboard/ .....

(trade name or index of the manufacturer, variety – type of finish – wood class)

installation location/address/ .....

- warranty period:
- 30 YEARS – RESIDENTIAL BUILDINGS
  - 5 YEARS – PUBLIC BUILDINGS
  - LIFETIME STRUCTURE WARRANTY



Stamp and signature of the Seller

In the case of a complaint, a proof of purchase should be attached to the complaint and submitted to the Seller or directly to Barlinek SA.

**barlinek.com**