



NEXT STEP

modern
vinyl floors

WARRANTY CERTIFICATE

CONGRATULATIONS ON YOUR PURCHASE!

You have chosen the Next Step – the next generation modern vinyl flooring. This sheet provides information on the warranty terms for Barlinek Next Step vinyl panels. Detailed information and guidelines for installation and care are provided in the Installation Instructions included with each product package (pack of floorboards) as icons, and a full instruction can be found at www.barlinek.com. The terms of warranty are available at points of sale and at www.barlinek.com.

Barlinek S.A., with its registered office in Kielce, grants a quality warranty for the purchased Next Step flooring, covering:

1. vinyl floors from Barlinek Next Step collection together with the special Next Step Extreme underlayment from Barlinek dedicated to floors from barlinek Next Step collection
2. vinyl floors from Barlinek Next Step collection together with a specialist glue recommended by Barlinek and dedicated to floors from Barlinek Next Step collection, hereinafter referred to as the “Next Step Flooring System” or the “Next Step System”








1. GENERAL TERMS OF WARRANTY.

- 1.1. Barlinek S.A. (hereinafter referred to as the “Guarantor”) with its registered office in Poland, 25-323 Kielce, Al. Solidarności 36 grants the warranty for the Next Step System quality in accordance with the terms provided in this warranty certificate, which should be completed and stamped by the Seller, and issued to the Purchaser along with the product. The warranty certificate form is also available at www.barlinek.com. The liability of the Guarantor under the warranty covers physical defects arising from reasons attributable to the subject of sale.
- 1.2. The party authorised to use the warranty is the Purchaser fulfilling the conditions of the present warranty.
- 1.3. The party authorised and using the present warranty hereby declares to have read and accepted the contents thereof.
- 1.4. The Guarantor warrants to the original Purchaser (hereinafter referred to as the “Purchaser”) that the Next Step System will be free from manufacturing defects during the warranty period.
- 1.5. Please note that the Next Step vinyl floors are intended to reproduce as closely as possible the natural colour differences found in wood. The Purchaser/installer of the floor should make a proper selection of the floorboards to achieve the desired colour pattern on the floor before installation. Before installation, the boards should also be visually inspected for mechanical damage and other visible defects. Complaints regarding defects in the boards which were visible before installation will not be accepted after the boards have been installed.
- 1.6. Note that, regardless of the Next Step System features, prolonged and increased humidity affecting the System components may cause damage to the elements 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. The damage can result from fungal and mould growth due to prolonged exposure to water or humidity.

2. THE SUBJECT OF WARRANTY

- 2.1. The warranty applies to the complete Next Step System. The warranty period runs from the date of purchase of the Product and is as follows:
 - Class 31 and 33 products – 25 years in residential use
 - Class 31 products – 7 years for floors used in selected types of commercial areas in accordance with the following table of utilisation classes, marked with a red line
 - Class 33 products – 7 years warranty for floors used in selected types of commercial areas in accordance with the following table of utilisation classes, marked with a blue line
 - lifetime design warranty for products class 31 and 33 products

CLASS REQUIREMENTS - LVT

application	 domestic	 commercial	 light industrial
 light	21 bathrooms bedrooms	31 offices hotel rooms	41 small industrial spaces
 general	22 kitchen living room	32 shops doctors offices	42 warehouses
 heavy	23 entry	33 public space schools	43 large industrial spaces
 very heavy		34 airports public space hospitals	

- 2.2. The Guarantor acknowledges that its Products meet the requirements of the Product Declaration of Performance for the Next Step System vinyl flooring and the Product Technical Data Sheet available for download at the Guarantor’s website www.barlinek.com.
- 2.3. The warranty covers:
 - durability of the wear layer of the Next Step System vinyl panels when used as intended,
 - durability of the Next Step System vinyl panel design,
 - the quality of finishing of the Next Step System vinyl panels (dimensions, matching of elements).

3. TERMS OF WARRANTY

- 3.1. This warranty is only valid if the Purchaser notifies the Guarantor of the defects discovered before the warranty period expires. For this warranty to remain valid, the principles and recommendations for storage, installation, care and use, provided in the Installation Instructions included in each package and available in full version at www.barlinek.com or in the document entitled “Conditions for use and care for the Next Step vinyl floors” available at www.barlinek.com or from the dealer, must be adhered to.
- 3.2. To exercise the rights under this warranty, the proof of purchase of the complete Next Step System is required.
- 3.3. It is recommended that installation be carried out by professional installers who have the appropriate equipment and parquet and flooring laying knowledge.
- 3.4. These terms of warranty apply exclusively to the original Purchaser.
- 3.5. The Purchaser undertakes to follow the installation, care, and maintenance instructions for the Next Step System vinyl panels.
- 3.6. It is the Purchaser and the installer’s responsibility to check the Next Step System panels prior to installation according to the industry guidelines, in particular to verify matching of all production batches of the floors purchased, type of finish, dimensions in relation to the purchase order, and to find any potential visible defects. The warranty becomes null and void: a) when the System components with visible defects are installed, b) when components non-conforming visibly to the Purchaser’s order are installed, c) when using an incomplete System;

4. EXCLUSIONS FROM THE WARRANTY

- 4.1. While purchasing the Next Step System vinyl flooring, the Purchaser should be aware of the possible minor visual variations between the natural wood colour, grain pattern and size of the natural features of wood (such as knots) as shown in the sample display or photographs included in the Guarantor's marketing materials, and the products offered for sale. The differences resulting from the pattern composition and in the arrangement or intensity of natural wood features between the Guarantor's sample book or catalogue photographs, and the product actually purchased are not deemed to be product defects.
- 4.2. The Purchaser should be aware that slight variations in shades may occur between different production batches of Next Step vinyl flooring. Therefore flooring products from the same production batch should be installed in the same room. Matching of the production batch must be checked before installation. The production batch number is indicated on the packaging of the Next Step floors, on the front label („Batch no."). For easier identification of a production batch of the floors installed in the after-sales process, it is recommended to take and keep after installation a photo of the front label of the installed floor packaging with the visible production batch number.
- 4.3. The Next Step modern vinyl flooring products are waterproof. This means that the integral structural components of the Next Step System panels will not be affected by short-term exposure to water. Damage to the product, e.g. mould or mildew due to water or other liquids that have seeped into the subfloor as a result of spillage, is not covered by the guarantee.
- 4.4. In addition, the warranty does not cover:
 - a. changes in the surface layer of the Next Step System vinyl panels 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 use and care for the Next Step vinyl floors"
 - c. changes in the floor colour caused by sunlight, intense lighting or ageing processes of the finish coat,
 - d. defects resulting from incorrect installation or use of the floor in conditions inconsistent with the Installation Instructions or the document entitled Conditions for use and care for the Next Step vinyl floors" (Installation Instructions are included in each product package in a form of icons, and are also available at www.barlinek.com; the "Conditions for use and care for the Next Step vinyl floors" are available at www.barlinek.com),
 - e. damage to the Next Step System installed on the surface with an underfloor heating system having parameters inconsistent with those specified in the Installation instructions and the specific conditions for the installation and use of the Next Step vinyl floors on floors with an underfloor heating system, if this had an impact on the damage,
 - f. the product that has been installed in spite of visible defects; visible defects are those that are noticeable in the product after it has been unpacked (e.g. defects in the surface layer or damage to the lock making it impossible to install). Panels with visible defects should be set aside before or during installation and reported to the seller so that they can be replaced,
 - g. modification or repair of the Product by the user, if the works have not been agreed in writing with the Guarantor,
 - h. damage in transport, except for transport by or on behalf of the Guarantor,
 - i. damage to the floor due to building subsiding or uneven sub-floor,
 - j. damage caused by improper care or use of improper care products,
 - k. damage caused by staining (e.g. spilt liquids), scratches or contamination of the surface layer (e.g. caused by moving furniture,

failure to replace worn felt pads under furniture feet, animal claws, use of unsuitable footwear, door mats and furniture casters containing black rubber, changes in gloss or indentations on the wooden floor surface, e.g. caused by falling objects on the wooden floor surface),

- l. damage caused by the use of the Next Step System in microclimatic conditions (e.g. temperature, point sunlight) inconsistent with the Installation instructions and conditions of use,
- m. effects of uneven light reflection 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 floor should be carried out in a standing position under natural lighting conditions),
- n. floors which are in any manner used improperly,
- o. damage resulting from improper storage, excessive wear and use,
- p. damage resulting from water penetrating through damaged, cracked, non-waterproof joint between the panels and the walls, bathtub, shower casing and damage resulting from water penetration through damaged panels

5. CONDITIONS AT THE INSTALLATION SITE

- 5.1. The conditions at the installation site including the temperature, sub-floor humidity and air humidity are provided by the Guarantor in the Installation Instructions enclosed to each package of the product and available at www.barlinek.com
- 5.2. The installer is obliged to observe the rules of installation specified in standards and industry specifications describing the conditions for the performance of flooring works.
- 5.3. The Next Step System vinyl floors 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 Next Step System vinyl floors can be installed in bathrooms and similar areas exposed to local splashing of the floor surface with water, provided that the floor is installed with the glue down method, and all panel edge joints 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 desired colour. The panels have to be bonded to the subfloor with the system glue recommended for Barlinek Next Step vinyl floors.
- 5.5. Before flooring installation in bathrooms, laundries and similar rooms exposed to spillage of water on the floor surface, it is recommended 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 discovering the alleged defect, giving the grounds for the complaint in as much detail as possible.
- 6.2. The complaint may be submitted to the dealer Next Step System has purchased from or directly to the Guarantor. The complaint should include the proof of purchase, and if possible, also the warranty certificate filled in and stamped by the dealer, and photographic documentation of the complaint subject.
- 6.3. To file a complaint directly with the Guarantor, it should be sent to the following address: Barlinek SA, 25-323 Kielce, Al. Solidarności 36 or emailed at: reklamacje.kielce@barlinek.com, biuro@barlinek.com.pl lub claims.kielce@barlinek.com

7. PROCESSING THE COMPLAINTS

- 7.1. In order to process the complaint, the Guarantor reserves the right to inspect the claimed floor at the its installation or storage site, at a previously agreed date.
- 7.2. The complaint shall be processed 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 will 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 his discretion:
 - replace the defective components with defect-free ones;
 - remove the defects found free of charge or refund the evidenced cost of removing the defect,
 - pay financial compensation in the event that the removal of the defect would be impossible or would require high cost, 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 use of the Next Step System can be found in the Installation Instructions included in each pack of floorboards and at www.barlinek.com



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vinyl floors

WARRANTY CERTIFICATE

For floors used in habitable rooms
and public buildings.

BARLINEK NEXT STEP VINYL FLOORING WARRANTY CERTIFICATE

Purchase document No.:

Date of purchase:

Product name:

(trade name or address of the manufacturer, variety - type of finish - wood class)

Installation location /address/

Warranty period

- Class 31 and 33 products – 25 years in residential use
- Class 31 products – 7 years for floors used in selected types of commercial areas in accordance with the following table of utilisation classes, marked with a red line
- Class 33 products – 7 years warranty for floors used in selected types of commercial areas in accordance with the following table of utilisation classes, marked with a blue line
- lifetime design warranty for products class 31 and 33 products



Stamp and signature of the Seller

CLASS REQUIREMENTS - LVT

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general	22 kitchen living room	32 shops doctors offices	42 warehouses
heavy	23 entry	33 public space schools	43 large industrial spaces
very heavy		34 airports public space hospitals	