



SUNSTAR
TIMBER FLOORING

AUSTRALIAN HARDWOOD

WELL BUILT AUSTRALIAN RANGE
BY SUNSTAR

0.6mm Tasmanian Oak
0.6mm Jarrah
0.6mm Blackbutt
0.6mm Spotted Gum
2.0mm Spotted Gum

INSTALLATION

Installation should be completed by suitably qualified trades and must adhere to any relevant NCC & building requirements.

Product:

Faulty, or damaged boards should not be installed.

If a product fault is noted it should immediately be reported to Sunstar Timber Flooring on 1300 081 999.

Sunstar Timber Flooring is not responsible for labour costs incurred for flooring installed with visible defects.

Do not unpackage boards till ready to lay as climate may cause bowing and cupping of loose boards.

Boards should be mixed on the floor and staggered to meet a visually pleasing design.

Recommendation:

Dry lay out several planks prior to final install to visualize preferred pattern.

Allowance for expansion & building movement:

Minimum 10mm gap to exterior room walls.

Minimum 10mm gap to all vertical obstructions such as fixed furnishings and cabinets.

When installed as floating floor skirtings & scotia should be fixed to the wall, to avoid compromising natural movement in the floor.

Recommendation:

Intermediate expansion joints to floors exceeding 12m in one direction, particularly where extreme temperature variations can occur across the floor.

Tropical locations of extreme humidity (such as QLD) should increase expansion gaps to minimum 15mm.

Room temperature before, during and after installation should be consistent with normal living conditions, product should also be brought to room temperature prior to installation.

Sub floor:

Must be of debris prior to installation.

Must be solid & structurally sound.

Levelled to limit rises and falls to a maximum of 2mm over a 1000mm radius to ensure full contact between plank and subfloor surface.

Subfloor imperfections should be smoothed to ensure a maximum 1mm deviation over 250mm area.

Timber subfloors should be well ventilated & humidity must comply with relevant building regulations.

Concrete subfloors should not exceed 4.8% moisture.

In slab heating:

Sunstar Timber Flooring does not recommend installation of Australian hardwood products over a heated slab.



Engineered Australian Hardwood Well Built Australian Range
HQ Wood Pty Ltd TA Sunstar Timber Flooring
Phone 1300 081 999 Email info@sunstarflooring.com.au

MANUFACTURER'S WARRANTY

RESIDENTIAL 10 YEAR WEAR LIFETIME STRUCTURAL & COMMERCIAL 5 YEAR WEAR LIFETIME STRUCTURAL

MAINTENANCE & CARE

Cleaning:

Keep floors free of dirt, sand & grit. Entry mats should be used at exterior doors to trap grit & moisture from footwear.

Sweep or vacuum regularly to prevent build-up of grit that alter surface finishes.

Clean floor with spray mop, soft broom, or vacuum with brushes down, or spot clean with cloth.

Do not use wet mops to clean timber flooring, moisture can cause timber products to deform or deteriorate.

Use specific Timber floor cleaning products such as Bona Wood Floor Cleaner. Follow manufacturer's instructions.

Liquids and spills should be cleaned up and dried immediately.

Mats should be used in areas where spillage maybe likely, ensuring in the event of a spill ensure no moisture is left under the matt.

Animal excrement should be removed and cleaned immediately to prevent staining or moisture damage.

Care:

Always apply felt pads under furniture to avoid scratching.

Non-staining protective mats should be used under heavy furniture that is regularly moved or could dent/scratch flooring.

Care should be taken when moving heavy furniture or appliances, use protective panels when rolling heavy appliances into place. Do not drag heavy items across floor.

Wheeled furniture should use non-staining protective mats.

Rubber including tips of feet of furnishings & rubber mats can cause staining. Be careful to use appropriate mats and felt pads under furnishings.

Spiked or hard heeled shoes should be removed before walking on floor.

Do not stick adhesives to surface, including adhesive tapes such as duct tape, removal could cause damage, or discolouration

Floors should be protected from excessive direct sunlight, recommend use of window openings should be protected with coverings or UV resistant film, furniture and rugs should be moved around the room intermittently to allow for even changes in floor finishes.

Timber floors are not suitable in wet areas and should always be kept dry. Care should be taken to ensure timber is not exposed to condensation & excessive humidity.



MANUFACTURER'S WARRANTY

RESIDENTIAL 10 YEAR WEAR LIFETIME STRUCTURAL & COMMERCIAL 5 YEAR WEAR LIFETIME STRUCTURAL

Manufacturer's Limited 10 Year Residential Warranty

Sunstar Flooring warrants to the original purchaser that the flooring will be free of manufacturing defects, and that the factory applied finish will not wear through*, or timber veneer delaminate, split or structurally deteriorate for 10 years after the date of purchase of the product when used under normal residential traffic conditions.

Manufacturer's Limited 5 Year Commercial Warranty

Sunstar Flooring warrants to the original purchaser that the flooring will be free of manufacturing defects, and that the factory applied finish will not wear through*, or timber veneer delaminate, split or structurally deteriorate for 5 years after the date of purchase of the product when used under light commercial traffic conditions. Heavier traffic areas such as main entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended.

This warranty does not cover labour, unless professionally installed. Nor does not cover other incidental expenses incurred as a result of covered defect. Sunstar Flooring reserves the right to provide its own labour to undertake repair or replacement works covered by this warranty. Should the original floor be discontinued, Sunstar Flooring will replace the defective material with a Sunstar Flooring product of equal or greater value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

*Wear through is defined as 100% finish loss over a minimum of 5% of the total installation. Scratches, stains and loss of gloss are not considered as wear through and are not covered by this warranty. If the product wears through, Sunstar Flooring will at its option replace, or refund the portion of the floor in question as covered under this warranty.

Water Damage

Timber flooring is naturally susceptible to moisture damage and should not be used in specific wet area rooms such as bathrooms or rooms where a floor waste is present.

Steps should always be taken to protect the product from moisture including maintaining a relative humidity level of between 40-60% use humidifiers or dehumidifiers in extreme climates.

Protect product from condensation where the floor meets large windows.

This warranty does not cover damage or deterioration of the product due to water or moisture damage.

Products delivered to a construction site should be stored within 40-60% humidity within the same room as they will be installed and should not be stored in damp garages, carparks & basements or against windows or exterior walls as higher levels of humidity and condensation maybe present.

Warranty Exclusions

Timber flooring is a natural product where variation and features are part of the design. Variations may not all be captured on individual samples. Customers should take care to ensure they are satisfied with the product colour prior to install. Customers can request product photos (or larger samples if available). Claims for colour, surface and grain variations cannot be accepted once the floor is installed.

Slight changes in colour due to exposure to light can occur over time are not covered by the warranty.

Floor squeaks caused by unsuitable, or uneven subfloors are not a product defect and are not covered under warranty.

This warranty does not cover damage caused by negligent installation, care or maintenance contrary to written instructions provided by Sunstar Timber Flooring.

This warranty does not cover physical abuse or misuse, indentation, scratching & cutting.

Sunstar warrants that all flooring products it supplies are free of insects and does not cover insect damage occurring after installation.

This warranty does not cover Freight damage after leaving Sunstar Timber Flooring warehouses.

Sunstar Flooring assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Warranty Assessment

Sunstar Flooring reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed.

No installer, retailer, agent or employee of Sunstar Flooring has the authority to increase or alter the obligations or limitations of this warranty. In the event of a disputed warranty claim Sunstar Flooring reserves the right to request a certified independent inspection (such as www.atfa.com.au), if the product is found not to be faulty the claimant maybe liable for the cost of this inspection.

For Warranty Service

To make a claim, you may:

1. Contact your Well Built Australian Range retailer who will process your claim through Sunstar Timber Flooring Pty Ltd.
OR:
2. Contact Sunstar Timber Flooring Pty Ltd by email info@sunstarflooring.com.au or via Sunstar's helpline 1300 081 999
Proof of purchase is required.



Engineered Australian Hardwood Well Built Australian Range
HQ Wood Pty Ltd TA Sunstar Timber Flooring
Phone 1300 081 999 Email info@sunstarflooring.com.au