

AUTHENTIC HYBRID FLOORING BY SUNSTAR

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.

Allowance for expansion & building movement:

Minimum 8mm gap to exterior room walls.

Minimum 8mm gap to all vertical obstructions such as fixed furnishings, cabinets & oven legs.

Skirtings & scotia should be fixed to the wall in a manner that avoids 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.

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.

Imperfections should be levelled to ensure a maximum 1mm deviation over 250mm area.

Gaps should not exceed 3mm (such as tile grout lines & sheet subflooring joints).

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

Concrete subfloors should not exceed 75 relative humidity.

In slab heating:

Maximum flooring temperature should never exceed 28°C.

Heating should be turned off prior to install.

Heating should be slowly brought up to working temperature maximum 5°C per day.

Confirm with heating system supplier to confirm suitability of floor coverings, Sunstar Timber Flooring does not warranty product installed contrary to heating system supplier recommendations.

Note: Heating systems installed between floating floor and subfloor are not acceptable.



Authentic Hybrid Flooring

HQ Wood Pty Ltd TA Sunstar Timber Flooring

Phone 1300 081 999 Email info@sunstarflooring.com.au

MANUFACTURER'S WARRANTY

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Install Process:

Unilin system locking process - www.unilintechnologies.com/en/Flooring/Technologies/Basic-Locking/

Never strike the board directly with tools, always cautiously use an offcut with matching click system, or suitable tapping block taking care not to damage the Unilin tongue & groove system.

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.

MAINTENANCE & CARE

Cleaning:

Keep floors free of dirt, sand & grit.

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

Clean floor with damp mop, soft broom or vacuum with brushes down.

Use low PH cleaner such as Bona Professional Series Stone, Tile & Laminate Cleaner. Follow manufacturer's instructions.

Liquids and spills should be cleaned up and dried.

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

Entry mats should be used at exterior doors.

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.

Wheeled furniture should use rubber castors &/or non-staining protective mats.

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.

Spiked or hard heeled shoes should be removed.

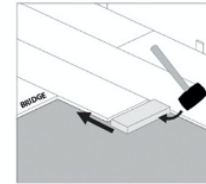
Do not stick adhesives to surface, removal could cause damage, or discolouration.

Floors should be protected from excessive direct sunlight, recommend use of window openings should be protected with coverings.

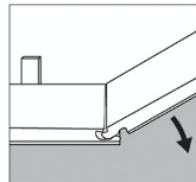
Do not allow floor to become flooded. Water ingress into subfloor can result in mildew or subfloor structural damage.



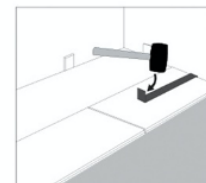
1. Begin installation from left to right. Install spacers at ends & where planks meet wall.



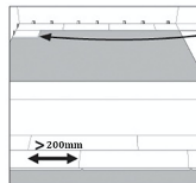
7. Tap end of board with mallet using a tapping block to lock ends of boards together. Remove support bridge and continue this method until row is complete. Do not strike the locking system directly. Boards with damage to locking system must be discarded.



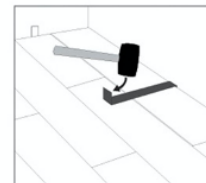
2. Holding the board at an approx. 30 degree angle lock the short end of board by inserting Unilin tongue into groove & drop into place.



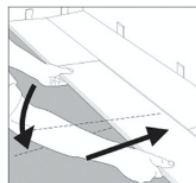
8. Use mallet & pull bar to lock in final board in row. Insert spacer between end of row and wall to ensure flooring maintains position through full install process.



3. Use the remaining cut piece from the end of a row to begin next row. Ensure end-joints are spaced by min. 200mm

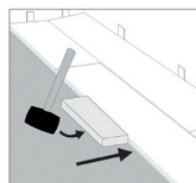


9. Use mallet & pull bar to lock long side of board on final row.

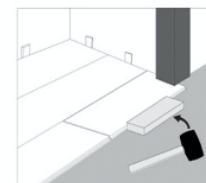


4. Lock long side of board by inserting tongue into groove at an approximate 15degree angle and drop into place. Next slide towards end of previously installed plank until the tongue touches the groove.

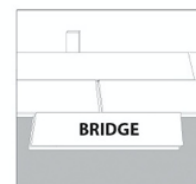
INSTALL UNDER DOOR JAMBS



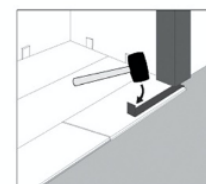
5. Use mallet and tapping block or scrap piece of board with matching undamaged click tongue to tap long side of board to ensure a tight fit. Tapping block should be min. 250mm long. Any gapping will compromise the locking system.



1. Undercut door jamb to allow board to slide freely under. Tap long side of board using mallet and tapping block to lock in long side.



6. Attach a scrap piece of board to bridge gap between ends of planks.



2. Use mallet and pull bar to tap in and lock short side of board.



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MANUFACTURER'S WARRANTY

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Manufacturer's Limited Lifetime Residential Warranty

Manufacturer of Authentic Hybrid by Sunstar referred to herein as 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*, peel off or delaminate throughout the life of the product when used under normal residential traffic conditions.

Manufacturer's Limited 10 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*, peel off or delaminate for 10 years after the date of purchase of the product when used under light commercial traffic conditions. Heavier traffic areas such as 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 and loss of gloss are not considered as wear through. 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

Sunstar Hybrid flooring will resist damage from moisture due to wet mopping and everyday household spills. The product is waterproof in terms of water will not damage the product itself, however, when excessive moisture accumulates under flooring / within buildings, or building materials such as subfloors that may not be waterproof, building damage may occur. Steps should be taken to prevent subfloor water ingress.

The warranty excludes damage resulting from mould and/or mildew growth due to prolonged exposure to moisture.

Flood events may require rehabilitation steps to be taken as advised by a professional installer such as lifting and drying to prevent mildew and mould issues.

Warranty Exclusions

Sunstar Hybrid flooring is designed to replicate natural variation and timber features. 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.

Hybrid products are not suitable for external use such as porch or patio areas.

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.

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 faulting the claimant maybe liable for the cost of this inspection.

For Warranty Service

To make a claim, you may:

1. Contact your Hybrid by Sunstar 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.



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