

RIGID CORE TIMBER BY SUNSTAR

Installation Recommendations

Installation must be completed by suitably qualified trades in accordance with BCA requirements and AFTA Timber flooring industry standards. Floors should be laid over suitable underlay and moisture barrier.

Provision for suitable expansion gaps must be made when installing.

8mm to exterior room walls.

Rooms greater than 6m should include intermediate expansion joints in accordance with AS1684

Subfloor must be dry, clean, levelled, structurally sound and free of debris prior to installation. Underfloor humidity must comply with BCA & AS1684.

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

Maintenance & Care Recommendations

Keep floors free of dirt, sand & grit. Sweep or vacuum regularly to prevent build-up of grit that can scratch surfaces.

Clean floor with damp mop, soft broom or vacuum.

Always apply felt pads under furniture to avoid scratching.

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

Sunstar recommends use of exterior and interior mats at entry points of the building and removal of heeled or spiked shoes.

Do not drag or roll heavy items across floor, without laying down suitable protective mats prior.

Exposure to direct sunlight can cause the surface to lighten unevenly, Sunstar recommends window openings be protected with suitable curtains or other sun protection to avoid prolonged exposure.



MANUFACTURER'S LIMITED LIFETIME RESIDENTIAL WARRANTY

RIGID CORE TIMBER BY SUNSTAR

Manufacturer of Rigid Core Timber by Sunstar referred to herein as Sunstar Timber 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.

*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 Timber Flooring will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labour, unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, Sunstar Timber Flooring will replace the defective material with an Sunstar Timber Flooring floor of equal 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.

Manufacturer's Limited 5 Year Commercial Warranty

Sunstar Timber 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 5 years after the date of purchase of the product when used under light commercial traffic conditions.

*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. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended. If the product wears through, Sunstar Timber Flooring will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labour unless professionally installed, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, Sunstar Timber Flooring will replace the defective material with a Sunstar Timber Flooring floor of equal 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.

24 hour Standing Water Warranty

Rigid Core Timber will resist damage from moisture due to wet mopping and everyday household spills removed within 24 hours. This product is water resistant. However, when excessive moisture accumulates in buildings or on building materials, mould and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture 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

The owner/installer must inspect the colour, finish and quality of the flooring prior to installation.

Sunstar Timber Flooring is not responsible for labour costs incurred for flooring installed with visible defects. Isolated floor squeaks are not a defect and are not covered under warranty.

This warranty does not cover damage caused by improper installation, negligence, water erosion, abrasion, extreme heat or temperature, cleaning care or maintenance contrary to written instructions provided by Sunstar Timber Flooring. This warranty

does not cover physical abuse or misuse, indentation, scratching, impact, cutting, freight damage, alteration or any wear. Changes in colour due to exposure to light are not covered by the warranty. Variations in colour, tone, grain patterns and other are naturally occurring characteristics of hardwood.

This warranty does not apply if product is installed in areas where condensation repeatedly occurs, or any other areas contrary to the recommendations of Sunstar Timber Flooring, including, but not limited to, exterior applications, bathrooms, unstable / improper subfloors, or areas exposed to excessive topical and ground moisture. Protective pads should be used under furniture legs, and mats should be used under any chairs with rolling casters.

For the Limited 20 Year Residential warranty, if a claim is made and approved after 1 year of purchase, Sunstar Timber Flooring will pay a pro rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 20 years. For example, if the claim is made 10 years after the original purchase, then Sunstar Timber Flooring will pay 50% (10/20th) of the material. If the claim is made 20 years or more after the purchase, Sunstar Timber Flooring will provide you, the original purchaser, with a 5% discount on material only on your next purchase of a Sunstar Timber Flooring product. If professionally installed, reasonable labour may be paid for claims within 36 months from the date of purchase. No labour will be paid after 36 months.

For the 5 Year Light Commercial warranty, if a claim is made and approved after 1 year of purchase, Sunstar Timber Flooring will pay a pro rated percentage of material cost, determined by the number of years from the date of purchase and the remaining period up to 5 years. For example, if the claim is made 2 years after the original purchase, then Sunstar Timber Flooring will pay 60% (3/5th) of the material. If professionally installed, reasonable labour may be paid for claims within 36 months from the date of purchase. No labour will be paid after 36 months.

Sunstar Timber Flooring excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

Sunstar Timber 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. Sunstar Timber 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 Timber Flooring has the authority to increase or alter the obligations or limitations of this warranty.

For Warranty Service

To make a claim, you may:

1. Contact your Rigid Core Timber by Sunstar retailer who will process your claim through Sunstar Timber Flooring. OR:
2. Contact Sunstar Timber Flooring by email info@sunstarflooring.com.au or via Sunstar's helpline 1300 081 999 no later than 30 days after the discovery of the defect. Proof of purchase is required. OR:
3. Contract a certified independent inspector (such as www.atfa.com.au). The inspector should submit a copy of the inspection report directly to your Sunstar Timber Flooring for consideration. Note that while independent inspections are credible and usually reliable, the final decision rests solely with Sunstar Timber Flooring. Only certified inspectors approved in writing, in advance by Sunstar will be considered.



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