

GUNYAH: WARRANTY & INSTALLATION INFORMATION

INSTALLATION GUIDELINES

Installation should be completed by suitably experienced 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 the supplier. The manufacturer is not responsible for labour costs incurred for flooring installed with visible defects. Boards should be mixed on the floor and staggered to meet a visually pleasing design. 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 and obstructions such as fixed furnishings, flooring transitions, cabinets & oven legs. Skirtings & scotia should be fixed to the wall in a manner that avoids compromising natural movement in the floor. Including taking care to ensure nails and Adhesives are not fixed to boards, such as caulking of boards to skirting boards & kitchens. Care should be taken not to nail the boards to the scotia or subfloor. A floating floor requires allowance for natural movement. Recommendation:

Intermediate expansion joints to floors exceeding 20m in one direction and 10m in the other, particularly where extreme temperature variations can occur across the floor. Floor spans exceeding 20m can be completed but require plan approval by Sunstar Flooring please speak with your supplier for details. 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 3mm over a 1000mm radius, ensure there is full contact between plank and subfloor surface.

Imperfections in the subfloor material should be levelled to ensure any bumps are maximum 1mm deviation over 250mm area. Gaps (such as tile grout lines & sheet subflooring joins) should not exceed 3mm wide.

Timber subfloors should be ventilated & humidity must comply with relevant building regulations. Concrete subfloors should be dry and fully cured. If unsure, please contact your supplier.

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, the supplier does not warranty product installed contrary to heating system supplier recommendations.

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

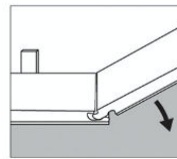
Unilin system locking process -

www.unilintechnologies.com/en/Flooring/Technologies/Basic-Locking/

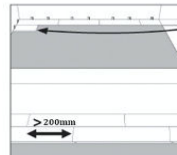
Never strike the board directly with tools, always cautiously use an offcut with matching click system, or suitable tapping block taking care not to damage the Unilin tongue & groove system.



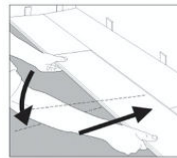
1. Begin installation from left to right. Install spacers at ends & where planks meet wall.



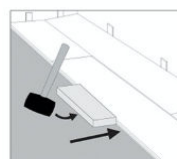
2. Holding the board at an approx. 30 degree angle lock the short end of board by inserting Unilin tongue into groove & drop into place.



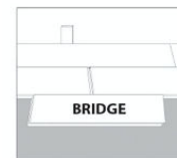
3. Use the remaining cut piece from the end of a row to begin next row. Ensure end-joints are spaced by min. 200mm



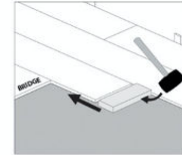
4. Lock long side of board by inserting tongue into groove at an approximate 15 degree angle and drop into place. Next slide towards end of previously installed plank until the tongue touches the groove.



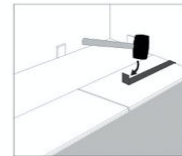
5. Use mallet and tapping block or scrap piece of board with matching undamaged click tongue to tap long side of board to ensure a tight fit. Tapping block should be min. 250mm long. Any gapping will compromise the locking system.



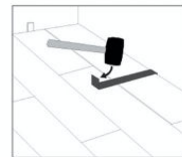
6. Attach a scrap piece of board to bridge gap between ends of planks.



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.

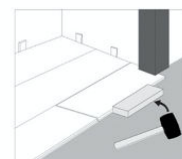


8. Use mallet & pull bar to lock in final board in row. Insert spacer between end of row and wall to ensure flooring maintains position through full install process.



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

INSTALL UNDER DOOR JAMBS



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.



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

GUNYAH: WARRANTY & INSTALLATION INFORMATION

MANUFACTURER'S WARRANTY

RESIDENTIAL 20 YEAR WEAR LIFETIME STRUCTURAL
& COMMERCIAL 5 YEAR WEAR LIFETIME STRUCTURAL

Manufacturer's Limited 20 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 20 years after the date of purchase of the product when installed in accordance with the installation guidelines and 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 installed in accordance with the installation guidelines and 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.

Care with Moisture

Rigid Core Timber is designed not cup or distort due to moisture in normal indoor living environments and is safe for wet mopping and normal household spills. Although prolonged exposure* to moisture can result in discolouration so take care to clean up spills and avoid flooding as this may result building issues beyond the flooring. This warranty does not cover discolouration of the timber due to moisture.

Product should not be used in specific wet area rooms such as bathrooms where a floor waste is present as it is not designed to seal the subfloor and the subfloor will not meet the levelling requirements of the product.

*Exposure to moisture for longer than 72 hours or repeated exposure at the same location.

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 will occur over time are not covered by the 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.

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 retailer who will process your claim through Sunstar Timber Flooring Pty Ltd. OR:
2. Contact Sunstar Timber Flooring Pty Ltd directly. Proof of purchase may be required.



Care line: 1300 081 999

Email: info@sunstarflooring.com.au

GUNYAH: WARRANTY & INSTALLATION INFORMATION PRODUCT CARE & MAINTENANCE

Timber is an organic material, its beauty is its natural colour and feel that can't be copied because it's always changing as it grows, is harvested and then ages. The expectations of timber floors have grown over time and with that the quality of manufacturing and construction has significantly improved.

We will always strive to improve the processes from forest to floor and then once installed you have the opportunity to take over and look after your floor to ensure a longest lifespan.

Whether you want it to age and develop more character to tell a story of your home, or you want to keep it as close as possible to a fresh floor, there's some guidance to keep in mind:

Move in day:

The most dangerous time for a timber floor is move in day. Keep the floor clean as you move in.

Take care when moving particularly when using trolleys, only ever use a trolley with inflatable tyres and use floor protection to avoid direct contact with the floor.

Never drag heavy furnishings or appliances, take extra care when moving the fridge and other appliances in, the edges are sharp and even the wheels can cause damage if they're not clean or in good condition.

Plan how to manage your new and existing furniture:

Tables, chairs, and sofas are often moved back and forth with extreme point loads that can lead to accelerated wear and tear of the coatings or scratching. Under legs use felt pads, rugs can also be used in some locations where style can meet practicality, make sure they're permeable and they can breathe to avoid moisture getting trapped and avoid rugs with rubber backings as these will cause staining.

Even furnishings that aren't moved often should have a suitable no scratch surface in contact with the flooring.

Under desk chairs or other wheeled furnishings use a non-staining mat and rubber casters. Although be aware rubber will cause staining to the surface of the floor over time, so select mats without rubber backing.

Protect your floor:

Be aware like your skin timber can tan in the sun, timber naturally oxidizes in the sun and coatings fade, this is a natural ageing process of a natural product. This should be managed by moving furnishings from time to time to avoid uneven colour changes.

If exposed to direct sunlight for prolonged periods timber can also suffer more serious issues such as minor cracking. The floors are designed for an indoor surface and need to be kept in comfortable living temperatures.

Window protection such as blinds, window tinting or external shading to limit direct sunlight is required to ensure the floor is protected from prolonged direct sun exposure. Use heating and cooling to keep the ambient temperature between 10-35°C.

Ongoing cleaning:

It's always important to keep a floor clean, minor dirt and grit can accelerate the wear of coatings.

Use mats both inside and outside of doors leading outside to clean shoes and remove debris before it ends up on the floor. Mats should be kept clean. (Where installed in commercial premises it's recommended foot traffic passes over a 3.0metre mat).

Recommend you take your shoes off and enjoy the floor under your feet, this will help keep the surface clean. (Always remove shoes with spikes and sharp heels)

Always aim to keep the floor dry, Oil, food, drinks, and other household spills including pet accidents should also be cleaned up and wiped clean with a damp cloth to ensure staining does not occur.

Regular (aim for daily) sweeping with a soft broom and vacuuming will keep the floor free of debris preventing build up in the joints and grain where exposed. When vacuuming ensuring the head of the vacuum has felt on the underside, let's not scratch a floor while aiming to look after it.

As required (weekly) the floors are suitable for mopping to ensure they remain clean and fresh. The moisture when mopping is only to soften and loosen the dirt, let the mop do the work.

When using a mop and bucket do not flood the floor as water may

Never use a steam mop, or caustic cleaning agents as these may damage the coating system.

Recommended cleaning products:

Bona Wood Floor Cleaner
Peerless JAL Versadet

When using other cleaning products ensure they are neutral, non-abrasive and don't use oil-based soaps, or polishes as these will create a residue. Multi-purpose cleaners should not be used on timber floors.

Repairs & Maintenance:

In the event of minor damage there's a few steps that you can take.

1. Stains and marks

Stubborn stains can be removed with care using methylated spirits on a damp cloth. After removing clean all the methylated spirits from the surface using a fresh damp cloth.

2. Fine minor white surface scratches

Tibet Almond Stick a very simple cheap method to hide minor scratches. This product is available online for purchase.

3. Minor indents or scratches causing indentation of the surface

Timbermate wax sticks are available from hardware stores and online, numerous tutorials are also available online.

4. Accelerated wear of high traffic floors

Peerless JAL Gemini is a simple coating that can be used to applied to extend the life of floors in high traffic areas. Special care should be taken to follow instructions carefully, and a small test area should be completed first to ensure similar gloss levels. This product can be ordered in varying gloss levels.

Other coatings and more invasive steps are available and should be discussed with your flooring professional.

For questions or further information on your floor feel free to contact the manufacturer



Care line: 1300 081 999

Email: info@sunstarflooring.com.au