

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. Including taking care to ensure nails and Adhesives are not fixed to boards, such as caulking of boards to skirting boards & kitchens.

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 joins).
- 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 loading loor and sub loor are not acceptable.

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.

MANUFACTURER'S WARRANTY

TOUGH CORE BY SUNSTAR



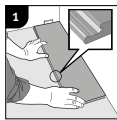
Installation Instructions for Resilient Flooring



Important information

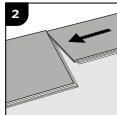
- The flooring must be acclimated a minimum of 24 to 48 hours prior to installation in the room where the installation will take place
- In larger rooms the flooring must be installed in smaller sections with expansion joints.
- The distance to walls and other permanent pieces of construction elements (such as pillars and kitchen islands) should be approximately 5 mm
- Never install very heavy pieces of furniture such as kitchen islands/cabinets on top of the flooring
- The indoor climate should have a temperature between 15-23 ° C and relative air humidity between 30-60%.
- Always follow the floor manufacturers requirements and specifications regarding subfloor preparation.

General installation instructions



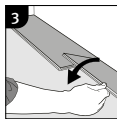
First row, first plank

Place a spacer with predicted thickness to the left and position the panel against the wall.
Later, after 3 rows, you can easily position the flooring against the front wall with predicted spacers.

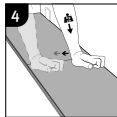


First row, second plank

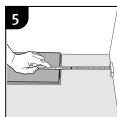
Place this panel gently close to the short end of the first one.



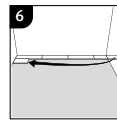
When folding down it is important to start from the corner closest to the previous row, folding down towards the center, and continue towards the opposite long side. During the fold down, make sure the panels are close to each other.



Afterwards press slightly along the short end just installed.

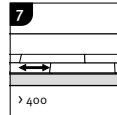


At the end of the first row, put a spacer to the wall and measure the length of the last plank to fit.

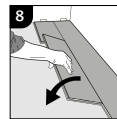


Second row, first plank.

Start with the rest of the cut plank from the first row.

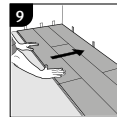


Staggered joint distance i.e. minimum distance between short ends of panels in parallel rows shall not be less than the given length.



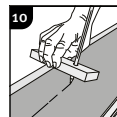
Second row, second plank.

Place the panel gently and close to the short end of the previous panel and fold it down in a single action movement.



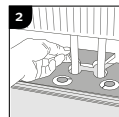
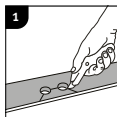
After 2-3 rows.

Adjust the distance to the front wall by placing spacers.



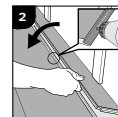
The first and last row may need to be adjusted at an uneven wall. Copy the wall line to the first or last plank row with the shown tool, disassemble planks, adjust and reinstall.

Installation around radiator/heating pipes



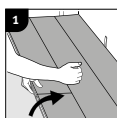
Drill holes two times larger than the diameter of the pipes. Remove a piece of the panel with a utility knife. Put the panel on one side of the pipes and the removed piece on the other side.

When angling is not possible

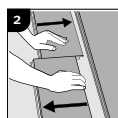


Remove the vertical locking part of the strip with a chisel, put applicable glue on the strip and push the planks horizontally together. Place some spacers between last board and the wall.

Dismantling panels



Separate the whole row by carefully lifting up and release the whole row. Fold up the row and release the whole long side.



Disassemble the panels by sliding the short ends horizontally. Never fold up a panel, as this damages the profile.

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MANUFACTURER'S WARRANTY

TOUGH CORE BY SUNSTAR

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.

Manufacturer's Limited Lifetime Residential Warranty

Manufacturer of Tough Core 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 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*, peel off or delaminate for 5 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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