



SUNSTAR
TIMBER FLOORING

Authentic Hybrid

BY SUNSTAR

Available Authentic Hybrid Range
Authentic – 1830x183x7mm

PRODUCT SPECIFICATIONS

Sunstar Authentic Hybrid is a waterproof product with high-definition print and anti-microbial surface. Designed for family living.

AVAILABLE AUTHENTIC HYBRID RANGE	TEST DATA – AUTHENTIC HYBRID
Authentic – 1830x183x7mm	<p>Scratch Resistance</p> <p>AC4</p> <p>Reaction to fire tests</p> <p>- CHF Value 10.7 kW/m2 Mean</p> <p>- Smoke Value 110% Mean</p> <p>Melting Yes</p> <p>Blistering Yes</p> <p>Slip Resistance Classification</p> <p>Wet pendulum P4</p> <p>Emission Test ASTM</p> <p>D5116-2017</p> <p>VOC Pass</p> <p>Formaldehyde Pass</p> <p>Acoustic Laboratory Measurement</p> <p>59dB Pass</p> <p>Acoustic Star Rating Assessment</p> <p>Typical residential built form 5 Star</p>
<p>AUTHENTIC HYBRID</p> <p>Underlay Integrated IXPE Underlay</p> <p>Core Multi-layer SPC: Stone polymer composite core PVC: Virgin Stone: Non-crystalline silica carbonate</p> <p>Wear Layer Thickness: 0.5mm Finish: Embossed Matte Ceramic Coating Treatment: +ion Charged Antimicrobial</p> <p>Joins Joint System: Unilin Click Edge Treatment: Micro Bevel</p>	

WARRANTY



Limited
Lifetime
Residential
Warranty



Commercial
10 Year Wear
Warranty



Lifetime
Structural
Warranty



Authentic Hybrid
HQ Wood Pty Ltd TA Sunstar Timber Flooring
Phone 1300 081 999 Email info@sunstarflooring.com.au

MANUFACTURER'S WARRANTY

AUTHENTIC HYBRID FLOORING BY SUNSTAR

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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INSTALLATION REQUIREMENTS

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

BEFORE INSTALLATION

Product Handling:

Pallet: Store on flat pallet at all times.

Temperature: Aim to store at room temperature at all times.

Acclimatization: If exposed to extreme temperatures, allow the product time to acclimatize in the room for 24-48 hours before opening.

Pre-Installation Requirements:

Dry Lay: Arrange planks before installation to visualize the pattern.

Mix & Stagger: Mix boards and stagger them for a pleasing design.

Assess During Installation: Do not install faulty or damaged boards.

Report Any Defects: Contact Sunstar Timber Flooring at 1300 081 999 if any product faults are noted.

Subfloor Preparation:

Clean Surface: Ensure the subfloor is free of debris and structurally sound.

Leveling: Limit rises and falls to a maximum of 3mm over a 1000mm radius. Smooth imperfections to ensure a maximum 1mm deviation over 250mm area.

Ventilation & Humidity: Timber subfloors should be well ventilated and meet building regulations for humidity. Concrete subfloors should not exceed 4.8% moisture.

In Slab Heating:

Maximum Temperature: Never exceed 28°C.

Pre-Installation: Run heating at desired temperature for at least one week, then turn off and allow subfloor to cool for 2-3 days.

Gradual Heating: Increase temperature by a maximum of 2°C per day. Maintain a constant temperature once running, with variations of no more than 2°C per day.

Confirm Suitability: Check with heating system supplier for suitability of floor coverings; the product warranty does not cover improper installations.

Non-Acceptable Systems: Heating systems between floating floor and subfloor are not suitable.

DURING INSTALLATION

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.

Expansion & Building Movement:

Allowance for Expansion: Hybrid Flooring expands and contracts with changing seasons and temperatures.

Expansion Gaps: Provide a minimum 10mm gap around the entire perimeter including where it meets any vertical obstructions such as walls, fixed furnishings, plumbing penetrations and flooring transitions.

Large Floor Areas: For floors exceeding 20m in length or 10m in width, consult Sunstar Timber Flooring Technical Team. Additional measures may be required, such as increased expansion gaps.

Product Temperature: Product should always be brought to room temperature prior to installation.

Avoid Fixing Skirtings & Scotia: Do not attach skirtings, scotia or trims to the flooring. Floorings natural movement must be allowed for.

No Caulking or Adhesives: Never caulk the floor or Use adhesive to fix trims to the flooring.

Excessively Heavy Furnishings: Furnishings over 200kg should be approved by Sunstar Timber Flooring Technical team prior to installation.

Click System: The Unilin Click system is a glueless click system and it is not recommended any glue is used to join boards.

Care should be taken if disengaging boards, and any damaged boards should not be reused.

Underlay: Hybrid flooring includes an integrated underlay and foam based underlays should not be used under the flooring. Where improved acoustic controls are required rubber based underlays may be used but should be approved by Sunstar Timber Flooring prior to use.

Stair treads: All stairs should be installed direct stick, and steps should be taken to removed underlay prior to fixing down with adhesive. Where the top stair extends into a upper floating floor there must be an expansion gap provided. For suitable installation details contact the Sunstar Timber Flooring Technical team.



Authentic Hybrid

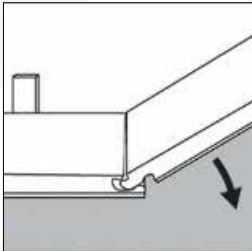
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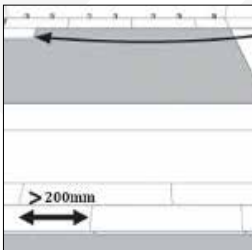
INSTALLATION REQUIREMENTS



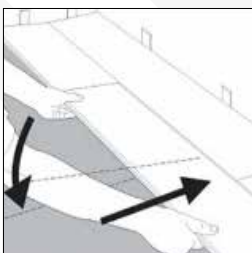
1. Begin installation from left to right. Install spacers at ends and where planks meet wall.



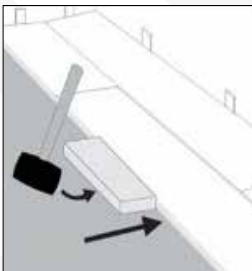
2. Holding the board at an approximately 30 degree angle lock the short end of board by inserting Unilin tongue into groove and drop into place.



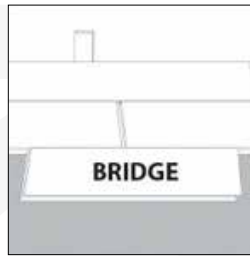
3. Use the remaining cut piece from the end of a row to begin next row. Ensure end-joints are spaced by minimum 200mm.



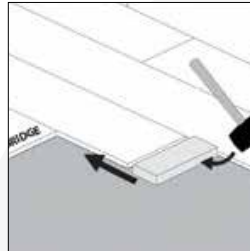
4. Lock long side of board by inserting tongue into groove at an approximate 15 degree angle and drop into place. Next slide towards end of previously installed plank until the tongue touches the groove.



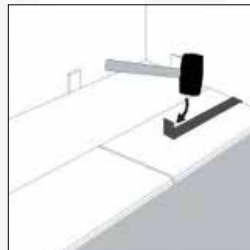
5. Use mallet and tapping block or scrap piece of board with matching undamaged click tongue to tap long side of board to ensure a tight fit. Tapping block should be minimum 250mm long. Any gapping will compromise the locking system.



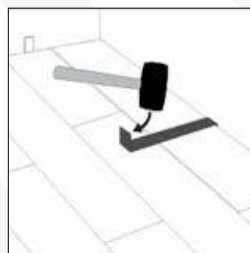
6. Attach a scrap piece of board to bridge gap between ends of planks.



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

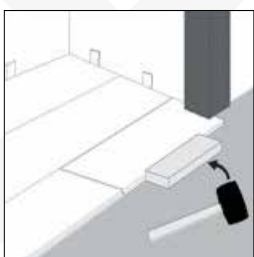


8. Use mallet and pull bar to lock in final board in row. Insert spacer between end of row and wall to ensure flooring maintains position through full install process.

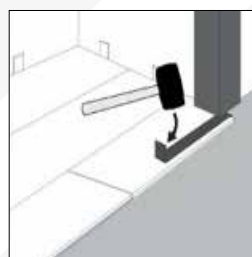


9. Use mallet and pull bar to lock long side of board on final row.

INSTALL UNDER DOOR JAMS



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



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



CARE & MAINTENANCE FOR HYBRID FLOORS

Hybrid flooring is a durable waterproof product designed to encapsulate the natural colour and feel of real timber. The expectations of 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 design to floor. Then once installed you have the opportunity to take over and look after your floor to ensure the longest lifespan. Whether you're happy for 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 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 in localized areas. Under legs use felt pads, rugs can also be used in some locations where style can meet practicality, making sure to avoid rugs with rubber backings as these can 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 again select mats without rubber backing.

Protect your floor:

Be aware like your skin some sun is fine, but prolonged exposure to direct sun can accelerate ageing process of the flooring too. This will result in lightening of the floor colours. Window protection such as blinds, window tinting or external shading to limit direct sunlight is recommended to ensure the floor is protected from prolonged direct sun exposure.

The floors are designed as an indoor surface and need to be kept in comfortable living temperatures. The floor materials will expand and contract naturally in varying temperatures. Using heating and cooling to keep the ambient temperature between 10-30°C will help moderate the natural movement of the product ensuring a longer life.

The natural movement of the flooring in changing temperatures should be allowed for by the installer with small expansion gaps to the perimeter of the floor hidden under skirting boards or trims. Care after install should also be taken not to compromise that natural movement, never fix the flooring in place using adhesives such as caulking.

(For use bathrooms additional steps must be taken to allow for this please speak to the supplier prior to doing this).

Also, never drill fixtures through the floor without allowing for floor movement.

If you have excessively heavy furniture like pianos or fish tanks, please contact the supplier for further advice.

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)

While hybrid flooring is a waterproof product care should be taken to clean up household spills such as oil, food, drinks, or pet accidents to prevent staining. And care should be taken to avoid larger spills where moisture can flood over the edges of the floor as this can lead to damage or mold within the building.

Regular (aim for daily) sweeping with a soft broom and vacuuming will keep the floor free of debris preventing build up in the joins 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 the floors are suitable for mopping to ensure they remain clean and fresh, but again remember excessive water can drain into areas of the house it shouldn't go including under kitchen cabinets or skirting boards. The moisture is only to soften and loosen the dirt, let the mop do the work.

Never use caustic cleaning products.

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 which can be difficult to remove.

Multi-purpose cleaners should not be used on 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 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.

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

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