



**SUNSTAR**  
TIMBER FLOORING

# Eucalyptus Steps

BY SUNSTAR + IMAGINE

## **Available Eucalyptus Steps Range**

Standard – 1215x194x8mm

Gloss – 1215x165x8mm

XL – 2290x194x12mm

## PRODUCT SPECIFICATIONS

Sunstar Eucalyptus Steps Laminate is manufactured with a High Density Fiberboard Core to allow for great structural stability.

### AVAILABLE EUCALYPTUS STEPS RANGES

Standard – 1215x194x8mm

Gloss– 1215x165x8mm

XL – 2290x194x12mm

### EUCALYPTUS STEPS

#### STANDARD

#### Wear Layer

Thickness: 0.5mm

Finish: Registered Embossed Aluminum Oxide

#### Joins

Joint System: Unilin Click

Edge Treatment: Straight edge

### TEST DATA – EUCALYPTUS STEPS

#### STANDARD

#### Scratch Resistance

AC3

#### Reaction to fire tests

- CHF Value 6.5 kW/m<sup>2</sup> Mean

- HF-30 Value 7.1 kW/m<sup>2</sup> Mean

- Smoke Value 20% Mean

Blistering Yes

Penetration of flame through to substrate Yes

#### Slip Resistance Classification

Wet pendulum P2

#### Emission Test ASTM

D5116-2017

VOC Pass

Formaldehyde Pass

#### Acoustic Laboratory Measurement

47dB Pass

#### Acoustic Star Rating Assessment

Typical residential built form 5 Star

## WARRANTY



Residential  
15 Year Wear  
Warranty



Commercial  
5 Year Wear  
Warranty



Lifetime  
Structural  
Warranty



Eucalyptus Steps

HQ Wood Pty Ltd TA Sunstar Timber Flooring

Phone 1300 081 999 Email [info@sunstarflooring.com.au](mailto:info@sunstarflooring.com.au)

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Standard – 1215x194x8mm
Gloss– 1215x165x8mm
XL – 2290x194x12mm

EUCALYPTUS STEPS GLOSS
<b>Wear Layer</b> Thickness: 0.5mm Finish: Smooth Gloss Aluminum Oxide
<b>Joins</b> Joint System: Unilin Click Edge Treatment: Micro Bevel

TEST DATA – EUCALYPTUS STEPS GLOSS	
<b>Scratch Resistance</b>	AC4
<b>Reaction to fire tests</b>	
- CHF Value	6.5 kW/m <sup>2</sup> Mean
- HF-30 Value	7.1 kW/m <sup>2</sup> Mean
- Smoke Value	20% Mean
Blistering	Yes
Penetration of flame through to substrate	Yes
<b>Slip Resistance Classification</b>	
Wet pendulum	P0
<b>Emission Test ASTM</b>	
D5116-2017	
VOC	Pass
Formaldehyde	Pass
<b>Acoustic Laboratory Measurement</b>	
47dB	Pass
<b>Acoustic Star Rating Assessment</b>	
Typical residential built form	5 Star

## WARRANTY



Residential  
15 Year Wear  
Warranty



Commercial  
10 Year Wear  
Warranty



Lifetime  
Structural  
Warranty



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AVAILABLE EUCALYPTUS STEPS RANGES
Standard – 1215x194x8mm
Gloss– 1215x165x8mm
XL – 2290x194x12mm

EUCALYPTUS STEPS XL
<b>Wear Layer</b> Thickness: 0.5mm Finish: Registered Embossed Aluminum Oxide
<b>Joins</b> Joint System: 2G Droplock Edge Treatment: Micro Bevel

TEST DATA – EUCALYPTUS STEPS XL	
<b>Scratch Resistance</b>	AC3
<b>Reaction to fire tests</b>	
- CHF Value	6.5 kW/m <sup>2</sup> Mean
- HF-30 Value	7.5 kW/m <sup>2</sup> Mean
- Smoke Value	40% Mean
Blistering	Yes
Penetration of flame through to substrate	Yes
<b>Slip Resistance Classification</b>	
Wet pendulum	P2
<b>Emission Test ASTM</b>	
D5116-2017	
VOC	Pass
Formaldehyde	Pass
<b>Acoustic Laboratory Measurement</b>	
45dB	Pass
<b>Acoustic Star Rating Assessment</b>	
Typical residential built form	5 Star

## WARRANTY



Residential  
15 Year Wear  
Warranty



Commercial  
5 Year Wear  
Warranty



Lifetime  
Structural  
Warranty



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# PRODUCT WARRANTIES

## Manufacturer's Limited 15 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 15 years after the date of purchase 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\*, or veneer delaminate, split or structurally deteriorate for 5 years after the date of purchase of the product when 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, or additional steps should be taken to protect the floor. Feel free to discuss individual situations with the Sunstar Timber Flooring Technical Team.

\*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.

**Note: Manufacturer's Limited Commercial Warranty for Gloss is 10 Years.**

## Warranty Exclusions

The product must be installed in accordance with the manufacturer's installation instructions as provided over sheet. Failure to do so may result in the warranty being void.

This warranty does not cover labour, unless professionally installed. Nor does it 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 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.

Customers should ensure satisfaction with the product color before installation and may request photos or larger samples. Claims for colour, surface, and grain variations are not accepted after installation. Light exposure can cause slight colour changes over time, which are not covered by the warranty.

Floor squeaks due to unsuitable or uneven subfloors are not considered defects and are not covered. The warranty does not cover damage from negligent installation, care, or maintenance, nor from physical abuse, misuse, indentation, scratching, or cutting. Sunstar guarantees its flooring products are free from insects at the time of supply and does not cover post-installation insect damage. Freight damage after leaving Sunstar warehouses is also not covered.

Sunstar Flooring assumes no liability for incidental or consequential damages. Labor costs are not covered unless professionally installed, nor are other incidental expenses. Sunstar reserves the right to provide its own labour for repair or replacement. If the original floor is discontinued, a product of equal or greater value will be provided. This warranty is exclusive to the original purchaser and in lieu of all other warranties and remedies.

## Water Damage

Laminate flooring is naturally susceptible to moisture damage and should not be used in specific wet area rooms such as bathrooms or rooms where a floor waste is present.

Steps should always be taken to protect the product from moisture including maintaining a relative humidity level of between 35-70% use humidifiers or dehumidifiers in extreme climates.

Protect product from condensation where the floor meets large windows.

This warranty does not cover damage or deterioration of the product due to water or moisture damage.

Products delivered to a construction site should be stored within 40-60% humidity within the same room as they will be installed and should not be stored in damp garages, carports & basements or against windows or exterior walls as higher levels of humidity and condensation may be present.

## 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.affa.com.au](http://www.affa.com.au)), if the product is found not to be faulty the claimant may be liable for the cost of this

## For Warranty Service

To make a claim, you may:

1. Contact your Australian Hardwood Naturals Range 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](mailto: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.

**Storage:** Keep in original packaging till ready to install and keep away from windows and moisture sources. Do not store in damp areas like garages and basements

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

**Acclimatization:** If exposed to extreme temperatures, or moisture prior to installation, let 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.

## Additional Floating Floor

### Pre-Installation Requirements

**Floating Floor:** Use a 2-3mm foam underlay with a taped moisture barrier, or a 3-10mm rubber underlay as needed.

### 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

### Expansion & Building Movement:

**Allowance for Expansion:** Laminate expands and contracts with changing seasons and temperatures.

**Expansion Gaps:** Provide a minimum 8mm 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 direct stick installation or increased expansion gaps.

**Tropical Locations:** In areas with extreme humidity (e.g., QLD), increase expansion gaps to a minimum of 12mm (see installation in Tropical locations technical note).

**Room Temperature:** Maintain consistent room temperature before, during, and after installation.

## Additional Floating Installation Expansion Requirements

### Floating Floor:

**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:** Products with a click system are glueless and it is not recommend any adhesive is applied to the joins.



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# CARE & MAINTENANCE

Laminate is a high quality yet affordable flooring product, designed to provide a hard-wearing alternative to timber flooring. The expectations of all flooring products have grown over time and with the quality of manufacturing and construction has also significantly improved

We will always strive to improve the processes from factory floor to your floor and once installed you have the opportunity to take over and look after your floor to ensure a longest lifespan. Whether you want your floor 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 laminate floor is move in day. Keep the floor clean as you move in.

Take care when moving furnishings, avoid sliding furniture. When using trolleys only ever use one 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 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:

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 10-30°C and moderate humidity between 35-75% particularly in the more extreme climates of Australia. In Northern Australia take time to understand the settings of your heating and cooling to manage humidity.

## Ongoing care:

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 keep the floor dry, spills should be immediately cleaned up to prevent the timber absorbing moisture and distorting. 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 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 (weekly) the floors are suitable for mopping to ensure they remain clean and fresh, but again remember laminate loves to absorb water, moisture can lead to major damage. Always keep the floor dry, use a spray mop to limit the moisture on the floor. The moisture is only to soften and loosen the dirt, let the mop do the work.

When using a mop and bucket, ensure it's well rung out and the floor is drying immediately after, and moisture isn't been left on the floor. Avoid spills as you go and dry immediately if you do.

Never use a steam mop, or caustic cleaning agents.

## Recommended cleaning products:

- Peerless JAL Versadet
- Bona Wood Floor Cleaner

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

Email: [info@sunstarflooring.com.au](mailto:info@sunstarflooring.com.au)



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