



SUNSTAR
TIMBER FLOORING

AUSTRALIAN HARDWOOD

NATURALS RANGE
BY SUNSTAR

PRODUCT SPECIFICATIONS

Sunstar Australian Naturals 14mm engineered timber is manufactured with an 8 layer multi-ply eucalyptus core, stable, strong and suitable for direct stick or floating floor installation.

STANDARD & BETTER GRADE	TEST DATA
Product Grading Natural timber colour variation Log Grade: Quota Logs Knots: Allowable if unbroken, max. 40mm Ingrown Bark: Not allowed Filled Defects: Colour may vary Sapwood: Max 10% boards / Max 10% width End checks: Not allowed Insect Damage: Not allowed Timber origin: Australia (FSC Approved)	Reaction to fire tests - CHF Value 2.9 KW/m ² Mean - HF-30 Value 5.8 KW/m ² Mean - Smoke Value 140 %.min Mean Blistering Yes Penetration of flame through to substrate Yes
Wear Layer Thickness: 3mm Finish: Smooth matte UV Coating 8 layer	Slip Resistance Classification Wet pendulum P4
Joins Joint System: 5G (Glueless click system) or T&G Join Treatment: 5G Waxed or T&G Untreated Edge Treatment: Straight Cut	Emission Test ASTM D5116-2017 VOC Green Star Pass Formaldehyde Green Star Pass
FEATURE GRADE	Acoustic Laboratory Measurement 61dB Pass Acoustic Star Rating Assessment Typical residential built form 5 Star
Product Grading Natural timber colour variation Log Grade: Feature Grade Knots: Allowable Ingrown Bark: Allowed Filled Defects: Yes Sapwood: Allowed Max End checks: Allowed Insect Damage: Allowed Timber origin: Australia (FSC Approved)	
Wear Layer Thickness: 3mm Finish: Brushed matte UV Coating 8 layer	
Joins Joint System: T&G (Floating floor install requires Crosslinking PVA) Join Treatment: Untreated	

WARRANTY



Residential
20 Year Wear
Warranty



Commercial
5 Year Wear
Warranty



Lifetime
Structural
Warranty

Display Samples Disclaimer:

Due to natural timber variation, display samples are for indication only. Variation may include, but are not limited to knots, grain, colour or fillers. These characteristics are features of a natural product and are not considered a defect. Oxidation and direct sunlight may impact visual presentation of boards within display showrooms. Please contact Sunstar for a sample from latest batch when required for sign-off.



Engineered Australian Hardwood
 HQ Wood Pty Ltd TA Sunstar Timber Flooring
 Phone 1300 081 999 Email info@sunstarflooring.com.au

PRODUCT WARRANTIES

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 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 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.

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.

Timber flooring is a natural product with inherent variations. 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.

Square-Edge Manufacturing Tolerance

Australian Hardwood - Naturals Range features a Square-Edge finish. The Tolerance for lipping (Where two boards meet at a different height) is up to a maximum of 0.5mm, any height difference between the boards that is within that tolerance is considered within expected standards.

Water Damage

Timber 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 40-60% 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.atfa.com.au), if the product is found not to be faulty the claimant may be liable for the cost of this inspection.

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 or via Sunstar's helpline 1300 081 999. Proof of purchase is required.



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: Store the boards in the rooms where they are to be installed at room temperature

Acclimatization: Boards should always be stored for 48 hours on site to acclimatise. Without opening the cartons, carefully stack the boards up to 5 boxes high with 300mm gap between stacks to allow air to circulate.

Ends of boxes including plastic wrapping should be opened during acclimatization on-site

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 2000mm 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 Direct Stick & 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.

Direct Stick: Follow adhesive supplier guidelines to form suitable moisture barrier depending on subfloor. Different Adhesives require different steps.

In Slab Heating:

Underfloor Heating is not suitable for Australian Hardwood

DURING INSTALLATION

Sunstar's Engineered Timber products are suitable for direct stick or floating floor installation. 5G is recommended for Floating Floors. Where applicable, T&G is recommended for Direct Stick Installation. (Herringbone timber products direct-stick installation is **required**).

When installing direct stick, always follow adhesive supplier recommendations, taking care to select the right adhesive based on the subfloor type. And then select the correct trowel size and type to suit the adhesive, incorrect selection of trowel can lead to adhesive and moisture barrier failure.

Expansion & Building Movement:

Allowance for Expansion: Timber 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 direct stick installation or increased expansion gaps.

Tropical Locations: In areas with extreme humidity (e.g., QLD), increase expansion gaps to a minimum of 15mm

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

Additional Direct Stick & 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.

T&G Joint System: Apply a Crosslinking PVA to the groove of products with a T&G joint system.

5G Click System: Products with a 5G click system are glueless and it is not recommend any adhesive is applied to the joins.

Stair treads: All stairs should be installed direct stick. 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.

Direct Stick:

Evaporative Cooling: Should not be used during installation. Adhesive takes up to 30days to fully cure and bond.

Timber and trims may be caulked: To allow for floor to fully settle and bond, caulking with flexible silicone must be complete minimum 24 hours after installation.

Stair treads: All stairs should be installed direct stick.



CARE & MAINTENANCE

Timber is an organic material, its beauty is in 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 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:

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. Excessive heat, humidity and fluctuations in temperature can cause the floor to distort.

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 timber 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 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 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.



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Care line: 1300 081 999

Email: info@sunstarflooring.com.au



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HQ Wood Pty Ltd TA Sunstar Timber Flooring
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