

MANUFACTURER'S WARRANTY

RESIDENTIAL 25 YEAR WEAR LIFETIME STRUCTURAL
& COMMERCIAL 5 YEAR WEAR LIFETIME STRUCTURAL

Manufacturer's Limited 25 Year Residential Warranty

Urban Oak is provided with warranty to the original purchaser that the flooring will be free of manufacturing defects, and that the factory applied finish will not wear through* for 25 years after the date of purchase of the product. And the product will be covered against timber veneer delaminate, split or structurally deteriorate when used under normal residential traffic conditions.

Manufacturer's Limited 5 Year Commercial Warranty

Urban Oak is provided with warranty to the original purchaser that the flooring will be free of manufacturing defects, and that the factory applied finish will not wear through* for 5 years after the date of purchase of the product. And the product will be covered against timber veneer delaminate, split or structurally deteriorate 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.

This warranty does not cover labour, unless professionally installed. Nor does not cover other incidental expenses incurred as a result of covered defect. The Supplier reserves the right to provide its own labour to undertake repair or replacement works covered by this warranty. Should the original floor be discontinued, the supplier will replace the defective material with a suitable product of approximately equal value. It is deemed acceptable where partial replacement is required the new flooring may have slight variations in gloss levels and appearance due to the age of the product.

Where the original purchaser of the flooring is a builder or developer of the building the full warranty may be transferred to a purchaser of the property within 12month of the flooring purchase date.

*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. Guidance provided in the product Care and maintenance guide should be followed.

Warranty Limitations

PRE-INSTALLATION

Product Selection

Timber flooring is a natural product where variation and features are part of the design. Variations will 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.

In Slab Heating

- PVA glue should be applied between board joins within the tongue & groove or click system to prevent moisture and condensation ingress.
- Maximum flooring temperature should never exceed 28°C.
- Heating should be run at desired temperature for minimum one week prior then before install turn off heating system and allow subfloor to cool to natural temperature for approximately 2-3 days prior to install.
- Heating should be slowly brought up to working temperature maximum 2°C per day, heating system should be maintained at a constant temperature once running and varied maximum 2 degrees per day.
- Flooring may move, slightly cup and/or show minor surface splits as a result of floor heating, this is not deemed a product fault.
- Confirm with heating system supplier to confirm suitability of floor coverings, product warranty does not cover floors where installed contrary to heating system supplier recommendations.
- For direct stick installation confirm adhesive supplier requirements.

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

Care of Product

Claim cannot be made for damage incurred once the customer, tradesperson, or transport provider organised by the purchaser takes possession including acceptance of delivery.

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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.
- The Supplier is not responsible for labour costs incurred for flooring installed with visible defects.

Acclimatization

- Products should be stored at less than 75% relative humidity within the same room as they will be installed and **Must not** be stored in damp garages, car parks & basements or against windows or exterior walls as higher levels of humidity and condensation may be present.
- Product **Must** be at room temperature (10-30°C) before, during and after installation. Product should also be brought to room temperature prior to installation (this may take up to 48 hours where product has been exposed to extreme temperatures prior)
- Do not unpackage boards till ready to lay as climate may cause bowing and cupping of loose boards.

Subfloor

- Must be free of debris prior to installation.
- Must be solid & structurally sound.
- Subfloor **Must** be levelled to limit rises and falls to a maximum of 3mm over a 1000mm radius to ensure full contact between plank and subfloor surface.
- Subfloor imperfections should be smoothed to ensure a maximum 1mm deviation over 250mm area. Care should be taken to smooth joints in sheet timber subfloors, and imperfections in concrete.
- Timber subfloors should be well ventilated & humidity must comply with relevant building regulations.
- Prior to floating floor installations lay a 200UM moisture barrier sheet underlay with taped joints.
- Concrete subfloors should not exceed 4.8% moisture

Layout

- Boards should be mixed on the floor and staggered to meet a visually pleasing design.
- Minimum width of board should be 40mm.
- Minimum stagger of planks should be 300mm.

Recommendation: Dry lay out several planks prior to final install to visualize preferred pattern.

Expansion

Timber naturally expands and contracts with changes to climate, allowance for expansion & building movement

Must be provided:

- Minimum 10mm gap to exterior room walls.
- Minimum 10mm gap to all vertical obstructions such as fixed furnishings and cabinets.
- When installed as floating floor skirtings & scotia should be fixed to the wall not the flooring, to avoid compromising natural movement in the floor
- Maximum raft 20metres, beyond this intermediate expansion gaps should be provided. To exceed this raft without intermediate expansion gaps the customer must seek written approval by the supplier.

Recommendation: Intermediate expansion joints to floors exceeding 12m in one direction, particularly where extreme temperature variations can occur across the floor. Tropical locations of extreme humidity (such as QLD) should increase expansion gaps to minimum 15mm.

Product Expectations

Slight changes in colour due to exposure to light are expected and can occur over time are not covered by the warranty.

Floor squeaks caused by unsuitable, or uneven subfloors are not a product defect and are not covered under warranty.

After Installation

- Warranty does not cover damage caused by negligent installation, care or maintenance contrary to written installation instructions provided by the supplier.
- Warranty does not cover physical abuse or misuse, indentation, scratching & cutting.
- The supplier warrants that all flooring products it supplies are free of insects and does not cover insect damage occurring after installation.

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.

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MAINTENANCE & CARE

This warranty should be considered in conjunction with the Urban Oak Care & Maintenance guide. Claims will not be accepted due to failure to adhere to the guidance within the Urban Oak Care & Maintenance guide.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Assessment

The supplier 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 the supplier has the authority to increase or alter the obligations or limitations of this warranty. In the event of a disputed warranty claim the supplier 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 by email info@sunstarflooring.com.au or via Sunstar's helpline 1300 081 999 Proof of purchase is required.