SUNSTAR
TIMBER FLOORING

PRISM HYBRID

BY SUNSTAR

Available Prism Hybrid Range

Straight Plank	1830 x 230 x 8mm
Herringbone	750 x 150 x 8mm



Lucent 821



Aura 822



Halo 823



Shade 824



Radiant Blackbutt 825



Vesper Spotted gum 826



Phase 827



Flare 828



Glimmer 829



Lumina 830

Prism Hybrid

A Colour Palette Shaped By Light

PRODUCT SPECIFICATIONS

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

AVAILABLE PRISM HYBRID RANGE	
Straight Plank	1830 x 230 x 8mm
Herringbone	750 x 150 x 8mm

PRISM HYBRID

Underlay
Integrated IXPE Underlay

Core
Multi-layer SPC: Stone polymer composite core
PVC: Virgin
Stone: Non-crystalline silica carbonate

Wear Layer
Thickness: 0.5mm
Finish: Embossed Matte Ceramic Coating
Treatment: +ion Charged Antimicrobial

Joins
Joint System:
Straight Plank: 5G
Herringbone: Angle To Angle

Edge Treatment: Micro Bevel

TEST DATA – PRISM HYBRID

Scratch Resistance	AC4
Reaction to fire tests	
- CHF Value	10.2 kW/m2 Mean
- Smoke Value	111% Mean
Melting	Yes
Blistering	Yes
Slip Resistance Classification	
Wet pendulum	P4
Emission Test ASTM	
D5116-2017	
VOC	Pass
Formaldehyde	Pass

Acoustic Performance
Impact Sound Reduction (ΔLw): 19 dB
Tested per AS/NZS ISO 140.7 / ISO 717.2.

6-Star AAAC Rating Achieved
Impact rating (L'nT,w 38 dB) in field testing*

WARRANTY



Limited Lifetime Residential Warranty

Commercial 10 Year Wear Warranty

Lifetime Structural Warranty

*Note: Field Testing on a 270mm concrete slab with insulated suspended plasterboard ceiling.
Acoustic ratings depend on the building's floor/ceiling system and will vary by installation.
Predicted ratings for common build-ups are & full test reports are available on request.
For project-specific compliance verification, Sunstar recommends engaging a qualified acoustic engineer.

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

MANUFACTURER'S WARRANTY

PRISM HYBRID FLOORING BY SUNSTAR

Manufacturer's Limited Lifetime Residential Warranty

Manufacturer of Prism 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.

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

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. Acclimimatisation is required for Herringbone Hybrid.

Storage On-Site: Avoid exposure to direct sunlight, windows and/or sliding doors should be covered by blinds or curtains.

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. Cement Joints between tiles or other gaps of more than 2mm in depth & width should be leveled. Concrete subfloor highpoints can be grinded down, dipped areas can be filled with a suitable floor leveling compound.

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

The subfloor must be a smooth and flat surface free of deflection Flooring installed on top of an uneven floor may lead to noise, movement and result in failure of the locking mechanism.

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:
Never strike the board directly with tools,
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 use silicone or caulking compound on a floating floor or use adhesives to fix trims to the flooring.

Excessively Heavy Furnishings: Furnishings over 200kg should be approved by Sunstar Timber Flooring Technical team prior to installation. Cabinets or Kitchen Islands must not be installed on top of a floating floor.

Click System: The 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.

INSTALLATION INSTRUCTIONS FOR PRISM STRAIGHT PLANK

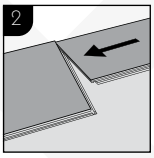
Important Information

- 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.

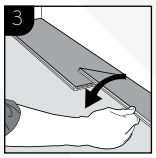
General installation instructions



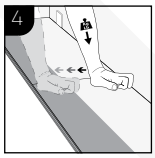
First row, first plank
Place a spacer with predicted thickness to the left and position the panel against the wall.
Later, after 3 rows, you can easily position the flooring against the front wall with predicted spacers.



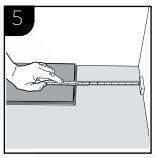
First row, second plank
Place this panel gently close to the short end of the first one.



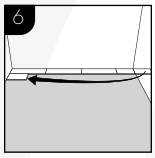
When folding down it is important to start from the corner closest to the previous row, folding down towards the center, and continue towards the opposite long side. During the fold down, make sure the panels are close to each other.



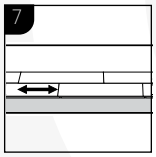
Afterwards press slightly along the short end just installed.



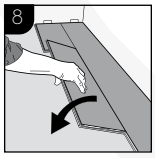
At the end of the first row, put a spacer to the wall and measure the length of the last plank to fit.



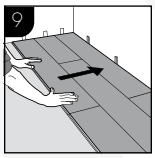
Second row, first plank.
Start with the rest of the cut plank from the first row.



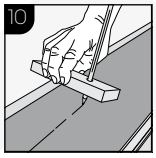
Staggered joint distance i.e. minimum distance between short ends of panels in parallel rows shall not be less than the given length.



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.

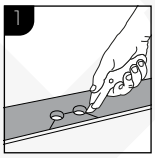


After 2-3 rows.
Adjust the distance to the front wall by placing spacers.



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, disasamble planks, adjust and reinstall.

Installation around radiator/heating pipes

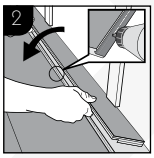




Drill holes two times larger than the diameter of the pipes.
Remove a piece of the panel with a utility knife. Put the panel on one side of the pipes and the removed piece on the other side.

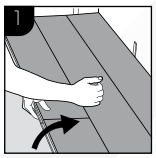
When angling is not possible





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

INSTALLATION INSTRUCTIONS FOR PRISM HERRINGBONE

Important information before Installation

Acclimatization: The flooring must be acclimated a minimum of 48 hours prior to installation in the room where the installation will take place

Temperature: Store at room temperature at all times. Product should always be brought to room temperature prior to installation.

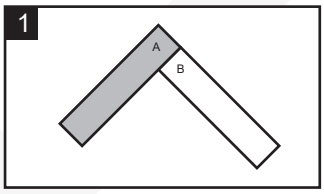
Assess During Installation: Do not install faulty or damaged boards. Contact Sunstar Timber Flooring if any product faults are noted.

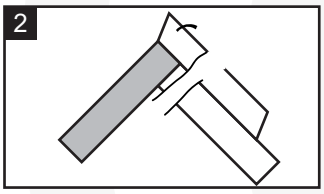
Subfloor Preparation: Clean Surface: Ensure the subfloor is free of debris and structurally sound.

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.

Cement Joins between tiles or other gaps of more than 2mm in depth and 2mm in width should be leveled.

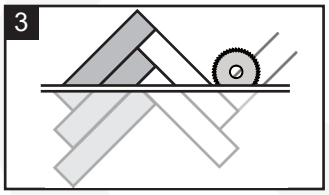
Herringbone Flooring Installation Guide





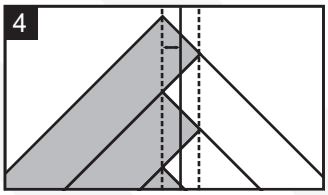
STEP1&2：Make the Starting Block

Join Plank A and Plank B at a 90-degree angle. Press them firmly together so the click system locks on the length of the boards. This will form a “V” shape that becomes your starting block.



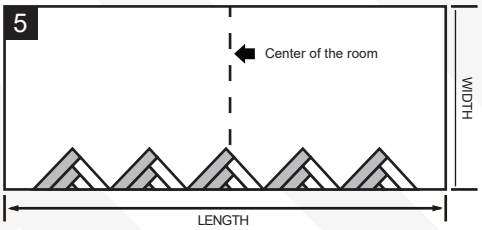
STEP3：Create a Straight Edge & Triangle

Draw a straight line from the top left corner of plank A to the point in plank B where the additional plank A’s corner would start. Cut the straight line through to achieve your starting triangle.



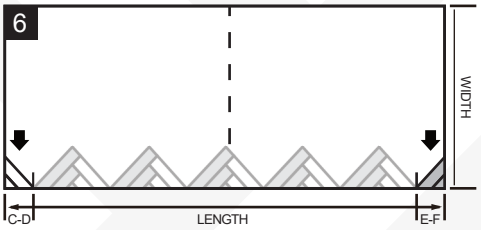
STEP4： Align the Centre Tips

Check the tips of the joins to make sure they line up perfectly in a straight vertical line. This ensures the herringbone pattern is centred. Mark your middle line between tips.



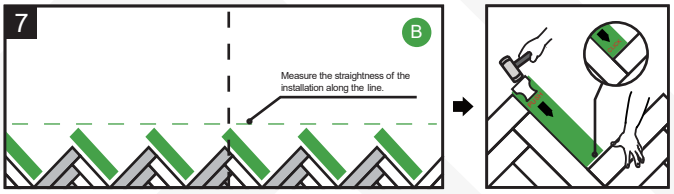
STEP5：Position in the Room

Find and mark the center of the room. Align the middle line that you marked of the starting triangle with the centre line of the room. Lay more triangles across the length of the starting wall.



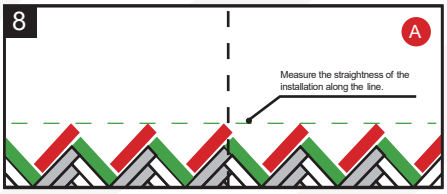
STEP6：Check Expansion Gaps

Lay out the first row of triangles loosely. Measure both ends (C-D and E-F) to make sure they are symmetrical at each wall are even and have a 10mm expansion gap around the perimeter.



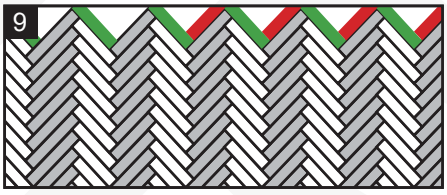
STEP7：Install Plank B Rows

Start installing the Plank B pieces at a 90-degree angle. Use a tapping block and mallet to insert the tongue into the groove. Keep checking that your installation is staying straight along the center of the room and the middle point of the “V” tips.



STEP8：Install Plank A Rows

Install the Plank A pieces the same way, tap them into place and interlock them with the Plank B side.



STEP9：Continue the Pattern

Keep alternating between Plank A and Plank B, checking straightness as you go, until the entire room is complete.

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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.

Steam Mops must never be used on your Hybrid Floor
Direct or indirect damage as a result of moisture ingress or heat damage are not covered by product warranty..

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.

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TIMBER FLOORING

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