SUNSTAR
TIMBER FLOORING

Maxi Smooth Vinyl

BY SUNSTAR

Maxi Smooth Vinyl
Maxi V2.5 –1219x229x2.5mm

PRODUCT SPECIFICATIONS

Sunstar Maxi Smooth Vinyl is manufactured with a polymer composite core, making it suitable for direct stick installation.

AVAILABLE LUXURY VINYL RANGE
Maxi V2.5 – 1219x229x2.5mm

LUXURY VINYL RANGE
MAXI V2.5

Wear Layer

Maxi V2.5mm: 0.5mm

Finish: Smooth Ultra Matte Ceramic Coating

Joins

Edge Treatment: Straight Edge

TEST DATA – LUXURY VINYL RANGE MAXI V2.5	
Reaction to fire tests	
- CHF Value	10.4 kW/m^2 Mean
- Smoke Value	64% Mean
Blistering	Yes
Melting	Yes
Slip Resistance Classification	
Wet pendulum	P3
Emission Test ASTM	
D5116-2017	
VOC Green Star	Pass
Formaldehyde Green Star	Pass
Acoustic Performance Subject to Dual-Bond Underlay used. Refer to Underlay Manufacturer for Estimates	

WARRANTY



Residential 25 Year Wear Warranty

Commercial 7 Year Wear Warranty

Lifetime Structural Warranty

Maxi Smooth Vinyl
HQ Wood Pty Ltd TA Sunstar Timber Flooring
Phone 1300 081 999 Email info@sunstarflooring.com.au

MANUFACTURER'S WARRANTY

Manufacturer's Limited 25 Year Residential Warranty

Sunstar Timber Flooring provides their products with warranties 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 installed correctly

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 5 years after the date of purchase of the product when used installed correctly. 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

Sunstar's Vinyl 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 installation. 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. Vinyl 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.

Water Damage

Sunstar's Vinyl 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 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 maybe 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 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:

Storage: Material should be removed from packaging for at least 24 hours prior to installation and allowed to acclimatize on installation site. Material should be rested on a flat surface and is allowed to be stacked 500mm tall and at least 100mm away from each stack of flooring.

Temperature: Aim to always store at room temperature (18°-27°c) as well as install at desired room temperature.

Acclimatisation: Material should sit at installation site 24-48 hours prior to installation, let the product time to acclimatize in the room between 18°-27°c.

NOTE: If Applicable, HVAC systems, Evaporative cooling should be in effect 24 hours before, during and 24 hours after the installation.

Limiting any direct sunlight exposure during the acclimatization period. Window coverings should be used to eliminate sunlight exposure if applicable.

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: Subfloor is to be levelled and meet tolerances In accordance with AS1884

Ventilation & Humidity: Timber Subfloors should be maximum 10-14% moisture

Concrete Subfloors should be maximum 80% RH

NOTE: For testing methods, please see AS:1884

Additional Direct Stick Pre-Installation Requirements

In Slab Heating:

Maximum Temperature: Never exceed 26°C and ensuring suitable direct stick adhesive is used.

Pre-Installation: In slab heating should be ran for at least 2 weeks at desired temperature before being turned off 4 days before installation.

Gradual Heating: 48 hours after the installation has been completed, increases to temperature can be made by a maximum of 2°C per day. Maintain a constant temperature once running, with variations of no more than 2°C per day 26• or desired temperature is reached.

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.

Shrinking, cupping and minor cracking is expected when this product is used in conjunction with in-slab heating. None of the before mentioned are considered product defects / faults.

DURING INSTALLATION

Sunstar's Direct stick vinyl products should only be installed using a direct stick method. Ensuring that all the correct precautions and procedures are followed to insure correct installation.

Installation guidelines:

Trowel: 1.6mm V-Notch Trowel should be used to spread Hard-set adhesive onto subfloor.

Roller: 45 Kg hand roller should be used to press and roll out freshly laid planks to ensure proper adhesion. Making sure to roll in both directions for thorough adhesion.

Phone 1300 081 999 Email info@sunstarflooring.com.au

CARE & MAINTENANCE

Vinyl 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 Vinyl 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. Using felt pads under legs, 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 the 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 installation 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 your 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).

It is recommended 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 vinyl 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 a steam mop, or caustic cleaning agents.

Recommended cleaning products:

Bona Wood Floor Cleaner Peerless JAL Versadet When using other cleaning products ensure they are neutral, nonabrasive 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 is a very simple method to hide minor scratches. This product is available online for purchase.
   Use a white eraser to remove scuffs and minor imperfections.
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 email info@sunstarflooring.com.au

Care line: 1300 081 999
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