

# warranty information

## SILVAN OFFERS THE FOLLOWING WARRANTIES:

Your selected flooring will be covered  
by one or more of the below warranties.

20 Year Residential Wear Warranty

20 Year Structural Warranty

Lifetime Manufacturers Defect Warranty

For more information visit  
[sunstarflooring.com.au](http://sunstarflooring.com.au)



WARRANTY  
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This warranty is effective for  
purchases made after  
1st July 2025



[choicesflooring.com](http://choicesflooring.com)

**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 and will cause some 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.

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## 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, carparks & basements or against windows or exterior walls as higher levels of humidity and condensation maybe 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](http://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 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 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:**

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.

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**SUNSTAR**  
TIMBER FLOORING



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**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.

**Floor Movement:** Minor movement, cupping, or surface splits may occur and are not considered faults.

**Confirm Suitability:** Check with heating system supplier for suitability of floor coverings; the product warranty does not cover improper installations.

**Adhesive Requirements:** For direct stick installations, follow adhesive supplier guidelines.

**Non-Acceptable Systems:** Heating systems between floating floor and subfloor are not suitable.

## DURING INSTALLATION

Sunstar's Engineered Timber products are suitable for direct stick or floating floor installation. 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 (see installation in Tropical locations technical note).

**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.

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**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.

**Direct Stick:**

Evaporative Cooling: Should not be used during installation.

Expansion gaps may be reduced with care: Adhesive takes up to 30days to fully cure and bond.

To reduce expansion gaps the following steps must be taken:

- Acclimatized timber in boxes in for 48hours in the room prior to installation.
- Consistent room temperature must be maintained during installation and for 72 hours thereafter.
- Windows must have window coverings and be closed during installation and for 72 hours thereafter.

Timber and trims maybe caulked if using direct stick installation: To allow for floor to fully settle and bond, caulking must be complete minimum 24hours after installation.

**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.

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