



Warranty and Technical Data for

# ENGINEERED FLOORING

manufactured by  
Australian Sustainable Hardwoods Pty Ltd  
(ASH)

# ENGINEERED FLOORING WARRANTY

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The benefits conferred by the Warranties set out in this document are in addition to the consumer guarantees under Division 1 of Part 3-2 of the Australian Consumer Law and any other statutory rights and remedies the Customer may have under the Australian Consumer Law and/or other applicable laws.

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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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## WARRANTY

Australian Sustainable Hardwoods Pty Ltd  
ABN 72 151 841 431

Australian Sustainable Hardwoods Pty Ltd (ASH) provides the following warranty for ASH's engineered flooring product with a 4mm thick lamella (the "product"). The warranty applies to the original purchaser invoiced by ASH, commencing from the date of purchase ("Warranty").

### 25 Year Structural Warranty and a 15 Year Wear Warranty

Your ASH Engineered Flooring comes with a 25 year structural warranty and a 15 year wear warranty. The structural warranty warrants that the product will not de-laminate within 25 years from the date of purchase. The 15 year wear warranty warrants that the veneer surface will not wear through to the plywood under normal domestic use during the 15 year period. Both warranties are subject to the conditions stated below.

Please note that all floor coverings will show signs of wear over a period of time depending on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor.

Here are a few useful tips:

- The expansion gap left between the wall and the floorboard will need to be covered. This can be covered with an appropriate skirting to be nailed to the wall and not to the floor. If installed with existing skirting, use a fillet mould or scotia to cover the gap, fixed to the skirting and not the floor.
- Upon completion, protect the timber flooring from damage during the final stages of construction. Installation of the timber floor should be completed at the final stage of construction to minimise any damage. However, the use of protective sheeting such as MDF (medium density fibreboard) to cover high traffic areas is appropriate where required.
- Care should be taken when installing the protective sheeting that no loose grit or obstructions get trapped underneath, as this will damage the coating when pressed upon. Please also ensure that any taping is not applied directly to the floorboards. Note: Do not cover the flooring with plastic sheeting of any kind, as this can cause the floor to sweat, leading to expansion of the flooring and/or damage to the coating efficacy.
- Use "breathable" woven fabric rugs at entry points and in high traffic areas to collect grit in conjunction with externally placed door mats. Grit crushed underneath shoes (etc) creates the most wear to a floor surface.
- Wood reacts to sunlight. UV rays can change the colour of your timber floor. Tips to combat this issue; Window coverings are your best defence. Use screens, shades and blinds to limit the amount of sun depending on the position of the room. Rearrange your floor rugs & furniture from time to time to minimise the UV exposure and even-out the fading process.
- Sweep with soft broom or static mop or vacuum regularly. Use a "soft" vacuum head to remove grit and abrasives. At least once a week "damp clean" with a microfiber-type swivel cleaner. Do not use a bucket and mop, steam mop or use too much water on the floor. Do not use any bleach, ammonia or caustic cleaners to clean the floor. Use maintenance products provided by ASH.
- Ensure all furniture legs and bases are covered in thick felt or rubber stoppers to avoid scratching. Never drag heavy furniture over floors.
- Keep pet's nails trimmed.
- Never wear stiletto or sharp heels.
- Remove spills as soon as they occur. Especially acidic food and drinks.

## Conditions of Warranty

- The ASH Engineered Flooring must be installed by an accredited flooring installer in accordance with ASH's Engineered Flooring installation instructions. **PLEASE NOTE:** Installation of the Engineered Flooring is not covered by ASH. Please ask your installer for an installation warranty.
- With either glue-down or floating installations the sub-floor must be level as per Engineered Flooring Industry Standard Version 2 – 2018 © 2018 Australasian Timber Flooring Association the underlay or adhesives must be of reasonable quality.
- The warranty does not cover damage caused intentionally, recklessly, negligently or by accident.
- ASH's Engineered Flooring is made from timber and may contain variations in colour and grain. Exposure to sunlight may also cause colour variation, as may partial exposure due to placement of rugs, mats, furniture etc. No warranty is offered against these changes in natural characteristics.
- The warranty is only honoured with the original proof of purchase.
- Apart from the warranties implied by the full text of the Australian Consumer Law (ACL), set out in Schedule 2 of the Competition and Consumer Act 2010 as amended from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded.
- This warranty shall not apply where the product is laid in "wet areas" such as bathrooms and laundries.
- This warranty applies only to domestic or household application. Commercial projects will be assessed separately on a 'case by case' basis.
- Air conditioning – This warranty covers Engineered Flooring where air conditioning is used to provide the relative humidity levels at between 35% and 55%.
- Except for costs incurred by the seller in repairing or replacing the floors or by refunding the purchase price, ASH will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs and damages for physical inconvenience.
- Any replaced Engineered Flooring product will be warranted under this Warranty for the remainder of the original warranty period.

## General Exclusions

**This warranty does not cover damage to the Engineered Flooring caused by, but not excluding, such things as:**

- Water damage caused by flooding or rainwater runoff as a result of a storm (including water ingress - damp & mouldy areas).
- Water damage from bursting, leaking, discharging or overflowing water or liquids at the installation location.
- Use of steam mops, overly saturated mops.
- Insufficient moisture protection/bases for pot plants, etc.
- Unauthorized cleaning products such as ammonia-based or acidic cleaning products.
- Spillage of corrosive, chemical, acidic liquids and juices or other substances.
- Failure to clean and maintain the floor in accordance with the guide set out above.
- Damage caused by insufficient protection from furniture, from items such as stiletto or spiked heeled shoes, or by pets.
- Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
- Not being installed as outlined in the current installation instructions.
- Noises (squeaks etc.) associated with anything other than the manufacture of the flooring.
- Damage caused by sun or UV rays.

## INSTALLATION SPECIFICATION

ASH's Engineered Flooring products are made from a top wear layer of 4mm thick Eucalypt or Quercus on a hardwood, cross-linked multiply base. This gives an option of total thicknesses of either 15mm or 20mm. All boards come with a tongue and groove profile, and end matched. Depending on the Engineered Flooring product, the boards come in a length of 2380mm or 3600mm with up to 20% nested shorts. Boards can be supplied in a choice of finishes or sold unfinished (RAW). The quality of the boards is exceptional in appearance and trueness. We recommend a wastage factor of 10% extra to cover cutting waste. Moisture content is generally around 10+% depending on seasonal variations, etc.

Timber is a natural product, subject to colour, character and grain variations. Gum veins, mineral streaks, knots, splits, cracks and other imperfections will also be present. These add to the natural character of the product and are not considered defects. Real timber is an organic material; the character will vary from tree to tree and board to board. The process used to fume, smoke and/or stain gives the product its deep rich colours. Because each board will accept the surface treatment differently, ASH cannot guarantee that the timber floor you order will exactly match your sample board. It is extremely important that boards are selected from multiple cartons and shuffled during the installation process.

Mouldings should be matched to boards that will enhance the look of the installation before the installation process begins. Finished boards require minimal additional finishing treatment once down, however care must be taken to remove glue residue during installation and to protect the floor from other trades and traffic. We always recommend another overcoat after installation (contact ASH to confirm the coating used on your floor) to seal bevels and cuts, provide a consistent gloss level and to further protect against general wear and staining. High quality engineered floors can be laid without the usual restrictions that apply to a solid product as shrinkage and movement are greatly reduced. We recommend qualified floor layers only be used to install our floors (please contact ASH for recommended installers).

## Jobsite Assessment

The building must be at a stage where most other trades have completed or near completed their work. Thus providing dry and clean internal conditions.

Store flooring boxes flat on top of each other away from direct sunlight and on top of plastic if over concrete. Do not open boxes until ready to install.

## Methods of installation over concrete slabs

*Slab Preparation:* This information is relevant to all timber floor installations over a concrete slab. Concrete must be structurally sound, dry (a new slab ensuring 3 months to cure, should not be higher than 4%, an older existing slab 3% as a general rule) level and cleaned of waxes, adhesives, dust, etc. Slabs must be flat with no more than a 3mm deviation in a 3-metre radius. If deviations are greater, use a self-levelling compound (e.g. Ardit) to level the surface within the above tolerance.

### 1. Floating

Technically our floors are not "Floating Floors" as such and it is our least favourite method of installation. However, being engineered and inherently flat means they can be used in this way. The floating method is not suggested because it can give the floor a more "hollow" and drumming sound when walked on, as opposed to a "dead" sound achieved when the floor is glued to the subfloor. The composition of our floor means that the sound made when walking has a solid but hollow quality underfoot not like the "tinny" sound produced from most thin floating floor systems that you may have experienced. **We DO NOT recommend "do it yourself" (D.I.Y.) installation.**

## 2. Direct Sticking onto an acoustic mat or directly onto concrete slab

Over a levelled slab, first coat the entire slab with Bostik Moisture Seal paintable membrane (or similar) to the manufacturer's instructions. Failure to correctly seal the slab can result in floor failure due to moisture rising and weakening the glue bond. If using acoustic mat over entire surface as per instructions below there is no need to apply a membrane first. If using an acoustic mat (e.g., 5mm thick Impactamat) glue down using Bostik Ultraset (or similar) applied using a 3mm V-notched trowel. Allow to dry to manufactures' instructions.

Otherwise use Acoustic glue as a one step process. Glue the boards directly to the Impactamat using Bostik Ultraset applied using a 3mm notched trowel. This mat system is a requirement on first floor residential or multi-level installations to absorb noise it also works well on ground floor slabs. The floor will have a very solid sound and a softer feel under foot. If not using an acoustic mat, directly stick floorboards to the membrane slab using Bostik Ultraset trowel glued using a 3mm notched trowel. If boards are not sitting flat either weigh them down or secret nail them into the slab.

## 3. Direct Sticking over ply over a slab

Use this method to pack-out to a specific level; plywood from 9mm up can be used. Over a levelled slab lay thick polythene sheet as a moisture barrier, overlap each sheet by 150mm and attach the overlaps using 50mm wide double-sided tape. Alternatively, you can use a single coat application moisture barrier. Lay the ply over the polythene sheet in the opposite direction (cross laminate) to the intended direction of the floor. Attach the sheets to the slab using pre-drill sleeve pins only at a rate of 28 pins per 2400mm x 1200mm sheet. Level ply if necessary by plane. Rough sand ply and glue and secret nail boards using Bostik Ultraset (or similar) applied using a 3mm V-notched trowel. Allow to dry to manufactures' instructions.

## 4. Installation over existing timber floorboards

Plane flat any high points on existing boards and rough sand to provide a glue key. Substrate must be flat with no more than a 3mm deviation in a 3-metre radius. Glue 4mm plywood using Bostik Ultraset (or similar) using a 3mm v-notched trowel as per manufactures' instructions in the opposite direction (cross laminate) to the intended direction of the new floor. Glue and secret nail floorboards using Bostik Ultraset applied using a 3mm V-notched trowel. Allow to dry to manufactures' instructions.

## UNDERFLOOR HEATING OPTIONS

In-slab and above-floor heating systems can be used under ASH Engineered Flooring. In-slab heating uses either electrical or hydronic heating elements which are embedded into the slab. If using in-slab we recommend installation method # 2 above incorporating the acoustic mat. **IT IS VITAL THAT ANY UNDERFLOOR HEATING SYSTEM BE FITTED WITH A CUT-OFF THERMOSTAT SET TO NO HIGHER THAN 25 DEGREES CELSIUS WHEN MEASURED UNDER THE TIMBER FLOORING.**

It is necessary to pre heat the slab 2 weeks prior to installation in order to lower the moisture content of the slab. The heating is then turned off and slab allowed to cool. Flooring can then be laid. When raising and lowering the temperature do so by a maximum of 2 degrees per day. This will reduce the risk of checking and gapping. These two factors need to be accepted when installing underfloor heating. Some minor checks (surface splits) will not affect the overall performance of the floor.

Irreparable damage to wooden floors occurs if it is subjected to temperatures above 25 degrees. Above-floor heating uses electrical wires attached to the slab. This type of system is suitable for existing slabs or over other sub floors. With either system it is important not to have a total timber thickness greater than 20mm otherwise the insulating properties of the timber reduce the effectiveness of the heating system. This eliminates using installation method # 3. We recommend installation method #2 incorporating the acoustic mat. Any air gaps between the heating system and the floor acts as an insulator and should be avoided.

## IMPORTANT CONSIDERATIONS

- It is vital that all glue residues are removed immediately after laying each pre-finished board. If using “Bostik Ultraset” to glue down use “Bostik Wipes” or a solvent suitable to the glue being used and complimentary to the coating type. Always test solvents first on an off cut to establish that the solvent does not affect the coating or finish.
- Once floors are laid on a building site it is essential that the floor be protected using breathable 2mm foam underlay and 3mm or 4mm MDF sheeting that is securely taped together (do not apply tapes to the finished floor). This protection must be maintained until all works have been completed. Avoid plaster dust on the surface of the floor. If dust is present vacuum off immediately, do not mop. Moisture can set the plaster dust into the low grain of the timber making it extremely difficult to remove.
- For cleaning, we recommend the use of an “Enjo” type swivel cleaning pad for daily/ weekly cleaning using water mixed with Ekolak Guardian Soap. Too much detergent can stay on the floor and dirt can build up. Frequent rinsing of the Enjo pad in clear water to wash out the dirt will give the best results. Ensure you read the ASH Engineered Floor care and maintenance instructions for advice and recommended products.

**Please contact Australian Sustainable Hardwoods if you require any further information prior to installation.**



## HOW TO MAKE A CLAIM

During the Warranty Period, the relevant Customer may make a Warranty claim under this document by contacting ASH on 03 5139 7000 or emailing [sales@ash.com.au](mailto:sales@ash.com.au).

To make a claim under this document the Customer must:

- lodge the claim with ASH as soon as possible and no later than 30 days after they first become aware of the defect or possibility that there may be a defect by sending an email to [sales@ash.com.au](mailto:sales@ash.com.au) or in writing to PO Box 268 Heyfield, Victoria, Australia 3858
- provide ASH with proof of purchase of the relevant Engineered Flooring Product;
- provide ASH with details relating to the proposed Warranty claim;
- provide ASH with the address of the site at which the Engineered Flooring Product is located and the contact details of a person authorised to provide ASH with access to that site;
- allow ASH or a representative of ASH to inspect the relevant Engineered Flooring Product during normal business hours; and all expenses incurred by the Customer in making a claim under this document shall be borne by the Customer.

## Costs of warranty claims

If the Customer makes a claim under the Warranties and the Engineered Flooring Product is found not to be defective under this Warranty then the Customer must upon demand from ASH pay to ASH all labour, travel and accommodation costs incurred by ASH in investigating the claim for Warranty (including costs incurred with any inspection of the Engineered Flooring Product). Should any Warranty claim be made and, in the reasonably held opinion of ASH the problem was from faulty installation or from some other cause other than a manufacturing defect to the Engineered Flooring Product for which ASH is responsible, ASH may still agree to repair or replace the Engineered Flooring Product subject to the Customer agreeing to pay the costs incurred by ASH in repairing or replacing the Engineered Flooring Product.

## Contact Information

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