

# INSTALLATION WARRANTY MAINTENANCE

---

HYBRID  
FLOORING



# HYBRID FLOORING

INSTALLATION – WARRANTY – MAINTENANCE

## PRE-INSTALLATION

### ACCLIMATISATION & STORAGE

The Stone Polymer Hybrid flooring and WPC boards do not call for acclimatisation in advance of installation, unless the boxes have been exposed to extreme conditions within 24 hours and should remain inside their original packaging until directly before installation.

When storing the packaged boards, please ensure they are not exposed to any temperature extremes (under 10°C or over 36°C) or humidity extremes 24 hours prior to installation. Once the packages are open, they should be installed immediately. Ensure that the temperature and humidity of the dwelling or place of installation of these boards is at normal living conditions during and 48 hours after installation (optimal temperature would be between 18°C - 28°C with 30% - 60% relative humidity). During extreme weather conditions, boards should not be installed.

### PRODUCT INSPECTIONS

All boards must be checked thoroughly for any defects prior to installation, as all installed boards will be considered accepted as is by the installer and/or property owner once installed.

### MOISTURE LEVEL

Ensure the subfloor is dry and is tested for moisture using the in-situ probe test as advised in AS 1884.

The subfloor should not have a RH level of more than 95%.

## **SUBFLOOR PREPARATION**

The subfloor must be prepared according to Australian standards (AS/NZS 1884, ASTM-F710, etc.).

Ensure the subfloor is free of dust and debris and is dry, level and smooth.

Completely clean the subfloor of dust, debris and old adhesive residues from prior flooring. Old adhesive residues must be removed by mechanical tools – do not use chemical strippers as their residue can corrode the backing of WPC and Stone Polymer Hybrid boards.

To minimise any vertical deflections, it should be ensured that the subfloor is level, smooth and flat. It should also have a maximum height deviation of +/- 3mm over every 3 metre of subfloor. Exorbitant vertical deflections could compromise the boards locking system.

## **TYPE OF SUBFLOOR**

### **CONCRETE SUBFLOOR**

Ensure the floor is levelled to AS/NZS 1884, ASTM-F710 standards. Any bumps or high spots should be grinded down. Any low spots should be filled with an appropriate levelling compound to ensure the subfloor becomes level - with a maximum height deviation of +/-3mm over every 3 metre of subfloor.

### **YELLOW TONGUE/CHIPBOARD SUBFLOOR**

Any bumps and high spots should be planed or sanded down. Any low spots should be filled with timber filler - with a maximum height deviation of +/- 3mm over every 3 metre of subfloor.

### **EXISTING FLOORBOARDS**

All height differences should be levelled to ensure a maximum height deviation of +/- 3mm over every 3 metres of subfloor. New flooring should be laid perpendicular (at a 90° angle) to the existing floorboards to give the new flooring more stability.

### **TILED SUBFLOOR**

Any loose tiles should be repaired. To ensure the subfloor is flat and sturdy, use an appropriate levelling compound where required.

# INSTALLATION

## DROP-LOCK FLOATING FLOOR SYSTEM

Both WPC and Stone Polymer Hybrid flooring boards are floating floors that have a quick and easy drop-lock installation mechanism for DIY customers and can also be glued down, especially in commercial applications. These boards also come with pre-installed underlay so there is no need for additional underlay under normal conditions.

## RAFT SIZES & EXPANSION GAPS

As both WPC and Stone Polymer Hybrid flooring boards are both floating floors and can be glued, there is expansion or contractions as they will move marginally as a raft, therefore it requires expansion gaps to be installed. There should be an 8-10mm expansion gap around fixed internal objects (such as kitchen benches, plumbing fixtures, cabinets and sliding doors) and the perimeter of the floor for floating floors.

Rafts that exceed the maximum recommended sizes of 10m x 12m for WPC and 10m x 15m for Stone Polymer Hybrid flooring. Although the hybrid has much smaller expansion and contraction, we still recommend an expansion of 10mm and larger areas should be more. Normally you can run it 15m long and 10m wide in individual rooms, however with large complexes multiple room layouts it is recommended that there is an expansion joint used under the door ways.

With direct glue down, WPC and Stone Polymer Hybrid Flooring the same expansion and contraction gaps are required, however the rafts can be 12m x 14m for WPC and 12m x 18m for Stone Polymer Hybrid Flooring.

## COSMETIC CHECKS

- As the boards can be installed in any direction, plan the direction of the boards to improve aesthetics. Generally, when the boards are installed parallel to the longest edge in the perimeter, it makes the room appear more spacious.
- Place the planks three rows in advance to be able to arrange a more aesthetic composition of the floorboards while mixing and matching from multiple cartons at the same time.
- Calculate the number of rows required based on the measurements of the room. If the last row is less than 50mm wide, the first and last rows should be cut so that they are both similar widths.

# WARRANTY

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

## MANUFACTURER'S LIMITED WARRANTY

Commercial use warranty: 5 years

Residential use warranty: 25 years

DIY Tiles warrants that its floorboards will be free from defects in workmanship and material for the relevant period of time as above, commencing from the date of installation. If any floorboards are defective and covered by this limited warranty provision: DIY Tiles shall, at its sole discretion, either refund the purchase price of the defective floorboards (excluding any cost of installation and labour) OR supply (at DIY Tiles expense) a number of floorboards (as deemed adequate by DIY Tiles) to replace any defective floorboards. This manufacturer's limited warranty does not cover the cost of labour required to replace any flooring.

This manufacturer's limited warranty is also subject to the following conditions:

- Floorboards must have been installed and maintained in accordance with manufacturer's instruction guides, and in an area DIY Tiles has specified as suitable.
- The defect must not have arisen from temperature extremes, excessive moisture levels, chemical corrosion, or from any abuse or abnormal usage.
- Any warranty claim must be brought to DIY Tiles in writing, within the period of time as stated above.
- DIY Tiles must be granted the opportunity to inspect the defective floorboards, the installation and investigate the claim.
- DIY Tiles reserves the right to refuse a warranty claim for flooring which is installed where a reasonable inspection of the flooring prior to installation would have identified the fault.

## **EXCLUSIONS OF WARRANTY**

Damage due to transportation, storage, handling, installation, incorrect maintenance, cleaning with steam mops or any other external causes are not warranted. This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat such as western sun etc, dryness or water saturation, buildings locked with lack of ventilation during extreme heat & humidity, accidents, abuse, misuse, stains, or other damage caused by animals, failure to follow all of the manufacturer's WPC and SPT installation guidelines and maintenance instructions, insufficient protection, improper or unauthorised alterations or repairs to the original manufactured product and or any damage caused by any footwear.

Temperature should be kept between 18°C - 28°C during and after installation.

## **WARRANTY CLAIMS**

If DIY Tiles accepts a claim under this limited warranty, it will replace the affected material with the same product or another product of equal value.

The sole remedy herein is the replacement of all defective product.

This limited warranty covers the cost of materials only and does not include labour or any other related costs.

Under no circumstances shall DIY Tiles be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect incidental or consequential damages.

All claims must in writing (including photographic evidence) should be mailed to the place of purchase.

Any party that commits to floor repair/maintenance without the consent of the DIY Tiles will be responsible for the cost of the repair or replacement.

All settlements will be accompanied by a waiver signed by all parties.

# MAINTENANCE

WPC and Stone Polymer Hybrid floors are easy to clean as they don't have the dirt-attracting cracks and crevices of the traditional flooring they replicate.

To clean your new floor, simply sweep away or vacuum any loose debris. Use a soft, nonabrasive broom or vacuum head. Do not use a steam mop, wipe using only a slightly damp mop using a Bona floor cleaner.

Do not use any acidic cleaning products such as spirits containing methanol.

Never use abrasive cleaners, nylon scouring pads or anything that will damage the surface of the floors.

Please see [BONA.com.au](http://BONA.com.au) for recommended cleaning products.

Things to keep in mind:

- Avoid dragging heavy objects across your new floor.
- Apply felt protectors under chairs and heavy furniture.
- Place rugs in areas of excessive traffic and wear.
- Keep pet nails trimmed to minimise scratching.
- Use alternatives to rubber entrance mats, as rubber can leach into the floor.
- Mop up spillages to prevent stains. Use only a slightly damp mop and avoid excessive amounts of water.
- Do not use a steam mop.
- Avoid using oil soaps, liquids, waxes and other household products that may tarnish the coating.
- Use window coverings to prevent prolonged exposure to direct sunlight.



**D.I.Y. TILES PTY. LTD**

ABN: 62 009 835 938 ACN: 009 835 938

105 Rivergate Place, Murarrie QLD 4172

PO Box 25, Morningside QLD 4170

Email: [sales@diytiles.com.au](mailto:sales@diytiles.com.au)

Phone: (07) 3390 6888

Fax: (07) 3390 8766