

Suntups

SOLID WOODEN FLOORING

THE SUNTUPS GUARANTEE

Suntups offer a 5 year natural humidity failure guarantee

Besides un-natural causes like geyser bursts, floors and rising damp all wooden floor failures are caused by humidity. How is this so:-

In South Africa in the dry seasons we can go from a low humidity of around 8% which computes to an air moisture of 2% all the way up to a humidity of 90% in the wet season which computes to an air moisture of 30%, so from season to season we can get swings in air moisture from a dry 2% to a wet 30%. This can and does cause havoc with wooden flooring as wood is hygroscopic so it absorbs and releases moisture as the humidity changes. This means that in the dry seasons as it is releasing moisture and drying out each plank is shrinking and getting smaller in the width and of course the opposite is happening in the wet season as each plank absorbs the moisture it is growing wider. In the first scenario one may see gaps appearing between their floor boards as they dry out and the boards get smaller



And in the latter scenario as the rainy season is in full swing and the floor boards absorb the air moisture and grow wider in size the floor may soon become too wide for the room in which it is installed and then get forced out of shape and then burst:-



The above two scenarios are a direct cause of humidity failure. The shrinkage situation may be considered somewhat normal for solid wooden flooring and will close up again in the wet season but the bursting of the floors in the latter situation will need an expensive repair and in some cases a full replacement.

After 21 years in the wooden flooring business Suntups have perfected the trouble free wooden floor in conjunction with the installation system "**Elastilon**" guaranteed not to fail:-

THE FLOOR:-

The Suntups Super-Engineered™



The solid wood top face is equal to that of a full solid as one can only sand up until the top of the tongue anyway and now with the thickness done in multi-ply this floor is up to 70% more stable than a full solid, making it the perfect solid wooden floor. This stability will minimize the shrinkage and expansion problems that one gets with a full solid.

THE INSTALLATION SYSTEM:-

ELASTILON- www.elastilon.com



We call this system "**The best of both worlds**" The reason for this is that the entire floor is stuck onto this self adhesive mat which carries a 70 year guarantee on the bond of the flooring to the Elastilon Mat. This entire floor is now one stuck down unit with no glue what so ever in the Tongue & Groove in the flooring **HOWEVER** the mat is free floating over the screeds and this in conjunction with a tongue & groove fit give 100% unrestricted and natural movement.

It is for this reason of using a Suntups Super-Engineered™ in conjunction with the Elastilon mat that we can give you our 5 Year humidity failure guarantee as this floor simply cannot fail. By fail we mean that the floor is irreparable and the only way forward is to replace.

Shrinkage (gaps between the boards) in the dry season are common with solid wooden flooring and no installer or association can ever guarantee that this will not happen, with the Suntups system the chance of this is reduced by 70% however should there be any shrinkage we would consider this as normal unless the gaps are really wide.

Expansion This is the biggest cause of failure of all wooden flooring. The Suntups system will not fail due to expansion. If the floor expands and closes the expansion gaps or if the installer left to little a gap for expansion then the worst case scenario is that the floor **will not** get pressured into being bent or cupped out of shape but simply bulge up and to sort this out the fitter would simply re-cut open the expansion gap and the floor will drop flat with zero damage. Due to the stability of the Suntups Super-Engineered™ this would be an extremely rare situation.

Other items in the Suntups Guarantee

- The moisture content in the flooring to be 8% (+-2)
- The quality of the machining of the planks
- The quality of the factory sealers and oils
- All flooring has been kiln & dried and free of all insects.

Suntups will replace any factory defected floor as long as it is brought to the attention of Suntups at time of installation. Should there be any defect the installation must stop and a Suntups representative must be called out to inspect. Should there be any factory fault Suntups will refund or replace. Should the installer continue installing a noticeably defective floor or incorrect grade without bringing this to the attention of Suntups he (the fitter) then takes responsibility for the floor.

Situations that fall outside of the guarantee?

- Blaring sun on the floor can reach temperatures of 70°C. This could cause the melting of the glue bond, shrinkage and fading of your floor.
- Natural shrinkage
- Re-cutting back a bulging floor. (if this happens take this as a good omen as if this floor was on another system of installation one could have had an extremely expensive failure)
- Any un-natural moisture problems like floods or rising damp
- A delaminating floor due to excessive hot sun on the floor or an under floor heating system hotter than 27°C under the floor

- Scratches, see preventative maintenance to avoid this.
www.suntups.co.za/maintenance.htm
- No guarantee if the installer does not follow the SAWLFA pre and installation requirements. www.sawlfa.co.za
- This 5 year humidity failure is not valid for any other installation method but **Elastilon**; your installer will then have to guarantee his method.
- Suntups will not accept any rejection of the flooring based on colour variation of the species. Wood is a natural product and there will always be a variance of colour.
- There is no guarantee if failure is caused by the Sauna/Greenhouse effect. This is when the house is unoccupied or prior to occupants moving in and all windows are shut tight with no or open curtains and blaring sun. This causes a hot box and can be a deadly recipe for failure in all wooden flooring.
- Surface checking (splits on the face of the plank). If the relative humidity falls so low (20% and below) there is a remote possibility that the surface of the floor can dry out so much that it can cause the surface of the plank to contract causing minor splitting which could then intern split the surface sealer. This is an extremely rare situation and should this happen then this would not be covered by The "Suntups Guarantee"

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