



A NEW GENERATION OF AUSTRALIAN HARDWOOD ENGINEERED FLOORING

FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS ABOUT STOCKMANS RIDGE FLOORING

1 Why should I buy Stockmans Ridge Flooring?

Stockmans Ridge is a new generation of Australian hardwood engineered flooring in fashion, the following features make the products outstand the others on market:

- » 186mm wide boards best showing genuine beauty and elegance of timber grain
- » Fashionable matte finish
- » Choices of 6 most popular Australian hardwood species
- » Specialty de-stressed process assures the veneer stability, less chance of surface checking/cupping
- » Low chemical emission- Greenguard certificate to assure high indoor air quality
- » Unique 14 coats scratch resistant coating developed by PPG
- » High efficiency in using regrowth Australian hardwood-more m² flooring made in Stockmans Ridge than other type of flooring

2 Can I re-sand Stockmans Ridge Flooring?

Buff sanding needed only to remove existing coating before rejuvenation.

Stockmans Ridge is highly stable in structure and veneer, its surface stays flat in lifetime, there is no need to do traditional drum sanding to flat the floor surface, platinum coating provides extra wear and scratch resistance. In case you need to refresh the wear and tear after years of use, buff sanding only to remove the existing coating.

3 Can you get Stockmans Ridge in other widths?

Yes, min volume needed and T/G instead of click locking for 200mm or wider

Special Order Policy applies

4 What lengths do Stockmans Ridge come in?

1830mm with nesting max 2/6 600mm, 900mm or 1200mm.

5 What warranties do you have on Stockmans Ridge?

Stockmans Ridge is warranted form the manufacturer for the followings:

- » 25 years domestic and 5 years commercial use on wearing through the coats finish on the surface
- » Lifetime structural warranty against warping, buckling and bonding failure.

Please refer to the Terms & Conditions in the Stockmans Ridge Warranty; visit www.stockmansridgeflooring.com.au



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6 If I get a scratch on the floor, how do I repair it?

Stockmans Ridge applies 14 coats acrylic scratch and abrasive resistant coating, higher scratch and abrasive resistance level achieved.

When scratch happens, touch-up coating can be used to make the scratch marks less obvious, alternatively apply refresh coating on the whole area. Consult the retailer or Auswood for more details.

Refer to Care and Maintenance Guide on www.stockmansridgeflooring.com.au

7 What happens if I spill water on the floor?

Wipe off the water immediately

Refer to Care and Maintenance Guide on www.stockmansridgeflooring.com.au

8 Can I install Stockmans Ridge myself?

Stockmans Ridge made for easy installation with click locking system, no special training or skills needed for installation.

Installation Guide to be strictly followed for retaining the validity of warranty.

Installation Guide can be found in every Stockmans Ridge carton and downloaded from www.stockmansridgeflooring.com.au

9. Can I get this flooring in a gloss finish?

Yes. Same product in semi-gloss finish called enviroflux186 supplied by the manufacturer.

10 What is meant by "engineered flooring"?

A type of flooring usually made of 3 or multiple layer timber/veneer for advantages of:

- » Use less volume native timber only on top layer of engineered floorboards typically from 3-6mm in thickness comparing 18mm solid wood flooring
- » Engineered flooring normally is cross laminated in structure which make the product more stable—less expansion or contract than solid wood

11 What's the best way to clean the floor?

Normal timber flooring cleaning and maintenance apply. It is recommended:

- » Regularly cleaning
- » Use a flooring care product on the market, Bona Wood Floor Cleaner is recommended.



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12 What is the minimum order?

No size limit on an order, Stockmans Ridge can be shipped by any full carton about 2 metres square.

Packing and delivery charges apply.

13 Do you have matching trims? Quad, Scotia, stair nosing etc...

Yes, scotia and edge trims supplied in matched color.

Stair nosing in same timber supplied in stair kit together with stair tread and riser board.

14 Should the floor be laid on underlay?

Always use underlay on hard and firm subfloor surface under Stockmans Ridge to absorb any in-perfection on subfloor, unless Stockmans Ridge is directly glued on subfloor

15 Do you have acoustic testing?

The key to achieve acoustic performance is through isolating timber floor from sub-structure by acoustic underlay or pads.

16 Is the Spotted Gum from NSW or Queensland?

Spotted Gum sourced from northern NSW to south east Queensland

17 What is the best glue to use in direct stick for the boards?

MUF adhesive used in Stockmans Ridge manufacturing, any glue less rigid than MUF can be applied.

18 What is the best product to use in the upkeep of the boards?

Stockmans Ridge needs proper care and adequate maintenance.

Bona Wood Floor Cleaner is recommended in a routine care and maintenance program

Refer to Care and Maintenance Guide on www.stockmansridgeflooring.com.au

19 Is it a good idea to use the boards in a full sun placement in a house?

UV from sunlight directly on gloss finish will cause oxidation on coating, the color become a bit darker in early stage then the dark color stays.

Avoid direct sunlight on Stockmans Ridge if possible to keep the original color.

Please refer to the **Care & Maintenance Guide** on www.stockmansridgeflooring.com.au



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20 Is your product Australian, does the timber come from Australia and is it sustainable? Is it hardwood flooring?

Surface veneer on Stockmans Ridge is Australian hardwood sourced from governmental or private forest in Australia under sustainable management scheme

Substrate of Stockmans Ridge made of plantation Eucalyptus under PEFC or FSC management certification

21 I use a steam mop on my floors, will the steam affect the veneer or glue?

It is not recommended to use a steam mop, steam may go into the timber affect the performance of timber floor. Using steam mop may void the warranty.

Stockmans Ridge recommends Bona Refresher for routine care and maintenance.

Refer to Care and Maintenance Guide on www.stockmansridgeflooring.com.au

22 If accidental damage occurs how hard is it I replace the damaged section with new flooring?

Remove the damaged boards and re-click new boards if floating installation applied.

CONTACT

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