

## Enerfoil Underfloor Heating Mat Frequently asked questions

- Customer must read and follow all instructions

### How do I know what size of underfloor heating mat I need?

The mat is 500mm wide and in lengths of 3.0m (1.5m<sup>2</sup> mat), 5.0m length (2.5m<sup>2</sup>), 8.0m length (4.0m<sup>2</sup>) and so on up to 500mm x 20m in length (10.0m<sup>2</sup>). The cable is zig-zagged onto the mat and you can run the mat back and forwards across a room by cutting the mat and turning it as indicated in the brochure - do not cut the cable. To size the room measure approximately 150 -200mm in from edge all around this will give you the area of mat. The mat should not be altered in any way as shortening the cable/mat will damage the system. Do not install the mat under baths, appliances or fitted units. Mats removed from original packaging, adjusted or disturbed in any way cannot be returned under any circumstances.

### What kind of adhesive must I use?

You must always use a flexible tile adhesive and grout which is compatible with floor heating systems as described in the instructions. This is because heat causes expansion and contraction. The heating cable must be completely covered/embedded in the flexible tile adhesive - an air pocket may stress the cable and cause damage.

### What if the underfloor heating mat systems fails?

The system is tested to between 4,000 and 10,000 volts and therefore will not fail because of a power surge. The only way the system can cease to work is if the cable is cut or damaged. By taking the resistance readings as shown in the instructions then it will indicate that the system is working before, during and after installation. By placing the mat cable down into the flexible tile adhesive you can avoid damage with trowel. Do not drop or cut tiles on the mat. Do not clean grout lines with a knife or sharp implement. The cable can be stressed by incorrect installation or damage and the fault may only show once the system is running. Following the instructions correctly and in full, eliminates after sales problems!

### How long is the guarantee?

10 years for the mat and 2 years for the thermostat.

### How does the underfloor heating thermostat work?

The ME digital thermostatic control has a user friendly menu system(see instruction sheet.)

Wiring the thermostat, as with all electrical connections/wiring, must be carried out by a qualified electrician. Connecting to the wrong terminals can result in damage to the thermostat and floor sensor - see wiring diagram. The floor sensor is placed in a sealed length of conduit from the thermostat into the floor. Replacements for incorrectly wired thermostats will be charged at full price. Any faulty thermostat must be returned to Enerfoil MagnumLtd for inspection. No credit or replacement will be given for any claimed but not returned.

### Do I need an electrician?

All electrical work and connections must be undertaken by a qualified electrician in accordance with IEE regulations. Failure to do so may invalidate the guarantee. The instructions have a section which must have the name, company, address and signature of the electrician.

When can I switch on the Enermat underfloor heating system?

You must wait a minimum of 14 days after tiling to allow the floor to dry and stabilise. Do not use the underfloor heating to dry the tile adhesive and grout.

What thickness of flexible tile adhesive is required to lay the mat into?

5mm.

How long does the floor take to heat?

You will start to feel heat after an hour and half or so depending on the insulation under the floor and the thickness of the tile. Normal comfort heating should be approximately 26° - 28°.

How much does it cost to run an underfloor heating mat?

It depends on how often and at what temperature you use it and whether you have low tariff electricity. On average it costs between 35 and 50 kilowatt hours per square metre per year. Running it for 6 hours per day at full power and full tariff electricity is about 5p per square metre