

Episode 3 | What if something goes wrong?

Thermogroup is running a Q&A Panel where we answer questions directly from our clients. The third episode covers questions regarding potential issues with underfloor heating. View the episode at: <http://bit.ly/TGQA19>

How long is the warranty on underfloor heating and what does it actually cover?

The Thermonet underfloor heating system is installed under your floor so you want it to be guaranteed to last. Thermonet is made in our factory in Germany to stringent standards and tested to handle the most extreme conditions. We are proud to give our underfloor heating a lifetime warranty.

This means that the underfloor heating is guaranteed for the lifetime of the original floor covering under which it is installed. The thermostats have a 3-year warranty.

Should the underfloor heating fail during the warranty period due to a manufacturing defect this is covered by our lifetime warranty. Costs for the repair of the floor heating and to make good the floor covering are covered by this warranty.

It is important to note that a manufacturing fault is very rare and any damage to the floor heating caused by installation, tiling or penetration to the floor is not covered by this warranty.

What if something goes wrong with my underfloor heating once it is installed? Will my floor need to be ripped up and ruined to fix the heating?

This is a common question and one everyone fears. If the underfloor heating has been installed correctly and all tests were completed as per the installation guide before and after tiling or screeding, nothing should ever go wrong.

If, however, the tests are not done, or the heating is tested incorrectly and the floor heating was damaged during installation or tiling the fault may show up immediately when the system is turned on or sometimes it will only become apparent over time.

The three most common damages to the cable occur when:

1. The glue is scraped out from between the tiles prior to grouting and care is not taken when doing so, the cable can be cut when removing this glue.
2. The floor heating has been laid close to a fixture, such as a floor waste and is damaged when this is being installed.
3. Trowling over the floor heating or heavy buckets of glue are put down on the heating cables.

Should a fault occur under the tiles, an independent technician can come to site and using high voltage equipment and infrared cameras trace the fault to an individual area. The tile can then be lifted and the damaged repaired. It is always good to keep some spare tiles should damage occur. Whilst this can be an inconvenience it gives you the peace of mind that should there be a problem the whole floor does not need to be ripped up, as we can trace and repair the damage for you.

What if my underfloor heating system gets damaged while being installed?

Although Thermonet underfloor heating cable is one of the most robust cables on the market, the cable can still be damaged. The cable is most vulnerable while it is being laid and tiled over. Once the floor has been tiled unless the cable was cut or nicked whilst tiling or penetration is made into the floor the cable cannot be damaged.

All Thermonet kits are supplied with a mat monitor. This is a simple monitor that is connected to the heating during tiling and will sound an alarm if the cable is cut.

Should this happen, please call Thermogroup (1300 368 631) immediately for advice and depending on the situation, we can supply a repair kit or a replacement mat to remedy the situation. It is important to note that the mat monitor does not replace the need to do the tests on the cable as outlined in the installation guide.

What happens with the maintenance of the underfloor heating, or in case of a fault/damage?

Underfloor heating has no moving parts, filters or anything that needs to be serviced. Thermonet underfloor heating is maintenance-free.

Some clients do like to turn the heating off in the meter board during the summer and if you do so, you will need to reprogram the thermostat each season. However, this is not necessary and the floor heating can be turned off using the thermostat and the program will be retained until it is next turned on.

For information on the procedure should damage occur please see answers above.