

# UNDERFLOOR HEATING

## FREQUENTLY ASKED QUESTIONS

1. Does Underfloor Heating take long to heat up?
2. What about leaks?
3. What happens if we want to change our floor coverings?
4. Will the system airlock?
5. How will you work with my builder?
6. What Guarantee have I with your System?
7. How is the heat controlled?
8. What can I use to heat the system?
9. Is it a pressurised or open system?
10. What about lime in the water supply?
11. Who does the work of laying the pipe & fitting the system up?

---

### **Q: Does Underfloor Heating take long to heat up?**

The first time the system is turned on after the summer it requires 1 hour per inch of concrete to reach full heat. That would be 3 hours in most normal floor build –ups.

Warm up time in normal running situation is between 20-30 minutes.

Because of the full thermostatic control this is usually invisible to the user.

Heat will of course be felt in the room before full warm-up is achieved.

**Q: What About Leaks?**

The pipe we use is tested extensively during and after production & laid joint-free under your floors. Although the pipe is of extremely high standard and very robust it is not indestructible! Electric drills, kango hammers, nail guns can and have punched holes through pipe work.

The leaking loop of pipe is shut off at the manifold. The concrete is removed to expose the damaged pipe, which is then joined using high quality brass joiners.

We never leave a customer in trouble.

**Q: What happens if we want to change our floor coverings?**

Feel free! We lay the pipe in every room so that you can use whatever floor covering you decide. After all we expect our system to see out your lifetime so it has to allow you to change your house a little in that period! We pipe every room as if for wood flooring.

This is the maximum density of pipe and means you can lay any covering you choose on your floors.

**Q: Will the system airlock?**

No the system cannot airlock as the pipe loops are all situated lower than the manifold from which any drainage water is bled.

**Q: How will you work with my builder?**

We will consult your builder once you give the go-ahead so that he knows the required floor build-up & at what point in the schedule he needs to bring us in.

Builders need to be sure that Underfloor Heating will not obstruct or hinder their work. Heat Tech is the countries leading specialist installer of Underfloor Heating.

Our Operators are highly professional & vastly experienced.

## **Underfloor Heating Frequently Asked Questions**

Pipe is laid only when the builder is ready to pour the finished floor. We will lay the pipe & pressure test the system for a 200m<sup>2</sup> bungalow in about 4-6 hours, so your builder won't even notice that Underfloor Heating is being used!

### **Q: What Guarantee Have I with your System?**

There is a 30- year guarantee on the pipe & a 10 year full consequential damage guarantee on the entire system. This means that in the utterly unlikely event of something going wrong, you are covered not just to put back the system but also to fix back your premises. This outstanding guarantee is backed by Flexipipe's parent company.

### **Q: How is the heat controlled?**

With our system you have full thermostatic control of the entire premises. Each separate room (Except bathroom/ensuite) is individually piped & has its own thermostat. This is the ultimate in zone control.

Because of safety concerns bathrooms are controlled with a suitable adjoining area, As mains switching thermostats cannot be installed in a potentially wet area. Radio signalling low voltage thermostats can be installed in bathrooms/ensuites though these are more expensive.

The Logic Control Panel is answerable to the thermostats, opening the manifold valves & signalling the heat source on the signal. Programmable Logic Control is installed where BTU requirement demands multi-unit heat source.

You can judge the quality of a heating system from the quality of controls offered.

**Q: What can I use to heat the system?**

Underfloor heating allows you to use all conventional boilers & all the leading manufactures are glad to endorse our systems.

Because of its low operating temperatures Underfloor Heating allows you to use new green technologies such as Heat Pumps & Solar power.

Underfloor heating future proofs your house by opening up these possibilities. Heat Pumps use refrigeration technology to take the heat from a coil of pipe outside to heat the house. Because free heat is collected rather than fuel burned a heat pump can run at an astounding 400% fuel efficiency. In effect for every £1 spent powering the heat pump £4.00 worth of heat is received. We believe heat pumps to be the future of heating

**Q: Is it a pressurised or open system?**

Our Underfloor Heating can be installed as a pressurised or open system. A pressurised system carries less oxygen to corrode the boiler

A 5- litre pressure vessel is adequate for a 200m<sup>2</sup> house.

**Q: What about lime in our water supply?**

Since the temperatures used in Underfloor Heating are low (typically between 39°C & 50°C) lime is not precipitated out of even the hardest water. The water supply in your Underfloor pipes remains relatively unchanged, with little or no “new” water entering your system. Lime is not a problem!

**Q: Who does the work of laying the pipe & fitting the system up?**

Our trained & experienced operators will lay the pipe, later we will fit the manifold, fill and commission the system.

Your electrician fits the thermostats & relay panel we supply. We will, of course, supply full detailed instruction. Your plumber will supply a 1" flow & return to the manifold (s) from the boiler.