



Q. How do I select the correct mat size?

A. Measure the length of the room by the width of the room to get the square meter area, i.e. 3m x 3m = 9m². When you have the area measured and the correct square meterage calculated you then match this figure to the available pack sizes. Choose the pack that is closest to your area size – preferably just under.

Q. What if my underfloor heating system fails?

A. The only way the system will cease to work is if the mat has been damaged. By taking the resistance readings before, during and after installation as shown in the instructions then it will indicate that the system is working correctly.

Q. How long is the guarantee?

A. The mat warranty is for 10 years and for the thermostat it's 2 years.

Q. Do I need an electrician to install my underfloor heating mat?

A. 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 instruction book has a section which must be completed with the name, company, address and signature of the electrician.

Q. When can I switch on the underfloor heating system?

A. You can switch on the system when the thin set & grout are fully cured, which should be within 14 days of installation.

Q. How much does the underfloor heating system cost to run?

A. There are varying factors to be taken into consideration i.e. how often you use your heating and what temperature, the insulation used, your electricity tariff etc. For further information please contact your energy supplier or a technical advisor.

If you have any further questions, please call the Philex Heating technical support line on:

08457 573 479 (Local Rate – UK only)