



PLEASE ENSURE YOU HAVE READ AND FULLY UNDERSTOOD THIS GUIDE BEFORE INSTALLATION!

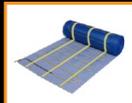


# Thermonet Installation Guide

YOUR STEP-BY-STEP GUIDE TO  
THE PERFECT INSTALLATION



STOCK NO 5259



STOCK NO 515002



STOCK NO 6009

## Thank you for your purchase...

### A message from customer care

Thank you for choosing a Thermogroup UK product. Our commitment to simple, honest, on-time quality service ensures that we are here to help throughout every stage of your project from idea to installation and, most importantly, after sales support.

This document will provide a step-by-step guide to a perfect installation as well as details on the warranty and how to get Technical Support should you need it.

To ensure a safe, hassle-free installation to be proud of please take the time to read this guide in full before you start. We've taken the time to highlight any potential pitfalls and common errors so you can avoid them and get the job done!

This product is covered by a Lifetime warranty, subject to terms and conditions. Be sure to keep the receipt as proof of purchase, this will be required to validate your Lifetime warranty.

Please complete the Customer Handover section on page 14 in full so that the customer has all the information they need to complete the online warranty form and register their Thermonet® Lifetime Warranty.

If you have any questions about your Thermonet® Underfloor Heating or any of our other products call our Technical Support team on the freephone number below. We will do our best to find a solution and will always give that little bit extra...

**Thanks again for choosing Thermogroup UK products.**

### Warranty, terms & conditions

The Thermogroup UK Lifetime Warranty guarantees Thermonet® Underfloor Heating Mats to remain free from defects in workmanship and materials under normal use and maintenance, and is guaranteed to remain in full working order subject to the conditions and limitations below:

Thermonet® Underfloor Heating Mats are guaranteed for the Lifetime of the floor covering under which it is originally fitted subject to the following conditions. Please pay attention to the exclusions listed at the end of this guarantee.

Thermogroup UK (TGUK) Lifetime Guarantee applies:

1. Only if the product is registered, and that the registration information is received and documented by Thermogroup UK, within 60 Days after purchase. You can register your product by completing the form online at [www.thermogroupuk.com](http://www.thermogroupuk.com). Proof of purchase must be presented to make a claim, so please ensure that you keep a copy of both your invoice and purchase receipt in a safe place. Such invoice/receipt should clearly state the model that has been purchased and be in legible condition so as to aid in identifying the system; and
2. Only if the Thermonet® Underfloor Heating Mat has been properly earthed and protected by a Residual Current Device (RCD) at all times.

This guarantee does not cover any thermostats as these are covered by a separate 3 YEAR warranty from the date of purchase, except as provided below.

All Thermogroup UK warranties become void if the floor covering under which the Thermonet® Underfloor Heating Mat is originally fitted is damaged, lifted, replaced, repaired or covered with additional layers of flooring, after a 25 year period from purchase. You do not get this 25 year period with any other manufacturer guarantee. The Thermogroup UK Lifetime Warranty does not cover accidental damage, including but not limited to damage caused by lifting, replacing, repairing the original covering laid after installation.

The guarantee period starts on the date of purchase but the registration is only confirmed only when a letter or email of confirmation is sent by Thermogroup UK. Should it be required, Thermogroup UK will arrange for the UFH mat or loose wire element to be repaired or (at the discretion of TGUK) have parts replaced free of charge. The cost of repair will only cover the cost of replacement TGUK parts and/or repair to damaged TGUK parts and products. Any damage to floor coverings or floors, costs of re-laying or repairing floors or floor coverings are not covered by The Thermogroup UK Lifetime guarantee.

**Please Note: Full Terms and Conditions are available on request.**

**Email [sales@thermogroupuk.com](mailto:sales@thermogroupuk.com) to request your copy or give us a call.**

#### CONTACT US ONLINE



Browse our full product range, watch videos, download product literature and get a quote, all on the Thermogroup UK website.

**[WWW.THERMOGROUPUK.COM](http://WWW.THERMOGROUPUK.COM)**

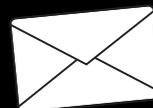
#### CONTACT US BY PHONE



Got a question or query? Call our UK support line free from your land line.  
Open 07:30 – 16:30 Mon - Fri

**0800 019 5899**

#### CONTACT US BY MAIL



Need to find us or want to write a letter to say hello? Feel free to contact us at Bridge House.

**Thermogroup UK, Bridge House,  
Hop Pocket Lane, Paddock Wood,  
Kent. TN12 6DQ.**



## Contents

### Warnings: The do's and don'ts

4

Warning: Building regulations 4

Warning: Important safety precautions! 4

### Stage 1: Preparation and planning

5-7

Preparation: Testing the electrical resistance of Thermonet 5

Preparation: How to cut, turn and position Thermonet mats 5

Planning: Layout and calculations 6

Planning: Identify the substrate and lay insulation 7

### Stage 2: Installation

8-13

Installation: Position the conduit correctly 8

Installation: Installing a conduit 9

Installation: Lay out the mat 10

Installation: Lay out the mat in irregular areas 11

Installation: Final connections 12

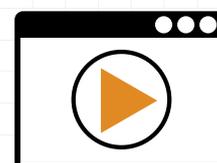
Installation: Flooring options 13

### Stage 3: Finalise

14-15

Finalise: Customer handover 14

Finalise: Frequently asked questions 15



Watch the video online

[WWW.THERMOGROUPE.COM](http://WWW.THERMOGROUPE.COM)

## ! IMPORTANT SAFETY REGULATIONS !

### ALL WIRING MUST CONFORM TO IEE 17TH EDITION PART P REGULATIONS



Thermonet underfloor heating cables and mats are **CE approved**, certified and manufactured to the highest standards using state of the art Fluoropolymer coated cables. All our cables and mats are designed to be **17th Edition Part P** compliant and the instructions we supply with them include as much information as possible to ensure that all installations comply with them. Please call our freephone customer care line if in any doubt on **0800 019 5899**.

## ! IMPORTANT SAFETY REGULATIONS !

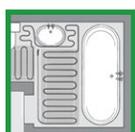
### DO

- ✓ ENSURE SENSOR CONDUIT IS POSITIONED BETWEEN 2 RUNS OF HEATING CABLE IN A REPRESENTATIVE AREA OF THE FLOOR
- ✓ LAY WIRE (ADHESIVE) SIDE DOWN WHERE POSSIBLE TO PROTECT CABLE
- ✓ TAKE CARE TO ENSURE ALL JOINS ARE AS FLUSH AS POSSIBLE, USING REINFORCING TAPE IF NECESSARY
- ✓ TAKE CARE TO ENSURE ALL ELECTRICAL WORK COMPLIES WITH IEE 17TH EDITION PART P REGULATIONS
- ✓ LOCATE THE THERMOSTAT IN ACCORDANCE WITH CURRENT GUIDELINES
- ✓ READ THIS DOCUMENT IN CONJUNCTION WITH INSTRUCTIONS FOR ASSOCIATED ACCESSORIES (EG THERMOSTATS)
- ✓ ENSURE TEST PROCEDURES A, B & C ARE CARRIED OUT, THIS IS ESSENTIAL FOR COMPLETION OF THE WARRANTY
- ✓ INSTALL CONDUIT IN ACCORDANCE WITH THE INSTRUCTIONS ON PAGE 8 TO FACILITATE REPLACEMENT OF THE SENSOR PROBE
- ✓ USE PRIMER BEFORE SELF LEVELLING COMPOUND OR TILE ADHESIVE IF THE MANUFACTURER RECOMMENDS IT
- ✓ PROTECT THE HEAT MAT DURING INSTALLATION, AS THIS IS WHEN IT IS MOST PRONE TO DAMAGE

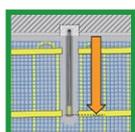
### DO NOT

- ✗ CUT OR SHORTEN THE YELLOW CABLE! THIS WILL CAUSE A FAULTY CIRCUIT AND POTENTIAL FIRE HAZARD
- ✗ POSITION CONDUIT NEAR PIPES OR DOORWAYS
- ✗ LAY INSULATION ON TOP OF UNDERFLOOR HEATING (UFH) OR A DUSTY SUBSTRATE. INSULATION ON TOP OF UFH WILL REFLECT ALL THE HEAT EMITTED BACK INTO THE SUBSTRATE
- ✗ POSITION CONDUIT NEAR HOT PIPES OR TEMPERATURE INFLUENCES
- ✗ CROSS OR OVERLAP ANY HEATING CABLES
- ✗ WIRE MULTIPLE MATS IN SERIES
- ✗ TURN ON SYSTEM UNTIL ADHESIVE OR LEVELLING COMPOUND IS FULLY CURED
- ✗ LEAVE BOXES OR FURNITURE ON HEATED FLOORING
- ✗ STRAIN OR BEND THE COLD TAIL END CONNECTIONS

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL INVALIDATE THE WARRANTY. PLEASE TAKE CARE TO READ THIS GUIDE THOROUGHLY.



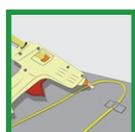
Plan your installation



Position the conduit in the correct area



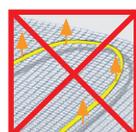
Cut blue fibre glass mesh, not the wire



Use tape or a glue gun for fixing loose wire



Do not cut the yellow cable!



Do not lay wire side up if possible



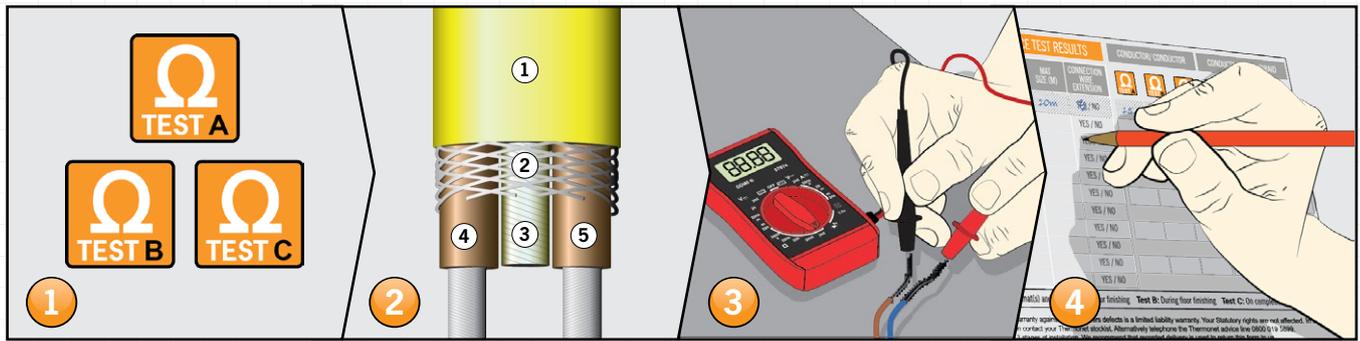
Do not touch electric's unless fully qualified



Ensure that cables do not cross



## Preparation: Testing the resistance



### 3 Test symbols

Be sure to check the electrical resistance reading on the mat three times; before, during and after the installation process. You will see the test symbols above as a reminder.

### Wire explanation

- ① Fluoropolymer coating
- ② Continuous earth braid
- ③ Fibreglass padding
- ④ Neutral element
- ⑤ Live element

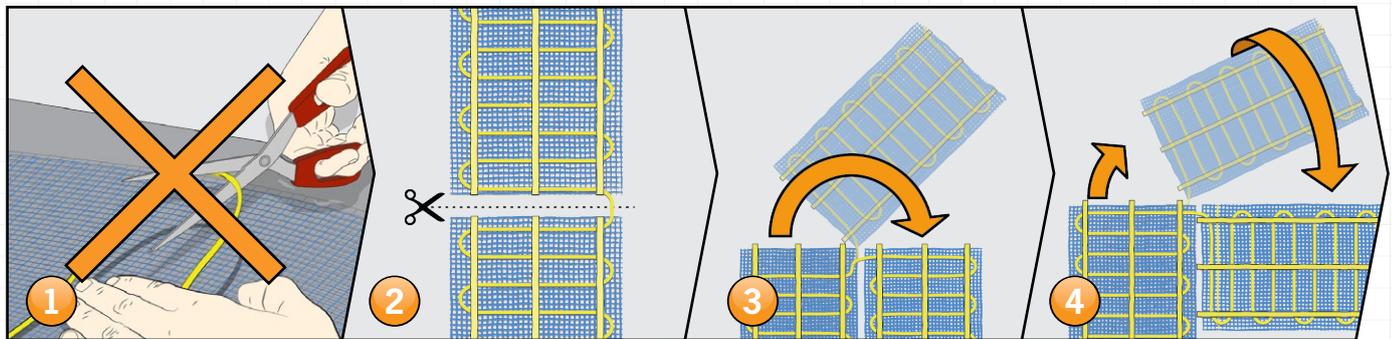
### Resistance test

Each test has two parts:  
Live & neutral  
Live & earth braid/ neutral & earth  
Conducting the test in this way ensures total accuracy.

### Record results

Write each resistance value on the Customer Handover Form (P14) to ensure your customer can complete the Lifetime warranty form online.

## Preparation: How to cut, turn and position Thermonet mats



### Do not cut cable

NEVER cut the yellow cable. Contact us straight away if you do!

### Cut the mesh

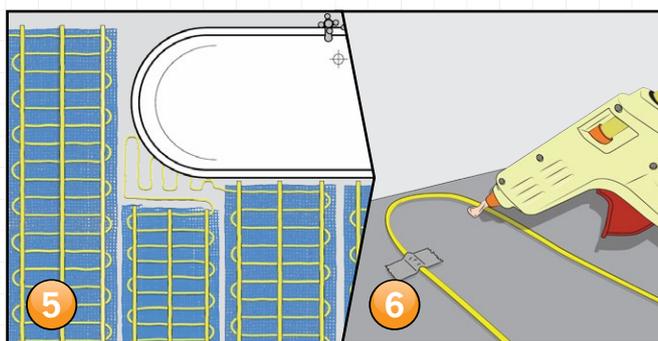
Cut the blue fibreglass mesh all the way across making sure not to cut or snag the yellow cable.

### 180° turn

Cut the blue mesh to the required length, turn through 180° and make another parallel run.

### 90° flip turn

Cut the blue mesh, rotate through 90° then flip the top edge over towards you. Cable will be on top.

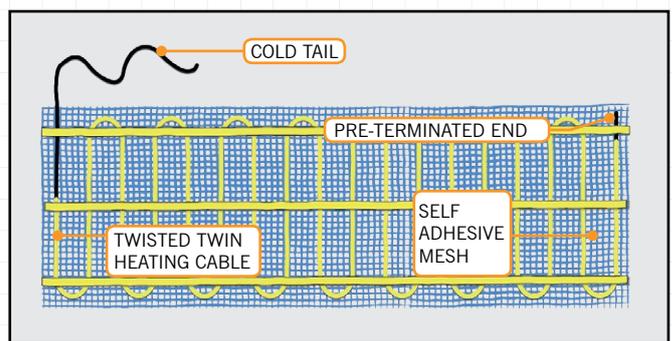


### Irregular areas

Cut the mesh and pull the yellow heating cable off and arrange between cables to fit your area. Min spacing = 50mm.

### Fix cable in position

Fix the loose cable in position using tape or a hot glue gun.



### Get to know the Thermonet mat

Thermonet Underfloor Heating Mats consist of 4 basic parts: Cold tail connection wire, twisted twin heating cable, pre-terminated end and blue fibre glass mesh.

### Preparation checklist

- READ AND UNDERSTAND TEST PROCEDURE
- LEARN HOW TO SAFELY CUT AND TURN THE MAT
- LEARN HOW TO ADAPT THE MAT FOR IRREGULAR AREAS

### ! IMPORTANT SAFETY PRECAUTIONS !

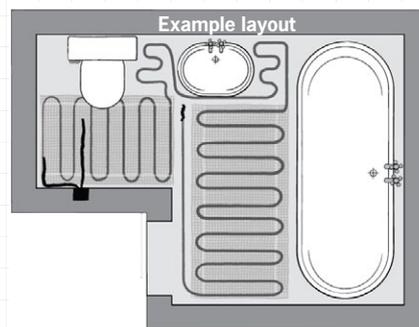


DO NOT CUT THE YELLOW CABLE! THIS WILL VOID WARRANTY AND CAUSE THE MAT TO BURN OUT



ALL ELECTRICAL WORK MUST COMPLY WITH IEE 17TH EDITION PART P REGULATIONS AND IP RATINGS

## Planning: Layout and calculations



Available floor space = \_\_\_\_\_ m<sup>2</sup>

### Planning avoids costly mistakes

Use the grid above to plan your installation. This will help you to produce the safest, quickest and cleanest result with as little wastage as possible.

Measure the room, if you don't already know the dimensions, and make a note of the available floor space excluding any obstacles or fixtures you might have such as sanitary ware, furniture or drainage. Use the grid to plan the mat layout making sure to include thermostat and sensor position.

### Load calculations

Use the calculation below to work out the overall current draw for the Thermonet system. If this value is over 16A you will need to have a contactor/ snubber installed by a Part P qualified electrician. Call our technical helpline if you have any questions.

$$\text{Total Mat Wattage} \div 230V = \text{Amps (A)}$$

#### Planning checklist

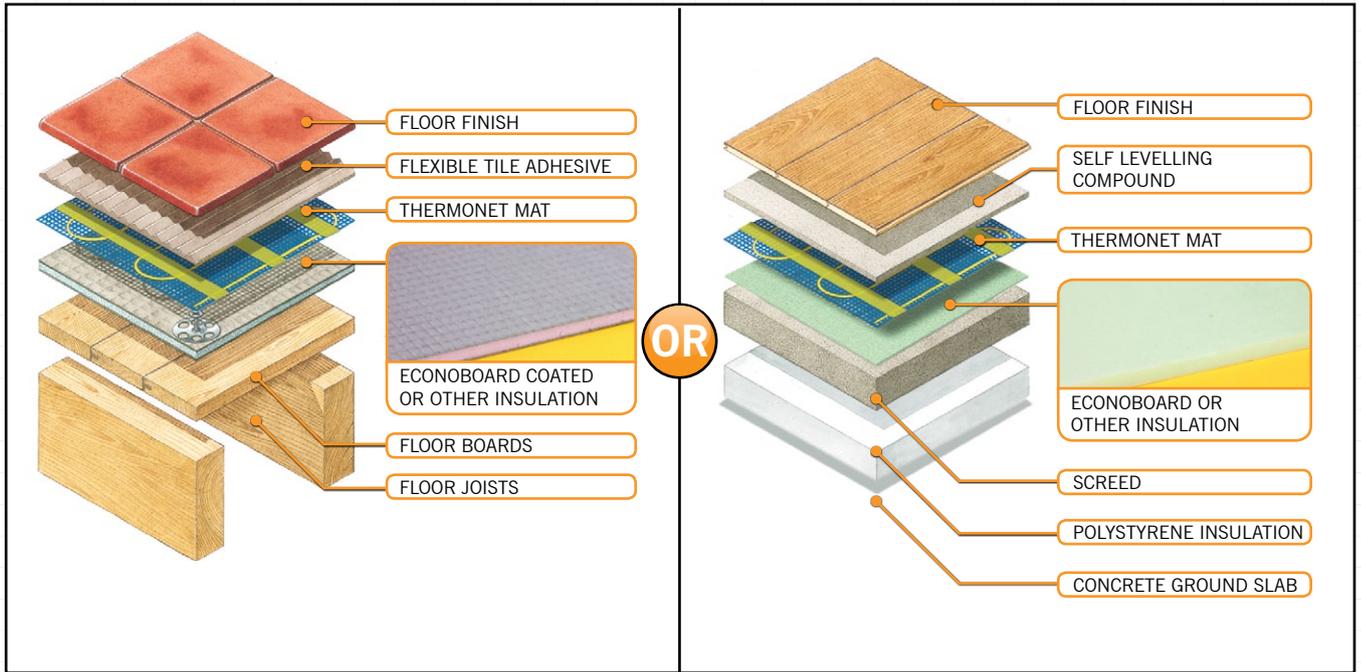
- CALCULATE AVAILABLE FLOOR SPACE
- POSITION THERMOSTAT & CONDUIT CORRECTLY
- LAY OUT HEAT MAT AND PLAN USING THE TURNING GUIDE
- USE A CONTACTOR / SNUBBER IF REQUIRED

#### ! IMPORTANT SAFETY PRECAUTIONS !

-  SENSOR & CONDUIT MUST BE POSITIONED IN BETWEEN 2 RUNS OF HEATING CABLE
-  DO NOT POSITION SENSOR & CONDUIT NEAR WATER PIPES OR TEMPERATURE INFLUENCE
-  THE ELECTRICAL SUPPLY MUST ALWAYS BE PROTECTED BY AN RCD. ENSURE THIS IS IN PLACE FOR BEFORE INSTALLATION
-  DO NOT INSTALL THERMONET IN AREAS COVERED BY FITTED FURNITURE OR PERMANENT FIXTURES



## Planning: Identify the substrate and lay insulation



### Option 1: Insulating a timber substrate

#### Step 1: Measure and plan the layout

First measure the floor space and calculate how many boards you'll need using the calculation below.

$$\text{A single coated board} = 1.2\text{m} \times 0.6\text{m} = 0.72\text{m}^2$$

$$\frac{\text{Floor space (M}^2\text{)}}{0.72\text{m}^2} = \text{Number of boards}$$

#### Step 2: Cut the Econoboard coated to size

If required, cut the Econoboard coated to size to suit the room layout. Econoboard coated can be cut very easily using a sharp blade or wood saw.

#### Step 3: Lay and fix Econoboard coated

Ensure the substrate is secure, clean and free of dust and loose particles. Set out the boards onto the floor space and fix in place using appropriate fixings. We recommend 32mm fixing screws, (6017) and 36mm plastic fixing washers (6032).



#### PRO TIP

Make sure you have selected the right insulation type for the substrate. Effective insulation will reduce heat up times and running costs by maximising efficiency. Insulation should already be in place, if not refer to the relevant Econoboard installation guide for full details

#### Insulation checklist:

- IDENTIFY CORRECT SUBSTRATE & REQUIRED INSULATION
- CALCULATE HOW MANY BOARDS YOU NEED
- INSTALL INSULATION ACCORDING TO RELEVANT GUIDE
- ENSURE THE SUBSTRATE IS CLEAN & LEVEL

### Option 2: Insulating a concrete substrate

#### Step 1: Measure and plan the layout

Measure the floor space and calculate how many boards you'll need using the simple formula.

$$\text{A single uncoated board} = 1.3\text{m} \times 0.6\text{m} = 0.78\text{m}^2$$

$$\frac{\text{Floor space (M}^2\text{)}}{0.78\text{m}^2} = \text{Number of boards}$$

#### Step 2: Cut the Econoboard

If required, cut the Econoboard to size to suit the room layout. Econoboard can be cut very easily using a sharp blade or wood saw. Please take appropriate care when using sharp tools.

#### Step 3: Spread adhesive

Ensure the substrate is secure, clean and free of dust and loose particles. Mix Econofix flexible adhesive (6009) in accordance with instructions and spread using a notched trowel creating a full bed of adhesive large enough for one board.

#### Step 4: Lay the Econoboard

Lay the Econoboard onto the adhesive taking care to squeeze out any air pockets in the adhesive. For a high quality finish make sure all boards are flush and tape over the seams using our reinforcing tape (6015).

#### ! IMPORTANT SAFETY PRECAUTIONS !



ENSURE ALL AIR POCKETS ARE SQUEEZED OUT OF ADHESIVE WHEN LAYING THE ECONOBOARD ONTO TILE ADHESIVE



TAKE CARE TO ENSURE ALL JOINS ARE AS FLUSH AS POSSIBLE AND TAPE TOGETHER IF NECESSARY (6015)

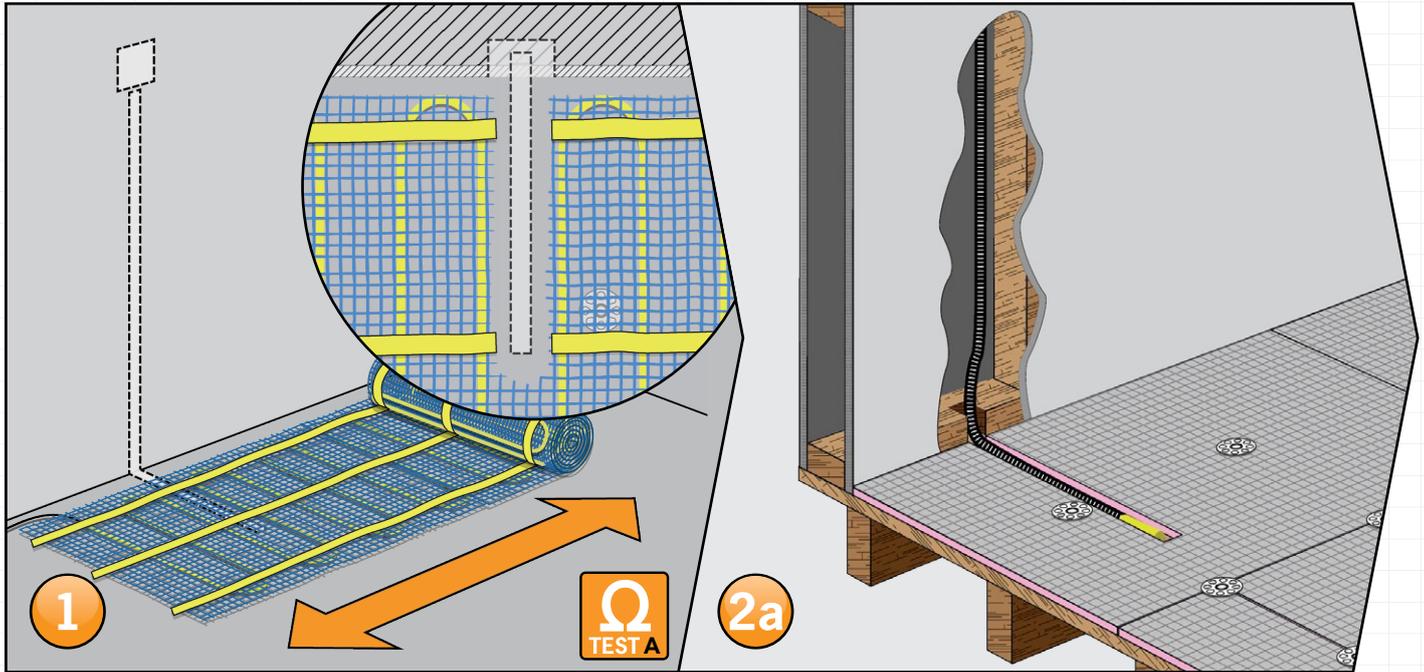


ECONOBOARD WILL COMPRESS OR PUNCTURE UNDER LOW SURFACE AREA IMPACT - BE CAREFUL!



DO NOT LAY INSULATION ON TOP OF UNDERFLOOR HEATING OR AN UNPREPARED SUBSTRATE

## Installation: Position the conduit correctly



### Step 1: Mark out conduit position

Referring to your plan (page 6) install the back box in the required position. Trace a line vertically from the back box to the floor. Roll out the Thermonet mat from the start position and mark the conduit position so it lays in between two runs of heating cable.

It is important not to position the sensor conduit near any temperature influence (such as water pipes) or in a place where furniture or rugs might be placed over the sensor. This will provide an inaccurate temperature reading and affect the running costs and comfort.

After you've marked out the conduit position roll the mat away for the time being. The Thermonet adhesive can be reapplied up to ten times when applied to a clean, dust free substrate.

#### ✓ PRO TIP

The sensor probe is supplied with 2m of connection cable. The ideal thermostat height is 1.3m from the floor.



**Perform Test A now and record the results on p14**

### Step 2a: Timber substrate & cavity wall

Chase the marked out area on the solid wall making a channel 12mm wide and 12mm deep into the insulation board, if installed. This channel can also be recessed into the timber floor boards themselves using a router.

Position the conduit into the back box and feed it down through the wall cavity and into the channel in the floor.

#### ✓ PRO TIP

Use the sensor conduit provided to facilitate sensor replacement if ever needed without the need to remove tiles or floor covering.

#### ✓ PRO TIP

Sensors and conduit are flexible so you can adjust it if the thermostat position does not line up between two runs of heating cable.

### Step 1 & 2 checklist:

- TEST CIRCUIT RESISTANCE & RECORD RESULTS - TEST A
- KEEP THE YELLOW CAP ON THE CONDUIT
- CHECK COLDTAIL WILL REACH THE BACK BOX
- PUT MAT BACK INTO BOX TO AVOID DAMAGE

### ! IMPORTANT SAFETY PRECAUTIONS !



IT IS IMPORTANT TO CHECK FOR OTHER HEAT SOURCES SUCH AS CENTRAL HEATING PIPES OR LIGHTS BELOW THE FLOOR AS THIS CAN ALTER READINGS



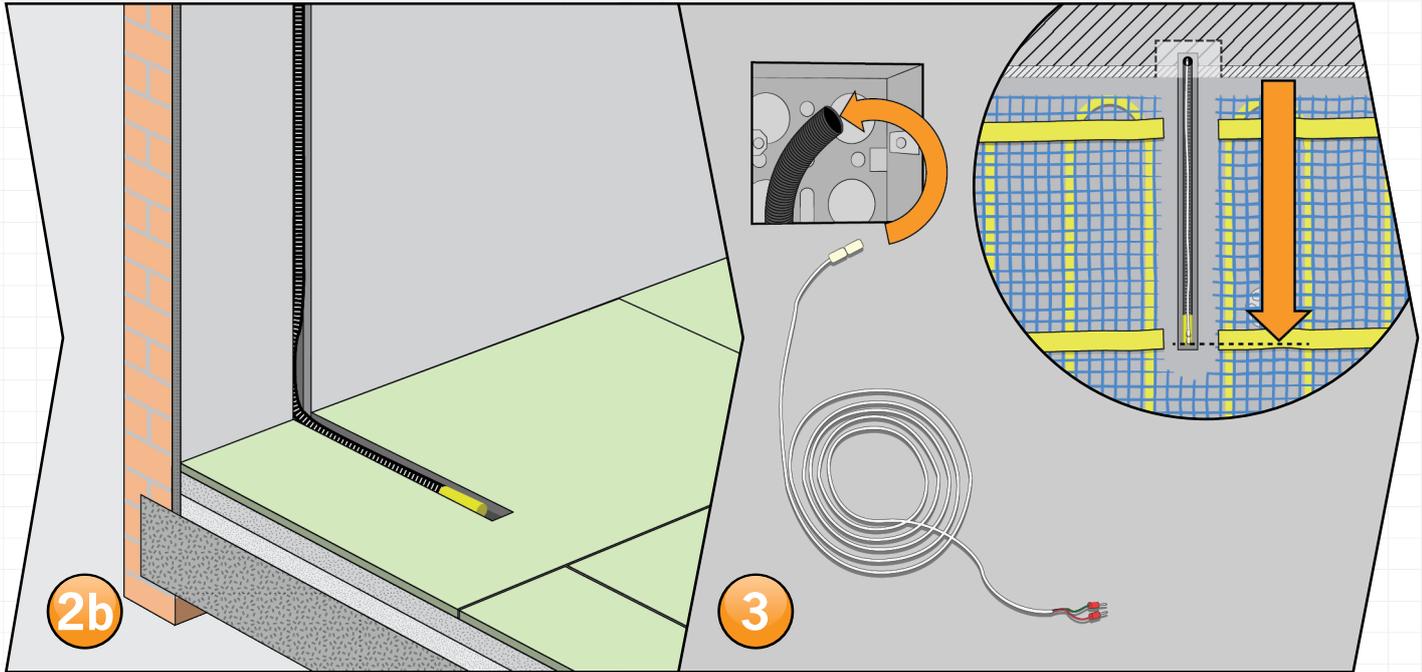
PUT MAT AWAY DURING CONDUIT INSTALLATION TO AVOID DAMAGE



THE SENSOR WIRE MUST NOT CROSS OR TOUCH ANY YELLOW HEAT MAT WIRES. ALSO THE SENSOR MUST BE PLACED IN CONDUIT TO FACILITATE REMOVAL



## Installation: Installing a conduit



### Step 2b: Concrete substrate

Chase the marked out area on the solid wall making a channel 12mm wide and 12mm deep directly into the wall and concrete substrate. Please wear adequate eye protection.

Position the conduit into the back box and feed it down through the wall channel and into the channel in the floor.

**PRO TIP**

Chase a slight groove into the substrate to recess the cold tail. This will make tiling or screeding much easier and provide a neater finish.

### Step 3: Insert the sensor probe into the conduit

Now feed the sensor probe cable down into the conduit ensuring to push it right to the end of the yellow cap. This will help to provide the most accurate reading.

**PRO TIP**

The sensor probe can be shortened or lengthened. If you need to cut the sensor probe you must only cut the end with the exposed wires - not the end with the white cap. Please note: The sensor probe is not polarity sensitive

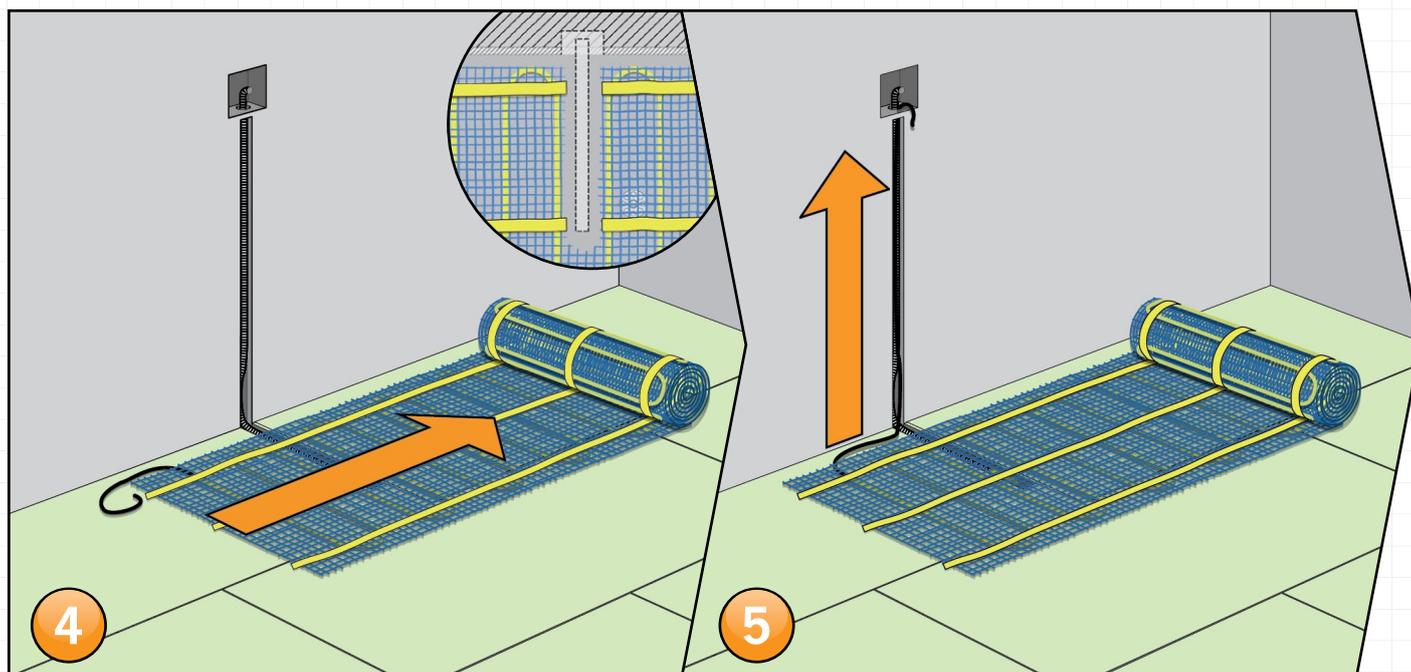
### Step 3 & 4 checklist:

- CHASE A GROOVE TO RECESS COLDTAIL
- INSTALL SENSOR PROBE CORRECTLY
- PUSH SENSOR PROBE TO THE END OF THE CONDUIT
- ENSURE THE YELLOW CAP IS ON THE CONDUIT
- FEED A CONDUIT FROM YOUR BACK BOX AND ALONG YOUR CHASED AREA

### ! IMPORTANT SAFETY PRECAUTIONS !

- DO NOT SWITCH ON UNTIL INSTALLATION IS COMPLETE, YOU DO NOT NEED A CURRENT TO TEST THE MAT RESISTANCE
- TAKE CARE TO AVOID WALKING ON EXPOSED HEATING WIRES WITH HARD FOOTWEAR
- TIMBER AND CONCRETE SUBSTRATES DIFFER. PLEASE ENSURE YOU SPECIFY CORRECT INSULATION BOARDS
- IF INSTALLING USING INSULATION BOARD. CHASE THE SENSOR PROBE INTO THE INSULATION RATHER THAN THE SUBSTRATE

## Installation: Lay out Thermonet



### Step 4: Roll out the mat as planned

Make sure your substrate and insulation is clean and dust free before installing your heating mat.

Lay Thermonet mat wire and adhesive side down where possible. Place the Thermonet mat in the starting position, the same place as in Step 1, and roll it out ensuring the conduit lines up in between two runs of heating cable as planned.

#### PRO TIP

Allow a gap of between 50-100mm from the wall to the edge of the Thermonet Underfloor Heating mat.

### Step 5: Feed the cold tail into the cavity

Feed the cold tail up and into the channel in the wall or through the cavity. Thermonet is a single ended product so there is no extra cable to return.

If you have not already done so now is a good time to chase a shallow channel out of the insulation or substrate to recess the cold tail into the floor slightly. This will make tiling easier.

#### PRO TIP

Purchase additional conduit for the cold tail to facilitate removal if required.

### Step 4 & 5 checklist:

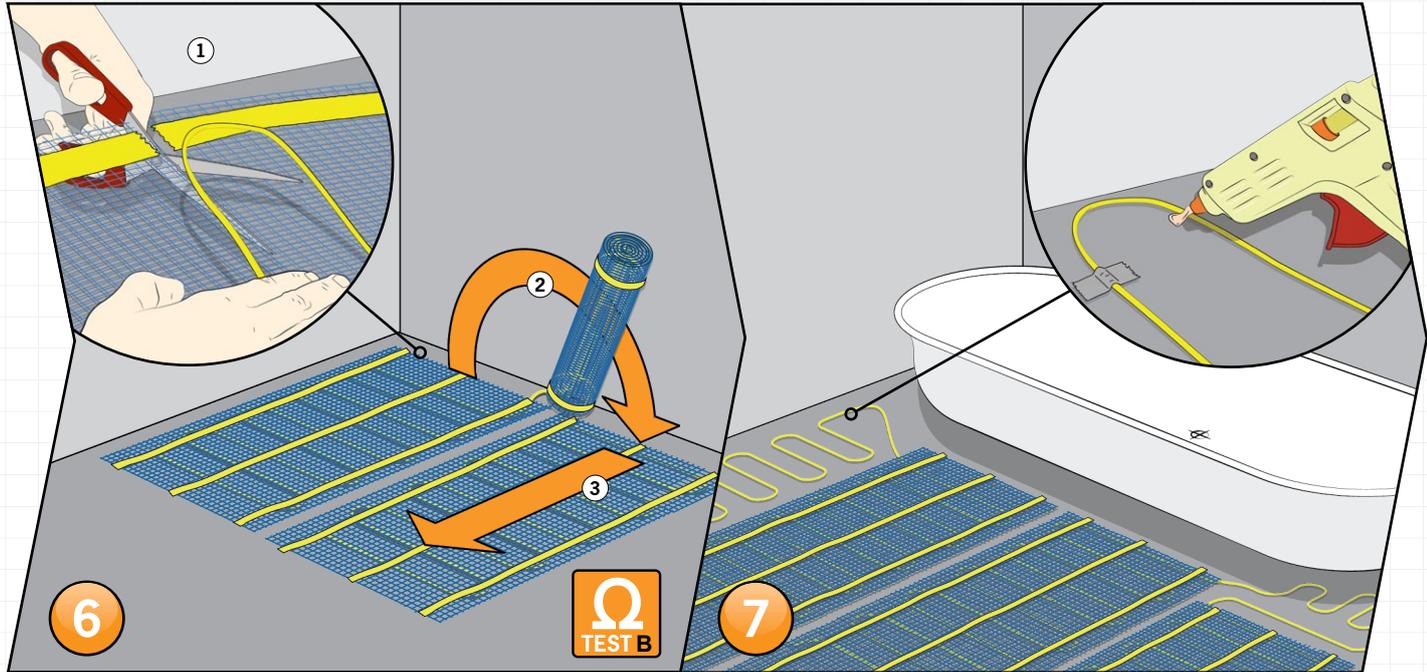
- LAY THERMONET WIRE SIDE DOWN WHERE POSSIBLE
- LEAVE GAP OF 50 - 100MM BETWEEN MAT & WALL
- FEED COLD TAIL UP WALL TO BACK BOX

### ! IMPORTANT SAFETY PRECAUTIONS !

-  LAY WIRE AND ADHESIVE SIDE DOWN FOR PROTECTION WHERE POSSIBLE TO PROTECT HEATING CABLES
-  ENSURE SUBSTRATE IS CLEAN AND DUST FREE BEFORE LAYING THE MAT



## Installation: Lay out the mat in irregular areas

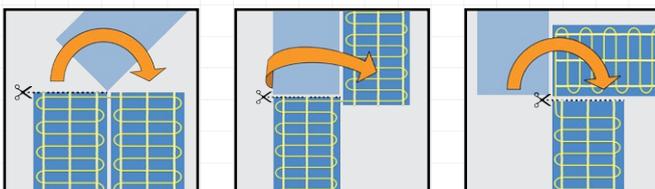


### Step 6: Simple turns

When you reach the end of a run, a simple turn can be achieved by cutting across the blue mesh with scissors or a stanley knife. Turn the mat 180° and roll it out parallel to the first run..

- ① Cut the blue mesh, **never cut the yellow cable!**
- ② Turn through 180°
- ③ Continue rolling out the mat cable adhesive side down

### More simple turns....



**! DO NOT CUT THE YELLOW CABLE !**



Perform Test B now and record the results on p14

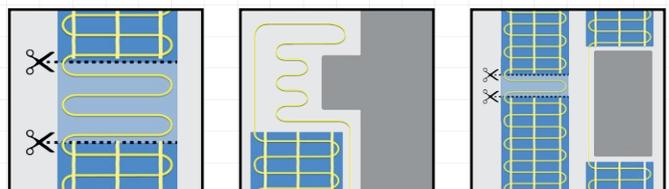
### Step 7: Irregular areas

Thermonet mats will not always fit the spaces around irregular shapes like a bath, toilet or sink pedestal.

In this case simply remove the cable from the mesh and arrange in loops to cover the area. Use a minimum cable spacing of 50mm and fix in place using a hot glue gun or strong tape.

Do not place directly under permanent fixtures or furniture such as under pedestals or vanity units.

### Solutions for irregular areas...



**! DO NOT CUT THE YELLOW CABLE !**

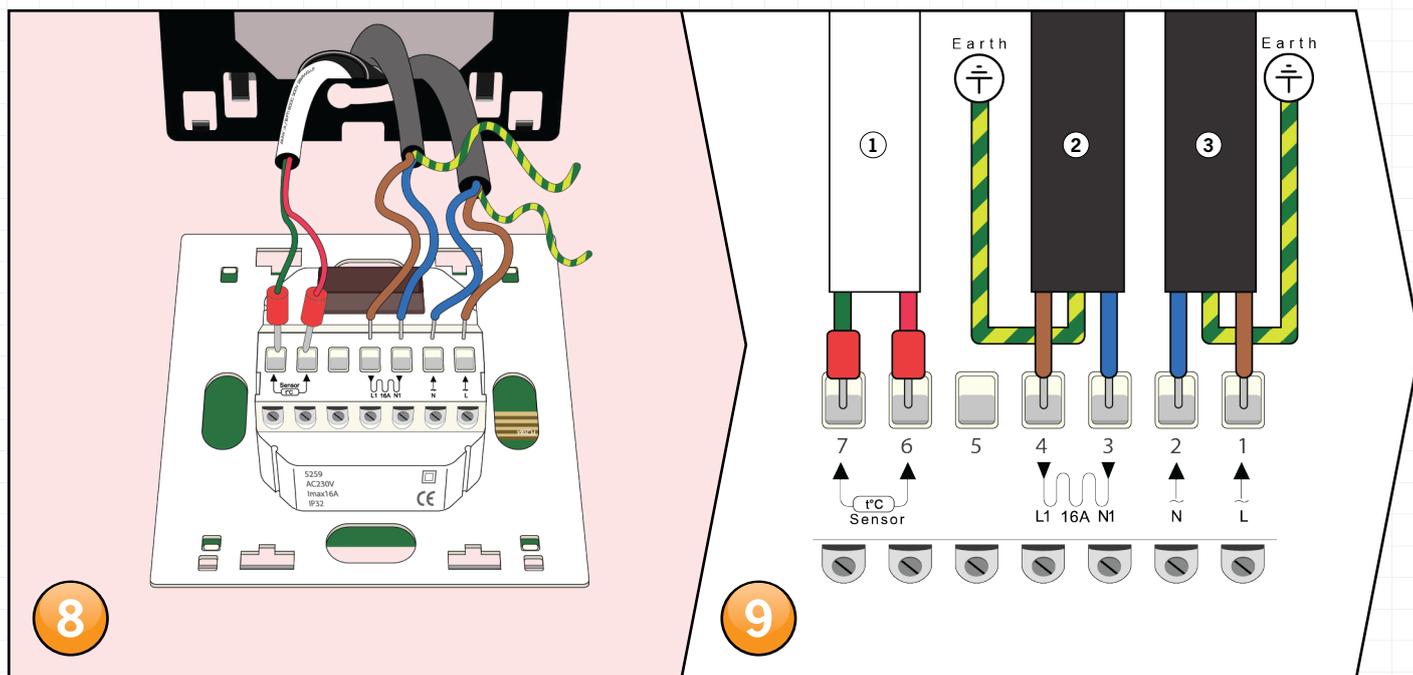
### Step 6 & 7 checklist:

- TEST CIRCUIT RESISTANCE & RECORD RESULTS - TEST B
- TURN MAT USING SIMPLE GUIDE
- FIX LOOSE CABLE USING GLUE GUN OR TAPE

### ! IMPORTANT SAFETY PRECAUTIONS !

- DO NOT CUT THE YELLOW HEATING CABLE
- DO NOT STAPLE OR LAY INSULATION ON TOP OF UNDER FLOOR HEATING

## Installation: Final connections



### Step 8: Thermostat installation

The images above show correct wiring diagrams for the:  
**5259** Touchscreen Programmable Thermostat  
**5255** Chrome Touchscreen Programmable Thermostat  
**5257** Satin Black Touchscreen Programmable Thermostat

The thermostat may require a different wiring diagram. Please consult the relevant installation guide for full details, if applicable.

Secure the thermostat bracket to the back box using the screws provided, taking care to ensure the mount is level.

Now ease all the wires through from the wall cavity or chased channel and loosen the tension screws on the thermostat electrical connection panel.

### Step 9: Detailed wiring schematic

Position the cables as shown above and tighten the tension screws one by one.

- ① Sensor probe cable
- ② Thermonet mat cold tail
- ③ Power supply

#### ✓ PRO TIP

Use automatic wire strippers to bare the wires. This will ensure a good amount of wire is exposed to ensure a safe connection.

### Step 8 & 9 checklist:

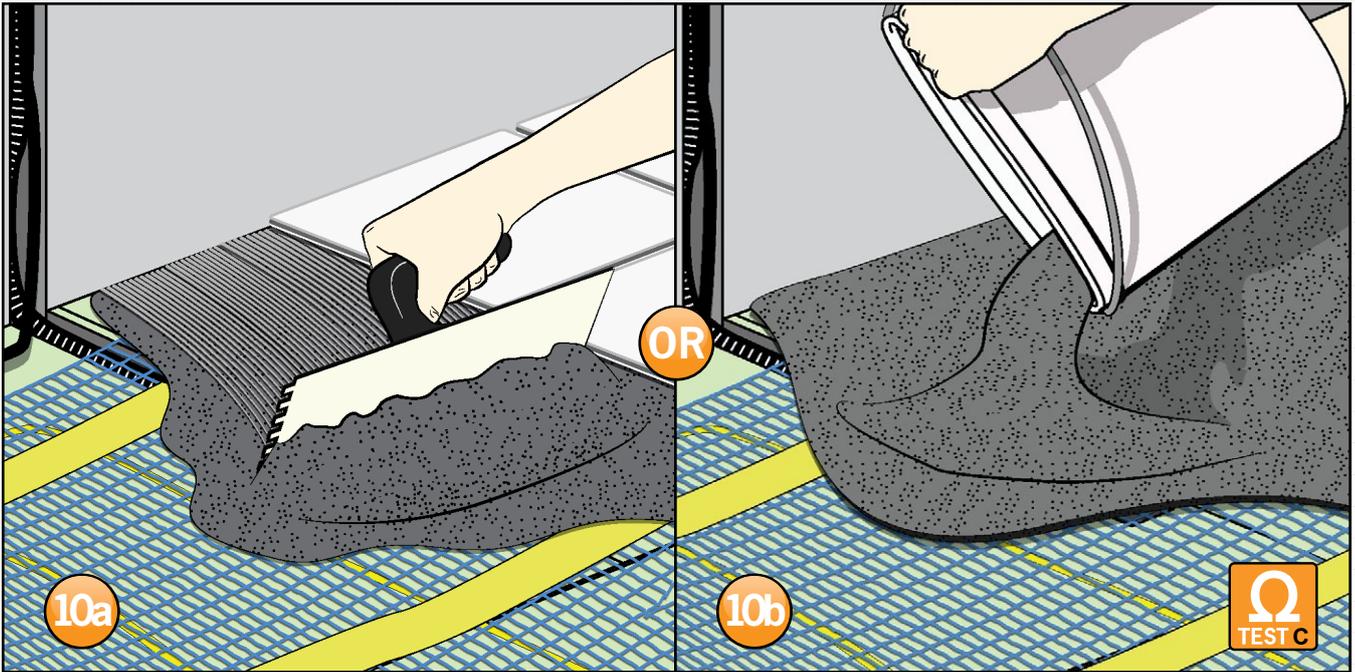
- WIRE THERMOSTAT TO AN RCD
- CONNECT WIRING IN ACCORDANCE WITH RELEVANT WIRING DIAGRAM
- INSTALL THERMOSTAT SECURELY TO BACK BOX AND EARTH

### ! IMPORTANT SAFETY PRECAUTIONS !

-  DIAGRAMS AND INSTALLATION STEPS ABOVE ARE FOR ILLUSTRATIVE PURPOSES ONLY
-  CONSULT WIRING DIAGRAM IN RELEVANT THERMOSTAT INSTALLATION GUIDE BEFORE INSTALLATION



## Installation: Flooring options



### Step 10a: Flooring with tile adhesive

You can simply tile directly over Thermonet Underfloor Heating but take extra care not to damage the yellow cable in any way. Always laying the mat wire (adhesive) side down will help to avoid this.

Tile the floor using a flexible tile adhesive, we recommend Econofix (6008) and grout in accordance with industry standards and manufacturer guidelines. (Plastic trowel recommended). To allow the flexible tile adhesive to fully cure, you must wait two weeks, unless otherwise stated by the manufacturer. You can now switch your new Thermonet system on.

#### PRO TIP

The heating may be slow to react at first, especially if installed on a new screed floor or in a new building. Start by setting the floor temperature at approx 18°C and build up by 1°C per day until the desired temperature is reached.

#### Other compatible floor finishes:

- Ceramic tiles
- Porcelain tiles
- Natural stone tiles
- Marble and slate tiles  
(More finishes available)

### Step 10b: Flooring with self levelling compound

If you plan to install carpet, vinyl or wood flooring over a Thermonet installation you must first lay a bed of at least 10mm Self Levelling Compound such as Econoplan (6004). Please refer to the relevant installation guide for details.

Lay the flooring according to the manufacturer's instructions. Please refer to manufacturer's guidelines for drying times before turning on the heating system, this is usually around 2 weeks. You can now switch your new Thermonet system on.

#### Other compatible floor finishes:

- Engineered laminate floor
- Carpet
- Vinyl & cork
- Karndean and Amtico
- Resin safety floors  
(More finishes available)



**Perform Test C now and record the results on p14**

#### Step 10a & 10b checklist:

- MAT LAY WIRE SIDE DOWN WHERE POSSIBLE
- BE SURE TO USE A SOLID BED OF FLEXIBLE ADHESIVE USED FOR TILING
- LAY SELF LEVELLING COMPOUND PRIOR TO FLOOR FINISHES

#### ! IMPORTANT SAFETY PRECAUTIONS !



TAKE CARE NOT TO SNAG YELLOW CABLES. USE A PLASTIC TROWEL



USE A SUITABLE FLEXIBLE TILING ADHESIVE OR SELF LEVELLING COMPOUND

## Finalise: Customer handover

**Thermonet  
Installation Guarantee**



Record the resistance test results here. Tests should be carried out when prompted during the installation process. Please fill out the entire form in clear writing to ensure the customer can register their system online or contact you with any queries that may arise after installation.

THERMONET ON SITE RESISTANCE TEST RESULTS				CONDUCTOR / CONDUCTOR			CONDUCTOR / EARTHBRAID		
ROOM REFERENCE	STOCK NUMBER	MAT SIZE (M <sup>2</sup> )	CONNECTION WIRE EXTENSION	TEST A	TEST B	TEST C	TEST A	TEST B	TEST C
0 Example Room	5110	10m <sup>2</sup>	YES / NO	34	34	33	0c	0c	0c
1			YES / NO						
2			YES / NO						
3			YES / NO						
4			YES / NO						
5			YES / NO						
6			YES / NO						
7			YES / NO						
8			YES / NO						
9			YES / NO						
10			YES / NO						

**KEY: Test A:** After laying the Heating mat(s) and before starting floor finishing **Test B:** During floor finishing **Test C:** On completion of floor finishing

The Thermonet heating mat Lifetime Warranty against manufacturers defects is a limited liability warranty and will only apply if the product is registered online. Online warranty registration must be completed within 60 days of installation to apply. Your statutory rights are not affected. In the event of a problem with your installation contact your Thermonet stockist. Alternatively telephone the Thermonet advice line 0800 019 5899. Take photographs of installation at all 3 stages of installation.

**Fill out and sign the boxes below to declare that all the information recorded on this form correlates to the installation.**

INSTALLER	CUSTOMER
Name:	Name:
Email:	Email:
Website:	Website:
Address:	Address:
Postcode:	Postcode:
Part P number:	Telephone:
Telephone:	Signature:
Signature:	

Please note: Actual tested resistance may differ from those listed. Allow a tolerance of -5Ω to +10Ω of the resistance specified.

### Customer Handover Checklist

- COMPLETE ALL THREE MAT TESTS & RECORD RESULTS
- TAKE PHOTOGRAPHS AT ALL STAGES OF INSTALLATION
- GIVE CUSTOMER A COPY OF ORIGINAL PROOF OF PURCHASE
- COMPLETE AND SIGN CUSTOMER HANDOVER FORM
- GIVE CUSTOMER A COMPLETED COPY OF THIS FORM

**! IMPORTANT SAFETY PRECAUTIONS !**

TWO TYPES OF TESTS ARE REQUIRED FOR THE THERMONET MAT: CONDUCTOR TO CONDUCTOR AND CONDUCTOR TO EARTHBRAID ENSURE BOTH TESTS ARE CARRIED OUT.

FAILURE TO COMPLETE THIS FORM WILL VOID THE WARRANTY



## FAQ: Frequently asked questions

Problem	Cause	Solution
Thermonet mats do not fit as planned	Insufficient Thermonet purchased	For outstanding areas greater than 0.7m <sup>2</sup> (Thermonet extra greater than 1.05m <sup>2</sup> ) purchase additional mats from your Thermonet stockist.  For areas less than 0.7m <sup>2</sup> (Thermonet Extra less than 1.05m <sup>2</sup> ) rearrange layout to fit the room.
	Excess Thermonet	Run surplus yellow heating wire around perimeter of room or purchase smaller mat from the Thermonet stockist. <b>DO NOT CUT CABLE</b>
Wire has been damaged during installation	Inadequate protection of heat mat	Do not continue installation. Assess damage and check resistance readings. If resistance readings fall outside the allowable tolerance (within -5Ω to +10Ω of the resistance specified), repair the wire using a Thermonet Connection Kit. Thermonet Connection Kits are available from your Thermonet stockist (stock no 5410 & 5272). If resistance readings are within the allowable tolerance, but the wire insulation has been broken, repair the wire using a Thermonet Connection Kit.
On-site resistance test results do not comply with Factory Test Certificate	Wire or connector damaged	Do not continue installation. Contact the Thermonet stockist for advice or Customer Support line <b>0800 019 5899</b>
Floor takes more than two hours to heat up	Solid floor with inadequate or no insulation	Average floor heat up time 3-5 hours. Set heating to come on earlier.
Only part of the floor is heating up	Thermonet not functioning	Check all mat(s) are connected to the thermostat. Check the wires are connected correctly. Disconnect the heat mats from the thermostat and check resistance readings against the Factory Test Certificates. If any resistance readings fall outside the allowable tolerance, contact the Thermonet stockist or call the Thermonet Customer Support line <b>0800 019 5899</b> .
The floor does not heat up	Thermostat set below measured temperature	Increase thermostat temperature set point.
	Thermonet not functioning	Check the mat(s) are connected to the thermostat correctly. Check the mains power supply is connected and the thermostat mains supply terminals are live.  Disconnect the mat(s) from the thermostat and check the resistance readings against the Factory Test Certificate(s). If any resistance reading falls outside the allowable tolerance, contact your Thermonet stockist or call the Thermonet Customer Support line <b>0800 019 5899</b> .  Disconnect the floor temperature sensor from the thermostat and check the resistance readings against the thermostat installation guide. If the resistance is not within range, contact your Thermonet stockist or call the Thermonet Customer Support line <b>0800 019 5899</b> .
High running costs	Solid floor without insulation or poorly insulated space. Insufficient or Incorrectly programmed Thermostat	Lower comfort temperature and adjust time settings for thermostat.

**Got a problem you can't solve? Call the Thermogroup UK Customer Support line: 0800 019 5899**

New Thermonet 150w/m <sup>2</sup>				New Thermonet 200w/m <sup>2</sup>			
Stock No.	Output (W)	Resistance* (Ω)	Area (M <sup>2</sup> )	Stock No.	Output (W)	Resistance* (Ω)	Area (M <sup>2</sup> )
515002	150	353	1.00	520002	200	265	1.00
515003	225	235	1.50	520003	300	176	1.50
515004	300	176	2.00	520004	400	132	2.00
515005	375	141	2.50	520005	500	106	2.50
515006	450	117	3.00	520006	600	88	3.00
515007	525	101	3.50	520008	800	66	4.00
515008	600	88	4.00	520010	1000	53	5.00
515009	675	78	4.50	520012	1200	44	6.00
515010	750	71	5.00	520014	1400	38	7.00
515012	900	59	6.00	520016	1600	33	8.00
515014	1050	50	7.00	520018	1800	29	9.00
515016	1200	44	8.00	520020	2000	27	10.00
515018	1350	39	9.00	520024	2200	24	12.00
515020	1500	35	10.00				
515024	1800	29	12.00				
515028	2100	25	14.00				
515032	2550	21	16.00				

\*Actual tested resistance may differ from those listed. Allow a tolerance of -5Ω to +10Ω of the resistance specified.

### CONTACT US ONLINE



Browse our full product range, watch videos, download product literature and get a quote, all on the Thermogroup UK website.

[WWW.THERMOGROUPUK.COM](http://WWW.THERMOGROUPUK.COM)

### CONTACT US BY PHONE



Got a question or query? Call our UK support line free from your land line.  
Open 07:30 – 16:30 Mon - Fri

**0800 019 5899**

### CONTACT US BY MAIL



Need to find us or want to write a letter to say hello? Feel free to contact us at Bridge House.

**Thermogroup UK, Bridge House,  
Hop Pocket Lane, Paddock Wood,  
Kent. TN12 6DQ.**



**Thermogroupuk**



SUSTAINABLE HEATING SOLUTIONS

**Thermogroup UK  
Bridge House  
Hop Pocket Lane  
Paddock Wood  
Kent  
TN12 6DQ**

**0800 019 5899**  
[sales@thermogroupuk.com](mailto:sales@thermogroupuk.com)  
[www.thermogroupuk.com](http://www.thermogroupuk.com)

**E&OE © Thermogroup UK 2012**