



Undertile Heating Mat Installation Manual



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Important Safeguards and Warnings

WARNING: Shock and fire hazard

- If the Solfex undertile mat is damaged or not installed properly, fire or shock could occur resulting in serious personal injuries or damage to property. You must carefully follow the warnings and instructions contained in this manual.
- The SOLFEX thermostat must be used.
- It is important that this equipment is installed only by qualified electricians who are familiar with the proper sizing, installation, construction and operation of floor warming system and the hazards involved. The installation must comply with all national and local electrical codes. If you are unfamiliar with these requirements, contact an electrician.
- The Solfex undertile mat is designed for under floor heating purposes only. Be sure that the floor is not penetrated by nails, screws, or similar devices that can cause damage on first installation or during subsequent floor repairs in the future.
- If the Solfex undertile mat is damaged, it must be replaced. Do not attempt to splice or repair any part of the system.

1 General Information

1.1 Use of the Manual

This manual describes the SOLFEX undertile heating system; how to design the room, select the product, and install the system. It is important to thoroughly review the SOLFEX Thermostat Installation and Operation manual prior to installation.

For additional information regarding any aspect of the SOLFEX undertile heating mat, contact:



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1.2 Safety Guidelines

The safety and reliability of any floor heating system depends on proper design, installation, and testing. Incorrect installation or mishandling of the product can cause damage to the heating cable, system components and property, and can create a risk of fire or shock. The guidelines and instructions contained in this guide are important. Follow them carefully to minimize these risks and to ensure that the Solfex undertile mat performs reliably

Pay special attention to the following:

- Instructions marked  Important
- Safety warnings identified as  WARNING

1.3 Remember to measure resistance

The resistance should be measured between the two conductors, white and black. Compare this resistance reading to the resistance specified in the Product Selection "Table 1". The value should be within -5% to +10%. If you get a different reading, contact Solfex on 01772 312847.

Also, measure the resistance between the white, black and shielding/earth wire. Both should read infinity. If you get a different reading, contact Solfex on 01772 312847. Please refer to "5 Commissioning" for instructions on how to measure the resistance.

Important: measure the resistance four times during the installation process

Remember to always measure, verify and record the actual resistance throughout the installation process (out of the box, after installation, after thin set cement or self-leveler application and after installation of floor tiles).

1.4 15-year Limited Warranty

For a period of fifteen (15) years from the date of purchase Solfex warrants that the Undertile heating cable is free from defects in material, design and workmanship. The extended warranty is only valid if the warranty form has been properly completed and submitted online at www.SOLFEX.co.uk/ufhwarranty and the installation is in accordance with the installation instructions.

2 SOLFEX Undertile heating mat

2.1 SOLFEX undertile heating mat Specifications

Cable Construction:	Twin conductor
Rated Voltage:	230V
Output:	100W/m ² & 150W/m ² & 200W/m ²
Cable spacing:	112mm & 80mm & 80mm
Cable Diameter	3.6mm
Conductor Insulation	fluoropolymer
Outer Insulation	PVC
Max. Ambient Temp.	85°C
Min. Installation Temp.	5°C
Cold lead	2-wire plus ground braid; 2.5m length

2.2 SOLFEX Thermostat Specifications

Functions:	On/Off control, digital display, 5/2 day 7-day programmable or 24hr mode
Supply Voltage :	120/240 V ± 15%, 50/60 Hz
Maximum switching current :	16 Amp
Temperature control range :	5 to 35°C
Ambient range :	0 to 45°C
Floor temperature sensor :	2-wire, 3.0m lead wire (can be extended up to 20m) NTC Thermistor 10K @ 25C

2.3 SOLFEX undertile heating mat typical installations and applications

Alternative method: self-leveling cement is recommended for large surfaces and the following floor materials: engineered wood, laminate, floating floors, vinyl, linoleum and carpet.

Warning

Consult the manufacturer for information on special installation requirements for wood, laminate and vinyl or linoleum flooring.

Important

- Read the instructions carefully before installing Solfex undertile mat.
- Remember to measure the resistance four times.
- Only for indoor installation. Do not install Solfex undertile mat in walls or ceilings.
- The cable must be embedded in mortar, thinset, concrete or similar material.
- The minimum installation temperature is 5°C.
- The heating cable cannot be cut to length, crossed over itself, or installed too close.
- It is recommended to use copper wire only.
- Remember to check that the supply voltage matches the voltage of the Solfex undertile mat.
- Remember to place the labels as written in this instruction.

Please consult with Solfex for any other questions or advice.

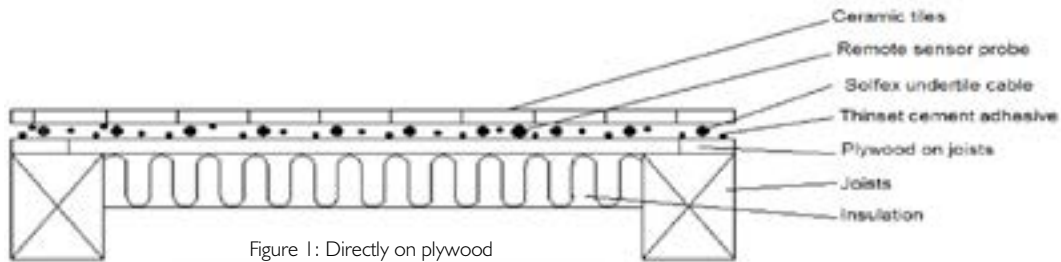


Figure 1: Directly on plywood

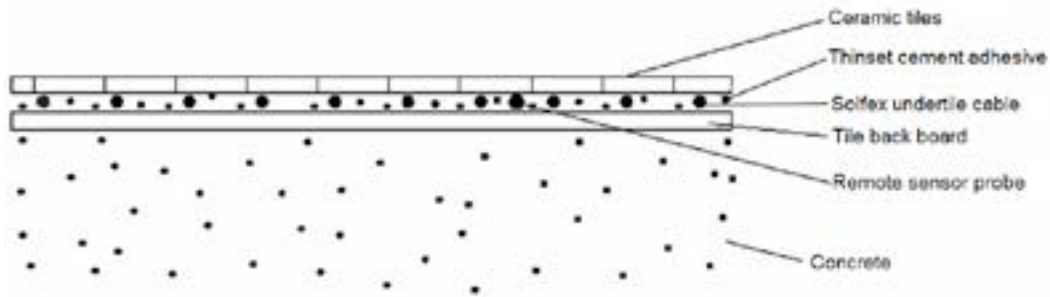


Figure 2: Directly on concrete

3 Floor Heating Design and Product Selection

3.1 Design the Installation

Step 1: Measure the heated area

Determine the heated area of the floor where there are no permanent fixtures or furniture such as showers, toilets, vanities, or cabinets. Measure the heated area of the floor. For example, in Figure 3, the area of the bathroom is 8.75 m². When you subtract the area of the vanity, shower and toilet, the total heated area is only 6.45m².

Step 2: Determine the power supply voltage

Make sure the supply voltage is 230 V.

Step 3: Plan the design

Determine the optimum floor heating mat layout for your heated area to ensure coverage. Select a spot for the thermostat in the wall above the heated area where it can be reached by the 2.5m cold lead on the Solfex undertile mat, and the 3.0m floor temperature sensor. Please refer to Figure 4.

Important

The predetermined Undertile mat spacing must be maintained to ensure proper floor heating. Do not change the Undertile mat heating cable spacing when you lay out the cable or the floor may have cold spots.

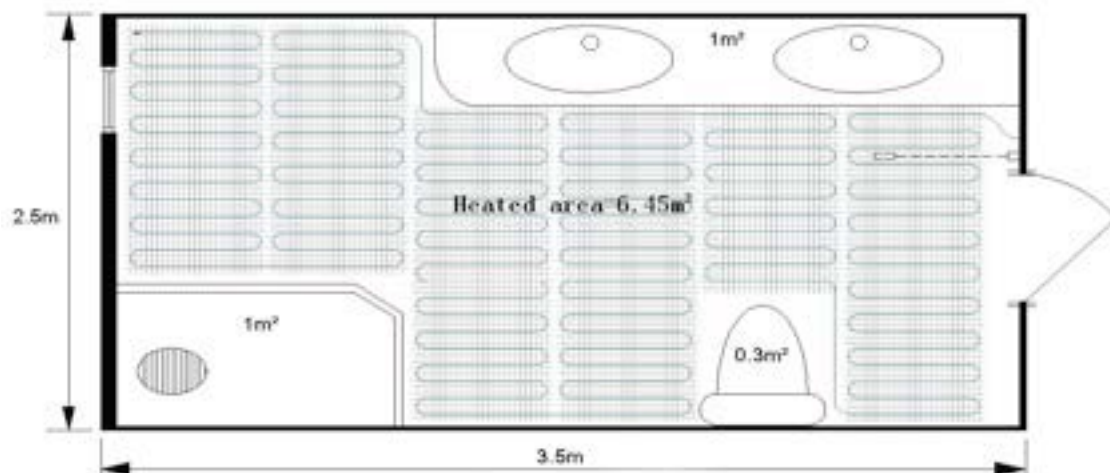


Figure 3: Heated area example

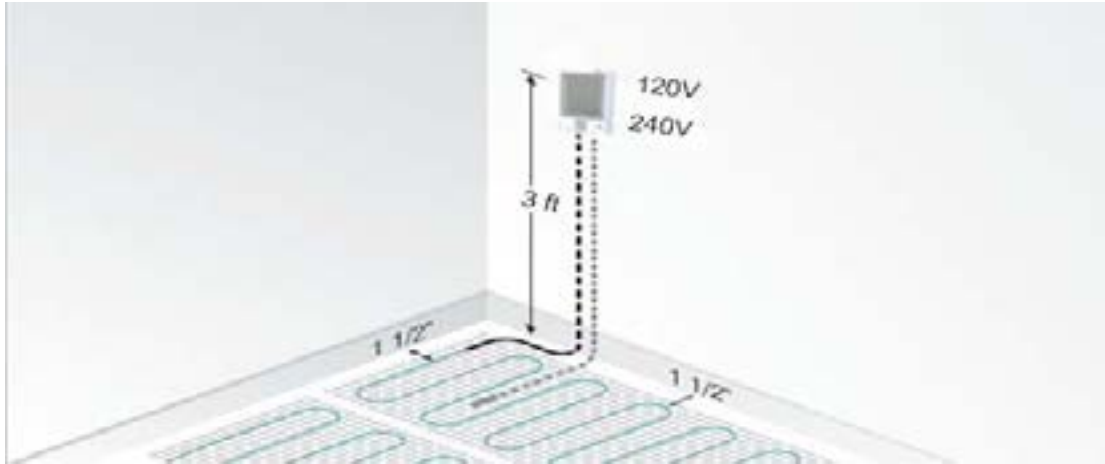


Figure 4: Typical cold lead and floor

3.2 Confirm Your Product Selection

Confirm that your Undertile mat is no larger than the heated area.

Following the example from Figure 3, if the heated area is 6.45 m², select the 6.0 m² Solfex undertile mat

Table 1: Solfex undertile mat Product Selection

Product Code	Heating Area(m ²)	Mat Size (m)	Spacing (mm)	Resistance (Ohms)	Watts	Amps
UFH-ELEC-MAT-01.0	1.0	0.5x2.0	80	352.7	150	0.7
UFH-ELEC-MAT-01.5	1.5	0.5x3.0	80	235.1	225	1.0
UFH-ELEC-MAT-02.0	2.0	0.5x4.0	80	176.3	300	1.3
UFH-ELEC-MAT-02.5	2.5	0.5x5.0	80	141.1	375	1.6
UFH-ELEC-MAT-03.0	3.0	0.5x6.0	80	117.6	450	2.0
UFH-ELEC-MAT-03.5	3.5	0.5x7.0	80	100.8	525	2.3
UFH-ELEC-MAT-04.0	4.0	0.5x8.0	80	88.2	600	2.6
UFH-ELEC-MAT-04.5	4.5	0.5x9.0	80	78.4	675	2.9
UFH-ELEC-MAT-05.0	5.0	0.5x10.0	80	70.5	750	3.3
UFH-ELEC-MAT-06.0	6.0	0.5x12.0	80	58.8	900	3.9
UFH-ELEC-MAT-07.0	7.0	0.5x14.0	80	50.4	1050	4.6
UFH-ELEC-MAT-08.0	8.0	0.5x16.0	80	44.1	1200	5.2
UFH-ELEC-MAT-09.0	9.0	0.5x18.0	80	39.2	1350	5.9
UFH-ELEC-MAT-10.0	10.0	0.5x20.0	80	35.3	1500	6.5
UFH-ELEC-MAT-12.0	12.0	0.5x24.0	80	29.4	1800	7.8

4 Installation

Important: Tools and materials required

You will require the following items to install and test the floor heating system:

- Scissors
- Utility knife
- Wire strippers
- Tape measure
- Screwdriver
- Multimeter

You will also need the appropriate tools and materials to install your particular floor. These will likely include products like self-leveling mortar, thin-set mortar, backer board, tile, a notched trowel, and any other tools for your specific floor.

Follow these steps to ensure a successful undertile mat installation.

Step 1: PLAN LAYOUT

Make a sketch layout or a floor plan of the room; include all permanent furnishings such as toilets, bathtubs, appliances, cabinets, etc. Indicate all dimensions required to determine the available floor area and the position of the SOLFEX thermostat.

Important

Solfex recommends that the installation is documented with photos to note the location of connections and the sensor.

Step 2: TRANSFER LAYOUT TO FLOOR

Draw an outline of the layout on the room floor including a foot print of all furnishings that are not yet installed. Unroll the first few feet of the Solfex Undertile mat. The starting point of the cable must be placed within 2.5m from the thermostat.

Important

Mark the position of the connection point between the power lead and the Solfex Undertile mat heating cable. This connection must be concealed in thinset or self-leveling cement. When using a floor temperature sensing thermostat, mark the sensor position in the middle of 2 heating cables, about 25cm away from the wall (within the heated area), as close as possible to the thermostat.

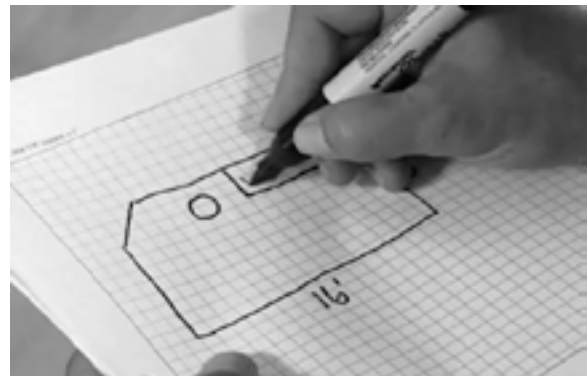
Step 3: INSTALL SENSOR

Install the sensor now, either in conduit tube, or directly to the subfloor. It is recommended that the sensor be installed in conduit tube. This will allow the sensor to be easily replaced in the unlikely event of failure.

The sensor and/or tube needs to be installed between the thermostat wall box and the sensor position. The conduit tube must be partially countersunk into the subfloor. Cut a channel approximately 2cm deep \times 2cm wide in the floor and wall up to the thermostat for the sensor conduit. The conduit has to go from the thermostat and minimum of 25cm away from the wall Towards the middle of the floor.

Important

The sensor conduit must be centered in the cable loop (between two heating wires). Use duct tape to close the end of the conduit so that thinset can't penetrate the conduit. Use duct tape to hold the sensor conduit into the groove to prevent it from floating up when the mortar or thinset is poured. If the sensor is installed directly in the mortar bed, use duct tape to secure to subfloor.



Step 4: PREPARE SUBFLOOR SURFACE

Clean and vacuum the floor thoroughly and remove dust and debris from the floor that may damage the heating cable. Ensure that the subfloor is secure and stable. Carefully fill in all cracks to prevent any potential damage to the new tiles resulting from shifts in the subfloor.



Step 5: MEASURE THE RESISTANCE (THE FIRST TIME)

Use a digital ohm meter to measure the resistance of the Undertile mat and compare it to "Table I". Record the measured resistance on the warranty card. Documenting the resistance at each stage of installation is required for warranty purposes. Also, measure the resistance between the white, black and shielding/earth wire. Both should read infinity.

Please refer to "5 Commissioning" for instructions on how to measure the resistance



Step 6: BEGIN LAYING THE UNDERTILE MAT

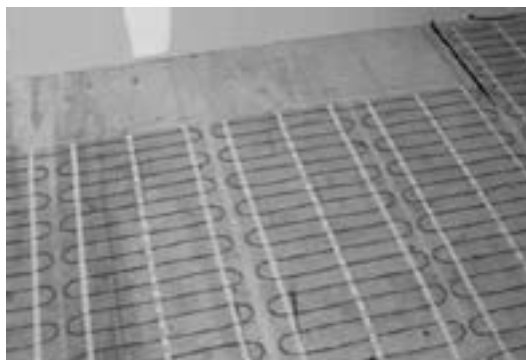
An adhesive has been added to the bottom of the mat which will prevent the mat from moving during installation. Start by placing the mat such that the connection point and the temperature sensor are in their intended positions and bring the power cable to the thermostat or connection box.

Begin unrolling the Undertile mat evenly across the floor outside the areas that you marked previously. The adhesive on the mat is made such that the mat may be moved several times before it loses its adhesiveness. When you reach the next wall, cut the mesh, turn the mat, and begin rolling in the desired direction.



NEVER CUT OR SHORTEN THE HEATING CABLE!

Ensure that the Undertile mat is in full contact with the subfloor at all times. Avoid walking on the heating mat. If this is not possible, use shoes with soft soles. When approaching obstacles (toilets, cabinets, etc.), carefully remove some of the heating cable from the mat and lead the cable around the obstacle. In some cases pieces of the mesh will be cut away entirely. Remember to never cut the cable. Use hot melt glue or a thin strip of tape to secure the loose cable to the floor. It is highly recommend to take photographs of the installed Undertile mat before installing the flooring.



Step 7: MEASURE THE RESISTANCE (THE SECOND TIME)

Please refer to Step 5.

Step 8: INSTALL FLOOR COVERING

ENSURE THAT THE SENSOR CONDUIT HAS BEEN PROPERLY INSTALLED BEFORE PROCEEDING (see Step 3).

In the case of tiles, proceed with the installation of the tiles by covering the heating cables with a layer of thin-set cement as directed by the tile manufacturer. Ensure that the thin-set mortar covers the entire height of the heating cable as the tiles are installed. In the case of a wood, engineered or laminate floor covering, it is recommended that the flooring manufacturer be contacted. For wooden floors, a minimum of 5cm of self-leveling cement over the heating cable is recommended. Ensure that all moisture in the self-leveling cement has been fully eliminated in accordance with the drying times recommended by the manufacturer (consult the manufacturer for exact drying time).



Important

The system must not be turned on until the thinset cement has fully dried. A minimum of two weeks is recommended.

Step 9: MEASURE THE RESISTANCE (THE THIRD TIME)

Please refer to Step 5.

Step 10: INSTALL THE TILE

To install the tile, apply a layer of acrylic or latex modified thin-set using the ridged side of your trowel. Tile and grout the floor using best industry practices and in accordance with instructions provided by the manufacturer of the tile.

Step 11: CONNECT POWER SUPPLY AND THERMOSTAT

The connection of the power supply and the SOLFEX thermostat must be done by a qualified electrician. The electrician should connect the floor sensor to the thermostat, take the final resistance reading and record it on the warranty card, see Step 13.

Note: You need to mark the appropriate circuit breaker reference label indicating which branch circuit supplies the circuits to those electric space heating cables.

Step 12: MEASURE THE RESISTANCE (THE FOURTH TIME)

Please refer to Step 5.

Step 13: RECORD INFORMATION AND AFFIX LABELS

It is important for the homeowner to register the warranty certificate immediately after installing the system (cable and thermostat). Failure to do so could void the manufacturer's warranty. The warranty is subject to the guarantee conditions listed on the warranty certificate.

Keep a copy of the warranty card for your reference.

Step 14: ENJOY THE COMFORT OF THE SOLFEX UNDERTILE MAT

The Solfex heating system is now ready to use. Increase the floor temperature gradually and adjust it until it reaches a comfortable level depending on the type of room and your personal preferences.

5 Commissioning

Important

For the extended 15-year limited warranty to apply, you must perform these tests, record the results on the warranty card, and retain a copy of the record. You must perform the Insulation Resistance Test, the Heating Cable Resistance Test, and the Sensor Resistance Test four times (Please refer to Section 4) during the installation process.

5.1 Insulation Resistance Test

This test ensures that the insulating jackets of the mat are not damaged. A low value indicates the cable has been damaged and must be replaced.

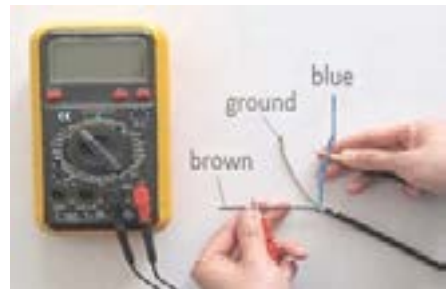
1. Connect the earth wire to the black lead and both power wires to the red lead of the multimeter.
2. Make sure the meter reads "Open" or "OL." If you get a different reading, contact Solflex on 01772 312847.
3. Record these readings on the warranty card.



5.2 Heating Cable Resistance Test

This test measures the resistance of the Solflex undertile mat and is used to determine circuit integrity.

1. Set your multimeter to the 200 or 2000 ohm range.
2. Connect the multimeter leads to the brown and blue cold lead wires.
3. Compare this resistance reading to the resistance specified in the Product Selection "Table 1". The value should be within -5% to +10%. If you get a different reading, contact Solflex on 01772 312847.
4. Record these readings on the warranty card.



5.3 Sensor Resistance Test

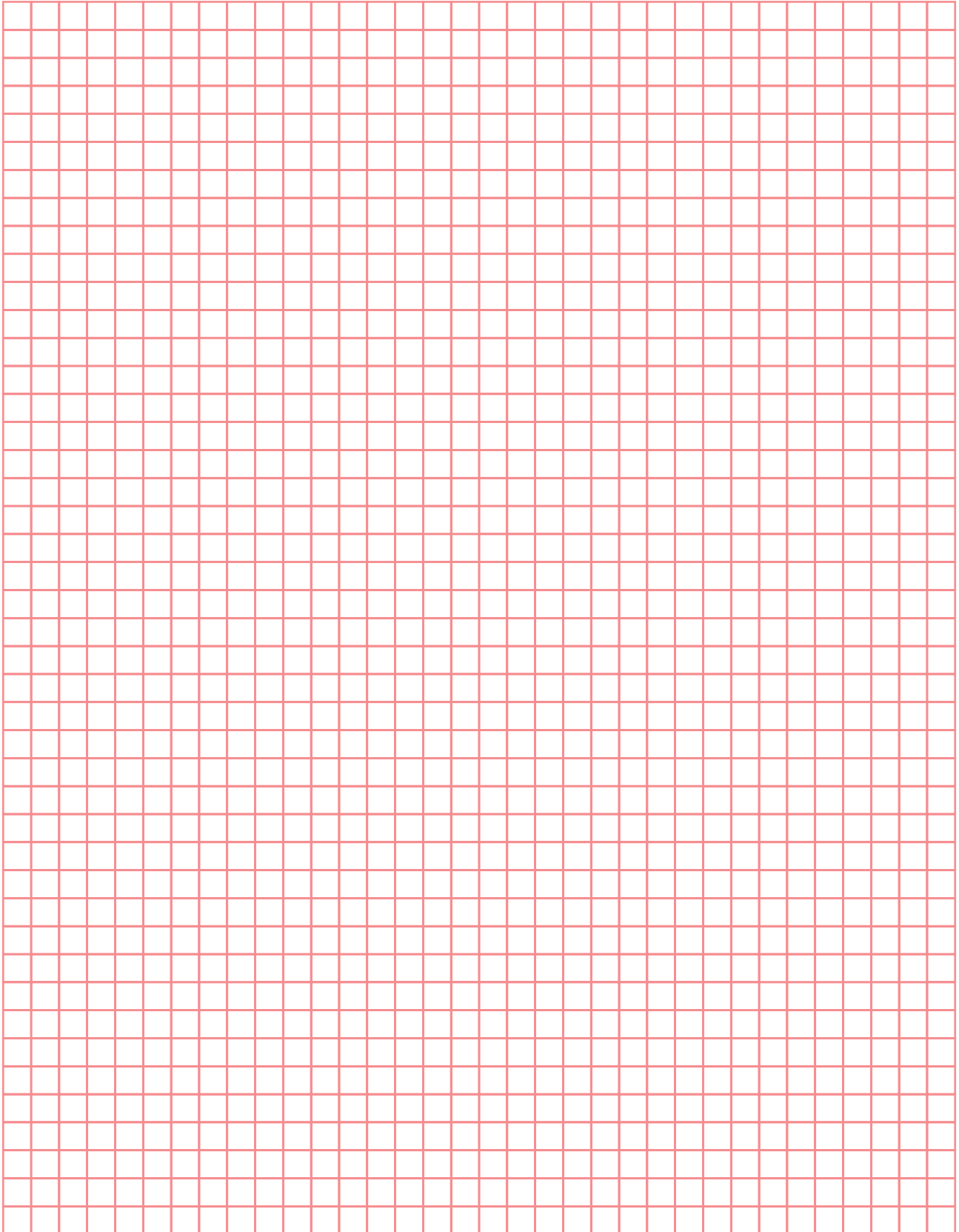
This test measures the resistance of the floor sensor and is used to verify the sensor integrity.

1. Set your multimeter to the 200K ohm range.
2. Connect the multimeter leads to the red and green lead wires.
3. Make sure the meter reads between 9-25K ohms. If you get a different reading, contact Solflex on 01772 312847.
4. Record these readings on the warranty card.



6 Troubleshooting

Symptom	Probable Causes	Corrective Action
Floor doesn't heat	No voltage	Check circuit breaker
	Circuit breaker tripped	Ensure that there are not too many mats or other appliances connected on the same circuit. The Solflex undertile mat may require a dedicated circuit. See the Product Selection "Table 1" of this manual.
	Ground-fault tripped in the thermostat	Refer to SOLFEX Thermostat Installation and Operation Manual
	Thermostat not turned on	Refer to Section 4 of this manual, and the SOLFEX Thermostat Installation and Operation Manual
	Cable not connected to SOLFEX thermostat	Refer to SOLFEX Thermostat Installation and Operation Manual
	Floor temperature sensor not connected	Refer to SOLFEX Thermostat Installation and Operation Manual
Floor warm all the time	Faulty sensor	Contact SOLFEX on 01772 312847
Floor not warm enough	Clock not set correctly	Refer to SOLFEX Thermostat Installation and Operation Manual
	SOLFEX thermostat setting not set correctly	Refer to SOLFEX Thermostat Installation and Operation Manual
Installation instructions not available		Download the latest version of SOLFEX undertile heating mat system Installation Instructions from www.SOLFEX.com/UnderfloorHeating/



Extended Warranty

For a period of fifteen (15) years from the date of purchase Solfex warrants that the Undertile heating mat is free from defects in material, design and workmanship. The extended warranty is only valid if the warranty certificate has been properly completed and mailed, and the installation is in accordance with the installation instructions.

The defective Undertile heating mat has to be inspected by or submitted to Solfex. Failure to comply with all of the foregoing will void this extended warranty. Solfex will, when the customer has documented that a defect in the Undertile mat was present at the date of delivery, repair or supply a new Undertile mat at Solfex' option. All claims shall be made within the extended warranty period. Solfex shall not be liable for any claims made later than ten years from date of purchase.

Solfex shall not be liable for any consequential and secondary costs or damages linked to the defect or replacement of the Undertile mat. This warranty covers product replacement only and does not cover any sub base, floor finishes and any costs associated in replacing these.

THE FOREGOING WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ON THE PART OF SOLFEX. SOLFEX DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOLFEX NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON, FIRM OR CORPORATION TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH SALE OR PRODUCT. SOLFEX SHALL NOT BE HELD RESPONSIBLE FOR DAMAGE TO PERSON OR PROPERTY, CONSEQUENTIAL LOSS, LOSS OF PROFIT, LOSSES ON GOODS IN STORE, OR THE LIKE WHICH MIGHT ARISE OUT OF THE FAILURE OF THE EQUIPMENT DELIVERED, IRRESPECTIVE OF THE CAUSE (INCLUDING FAULTY MANUFACTURE).

How to claim this warranty

Contact the company's Customer Service department and provide the following information:

1. Nature of the manufacturing defect
2. Date of purchase and, if already installed, date of installation
3. If installed, name of electrician and flooring installer
4. Resistance readings taken by installer
5. Proof of purchase and serial number from product label

Our Customer Service department will provide you with an authorization number and advise you on the next steps to complete your warranty claim.

Disclaimer:

This warranty gives you specific legal rights and you may also have some legal rights which may vary from state to state or province to province. Solfex hereby disclaims, and it is as a condition of the sale, that there are no implied warranties. Some states and provinces do not allow limitations on an implied warranty so the above limitation may not apply to you.

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