

DEVI Underfloor Heating FAQ's:

1. [What floor finish is suitable for use with the devimat system?](#)

Most floor finishes are suitable for use with underfloor heating providing the floor has been prepared correctly and any Manufacturer's temperature guidelines have been adhered to. With finishes such as wood laminates and carpets, it is essential that the heating mat is completely covered with a suitable Floor Leveling Compound before the specified finish is fitted.

2. [The devimat is too big for the room, can I cut it?](#)

No, the mat Element cannot be shortened as this will alter the resistance of the element which may lead to overheating. It is therefore important that the area to be heated is measured accurately (free floor area only) and that you select the closest smaller area element. Please feel to ask us for help.

3. [The fuse keeps blowing when I use the mat?](#)

CONTACT YOUR ELECTRICIAN. Fuses blow or circuit breakers trip on either short circuit or on overload, short circuit being the most common cause.

4. [Do we require insulation with devimat products?](#)

The devimat is designed to be laid directly onto an existing floor surface, so does not require insulation. However, if there is room within the floor to add insulation or a tile-backer board we strongly recommend this as it will enhance performance and reduce operating costs. Please contact us for information on Insulation board (FBoard).

5. [Does the floor need to be primed before laying the deviant?](#)

The mat has an adhesive backing and if the floor is dusty or greasy, it will not stick particularly well. Priming the floor will significantly help the mat to fully adhere to the floor surface.

6. [The system is not heating up!](#)

There are a number of reasons why this could happen.

1. Check that you have a supply (voltage) to the thermostat.
2. Check the thermostat is operating.
3. Check the settings on the thermostat
4. Check the continuity and resistance of the mat.

These checks may have to be carried out by a qualified electrician.

7. [I have a large area that requires two mats, how do I connect them together?](#)

The cold tails have to be brought out of the floor and have to be connected in parallel. ie. Core colours connected together, brown with brown, blue with blue etc.

8. [I want to use devimat underneath a laminate flooring, what type of underlay do you recommend?](#)

The underlay usually supplied with wood laminate is an acoustic about 2-3mm thick, this is acceptable. If you are installing anything other than this, please call our technical team at DEVI for advice.

9. [Can I put the devimat underneath a bath / shower tray / kitchen units etc.?](#)

DEVI does not recommend that the devimat is installed under any such fixtures for a number of reasons. eg. (a) It can inhibit the heat being produced from the system. (b) If ever a fault was to occur it would be extremely difficult to carry out a repair etc.

10. [I have a floor which is made up of both timber and concrete. Can I use a single heating mat for the floor?](#)

DEVI strongly recommends that each section of floor has its own 'mat' and thermostat as in this instance, each floor surface has a different maximum temperature limit. Contact us to discuss the best options for this floor.

11. [What type of tile adhesive / leveling compound / tiling grout do you recommend?](#)

The covering has to be flexible or have a flexible additive. Talk to your Tiler for advice.

12. [How thick does the layer of tile adhesive/leveling compound need to be?](#)

The adhesive bed has to be thick enough to cover the cables, generally 4-5mm is sufficient.

13. [How long do I have to leave the heating system, after tiling, before I can switch on?](#)

DEVI would recommend that the adhesive used is allowed to dry/cure naturally and to follow manufacturers recommendations.

14. [How long does the heating system take to warm up?](#)

This depends on various factors, such as

- what system has been installed (Undertile or Inslab)?
- the type of screed that has been laid?
- the depth is the floor screed?
- etc.

This Time could be anything from 30 minutes for a Devimat placed under tiles through to 5 - 7 hours for an Inslab storage system.

15. [What is the width of the mat?](#)

The actual width of the mat is 480mm but it is recommended that it be laid at 500mm intervals to ensure the correct gap between runs is achieved.

16. [What is the difference between Twin & Single Conductor mats?](#)

The difference between the two mats is the 'cold tail'.

With the Twin Conductor mat, there is no second connection tail to return to the thermostat.

With the Single Conductor mat there is a single "cold tail" at each end of the mat and they have to be brought back together at the connection point.

17. [What is the black thing at the far end of the Twin Conductor mat?](#)

This is the connection at the end of the Twin Conductor mat where the heating element is connected to the neutral return. This is manufactured within the cable.