

## Installation terms and conditions

### 1. Before Installation

- 1.1. Empty rooms: The room(s) which the underfloor heating (UFH) is to be installed must be free from any furniture and/or any other obstacles (i.e. door thresholds). Anywhere UFH is not to be installed (i.e. under kitchen islands or work units), must be visibly marked.
- 1.2. Floor surface: The floor needs to be a 'normal' sand-cement, anhydrite and/or liquid top-screed (tile, flagstone and concrete flooring are subject to assessment). Calcium sulphate, liquid and anhydrite screeds need to have the surface laitance removed prior to the JK installation. The customer is responsible for verifying this with the flooring contractor.
- 1.3. Asphalt floor constructions are not suitable for the JK system, a JK representative must be informed prior to the works commencing.
- 1.4. Floor surface with: (a) black-jack, (b) bitumen or (c) any other black substance, needs to be removed (as much as possible) and tested for asbestos prior to works commencing. The homeowner or principal contractor is ultimately responsible for appropriate testing and certificate to secure a safe working environment for JK installers and other involved trade members. For more information see the JK pricelist or contact your JK representative.
- 1.5. The floor must be reasonably flat. If levelling is required, this needs to happen before the UFH system is installed (please take into account the required drying time; see 1.6).
- 1.6. The floor must have dried and hardened (e.g. sand-cement screed needs to be sufficiently cured), if applicable. Guidelines say approximately 3 weeks from application/pour date.
- 1.7. If the sub-floor is Fermacell or Knauf flooring elements, screws need to be removed prior to the UFH installation. This is outside the scope of JK installation works.
- 1.8. If the sub-floor is concrete and fixed furniture/fixtures (i.e. kitchen units/island) are in place, note the nearest UFH pipe will be approximately 200 mm from the fixed unit due to the limitations of using hand-tool devices on solid concrete substrate. Removing the fixed furniture is strongly recommended in order to improve floor comfort, but is solely the customer's responsibility. JK installers will not be involved in removing, replacing or installing fixed furniture items.
- 1.9. Due care and attention will be taken by JK installers putting in the system, but it is the customer's responsibility to remove or take necessary actions to protect all vulnerable and/or valued items in the working area. JK floorheating Ltd. is not liable to any damage because of the transportation of material, grinding and/or drilling (i.e. necessary work to install the UFH). It is recommended to wait until the UFH system is completed before installing and/or finishing these items.
- 1.10. Service Pipes: If there are services pipes (gas, water, and/or electric) present in the top-screed floor, a JK installer must be notified and the customer must clearly mark the floor. Despite all the precautionary measures taken, if damage occurs to services during the installation, JK floorheating Ltd. cannot be held responsible.
- 1.11. When services are present in the floor, there needs to be a minimum of 25 mm floor depth above these services (Note: building regulations require a minimum cover of 40-50 mm).
- 1.12. Power Supply: At least two, in good and safe working order, electrical circuits must be in the property and available solely for JK floorheating Ltd. during the installation. Each circuit must have two standard 3 pin 13-amp 230V sockets and feed from a 16-amp MCB C type or a 20-amp B type MCB breaker, in order to operate JK machinery (verify power supply well in advance with your electrician).
- 1.13. It is the customer's responsibility if any openings need to be made into finished walls, floors, ceilings etc. for the UFH pipes to run through, the customer can either create the opening themselves or accept that openings are to be re-finished and/or filled after JK floorheating Ltd. works are completed. Any openings will not be filled by JK installers.
- 1.14. Property access: Reasonable access to the property must be available. Where applicable, stair access must be available and free from obstructions for installations taking place other than the ground floor level. If work is to be done on a floor higher than the first floor, a lift or construction lift must be available to transport machinery (in compliance with health and safety regulations).

### 2. During Installation

- 2.1. No hindrances to work: JK installers must be able to perform their work activities without any hindrance from third parties. Other tradesmen should not be working in the areas where the UFH installation is taking place.
- 2.2. During JK installation work the premises is regarded as a building site. As such, entering the site is at one's own risk (including the customer). The customer needs to ensure any third parties entering the premises are aware of this.
- 2.3. An outside tap with water supply must be available.
- 2.4. Electrics: During JK installation no other high consumption domestic appliances are to be used (i.e. tumble dryers, washing machines, dishwashers, electric ovens, hobs, heaters, boilers, irons etc.). It is recommended to unplug any vulnerable appliances from the power grid. JK is not liable for any damage to or failure of any appliances because of a power outage, which includes but is not limited to computers (documents), electronics,

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the contents of refrigerators or freezers etc. JK floorheating will assume proper electrical installation and fuse box are in place. If the fuse box uses safety fuses, the customer is responsible for spare fuses. JK floorheating is not responsible for any replacement of fuses.

- 2.5. Manifold Location: determined from a technical point of view in consultation with the sales partner or JK floorheating, with regard to the following conditions:
  - The distance from the bottom of the manifold to the floor must be at least 200 mm.
  - The space above the top of the manifold must be at least 150 mm.
  - The manifold dimensions, which depends on the number of loops.
  - The manifold cannot be placed in the fuse cupboard (subject to regulations).
  - The manifold cannot be below the level of the UFH system (due to venting problems).
- 2.6. The manifold must be installed on the same floor as the UFH system and preferably within a 2-meter radius from the floor that needs to be heated.
- 2.7. The underfloor heating pipes should be run directly from the manifold into the floor.
- 2.8. Upon completion, the customer must be present to approve and sign off on the order. If the customer is not available the installation team will leave the property with dated photographic evidence and any return to site for clarification or adjustments of the UFH system will be subject to a call-out charge.

### 3. After Installation

- 3.1. Cutting Waste: The cutting waste will remain on site in marked JK refuse bags and are not taken away by the JK installation team. Please arrange for a building waste skip to dispose JK refuse bags into. Alternatively, please instruct the installation team where to dispose of the waste bags, which must be within close proximity to the property/working area.
- 3.2. The customer is responsible for re-plugging any appliances into the power grid after JK floorheating works are finished.
- 3.3. The UFH pipes are left filled with water, the customer is responsible for the prevention of any freezing, which could cause damage.
- 3.4. The manifold and primary connections must remain accessible for any future service work.
- 3.5. For the electrical connection of the manifold an earthed socket (i.e. 3 Amp fuse spur) needs to be within a 0.5-meter radius. This can also be done after the UFH system installation. This is the responsibility of the customer.
- 3.6. After installation it is recommended to work with specified smoothing or levelling compounds. BE AWARE; all levelling/smoothing compounds need to be UFH compatible and applied in a minimum of two 2 layers. Initial application (layer 1) use a small quantity, solely to 'lock' the pipes in place. Let set/dry prior to applying a full cover layer. If this is not followed correctly there is a significant risk that heating pipes will float above floor level. Ask your JK representative for guidelines. Flooring wedges and/or services are available upon request.
- 3.7. If an UFH system has not been executed correctly in the eyes of the customer, the customer must report this immediately before additional works continue. Any and all complaints need to be reported within 24hours after the installation has been completed to your JK representative by email. A complaint is not a legal reason to withhold any payments on debts owed to JK floorheating Ltd. and by doing so you are in breach of contract. Only after failing to follow up (within a reasonable time frame) and/or resolve a complaint can a legal action can be filed against JK floorheating Ltd.

**In the case that the installation terms and conditions cannot be complied with, JK floorheating should be contacted as soon as possible before installation.**

- Deposit payment is due upon receipt of the invoice and balance payment is due upon completion of the works
- The customer agrees to reimburse any legal and administrative costs and expenses incurred by JK floorheating Ltd. in recovering any monies due to JK floorheating Ltd. for the work carried out and in relation to any losses suffered by JK floorheating Ltd, if the customer has not complied with the Terms & Conditions.
- If any payment is not received from the customer within 7 days of the due-date of the invoice from JK floorheating Ltd. then interest will be payable on the outstanding amount at the rate of 4% above the Bank of England base rate from the due-date of the invoice until the date of payment. The interest will be payable within 7 days of demand.

**By paying the initial deposit payment (along with a receipt from JK floorheating Ltd.) you enter a legal agreement, complying with the terms and conditions as outlined in this document. In case of cancellation or postponement of the scheduled installation, JK floorheating Ltd. holds the right to decide on the timing and/or the amount of refund based upon reasonable standards, whereby notice time and already incurred costs will be reflected in this decision. Work unaccounted for could incur additional costs and will be charged by JK floorheating Ltd.**