

Mat Installation Guide

Nuheat

Pre-built electric floor heating mat

25
YEAR
Product
warranty



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SECTION 1 – INSTALLATION PREPARATION

1.1 Product Overview

Nuheat Mats bring soothing heat to the following surfaces:

- Tile
- Stone
- Laminate
- Engineered wood
- Luxury vinyl

Standard & Custom Mats are pre-built floor heating systems that do not require any on-site manipulation during installation, significantly reducing installation time. Being pre-built also ensures even heat distribution as the heating wires are precisely machine-spaced during production. Thinset is applied to the subfloor, the Mat is pressed into the thinset, and flooring can be installed immediately. Nuheat Mats are compatible with all standard subfloor material and are only 1/8" thick, making them ideal for installations where minimal height buildup is desired.

Standard Mats are available in over 70 sizes – squares and rectangles of various dimensions – and are available off-the-shelf. A single standard mat can provide adequate floor heat coverage for typical, rectangular spaces. Installers can also combine multiple standard mats to heat the desired area. Standard Mats are offered in 120 V and 240 V configurations, producing 12 W/ft².

When full coverage cannot be achieved with Standard Mats, in areas with curves, angles, or obstructions, Custom Mats are available to provide perfect coverage in any space. Custom Mats are offered in 120 V and 240 V configurations producing 12 W/ft² or 15 W/ft² upon request. Custom Mats typically ship in 5 to 7 business days. Actual lead time varies and will be confirmed upon quotation and/or order.

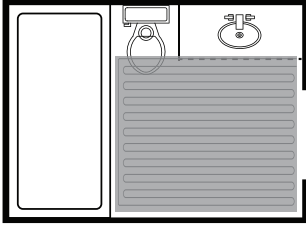
1.2 How to Order

1.2.1 Nuheat Standard Mats

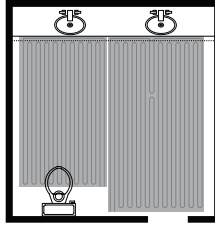
Step 1 – Determine perimeter dimensions

Step 2 – Refer to Nuheat Standard Mat table to view available sizes. Determine if one or multiple standard mats can be used to cover the desired area.

Step 3 – Locate a Nuheat distributor using 'Where To Buy' tool on www.nuheat.com.



Single Standard Mat

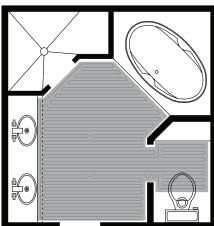


Multiple Standard Mats

1.2.2 Nuheat Custom Mats

When full coverage cannot be achieved with Standard Mats, in areas with curves, angles, or obstructions, Custom Mats are available to provide optimal coverage.

1. Submit an accurately measured floor plan indicating all obstructions such as floor vents or islands via an Nuheat distributor (measuring instructions and where-to-buy information available at nuheat.com). Be sure to indicate the voltage(s) and the position of the thermostat(s) on the floor plan.
2. The Nuheat Design Team will work with you and your distributor to confirm dimensions. Please ensure installer contact information is provided to facilitate rapid design turnaround.
3. The Nuheat Design Team will produce a design and quotation (typical quote turnaround time is 24 hours). Once dimensions and payment are confirmed, Custom Mats typically ship in 5 to 7 business days. Actual lead time varies and will be confirmed upon quotation and again upon order. Next day air shipment is available upon request.



Custom Mat

1.3 Installation Guidelines

- The installation of this heating product shall be in accordance with the manufacturer's instructions and in accordance with the Canadian Electrical Code Part 1 or the National Electrical Code (US) whichever is applicable.
- This equipment shall be installed only by qualified personnel who are familiar with the construction and operation of the apparatus and risks involved.
- Caution should be taken to guard against risk of electric shock, fire and bodily injury during the installation of this equipment.
- Nuheat Mat should be connected to a dedicated electrical circuit.
- It is mandatory to install a class "A" GFCI or GFCI circuit breaker with each Nuheat Mat installation.

All Nuheat thermostats come equipped with a built-in class "A" GFCI.

- Do not use sharp tools or power tools to clean grout lines. Cleaning grout lines with sharp tools or power tools may damage the Nuheat Mat System and will void the Nuheat warranty.
- Indicate on the electrical panel which circuit is used for the electric floor heating system.
- Subfloor must be prepared in accordance to ANSI specifications.
- Nuheat Mat cannot be overlapped, crossed, cut, shortened or modified.
- The ambient air temperature must be above 10°C or 50°F when the Nuheat Mat Floor Heating System is installed.
- For concrete slab subfloors, we recommend insulating the slab prior to installing Nuheat Mat. Insulation will improve the upward heat transfer from the mat to the flooring surface and improve heat up time.

1.4 Before You Start

1.4.1 Assemble required tools

- Multimeter/Ohmmeter
- 1/4" x 1/4" square notched trowel



Assemble required tools

1.4.2 Pre-installation guidelines

Avoid the following activities that may damage the Nuheat Mat:

- Connecting the mat to power when folded
- Stapling
- Nailing
- Folding, bending overlapping mats
- Using grout scrapers or utility knives to clean grout lines may damage the mat and void Nuheat warranty.
- Clean grout lines with a sponge as you go.

1.4.3 Dry fit and route cold lead path

Position Nuheat Mat to fit contours of room. Route a path for the cold lead to the electrical box. The cold lead CANNOT cross over on top of the Nuheat Mat. Nuheat Standard Mats can be flipped in any direction to place cold leads closer to thermostat location.

1.5 Insulation & Resistance Tests

If insulation or resistance tests do not pass the requirements at any point of the installation, halt installation immediately and contact Nuheat Customer Care at 1.800.778.WARM(9276) or email nuheatinfo@chemelex.com.

1.5.1 Insulation test


To ensure the heating wire is fully insulated:

1. With digital multimeter, set it to measure resistance/ohms. If using an ohmmeter, set it to the 200 ohm setting.
2. Place one multimeter clip on the metal braid wire (ground). Place the other multimeter clip on the white wire (red wire for 240 V Nuheat Mats).
3. Confirm the reading on the multimeter/ohmmeter is OL or infinity (open circuit).
4. Repeat steps 2-3 to check the reading between the metal braid wire (ground) and the other wire (black).

1.5.2 Resistance test

To ensure the heating wire is fully insulated:

1. With digital multimeter, set it to measure resistance/ohms. If using an ohmmeter, set it to the 200 ohm setting.
2. Place one multimeter clip on the white wire (red wire for 240 V Nuheat Mats). Place the other multimeter clip on the black wire.
3. Confirm the reading on the multimeter/ohmmeter is within +10% / -5% of the factory resistance listed on the white tag that is attached to the cold lead. The white tag contains information including factory resistance readings, model number, manufacture date and amperage ratings.
4. Record the resistance test readings in the table on page 9.

 Nuheat Mat must be tested before, during and after installation to validate the warranty.

1.6 Mat Resistance Log

1.6.1 Mat resistance log

For warranty and troubleshooting purposes, the mat resistance log must be completed and remain with the end user.

Mat Resistance Log
Mat Model Number
Factory Measured Resistance
Resistance Test Ohms Reading (Before Installation)
Resistance Test Ohms Reading (During Installation)
Resistance Test Ohms Reading (After Installation)

Failure to record resistance tests in the above table will void the Nuheat warranty. To submit your warranty, visit www.nuheat.com and fill out the online warranty card.

1.6.2 Floor sensor probe test

To ensure the floor sensor probe is not damaged:


1. With a digital multimeter (or ohmmeter), set the device to the 20K Ω (Kilohms) setting.
2. Place a multimeter clip on each of the wires. It does not matter which clip is attached to which wire. Some multimeters do not have the 20K Ω (Kilohms) setting. Find a suitable multimeter that has this setting.
3. Confirm the reading on the device is between 8-12K Ω (Kilohms) at room temperature.
4. If test readings do not pass requirements at any point of the installation, halt installation immediately and contact Nuheat Customer Care at 1.800.778.WARM(9276) or email nuheatinfo@chemelex.com.

SECTION 2 – INSTALLATION

2.1 Securing Mat to the Subfloor

2.1.1 Securing mat to the subfloor

1. Prepare thinset mixture.
2. Spread thinset onto subfloor.

 Use ¼ in x ¼ in square notched trowel to spread ¼ in layer of acrylic/latex modified thinset onto subfloor. Work on one manageable section at a time.




Spread thinset onto subfloor

3. Place Nuheat Mat onto fresh thinset.




Place mat onto fresh thinset

4. Press Nuheat Mat into thinset.

 Press Nuheat Mat firmly into thinset with grout float or lightweight roller. Create 100% contact between Nuheat Mat, thinset and subfloor. Press out air bubbles underneath mat. Route cold lead(s) to electrical box.

5. Perform insulation and resistance test on page 8.

6. Secure floor sensor probe.

 Duct tape the floor sensor probe on top of the Nuheat Mat. The probe's tip should be between the heating wires. Ensure the probe's tip is located in an area that can represent the overall floor temperature and away from other heating/cooling sources (ie. heat ducts vents, direct sunlight, drafts caused by large windows/doors, areas covered by rugs or fixed furniture). The probe wire can cross on top of the heating wire(s).




Secure floor sensor probe

2.2 Install Flooring - Tile & Stone

2.2.1 Install flooring - tile & stone


1. Apply thin layer of thinset.

 Use ¼ in x ¼ in square notched trowel to spread minimum ¼ in layer of acrylic/latex modified thinset on top of Nuheat Mat as per manufacturer's instructions.



Install tile/stone flooring


2. Install tile/stone as per manufacturer's instructions.
3. Clean grout lines.

 Do not use sharp tools or power tools to clean grout lines; doing so may damage Nuheat Mat.



Clean grout lines


4. Perform insulation and resistance test on page 8.
5. Make electrical connections.

 Before activating Nuheat Mat, ensure setting compound has fully cured. Refer to setting compound manufacturer's specifications for cure times. Installation of Nuheat Mat is now complete.

2.3 Install Flooring - Laminate/Engineered Wood


2.3.1 Install flooring - laminate/engineered wood

1. Apply smooth layer of thinset.


 Use smooth trowel to spread minimum ¼ in layer of acrylic/latex modified thinset on top of Nuheat Mat. Ensure thinset layer is level and smooth. Self-leveling compounds may also be used. Allow thinset or self-leveller to cure as per manufacturer's instructions.

2. Perform insulation and resistance test on page 8.

3. Install laminate/engineered wood flooring.

 Install vapor barrier, if applicable, and underlay as per manufacturer's instructions. Install laminate/engineered wood floor as per manufacturer's instructions.

4. Make electrical connections.

 Before activating Nuheat Mat, ensure setting compound has fully cured. Refer to setting compound manufacturer's specifications for cure times. Installation of Nuheat Mat is now complete.


SECTION 3 – ELECTRICAL CONNECTIONS

3.1 Electrical Connections

3.1.1 Electrical connections

1. Connect the tin plated copper ground braid/wire of the Nuheat Mat to the ground screw or ground conductor inside the electrical box using approved wire connectors.
2. Attach corresponding lead wires to electrical box using CSA Certified/UL Listed cable fittings. Make electrical connection only after flooring is complete.
3. Nuheat Mat must be connected to minimum 14AWG supply conductors. Supply conductors shall be suitable for residential wiring according to local and national electrical code.

When controlling multiple mats with one thermostat, all mats may be connected directly to the thermostat provided the total amperage does not exceed the 15-amp maximum load of the Nuheat thermostat. Alternatively, the mat cold leads can be run to a separate electrical box and connected to the Nuheat thermostat using suitable electrical house wiring. Consult with your electrician to determine the best method for your installation. In all cases, ensure the electrical box can easily fit all of the connections.

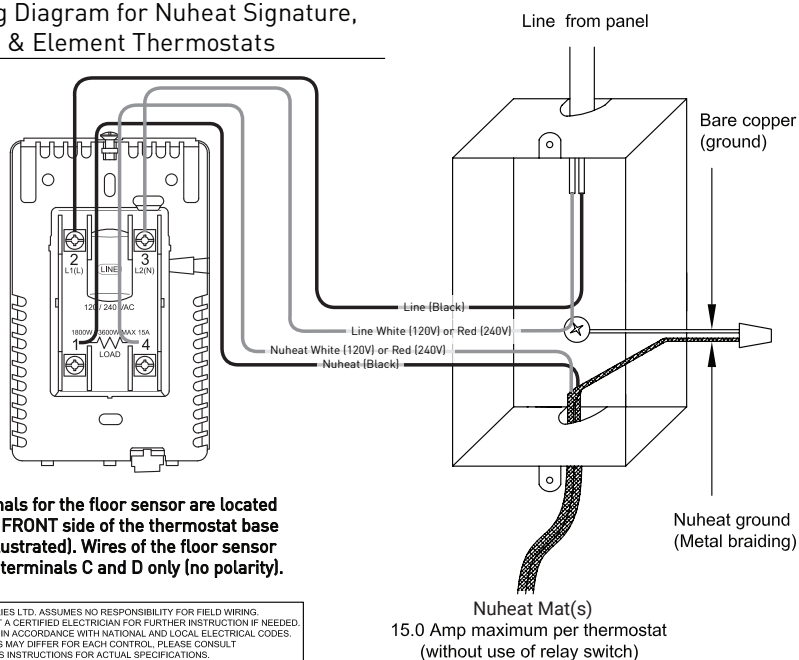
-  Risk of electric shock and fire. Damage to supply conductor insulation may occur if conductors are routed less than 2 in (51 mm) from heating wire. Refer to installation instructions for recommended means of routing supply conductors.
4. Affix supplied orange label to panel board beside appropriate circuit indicating branch circuit supplying power to Nuheat Mat.
 5. Affix the supplied “Concealed Area Warning” label to adjacent points of access to concealed areas in which installed heating products are accessible.
 6. Affix the supplied “Radiant Floor Heating” sticker to the room control for the Nuheat Floor Heating System.

All wiring must follow specifications set out in Part 1 of Canadian Electrical Code, or Article 424 of the National Electrical Code ANSI/ NFPA 70, or whichever is applicable to local electrical inspection regulations and authorities. All Nuheat thermostats are equipped with built-in Class "A" GFCI protection. If Nuheat Mat is connected directly to a Nuheat thermostat, a non-GFCI equipped breaker should be used. If the Nuheat Mat is controlling an external relay for a separate circuit, it is mandatory to install a Class "A" GFCI or GFCI circuit breaker for the external/separate circuit.

The cold leads of Nuheat Mat may need to be routed inside suitable conduit according to local electrical codes. Check with the local authority having jurisdiction to determine requirements.

! NEC/CEC rules state that the cold lead tag must remain on the cold lead. The tag contains critical information necessary for testing, warranty and troubleshooting purposes. Do not remove the tag for any reason.

Wiring Diagram for Nuheat Signature, Home & Element Thermostats



3.2 Electrical Guidelines

3.2.1 Electrical guidelines

- The installation of this heating product shall be in accordance with the manufacturer's instructions and in accordance with the Canadian Electrical Code Part 1 or the National Electrical Code (USA), whichever is applicable.
- This equipment shall be installed only by qualified personnel who are familiar with the construction and operation of the apparatus and risks involved.
- Caution should be taken to guard against electric shock, fire and bodily injury during the installation of this equipment.
- De-energize power circuits before installation or servicing.
- Nuheat Mat should not be connected to power until the Nuheat Mat is fully installed and covered by flooring material.
- Subfloor must be prepared in accordance with ANSI specifications.
- The heating portion of the Nuheat Mat shall not touch, cross over, or overlap itself.
- Do not install Nuheat Mat in direct contact with or within 0.25 in (6.5 mm) of any combustible surfaces or materials (excluding wood-based substrates).
- The minimum bending radius of the cold lead is 2 in (51 mm) and heating wire is 0.625 in (16 mm).
- The ambient temperature must be above 10°C or 50°F when Nuheat Mat is installed.
- As per National Electrical Code (US) and Canadian Electrical Code (CAN), Nuheat Mat must be installed on a dedicated circuit for heating appliances/devices (additional Nuheat Mats, baseboard heaters, electric fireplaces, etc.).
- Nuheat Mat is designed for indoor floor heating applications in general use (-X) in US and Canada and in wet (-W) areas in Canada.
- Minimum distance of 1.5 in (38.1 mm) between adjacent heating devices.
- Total combined R-values of all floor coverings must not exceed R-2.5.
- Nuheat Mat should not be altered.
- Nuheat Mat is not for installation in pool and spa areas, nor outdoor use.
- Do not place objects directly on top of the floor that could impede/trap heat emanating from the floor heating system including but not limited to flush-to-floor furniture, rubber or memory foam mats, and mattresses. These objects could cause unsafe temperatures to be reached underneath these objects which may cause damage to the object and/or the flooring material.

3.2.2 Troubleshooting

Should you have any questions or difficulties installing or controlling your Nuheat Mat, please consult our comprehensive troubleshooting FAQ section at www.nuheat.com.

SECTION 4 – WARRANTY

4.1 Warranty Information

4.1.1 Warranty information

Nuheat offers a 25-Year Limited Product Warranty and/or 25-Year Limited Total Care* Warranty when installed by a Nuheat Certified PRO Installer.

The online warranty registration form must be completed at www.nuheat.com within thirty (30) days from the date of installation and kept by the homeowner, together with a copy of the commissioning report, relevant invoice, and photographs, showing the product(s) in their entirety after installation but before the installation of the flooring material.

*Total Care Warranty is an upgrade of our standard product warranty and additionally covers repair or replacement of the Product and restoring the floor in its original state or, if not possible, to an equivalent standard, at no cost to the Buyer. In order to remedy the defect, Nuheat must have access to 1 m² (10 ft²) of the floor covering material.



SECTION 5 – CONTROLS

5.1 Thermostats & Controls



Nuheat Conductor

- Wifi-enabled with iOS® and Android® apps
- Bluetooth-enabled for easy setup without wifi
- White exterior with vanishing, touch-sensitive display
- Fully programmable
- Basic functions on device, all functions in app
- Detailed energy use monitoring
- Works with popular smart home systems including Apple Home, visit nuheat.com/connected-home for more info



Nuheat Signature

- Wifi-enabled with iOS® and Android® apps
- 3.5" color touchscreen
- Fully programmable
- All functions on device & in app
- Live, local weather report
- Energy use monitoring
- Works with popular smart home systems, visit nuheat.com/connected-home for more info



Nuheat Home

- 3.5" color touchscreen
- Fully programmable
- Energy use monitoring



Nuheat Element

- Simple, easy to use controls
- Manual operation (non-programmable)



Nuheat Install Pro Alarm

Nuheat Install Pro Alarm (AC0200) is an electrical fault indicator that simultaneously monitors the hot, neutral and ground wires during installation of any line voltage floor heating system. If a wire is damaged during installation, the Install Pro Alarm will sound an alert, prompting the installer to stop and correct the problem before continuing.

AC0200 replaces the Mat Sense Pro (AC0100) and offers several improvements...

- Louder alarm tone
- Longer operating time
- More easily replaceable 9-volt battery (included)

Use an Install Pro Alarm with every installation to ensure the system is installed without undetected damage.

All thermostats come with manufacturer's limited (3) three-year warranty (valid from the date of purchase), built-in GFCI protection, options for room sensing and floor sensing, and dual-voltage functionality (120 V & 240 V).

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