

# FREQUENTLY ASKED QUESTIONS

## WHERE CAN I PURCHASE FIBO PRODUCTS?

Fibo panels and profiles are available through our network of distributors and stockists nationwide, served by our two warehouses in England and Scotland. Please contact our Sales Office on 01494 771242 for details of your nearest distributor.

## HOW DO I STORE FIBO PANELS?

Fibo panels should be kept dry and not be leaned against walls, stored vertically or balanced upon trestles but should be laid flat and, if stored in very cold conditions, should be acclimatised at ambient room temperature for 3 days prior to fitting. It is important that the panels, being a wood based product, are at the right temperature when installing.

## CAN I FIT FIBO PANELS MYSELF?

Fibo panels are easy to fit and you can certainly do this yourself if you have capable DIY skills and are confident with using standard woodworking tools. Fitting instructions are included with the panels or can be downloaded from our website. If you are not confident in your ability, however, any competent professional tradesperson can be employed.

## ARE FIBO PANELS FULLY WATERPROOF?

Fibo panels are constructed using exterior grade WBP plywood and, providing all exposed plywood edges are fully sealed with a recommended polymer sealant and fitted correctly according to the manufacturers instructions, our panels are guaranteed fully waterproof.

## HOW DO I CALCULATE HOW MANY PANELS I NEED FOR MY AREA?

Fibo is sold by the panel and you can calculate how many panels you need to cover your area if you have measured this in square metres. Use the following calculation:

For 600mm wide panels - divide your square metre measurement by 1.488 and round up

For 900mm wide panels - divide your square metre measurement by 2.208 and round up

The 600mm and 900mm panels are the ideal size of panel to clad your entire room as they have our Aqualock tongue and groove system for almost invisible joints. We do NOT recommend using a 1200mm straight edged panel (not Aqualocked) to go on a run around the room using an H-shaped profile. The 1200mm panels are not designed for this purpose as the installation will not be guaranteed watertight. 1200mm panels are specifically intended to be installed as one wall - one panel, in shower areas. Our guarantee, therefore, does not cover 1200mm panels fitted any other way.

## WHAT KIND OF ADHESIVE AND SEALANT DO I NEED TO USE?

We recommend using a high tensile strength waterproof adhesive such as Stixall (Everbuild) or No More Nails (Unibond) or The Works XXX (Geocell) to stick Fibo panels to the wall. One 380ml tube should be able to cover three 600mm panels. Please ask for our Adhesives & Sealants pdf Info sheet for further details. Fibo also sell a range of our own brand accessories including sealants and adhesives in box quantities through our network of distributors.

A hybrid polymer waterproof sealant should be used to seal all joints and edges and we would recommend products such as CT1 (C-Tec) or Soudaseal 215LM (Soudal) or The Works (Geocel). These sealants normally come in white/grey or with a range of colours, are eco-friendly, flexible and almost odourless and bond particularly well to the laminate of the panel. Using these recommended products should mean that there is no need for ongoing maintenance or replacement of the sealant. We would not advise using silicone sealant as this does not stick as well to the laminate and degrades quickly meaning that it has to be replaced at regular intervals.

All the products mentioned can be purchased at your local builders merchants or using the manufacturers websites for a list of distributors.

## **WHAT IS THE BEST WAY TO FIT FIBO PANELS?**

We would always recommend fixing Fibo panels to the walls using wooden battens, screwing through the tongue of the Aqualock on our 600mm and 900mm wide panels. Use 1 1/2 inch No 6 screws for this purpose. However, panels can also be glued to the walls or over existing tiles if they are sound and straight using a high tensile strength waterproof adhesive. Where possible, however, additional mechanical fixing is always preferable. Please refer to our fitting instructions provided with the panels or available for download from our website. There are also panel fitting instructions on You Tube - look for the link on our website.

## **CAN I APPLY FIBO PANELS DIRECTLY TO PLASTERBOARD OR TILES?**

Yes, Fibo panels can be fitted directly onto existing tiles or to plasterboard walls. We would always recommend mechanical fixing, using screws, in the first instance. However, should this not be possible or practical and, provided your walls are sound and straight, you can use just the adhesive to fix Fibo panels to the wall.

## **CAN I ATTACH WALL MOUNTED ITEMS OR ACCESSORIES TO FIBO PANELS?**

Yes you can. Heavy items such as washbasins or towel rails should always have additional battens behind the panel.

## **WHAT DO I DO IF I WANT TO COVER AN AREA HIGHER THAN 2.4 METRES?**

We have an H-shaped profile available for this purpose. It enables you to stack panels on top of each other for higher than normal rooms. You can drill into panels to mount small accessories, but drill holes need to be well sealed. Please check with the customer care team for further advice.

## **HOW DO I CLEAN AND MAINTAIN MY FIBO PANELS?**

Fibo panels are very easy to clean. Clean on a regular basis with just a wipe down using a soft cloth with soap and water or a non-abrasive liquid cleaner. Do not use the shower clean "wash & go" products or limescale removers on the panels as the acidic content of some of these products can cause damage or discoloration over time. Do not allow bleach, abrasive cleaners, paint stripper, nail varnish, spirits or toilet cleaners to come into contact with the panels. The sealant should also be cleaned often to prevent mould growth. If using silicone sealant, which is not recommended, regular checks of exposed sealant are necessary and this should be replaced if required. This should not be needed, however, if using a permanent polymer sealant as recommended. Steam cleaning machines are not suitable for use with Fibo panels.

## **MY PANEL HAS A CHIP - CAN I REPAIR THIS?**

We recommend the use of a product called COLORFILL (Unika) which is an acrylic gap filler and sealant and can be used to repair small chips or minor scratches in the laminate of the boards. It comes in a range of colours which can be matched to the colour of your panel. This can be purchased at all good DIY stores. Here is a link to the website: [http://www.unikainnovation.co.uk/?page\\_id=10695](http://www.unikainnovation.co.uk/?page_id=10695)

## **WHAT DOES THE FIBO GUARANTEE COVER?**

Fibo offers the domestic customer a 25 year guarantee, from date of installation, that our panels will remain watertight and will not crack or delaminate if fitted according to our comprehensive fitting instructions and subject to fair wear and tear.

The use of a base profile is highly recommended, but not mandatory, when installing in wet areas to prevent water damage occurring and, although the Fibo core material is water resistant WBP plywood, all joints and cut edges and areas around baths or shower trays must be sealed properly using our manufacturers' recommended hybrid polymer sealant to make the panels fully waterproof. The guarantee may be invalid if this is not carried out. Our guarantee does not cover faulty installation, accidental damage or misuse, structural movement or incorrect maintenance and storage including the use of inappropriate cleaning materials such as bleach or abrasives. The guarantee does not cover the use of 1200mm panels joined together with an H-shaped stacking profile on a run along a wall. This method of installation will not be fully watertight and the 600mm and 900mm panels with the Aqualock tongue & groove join are specifically designed for this purpose. Please ensure that the panels are checked thoroughly, prior to fitting, for any damage, defects or flaws in the laminate and colour shading. If the panels are to be installed by a third party tradesperson, the colour should first be approved by the homeowner or end user. Where possible the panels should be dry fitted to check how they look prior to permanent installation. If you have cause to make a claim under our guarantee we will, at our discretion, rectify the problem or replace the panel(s). We will only cover any claims for refitting costs under exceptional circumstances where a defective panel prohibits ordinary use of the surrounding area.

This guarantee does not confer any rights other than those shown above. Claims for indirect and consequential loss or damage are specifically excluded.

This guarantee does not affect your statutory rights as a consumer.