

# 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, any competent professional tradesperson can be employed. Scan the QR code to visit our website for instructive installation videos to show the step-by-step process of installation.



Scan to watch our installation videos

## ARE FIBO PANELS FULLY WATERPROOF?

Fibo panels are constructed using exterior grade WBP plywood and providing all exposed plywood edges are fully sealed with our recommended Fibo Seal and fitted correctly according to the manufacturer's 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.

Please visit our website and select 'try our calculator' on any décor in our collections to calculate the amount of wall panels and accessories needed for a complete installation. Please note 1 pack contains 2 wall panels.

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

We recommend you use Fibo Adhesive (290ml) and Fibo Seal (290ml) to ensure waterproof results. Fibo Adhesive is a high tensile strength waterproof adhesive and has been designed and tested in rigorous environments. Fibo Seal has been specifically designed to be used with the Fibo system and is ETAG 022 approved, our sealant comes in 3 different colours to match your grout lines- black, grey, and white. We would not advise using silicone sealant as this does not stick as well to the laminate and degrades quickly meaning that it must be replaced in regular intervals.

## 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 and watch our instructive installation videos at [fibo.co.uk](http://fibo.co.uk).

#### **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. For small accessories, if you do not want to drill holes in the panels, we would recommend a range of goods by RED DOT PRODUCTS. They use a system that eliminates the need for drilling so you can fix shelves, toilet roll holders, soap dishes etc in a very secure, but reversible, way without having to drill into the panel. Please visit their website on [www.neverdrillagain.com](http://www.neverdrillagain.com) for further information and to see the full range of accessories.

#### **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.

#### **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. For Extra Matt and Extreme Matt surfaces, please use Fibo Magic Sponge to clean the panels and remove stains. 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. Steam cleaning machines are not suitable for use with Fibo panels.

#### **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.

The guarantee only applies if the products have been used in a normal domestic situation. It does not apply to commercial or exceptionally high use installations.

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.