

## FAQs 815

### HEWI adhesive assembly



Please click!  
To the System 815 film |  
Assembly for adhesive technology

# FAQ List for HEWI adhesive assembly

## What is the advantage with an adhesive assembly?

- **Design options:** Free placeability independent of joint formation (large-format tiles)
- **Value retention:** No more damage to high-value surface areas or sealing layers
- **Flexibility:** System interchanges and design alterations are possible at all times
- **Safety:** Minimising assembly risks (water pipes, electric cables, unsuitable fixing material)
- **Cleanliness:** Assembly without noise or dirt
- **Sustainability:** Completely reversible assembly

## Which HEWI series and systems are compatible with the adhesive fixing process?

System 815 products can be selected for assembly with either standard fastening or adhesive fixing (an exception is a shower rail).

## Will the System 815 accessories be delivered including the fixing material?

The System 815 products will be delivered with standard fixing material (screws and dowels).

## Is the HEWI adhesive fixing an integral part of System 815?

The adhesive fixing is optional and can be ordered with the accessories from System 815 with a surcharge.

## What does the HEWI adhesive fixing include?

The kit comprises a suitable mounting plate for System 815, the cleaning cloth and the adhesive in a practical metering syringe. An assembly kit is required for each accessory.

## How does the HEWI adhesive fixing function?

The HEWI adhesive fixing is a complete system which is coordinated for the product. Assembly is executed by utilising an adapter with immediate adhesion and a 1-component high-performance adhesive in a practical metering syringe.

Mixing the adhesive is not necessary. The metering syringe enables good and clean adhesive handling. A visual feedback, regarding the sufficient amount of adhesive, is provided. HEWI adhesive assembly enables simple, secure and clean adhering for HEWI System 815 accessories.

## Which substrates are suitable for the adhesive fixing?

The HEWI adhesive fixing is approved for a wide range of substrates: Ceramic, metal, natural stone, marble, concrete, wood, parquet, mirror, glass as well as CPL. Adhesive assembly on substrates such as wallpaper, plaster or on plastics such as PE, PP, PTFE is not possible.

## Is the adhesive assembly suitable for damp rooms?

The HEWI adhesive assembly is suitable for damp room applications. This was confirmed by a test series at 40° Celsius ambient temperature and a relative humidity of 95 %. Always prevent continuous wet conditions i.e. no direct water jets or flowing water on the wall. An application within a shower cubicle is therefore not recommended.

## What must be considered before and during the assembly work?

The surface area must be dry and free of grease, dust and limescale. Cleaning the surface area must be executed with the provided cleaning cloth or pure cleaning spirits.

The adapter plate must not be pressed again after filling in the adhesive. This will prevent cavities forming in the adhesive surface which could possibly influence the load-bearing capability.

## Ist die Klebemontage auf Fugen möglich?

Is adhesive assembly also possible on grouted joints? HEWI does not recommend an adhesive connection on grouted joints or joint crossing points. The reasons for not recommending this are possible leakage of adhesive during assembly and possible infiltration of cleaning agents into the adhesive bond. The service life of the adhesive connection can be possibly impaired.

### **Can existing drill holes be covered up with the adhesive assembly material?**

Should existing drill holes have to be covered up, then it is necessary to fill the drill holes beforehand. The surface area must always be free of grease, dust and limestone afterwards.

### **When is finished assembly possible? Which drying time and curing time must be considered?**

Final assembly for accessories can be executed after a curing time of 6 hours. Supplementing with glass parts (glass for toilet brush, glass tumbler, soap dispenser) can be made after final assembly.

### **When can the products be subjected to load?**

The products can be subjected to load and used after a complete curing time of 6 hours.

### **Which loads can be applied to accessories fixed with adhesive assembly?**

A secure and permanent connection of System 815 accessories to the surface area is ensured with a load of maximum 5 kg.

### **What has to be considered when cleaning? Which cleaning product or cleaning agent can be utilised?**

Cleaning agents must always be applied properly according to the manufacturer's instructions in order to ensure lasting adhesion. HEWI recommends cleaning the accessories as analogue to the corresponding instructions for cleaning and care.

### **How long does the HEWI adhesive assembly remain fixed?**

The long-term stability was comprehensively tested and can be utilised until the time for dismantling.

### **How can I loosen and remove the HEWI adhesive assembly?**

The adapter can be carefully removed by utilising a pair of pipe pliers. Evenly rotate it and then remove the adapter. A spatula or cutting wire can also support the adapter dismantling work. Useful instructions are located in the film

#### **System 815 | Dismantling adhesive technology**

### **Can the HEWI adhesive assembly be removed completely?**

The adhesive can be easily removed from smooth surfaces with a glass scraper or a plastic scraper. A brush as well as silicone remover or acetone (if compatible with the substrate) are helpful for rough adhesive surface areas.

### **Can one utilise the adhesive assembly again?**

Accessories can be adhered again after dismantling the adhesive assembly. A new HEW adhesive assembly must be ordered for this purpose. The accessory can be fixed again with the new adapter and adhesive.

### **How long can the adhesive be used?**

The best before date is printed on the metering syringe packaging. The adhesive should only be utilised until the expiry of the best before date in order to ensure safe and permanent assembly. HEWI always ensures a shelf life of at least 6 months on delivery.

### **Is the adhesive harmless to health?**

The high-performance adhesive does not contain formaldehyde. Skin contact is safe and the adhesive can be washed off with running water and soap.

### **How can residual adhesive be removed?**

Dosing syringe and adhesive residues can be disposed of in household waste (residual waste).

# HEWI

[www.hewi.com](http://www.hewi.com)

GERMANY

HEWI Heinrich Wilke GmbH

P.O. box 1260

D-34442 Bad Arolsen

Phone: +49 5691 82-0

Fax: +49 5691 82-319

[info@hewi.de](mailto:info@hewi.de)