

NEWLINE ProFinish Systems FREQUENTLY ASKED QUESTIONS

Q.1 What is the price?

A. We have a range of standard pre-made bases with a recommended retail price; otherwise we can supply a quote for custom made trays.

Q.2 What is the lead time for a custom base?

A. Once a drawing has been finalized, the quote accepted and the deposit paid, the base will be manufactured in 5 working days.

Q.3 Where can I purchase a Newline ProFinish Tray?

A. Newline ProFinish Tile Trays are sold through all major Plumbing and Building Merchants and Specialist Tile Stores. Refer to our web site www.newline.co.nz for a stockist in your area.

Q.4 Is the Newline ProFinish Tile Tray supplied with the tiles? Are the tiles already on the tray?

A. No. The Newline ProFinish Tile Tray was designed to replace sand and cement screeding. The purchaser arranges for waterproofing and laying the tiles of their choice.

Q.5 Is the waterproofing supplied with the Newline ProFinish Tray?

A. No. Please refer to our brochure or web site for a list of Waterproofing Companies who have approved the ProFinish Tile Tray for use with their Waterproofing System. Please note that the waterproofing membranes **MUST** be applied by a waterproofing applicator approved by the waterproofing company.

Q.6 Does the waste come with the tray?

A. No.

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Q.7 What sort of waste do we use?

- A. Allproof Tile Wastes are recommended for use with Newline ProFinish Tile Trays.

Q.8 What happens if the size/shape or waste position I need is not part of the standard premade?

- A. We make a custom made tray to suit your specific measurements. Simply contact your local merchant and request a Newline Request for Quote Form and draw a diagram to show all outside measurements of the tray. Include the measurement of the waste position from the walls. Refer to our web site for a Request for Quote Form www.newline.co.nz

Q.9 Can the waste be anywhere?

- A. In some situations the required position of the waste is determined by the floor joists or influenced by reinforcing within the concrete floor. In most situations the waste can be situated anywhere on the tray as long as it is 250mm from the edge.

Q.10 What is the Newline ProFinish Tile Tray made of?

- A. The Newline ProFinish Tile Tray is manufactured from Rigid Polyurethane. This is a high density mix which is pumped at a 50 ton of pressure creating a closed cell product that repels water and once glued to the floor and waterproofed and tiled, is stronger than concrete.

Q.11 How long will the ProFinish Tile Tray last?

- A. The Newline ProFinish Tile Tray will hold its form and shape for up to 20 years if kept protected from moisture by an approved waterproof membrane applied by an approved waterproofing applicator.

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Q.12 Why is there no slope on the ProFinish tray?

- A. All Newline ProFinish tile trays have a continuous fall to the waste. We suggest that you place a level on the base to measure the slope.

Q.13 What is the thickness/depth of the ProFinish Tile Tray?

- A. A standard Premade ProFinish Tile Tray 1m x 1m with a centre waste is 21mm on the outside edge. The greater the distance from the waste, the thicker the tray edge becomes. The thickness will vary depending on the overall size of the tray. We can indicate this measurement at the time of quoting if required.
Please refer to our web site www.newline.co.nz or brochures for details of custom ProFinish Trays.

Q.14 The Newline ProFinish Tile Tray seems very flexible?

- A. The tray is designed to be used with different types of substrate, i.e. timber is more flexible than concrete. It also allows for movement between seasons where a house may shrink and contract.

Q.15 Can I have a level entry/recessed shower?

- A. Yes. Both level entry and recessed options are available as well as the standard hob/sill trays. The size of the Newline ProFinish Tile Tray will indicate the depth and diameter of the cut out required in the floor.
We can also offer complete overlay floors with a ramp.

Q.16 Do I butt the base to the stud or wall lining?

- A. To the wall lining.

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Q.17 What glue do I use?

- A. The Newline ProFinish Tile Tray is supplied with Max Bond, and we recommend that this adhesive be used.
The Newline ProFinish Tile Tray has not been tested with any other glues. Please ensure that the substrate is clean and dry before gluing down the tray on a level surface.

Q.18 How do I cut the base?

- A. With a Stanley (trimming) knife or fine tooth handsaw.

Q.19 Can the Newline ProFinish Tile Tray be glued straight on the joist?

- A. No. The ProFinish tray must be fully supported on a load bearing floor (e.g. marine ply or slate tile underlay or fibrous cement sheeting).

Q.20 Where does the waste fit? Where does the waste flange go?

- A. The waste is fitted and sealed hard onto the flooring substrate. The waste flange is fitted to the floor before the ProFinish tray is installed. The ProFinish tray is glued to the floor around the outside perimeter of the waste flange.