

Maintenance & Care Guide



Hebel® systems deliver the benefits of traditional masonry such as strength, fire and pest resistance but with its unique cellular structure Hebel® also provides superior acoustic and thermal insulation. As with all masonry elements it's worth investing some time to understand what's needed in terms of maintenance and what to do in relation to fixing or penetrations to walls. In all cases you should consult experts in regards to any structural issues.

Following is information on how to maintain and care for your Hebel® PowerWall™ and Hebel® Block Walls.

FAQ's – Hebel® PowerWall™ and Hebel® Block Walls

Q. How do I care for the external surfaces of the Hebel® Home?

A. Hebel® walls should be washed down twice a year with clean water. This process removes any dirt or other build up that has gathered on the texture coatings.

Q. Can I backfill soil against the Hebel® walls?

A. Hebel® must not have soil backfilled against it. A 25mm clearance should be provided between the underside of the panel/block and finished ground level to eliminate moisture penetration.

Q. How do I repair minor damage sustained to the Hebel® walls?

A. Surface knocks and scratches can be touched up with the same surface coating finish that was applied at construction (like any masonry wall). Ask your builder for details.

Q. How do I repair larger damage sustained to the Hebel® walls?

A. Professional advice should be sought when the damage extends beyond the coating system and into the Hebel® to ensure the damage has not compromised the integrity of the wall.

Q. How do you drill penetrations into the Hebel® for things like lights or speakers?

A. Holes in Hebel® walls can be drilled using a masonry drill bit fitted to a standard (not rotary hammer) drill. Once the penetration has been filled with the cables or the like, the gap around the penetration should be filled with an appropriate flexible sealant.

Q. Can I cut a window or door opening into the Hebel® Wall?

A. In most cases it is possible to retro-fit an opening into Hebel® walls. Professional advice must be sought to ensure the structural framing is suitable for this modification.

Q. How do I attach items to Hebel® walls?

A. A fixing guide is provided to assist you in selecting the appropriate fixing method for the object you are to secure to the walls.

PLEASE NOTE- Items that cause vibrations or excessive loads to Hebel® walls must not be secured to the walls, rather these items should be fixed to posts that are independent to the walls and do not transfer loads to the Hebel®. Eg. –Gates, decks, pergolas, carports, basketball hoops etc. If in doubt please contact CSR Panel Systems on 1300369448.

Fixings For Use With Hebel®

| LIGHT DUTY UP TO 20 kg Eg. - door bell, light fittings, taps | | | | MEDIUM DUTY 20 - 50 kg Eg. - large light fittings, some speakers | | | | HEAVY DUTY 50 - 120 kg Eg. - grab rails, hose reels | | | |
|---|--------|--------|----------|---|------|--------|----------|--|------|--------|----------|
| Product | Dia. | Length | Max Load | Product | Dia. | Length | Max Load | Product | Dia. | Length | Max Load |
| Coarse thread screws | 10-12g | 50mm | 25kg | Ramset Ramplug - long | 8mm | 65mm | 22kg | Hilti-RE500 Injection adhesive | 8mm | 80mm | 50kg |
| Mungo Nylon Plug - MN4 | 4mm | 20mm | 2kg | Ramset Ramplug -nylon | 10mm | 50mm | 25kg | Fischer Turbo plug | 8mm | 60mm | 58kg |
| Hilti impact anchor-HPS-1 | 5mm | 30mm | 3kg | Fischer 4 expansion plug | 10mm | 50mm | 25kg | Mungo Nylon plug - MN16 | 16mm | 80mm | 60kg |
| Mungo Nylon Plug - MN5 | 5mm | 25mm | 4kg | Fischer twist plug GB | 8mm | 50mm | 25kg | Hilti-RE500 Injection adhesive | 10mm | 90mm | 70kg |
| Hilti impact anchor-HPS-1 | 6mm | 40mm | 4kg | Tox MKD Metal claw plug | 6mm | 32mm | 25kg | Powers - KF2 | 10mm | 90mm | 73kg |
| Ramset Ramplug-nylon | 5mm | 25mm | 5kg | Powers - KF2 | 10mm | 50mm | 26kg | Fischer Turbo plug | 10mm | 70mm | 74kg |
| Mungo Nylon Plug - MN6 | 6mm | 30mm | 6kg | Ramset Ramplug - nylon | 12mm | 60mm | 35kg | Powers - KF2 | 12mm | 110mm | 80kg |
| Hilti impact anchor-HPS-1 | 6mm | 50mm | 6kg | Powers Zip-it | 6mm | 30mm | 28kg | Powers - Powerfast Plus | 10mm | 90mm | 87kg |
| Mungo Nylon Plug- MN7 | 7mm | 35mm | 7kg | Hilti Frame anchor-HRD-U | 10mm | 80mm | 30kg | Hilti-RE500 Injection adhesive | 12mm | 110mm | 90kg |
| Ramset Ramplug - nylon | 6mm | 30mm | 8kg | Tox-VLF Frame fixings | 6mm | 70mm | 30kg | Powers - Powerfast Plus | 12mm | 110mm | 98kg |
| Fischer - 4 expansion plug | 8mm | 40mm | 8kg | Powers - Powerfast Plus | 10mm | 50mm | 34kg | Mungo Nylon Frame anchor | 10mm | 80mm | 110kg |
| Fischer-steel expansion FMD | 8mm | 38mm | 9kg | Ramset Ramplug - nylon | 12mm | 60mm | 35kg | Mungo Nylon Frame anchor | 10mm | 100mm | 110kg |
| Fischer-steel expansion FMD | 8mm | 60mm | 9kg | Powers - Powerfast Plus | 12mm | 50mm | 37kg | Mungo Nylon Frame anchor | 10mm | 120mm | 110kg |
| Mungo Nylon Plug - MN8 | 8mm | 40mm | 9kg | Mungo Nylon plug- MN12 | 12mm | 60mm | 40kg | Mungo Nylon Frame anchor | 10mm | 200mm | 110kg |
| Ramset Ramplug - nylon | 7mm | 35mm | 12kg | Fischer twist plug GB | 10mm | 55mm | 40kg | Ramset Injection Mortar | 10mm | 130mm | 120kg |
| Ramset Ramplug-nylon | 8mm | 40mm | 16kg | Tox TFS-L fixings | 8mm | 70mm | 40kg | Tox-KD-DV Heavy D Toggle | 10mm | 100mm | 120kg |
| Ramset Ramplug-long | 6mm | 55mm | 16kg | Powers - KF2 | 12mm | 50mm | 41kg | Tox-KD-DV Heavy D Toggle | 10mm | 200mm | 120kg |
| Mungo Nylon Plug - MN10 | 10mm | 50mm | 20kg | Fischer Turbo plug | 6mm | 50mm | 44kg | Fischer Injection Mortar | 8mm | 80mm | 121kg |
| Tox TFS-L fixings | 6mm | 50mm | 20kg | Mungo Nylon plug - MN14 | 14mm | 70mm | 50kg | Fischer Injection Mortar | 10mm | 80mm | 125kg |
| | | | | Tox TFS-L fixings | 10mm | 70mm | 50kg | Ramset Injection Mortar | 12mm | 160mm | 125kg |
| | | | | Tox-VLF Frame Fixings | 10mm | 135mm | 50kg | | | | |

The Perfect Finish - designed to last a lifetime*

When building your new project, it makes sense to protect your home against the harsh elements. That's why CSR Hebel® and Dulux® AcraTex™ have worked together to build base levelling renders and coating systems that work hand in hand and why it makes sense to maintain the total façade system to ensure the finish looks good now and for years to come. For full coating specification advice refer to the Hebel® High Performance Coatings Systems brochure, available from hebelaustralia.com.au

*When correctly applied, maintained and over coated with AcraShield every 7-10 years.

Dulux® AcraTex™ Coating System - Care and Maintenance

Preserving your biggest asset

1. The exterior texture coatings on your premises should be cleaned on a regular basis. This will help to improve your home's appearance and to preserve your Hebel® coating system. Cleaning once every year will remove light soil as well as grime and airborne pollutants.
2. The exterior can be cleaned with a low-pressure water blast (less than 450psi) using a fanjet of cold water at a 45 degree angle from the wall (not perpendicular). The fan of the water blaster should be kept a minimum of 20cm from the surface of the Hebel® coating in order to avoid damage.
3. Localised grime or ingrained dirt should be removed by cleaning with a scrubbing brush along with a solution of detergent and warm water. Under no circumstance should you attempt to remove heavy staining using a high-pressure water blaster.
4. Check for cracked, loose or missing sealant as part of your regular maintenance inspections. You will find sealant in most areas where different substrates meet. These include around windows and doors, pipes, where walls meet the soffit line and where electrical fittings and handrails have been attached to walls. Control joints should also be inspected as part of the maintenance inspections. All deteriorated or damaged sealant should be removed and replaced as soon as it appears. We recommend that a paintable MS sealant be used.
5. It is important to monitor areas that are heavily exposed to the elements such as parapets, and balcony handrail tops. Due to the minimal slope on these areas and the extremes of thermal movement it is critical that they are inspected and maintained.
6. If accidental damage occurs, immediately contact your local Dulux® Trade representative and they will provide the support or technical expertise required to have the problem fixed. Because cracks may indicate underlying structural problems, a professional should always inspect them. Temporary repairs can be made to cracks by filling them with MS paintable sealant until the inspection has been completed and permanent repairs under taken.
7. During your inspections don't forget to check areas that are cold and dark, such as behind heavy foliage. Dirt provides the perfect nutrient for mould and algae growth. The tiny roots that these organisms use to cling to your walls will cause your texture coating to deteriorate very quickly if not regularly cleaned.
8. If you choose to repaint the Hebel® coating system on your home ensure that you use 955 AcraShield Matt, which is available from your local Dulux® stockist.



System information and ongoing Maintenance of a Hebel® Home finished with Dulux® AcraTex™

FAQ's

Q. How do I know what type of finish has been installed?

A. In the first instance ask your builder for details of the coatings installation. If a full Dulux® system has been installed he'll have the details.

Hebel® PowerPanel™ projects will have either :

- Hebel® Skimcoat (skimcoat levelling render) followed by a Dulux® AcraTex™ acrylic texture system or
- The full acrylic Hebel® PowerBase™ - Hebel® PowerFinish™ system (by Dulux® AcraTex™).

A Hebel® Block project will have Hebel® HighBuild™ (levelling render) followed by a Dulux® AcraTex™ acrylic texture system.

Q. What if it is not a Dulux® AcraTex™ coating system?

A. Hebel® and Dulux® have worked together and we know these systems are designed to complement the Hebel® substrate. Other system may be suitable but you should consult the specific supplier for detailed advice.

Q. What does “acrylic texture” and “full acrylic system” mean - I thought that it was a render?

A. “Render” means, cement render, sometimes just painted with a thin paint topcoat. “Acrylic texture system” (eg. Dulux® AcraTex™ Coventry plus AcraShield) will incorporate a 1-2mm, non-cementitious texture coat layer, applied over the render levelling coat and top-coated with a high build flexible finishing coat. “Full Acrylic system” (eg Hebel® PowerBase™ - PowerFinish™), means the system from the substrate up is an integrated, flexible multilayer polymer system (no rigid cement layer).

Q. How long will the coating system last?

A. Hebel® PowerBase™, PowerFinish™ and Dulux® AcraTex™ systems are permanent. Like all surfaces exposed to the elements, preventative maintenance will keep it looking its best and preserve its optimum performance.

Q: What maintenance is required?

A. The coloured facade of your home represents a sense of your style (and it's most likely your biggest investment), so keeping it in good shape makes sense. As a rule of thumb, wash the surface down every 12 -18 months (more often in seaside locations). This not only removes surface contaminants but forms an inspection routine that's a good idea generally. Check other building related elements important to preserving your investment

at the same time. Look for any areas of water ponding near walls, any loose or cracked sealant at joints and around windows, debris accumulated against walls, the state of gutters and timber, any signs of moisture under eaves - all elements that routinely maintained and corrected early will extend the trouble free life of all building elements.

Q. Do I ever need to recoat?

A. Ultimate Life Cycle costs of the total facade system are optimised when AcraTex™ AcraShield™ (a supplementary weather proofing topcoat) is installed after 7-10 years. This ensures the integrity of the weather proofing system and provides the opportunity to address typical longer term building maintenance issues - such as building movement. Preserving the investment is just one good reason, secondly a “10 year refresh” maintains the properties visual impact “as new”.

Q. Can I change the colour?

A. Style and Colour are emotive and likely were very important in your original design choices. You can update at extended 7-10 year maintenance intervals or at any time. Dulux® recommends AcraTex™ AcraShield™. This is a high build (2-3 times normal paint), flexible coating which is applied like normal paint.

Q. How tough is the surface - What do we do if the surface is damaged?

A. The surface is very resilient. Hebel® PowerBase™ - Hebel® PowerFinish™ full acrylic systems and Dulux® AcraTex™ Texture Systems have a “shock absorbing” effect compared to hard,

brittle render, but can still be damaged. If it's a minor blemish (just to the surface layer), then this can be touched up with the same PowerFinish™ or Dulux® Texture or AcraShield outer skin layer that was applied at construction time. Speak to your builder about leaving a portion of the finishing coat material used on the project. Blemishes can be touched up by “brush & sponge” method, diffusing the repair to blend in. If the damage goes through the coating (eg a corner is physically broken by impact), then this can be repaired, but may require more materials. Ultimately it may be more efficient to call a coating expert for advice. Refer to www.acratex.com.au for further details including state based contacts for advice.

Q. I have seen some mould on the surface - What should I do?

A. Organic growth generally requires 2 elements: A nutrient (or food source) and moisture. The coating surface can't “grow mouldy”. Where you see mould on a surface you need to look for the causes - generally dirt accumulating on the surface (containing contaminants or the “food source”) and excess moisture usually leaks or poor drainage allow the moisture level to stay permanently high.

Fix the causes first. There are various surface cleaning agents available to then treat the resultant mould. Check the instruction carefully for safety and suitability on painted surfaces, then test a small area first to ensure no staining occurs. Most importantly, mould on any surface should not be left too long before treatment as staining can occur.

Designing for future living

Hebel® is a quality building product, and is backed by CSR Building Products Limited. Further details on engineering and building with Hebel® systems are available in the Hebel® Design Guides and Technical Manual. To obtain a copy, or for further sales or technical assistance, please visit our website.


hebelaustralia.com.au

For sales enquiries or further information, please telephone us from anywhere in Australia:

1300 369 448

Hebel®
designed for future living

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Guarantee

Hebel® guarantees the products manufactured by itself and the systems described in Hebel® literature for 7 years, subject to the terms and conditions of the Hebel® Guarantee which can be inspected on the Hebel® website at hebelaustralia.com.au. Hebel® does not however guarantee the components, products or services, such as installation, supplied by others. Hebel® recommends that only products, components and systems recommended by it be used.

Health & Safety

Information on any known health risks of our products and how to handle them safely is on their packaging and/or the documentation accompanying them. Additional information is listed in the Material Safety Data Sheet (MSDS). To obtain a copy of a MSDS, telephone 1800 807 668 or download from hebelaustralia.com.au. Contractors are required by law to perform their own risk assessments before undertaking work. Hebel® has sample Safe Work Method Statements (SWMS) to assist in this. To obtain a sample SWMS, refer also to the above sources.



Hebel® PowerBase™ and Hebel® PowerFinish™ are sold through Dulux® Trade Centres Australia wide. For further sales or technical assistance please telephone Dulux® Customer service: 132 377 or go to www.acratex.com.au

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