



PROFILE OF INNOVATION



# Our Service

— SPECIFICATION —

Collaboration...

...working with you,

supporting every step.

When it comes to support and service, you can rely on Schlüter-Systems to deliver above and beyond.

Market-leaders in solutions for tile and stone, we boast a wealth of experience working with architects and specifiers, providing solutions and support for all manner of projects—from the renovation of renowned historic landmarks to superb and innovative new-builds.

We endeavour to make our products accessible and easy to specify; our extensive portfolio is supported by professional teams of advisors and an expansive collection of BIM objects and NBS Clauses. A comprehensive programme of RIBA-Accredited CPDs runs hand-in-hand with our commitment to education and the Schlüter Approved Installer Network offers a number of enticing benefits.

## Specification Made Easy

When it comes to specification, the most effective way of ensuring a lasting tile or stone installation is to consult experts you can trust, allowing you to focus on the wider project at hand.

At Schlüter-Systems, the supply of innovative, market-leading solutions for tile and stone installation is just one part of the picture; our dedicated technical and specification teams provide unrivalled support for the duration of your project.

We understand that specification can be a stressful process at times. Equipped with expert teams and a tailored range of resources, we're here to make things easier.

## Specification Team

Our dedicated Specification Team provides the first line of response upon contacting our offices, along with continued support throughout your journey. The team is carefully structured to provide an efficient and effective service – each office-based consultant is matched with an area consultant out on the road and projects are handled from conception to completion by the same pairing. This provides you with a consistent, dual point of contact and immediate access to advice from consultants who possess a full working knowledge of what you are trying to achieve.



## Technical Team

The particulars of each tile and stone project are unique; our Technical Team supports the intricacies of the design process, offering a variety of services to ensure that no detail is left unchecked. Such provisions include a full design service for the hydronic underfloor heating system, Schlüter®-BEKOTEC-THERM, as well as creation of comprehensive CAD drawings for wetrooms, drains and substrate build-ups. The department also provides a safety net for specifiers' own CAD drawings, advising and confirming compliance with Schlüter's guidelines. As a project advances, they can provide continued technical support, not only by telephone and email, but also via video calls and on-site visits as desired.



## BIM and NBS Clauses

Schlüter-Systems maintains a considerable resource of BIM objects and NBS clauses for your convenience.

Schlüter-Systems' BIM objects are hosted on the National BIM Library and are also available on our website at [www.schluter.co.uk](http://www.schluter.co.uk). Information for Schlüter products and solutions is available on the NBS Plus Library, as clauses authored in NBS format, ready for insertion into project specifications.



## Other Literature to Support Your Journey

This is just one of the brochures available from our suite of literature crafted specially for the architect and specifier; other items available include a product summary and project reference guides for individual sectors. We've worked diligently to ensure that you have access to concise information that will help you in your specification journey. For more information and to request additional items, please email [architect@schluter.co.uk](mailto:architect@schluter.co.uk) or call 01530 813396.



## RIBA-Accredited CPD Seminars

Enhance and reaffirm your knowledge with these 45 - 60 minute RIBA-Accredited CPD presentations, held at your offices by Schlüter-Systems Ltd – the market leader in high-performance integrated systems and solutions for ceramic tile and natural stone installations.

Choose from our subject areas:

### Specifying Integrated Underfloor Heating Systems

- ✓ Benefits of modular screed systems vs. traditional screeds
- ✓ How to save assembly height without compromising strength
- ✓ How modular screeds can save time, money and materials
- ✓ Electrical underfloor heating and utilising integrated uncoupling technology
- ✓ Capabilities of underfloor heating systems and their ability to run at reduced temperatures

### Specifying Integrated Wetroom and Waterproofing Systems

- ✓ Benefits of integrated systems for wetrooms vs. multi-manufacturer offering
- ✓ How point drains and linear drains can be hidden or accent the design
- ✓ Requirements of waterproofing and how an integrated system offers complete peace of mind
- ✓ The difference between waterproof and water-resistant tile backerboards - not all are equal
- ✓ NHBC, BS EN 1253 compliant drains

### Specifying Solutions for Crack-free Tile and Stone Coverings

- ✓ How to incorporate movement joints and uncoupling membranes in-line with the British Standards for tiling
- ✓ Why movement joints and uncoupling matting prevent typical problems; there's no substitute for good preparation
- ✓ How to select movement joints and where to locate them
- ✓ Uncoupling mattings explained - what, why, where and how?
- ✓ The science behind and the benefits of modern uncoupling systems

### Specifying External Applications with Tile and Stone

- ✓ Benefits of a fully functional assembly system for external tile and stone coverings
- ✓ How to provide protection from cracking, splitting, tenting and debonding of the covering
- ✓ Managing drainage above and below the covering
- ✓ What to consider when balconies are being designed, to ensure tile and stone can be installed



## Schlüter® Approved Installer Network

The Schlüter® Approved Installer Network is a group of hand-picked skilled contractors, who have undergone full training with Schlüter-Systems Ltd, and have thereby gained our approval and recommendation to install our system solutions for:

- Schlüter®-WETROOM system
- Schlüter®-KERDI-BOARD tile and stone backerboard
- Schlüter®-BEKOTEC modular screed systems
- Schlüter®-BEKOTEC-THERM underfloor heating and modular screed system.



The network not only gives accreditation to the individual but also to their company or employer as a certified organisation, bringing added confidence for all partners on commercial projects.

### Benefits to the Architect/Specifier:

- ✓ Specify with confidence - Reduce the risk of failure; the network provides reassurance that the system will be installed to the manufacturer's standards and best practice
- ✓ Individual and company accreditation - Only fully trained individuals or companies that meet our high standards will be accredited
- ✓ Extended warranty - When installed by a member of the network an extended warranty may be available
- ✓ Peace of mind - Save time and cost with a lasting installation

### Benefits to the Installer:

- ✓ Education and training - Tap into knowledge; full training will be delivered by us on the application and the benefits of using our systems
- ✓ Gain new business - There will be the opportunity for new business to be referred to Schlüter® Approved Installers
- ✓ Advanced technology - Stay on top of the latest technological advances in the industry, and be the first in line for training on new products
- ✓ Networking - Make connections within the construction industry
- ✓ Enhance your reputation - Increase your company's reputation as an expert in your field to help build client and consumer confidence in services and set yourself apart from competitors
- ✓ Faster installation - Work smarter and quicker through increased understanding of product applications, saving time, and labour costs





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