



The Solution

when tiling wet areas

HardieBacker™ Cement Board

FAQ

Why do I need to use **HardieBacker™** cement board?

HardieBacker™ cement board provides a stable, water resistant substrate and a strong surface to bond tile to.

Which should I use, **HardieBacker 250™** cement board or **HardieBacker 500™** cement board?

Although both products can be used on floors, walls or worktops, **HardieBacker 250™** cement board is primarily used on floors, because the thinner board decreases the transition to the other floor surfaces. **HardieBacker 500™** cement board is primarily used on walls to match up to the 12.5 mm plasterboard and to provide improved impact resistance. It also has a high load carrying capacity so will support the weight of heavy natural stone products better.

Can I install **HardieBacker 250™** cement board on the wall?

Yes. However if you are installing **HardieBacker 250™** cement board on the wall, you must ensure that all the edges of all boards are fully supported on battens. This will increase the supporting structure significantly, but is necessary if the product is to perform correctly.

What is **HardieBacker™** cement board made of?

It is made of Portland cement, ground sand, cellulose and selective additives. It contains no asbestos, formaldehyde, gypsum or glass fibre.

Where can **HardieBacker™** cement board be installed?

It can be installed anywhere in your home where ceramic or natural stone tiles are to be applied over timber floors or on studwork walls. **HardieBacker™** cement board is suitable for use on interior floors, walls and worktops.

Can **HardieBacker™** water resistant tile backerboard be used in wet areas?

Yes. **HardieBacker™** cement board is water resistant and immune to water damage. It won't rot, swell or warp.

Where can I buy **HardieBacker™** cement board?

HardieBacker™ cement board is available from most leading builders merchant and tile shops. Please check the Locate a Dealer section of our website to find the supplier nearest to you. If you have any difficulties obtaining the product please contact our UK Customer Service department on 0800 068 3103.

Can I use **HardieBacker™** cement board for fire proofing around fireplaces, boilers or barbecues?

No. While **HardieBacker™** cement board is an interior non-combustible product, it is not a fire protection board, and therefore it is not recommended or warranted for these applications.

Why can't I put **HardieBacker™** cement board directly onto concrete or other sub-floors?

The primary function of **HardieBacker™** cement board is to provide a water resistant flat surface to tile on; it is not designed for use over concrete. The minimum sub-floor specified is 15.8 mm exterior grade plywood sub-flooring with a deflection not greater than 3mm for live and dead loads over joists that do not exceed a span of 400 mm centres.

Can I use **HardieBacker™** cement board to build up the level of a concrete floor?

No. The primary function of **HardieBacker™** cement board is to provide a water resistant flat surface to tile on; it is not designed for use over concrete.

Which side goes up, smooth or rough?

Either is acceptable, but we recommend installing the grid side up on **HardieBacker™** 250 cement board and the smooth face up for **HardieBacker™** 500 cement board.

Why do you have to use a cementitious tile adhesive between the **HardieBacker™** cement board and the sub-floor?

Cementitious tile adhesive is specified between the **HardieBacker™** cement board and the sub-floor to eliminate any deviations between our product and the sub-floor. This decreases the probability of popping or cracking tiles due to deflection and air pockets.

How do I cut **HardieBacker™** cement board?

HardieBacker™ cement board should be cut using **HardieBacker™** Score-and-Snap Knife, available from your **HardieBacker™** cement board stockist.

Where can I get a **HardieBacker™** Score-and-Snap Knife?

Your local **HardieBacker™** cement board stockist can provide you with a **HardieBacker™** Score-and-Snap Knife. Please check the Locate a Dealer section of our website to find the supplier nearest to you.

Why do I have to tape the joints? What is the purpose of the 50 mm wide alkaline resistant tape?

The tape will tie the sheets of **HardieBacker™** cement board together helping to disperse any movement of the substrate and therefore decreasing the probability of popping or cracking tiles along the seams.

Where can I get the 50 mm wide alkaline resistant glass fibre mesh reinforcing tape?

See your local **HardieBacker™** cement board stockist, or call UK Customer Service on 0800 0683103.

What is the correct fixing pattern for installing **HardieBacker™** 500 cement board?

Fix **HardieBacker™** cement board sheets with **HardieBacker™** screws for wood or for metal (as the substrate dictates) every 200 mm around the perimeter and on all supporting studs. Keep fixings 15mm from sheet edges and 50 mm in from sheet corners.

Can I put **HardieBacker™** cement board over linoleum or vinyl composite tile?

Yes, **HardieBacker™** cement board can go over linoleum or vinyl composite tile. Even though you may go over vinyl composite tile, James Hardie does not recommend you install **HardieBacker™** cement board over cushioned vinyl. Follow **HardieBacker™** cement board floor installation instructions for complete details. However, it is much better to remove all existing floor coverings and fix the **HardieBacker™** cement board direct to the substrate.

Why can't I get the screws to sit flush with the **HardieBacker™** cement board?

The screws that you are using do not have the power to rout out the material in order for the screw head to sit flush. Be sure to use **HardieBacker™** screws for wood or metal, as they are specifically designed for the job. If you continue to have difficulties, we recommend switching to galvanised clout nails.

Can **HardieBacker 250™** cement board be used in a shower wall application?

We recommend **HardieBacker™** 500 cement board as it is more suited to wall applications. If you need to fix **HardieBacker™** 250 cement board to a wall please contact our UK Customer Service on 0800 068 3103.

Can **HardieBacker™** cement board be installed directly to masonry walls?

Yes, in some situations. The boards must be fully bedded on a 6mm notched trowel bed of flexible tile adhesive. The wall should then be drilled and plugged and the boards fixed back to the wall with a suitable screw. (See our Technical Fixing manual for details).

Can I fix **HardieBacker™** cement board using a dot and dab technique?

No. **HardieBacker™** cement board is not suited to this type of fixing application.

Can I plaster over **HardieBacker™** cement board?

Yes. However, it is advisable to paint two coats of PVA (diluted with water to about the consistency of milk) over the boards once installed to prevent the water being drawn out of the plaster during application. Applying PVA to **HardieBacker™** cement board will allow you to "work" the plaster to a smoother finish. PVA is available from any good builders merchant.

Can I use **HardieBacker™** cement board to prevent ground water penetrating my cellar?

No. **HardieBacker™** cement board is not a waterproof board. You should seek professional advice regarding the waterproofing of cellar walls and floors.

Can I use **HardieBacker™** cement board outside?

No. **HardieBacker™** cement board is not suitable for external use; however we do have products suitable for external applications. If you have an external application requirement, please contact our UK Customer Service on 0800 0683103.

Can I use **HardieBacker™** cement board in conjunction with under floor heating?

Yes, **HardieBacker™** cement board is suitable for under floor heating. It should always be placed between the structural timber floor and the heating element. Never place heating under **HardieBacker™** cement board as there is a risk of damaging the system when fixing down the backerboard.

Do I need to treat **HardieBacker™** cement board before I tile onto it?

No. **HardieBacker™** cement board is ready to tile once installed, just wipe it down with a damp cloth to remove any dust prior to tiling.

Can I paint **HardieBacker™** cement board?

Yes, **HardieBacker™** cement board is suitable for a wide range of paint coatings. We do however recommend that you plaster the board first, to ensure the best possible finish.



JamesHardie