

# 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](http://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,


## **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](http://hebelaustralia.com.au)

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

**For more information and assistance, contact  
PaveWORLD  
ph. 9359 6028  
[www.paveworld.com.au](http://www.paveworld.com.au)**

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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](http://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.

## **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](http://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](http://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](http://www.acratex.com.au)

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The CSR logo consists of the letters "CSR" in white, bold, sans-serif font, centered on a solid red square background.