



Expertise from the floor up

Frequently Asked Questions

Raised Access Flooring Systems

Is there a minimum height for the tile supports to be at?

No, but E2/AS1 requires a minimum of 100mm vertical separation from the entry doorway inside to the deck surface. So, if you want a level entry from inside to the deck you need at least 100mm high support. Some deck designs may not want or need a level entry, in which case there are flat tile supports available.

Do you glue the tile support to the membrane?

No, this would damage the membrane and compromise the accessible nature of the system.

Do you glue the tile to the supports?

No, this isn't necessary, and again it would compromise the accessible system.

How do the tiles stay in place?

Raised access tile supports are fitted with narrow fins that are spacers between the tiles, creating small gaps (like grout joints) to allow drainage. Tiles are pushed firmly against the fins, and cut to size at the edges to enable a jigsaw puzzle like tight fit.

What about high wind zones – loose laying sounds like a recipe for flying-tile disaster?

High wind zones can be an issue – for potentially problematic sites it is best to consult a specialist engineer. In most normal situations as the deck is enclosed there would not be enough wind strength to get underneath the tile and lift it out of place.

Do the tiles rock when you walk on them?

Walking on a raised access floor is just as sturdy as a solid floor. There should be no rock in the supports – most versions are adjustable so the installer can get them to the exact height. The only caution would be it is a little hazardous walking in stilettos due to the small gaps between the tiles (typically 3-4mm).

Are tiles strong enough to just be supported in the corners?

Tiles of a normal thickness (approx. 10mm) are NOT suitable for use on a raised tile support. Manufacturers have created ranges of extra-thick full bodied porcelain tiles. These are typically 20mm thick and 600x600mm square. If they are a good quality, dense tile then they'll need only 4 supports – one in each corner. 600x1200mm tiles are available from some manufacturers, and will need two centre supports.

How do you test whether the tiles are strong enough?

Tiles can be tested with a load applied via a 20mm thick bar (to simulate a chair leg). All of our 20mm tiles pass this test with a 800kg + load before breaking. Most objects have at least 2 legs, with chairs and tables typically having 4, so provided each leg is on a different tile, you could support over 3200kg per table or chair – more than adequate for most decks.

Where can you buy raised access supports from?

We can supply Nurajacks, other raised access supports are available as well.