

Best in Class Help and Support

We pride ourselves on being truly supportive and available to customers and trades. We believe it's a key component of offering products that will live with you in your home for decades. You can always reach us via phone or email, or read through any of our resources to get the answer you need without contacting.



Frequently Asked Questions

Everything you've wanted to know, but were too afraid to ask...

[Read FAQs](#)



Resources

Lost the instructions? Need detailed technical specifications?

[Download Resources](#)



On Call or Online

We're dedicated to being available and assisting our customers.

[Email Us Today](#)

Frequently Asked Questions

We often get asked the following questions, so to save you the time calling or emailing we've got an up to date list of information you might find useful if you're trying to figure out if underfloor heating is right for you, if you can use it in a specific space or renovation and if you've got existing underfloor heating and have a question about using it.

What are the benefits of underfloor heating?	+
Why should I choose electric over Hydronic underfloor heating?	▼
Livella's electric heating has no hidden costs. Unlike hydronic systems, there is no maintenance; no servicing; and no replacement of mechanical boilers, pumps or valves. For a complete comparison between Hydronic and Electric underfloor heating click here (link document).	
	<p>Ask something else</p> <p>Request a Quote</p>
Can underfloor heating be installed in existing homes?	+
Is underfloor heating suitable for all types of flooring?	+
Can underfloor floor heating be installed in the shower?	+
Is maintenance required for underfloor heating systems?	+
Is underfloor heating suitable for all rooms in a house?	+
How long will it take to heat up?	+
How do you control underfloor heating?	+
Can you integrate the thermostat for underfloor heating with a home automation system?	+
Who can install my underfloor heating? Is underfloor heating a DIY project?	+
What is the warranty on Livella products?	+

— Thousands of renovations and new builds with happy families



3 Bedroom Renovation

★★★★★
Mona Vale, NSW

"We're not happy until you are. And we're available via phone an email, whether you're having a problem with the unit or simply forgot how to program the thermostat. Livella prides itself on the excellent reputation build from 30 years in the industry helping our trades and customers."



Full House Heating Solution

★★★★★
Mona Vale, NSW

"We're not happy until you are. And we're available via phone an email, whether you're having a problem with the unit or simply forgot how to program the thermostat. Livella prides itself on the excellent reputation build from 30 years in the industry helping our trades and customers."



Dual Bathroom Upgrades

★★★★★
Mona Vale, NSW

"We're not happy until you are. And we're available via phone an email, whether you're having a problem with the unit or simply forgot how to program the thermostat. Livella prides itself on the excellent reputation build from 30 years in the industry helping our trades and customers."

Quotes are obligation free

If you'd like to find out a price, submit the quote form and have an estimate sent out to you as soon as possible.

[REQUEST QUOTE](#)

Downloadable Resources

Looking for an instruction manual or installation details or technical specifications? We've got a whole host of resources for trade installers and customers. Whether you've lost the instruction manual or you're installing for the first time. Download them here.

Technical Specifications & Instruction Manuals

Thermostat Controller Instructions	↓
On-Slab Cable Instructions	↓
In Floor/In Screed Cable Installation Instructions	↓
Din Rail Thermostat for Home Automation Solutions	↓
Mirror Demister Sales Brochure	↓

Still have questions?

If there's anything you're not clear on, whether that's related to a new project or existing product please don't hesitate to get in touch with the Livella team today.

You can call us any time on 1300 350 607 (AU) or 0800 432 892 (NZ) or if you'd prefer to email us we're available at info@livella.com.

[1300 350 607](tel:1300350607)

[EMAIL US](#)

Help is on hand. Get in touch today.

[1300 350 607 \(AU\)](tel:1300350607) [1300 350 607 \(NZ\)](tel:0800432892) [Whatsapp](#) support@livella.com

About Us

Australian supplier for over 30 years of the best underfloor heating solution for shower spaces, stairs and all common flooring configurations. Livella is 100% Australian-owned, family run business selling, supplying and installing the easiest, fastest to install under floor radiant heating available in the market.

Customer satisfaction is of the utmost importance to us. We believe in the product we make and back it 100% with **phone and email support** across the country. With convenient next day trade and local stockists whether you're a trade installer or renovating your home Livella is the best choice for sustainably heating your home all year round.

All our products are completely safe for children and pets, with failsafe devices and technology with **fault detection** and **automated thermostat** designs providing complete control over your home heating, energy efficiency and comfort.

Livella is the solution to a cold winter night when you have to move barefoot through the house. Our installers in Sydney, outer-sydney and wider new south wales, Melbourne and the surrounding suburbs and qualified electricians installing Australia wide mean it's easier than ever to get a sustainable and affordable heating solution in your new build or renovation.

Customer Care

[Contact Us](#)
[Warranty](#)
[Care & Maintenance](#)
[How to Use the Thermostat](#)
[Frequently Asked Questions](#)

Important Resources

[Our Installers](#)
[Australian Owned and Installed](#)
[Documentation](#)
[Trade Resources](#)

Sitemap

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Underfloor heating is more affordable than you think. Our support and installers are some of the best in Australia. Request a quote and we'll send you a some more information about the product alongside an estimate for your project.

[EMAIL US](#)

