

Customer Guidance

BLOW-IN RETROFIT WALL INSULATION Eco Insulation Systems Ltd

Installed by Accredited Installers throughout New Zealand



Blown Insulation into Retrofit Walls



Installing insulation into existing houses improves the thermal performance of that building. The installation of Supafil® Frame dry glasswool into the external wall cavities reduces the loss of heat during winter, and overheating during summer. Wall insulation saves money by reducing your heating costs. Supafil® Frame is non-combustible, with high R-values (where installed) in comparison to other exterior wall insulation types.

How we do it.

Most New Zealand houses have been built with a gap between your interior walls and external cladding. Homes built before 1978 are likely to have no insulation in the external walls. This gap or cavity can be filled by blowing dry glasswool insulation into those wall frames to reduce the heat conducting through the walls to the outside.

Supafil® Frame is installed by professionals usually from the inside by drilling small holes in the wall and injecting loose dry glasswool fibres which fill the cavity in the wall. Once complete, the drilled holes are filled again with minimal change to the aesthetics of the wall. For brick veneer homes, a clear waterproof coating is applied to the external cladding to prevent moisture absorption by the substrate. A typical New Zealand three-bedroom home (weatherboard or brick veneer) can be insulated in less than a day by an accredited installer team. It's quick, clean and doesn't affect the structure or look of your house.

Process flow end to end

When you contact us, we will need to get important information about your home so please have this information ready for us:

- The address, age and condition of the property
- Have there been any alterations or additions to the property?
- Do you have a set of plans available of the house as it is today?
- Have the electrical systems been upgraded - rewired – if so when?
- What is the cladding type – ie weatherboard, stucco, brick veneer?
- Is the building connected structurally to your neighbor (ie a unit?)

Once we have reviewed the information you provide and confirmed that the property meets our systems requirements, we will arrange a time to visit and assess your property. We do ask that you are present at that assessment as we will likely have more questions and items to discuss with you at that time. Please allow about 1.5 hours for the time we will need to be on site. We will need to access the ceiling, underfloor, the exterior and every room in the house.

The assessment

Items we will be looking for when we visit include:

- The condition of the structure and external cladding
- The condition of the internal linings including any signs of moisture in or on your walls
- The plumbing and gas in your external walls
- The condition of your electrical systems
- The ventilation systems
- The structure of your property

Your knowledge of the house including any works completed, receipts, compliance certificates or building reports relating to the house will be useful in our evaluation.

As we assess the property, we may come across an item which means we cannot proceed any further – that being an item that needs rectification before we can install, or the design/structure of the property does not enable us to complete the installation -we will let you know and explain this to you.

One of the most important items our assessors will need to ascertain is the presence or otherwise of building paper and existing insulation. While this can sometimes be identified through visual observation in the ceiling cavity or subfloor space, in some situations we may require to remove an electrical socket or drill a small hole in a wardrobe/cupboard that is adjacent to an external wall.

We will take photos, and complete a detailed record of your property. We will also let you know if there are parts of the house that we cannot install insulation into. We will describe the number of holes we anticipate drilling in your walls to complete the installation as well.

Quotation

Once we are sure your home is suitable for installation of external wall insulation, we will complete a quote. This will outline the costs associated with the installation, including a breakdown of estimated costs to complete a Building Consent Application (where required) for you. We will not use pressure sales tactics to strong-arm you to make a decision. We would rather you take your time as it is an important investment in your home and can be disruptive when we complete our installation.

We will ask you to acknowledge the potential risks associated with installing insulation into external walls. The biggest risks relate to moisture, especially if the cladding is not well maintained or fails. If moisture is present in the wall in the future it is advisable to remove and replace the insulation in that area. Sometimes that may not be visible.

Installation

On the day of installation our team will come to your property and double check that everything we have checked earlier has not changed, or if a new item has presented. We will need access to power, and we will have a hose running into your home from our truck to the area we are working in. It will be noisy – like a big vacuum machine running, together with electric drills so we recommend children and pets are not present.

We will need to have access to all the external walls to be treated so we ask you to arrange to move all furniture and paintings away from those walls before we get there. Removing curtains is also a good idea, and whilst we are not that messy, we can blow some loose glass Supafil® Frame fibre into the rooms we are installing in. Our installers will typically start with a wall on the South side of the house, and after calibrating the blow-in machine will complete the installation in that room. They will then check that everything is in order including calibrating the machinery and we can then proceed to complete the rest of the house.

We will tidy up after ourselves, including completing the works to patch and tidy those holes if included in the quote. We are likely to send an auditor to visit the site while the installers are completing the works, (or immediately afterwards) just to double check our systems have been followed and everything has proceeded in the way we planned.

Brick Veneer homes

For houses with brick veneer external cladding we will also need to ensure that the outside face of the brick is sealed as most brick systems are porous. To achieve this, we will need to check the specific condition of the brick work and if not sealed (for example by paint) we will need to apply a specific sealant to the brick work. Our quotation will outline what needs to be done to ensure effectiveness of the sealing system, and once installed the maintenance required to ensure that seal continues to perform. As with all our products and system, we will follow a well-defined process for installation.

Post Installation

Our Auditor (or team leader) will confirm everything was completed as planned and explain to you any areas not installed, and if anything was different from what was quoted. We will also leave or provide you with information regarding our installation warranty (by hand, mail, or email) together with some important items for you to ensure that the property is maintained properly. We may also want to come back and audit the property in the future.

A key item to ensure your home performs well after the installation of external wall insulation is that your home is well ventilated. A working extraction fan which is ducted and vents to the outside (not the roof cavity) is recommended in all rooms with a cooktop, shower or bath. Additionally, we strongly recommend ensuring all openable windows are able to be fixed in an open position and that the house is aired out regularly to reduce the build up of moisture. Good ventilation will help to keep your home dry and warm.

What happens if moisture appears on my walls in the future

As noted earlier, any moisture present within the insulation will mean that insulation should be removed. We can arrange for that. We will need to confirm when installation was completed, and if the condition of the building has not been maintained upon which the warranty may not be valid. If the building has been maintained and there is some other failure then the provisions of our limited warranty may apply.

The Warranty

We warrant our systems. The details of our warranty are attached to our quotations and also available on our website.