



December 2014

Supafil Party Wall Retrofit System

Survey and Installation Manual



energy saving



thermal



acoustic



fire protection

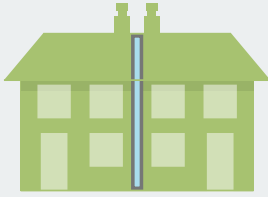


sustainability

Insulation of existing party walls to be recommended

DECC have announced that party wall insulation will be included within energy calculations for existing homes

WHAT IS A PARTY WALL?

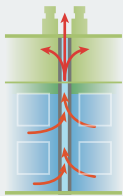


A party wall is a wall built to divide two adjoining buildings

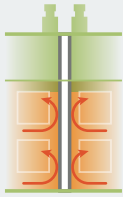
The decision to include party wall insulation within existing homes comes after **8 years** of research headed by Leeds Metropolitan University, MIMA (Mineral Wool Insulation Manufacturers Trade Association) and Knauf Insulation to monitor the real performance of existing homes.

We found a huge amount of heat being lost through uninsulated walls to **party wall thermal bypass**

WHAT IS A PARTY WALL THERMAL BYPASS?

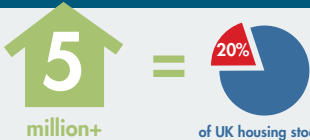


Party wall thermal bypass is a process whereby heat is lost due to **moving cold air** which enters an uninsulated cavity party wall resulting in heat loss via convection



By fully filling the cavity party wall with **SUPAFIL PARTY WALL** the properties on both sides of the party wall benefit from heat retention

HOW MANY HOMES DOES IT AFFECT?



It is estimated that there are over 5 million (20%) homes in the UK built with a party wall cavity and losing money to party wall thermal bypass.

Homes built post WW2 (1945+) are generally built with a cavity party wall and are likely to be uninsulated.

HOW MUCH HEAT IS LOST?

If all uninsulated party wall cavities were treated:



knaufINSULATION
It's time to save energy

**BE **Aviation Environment Foundation



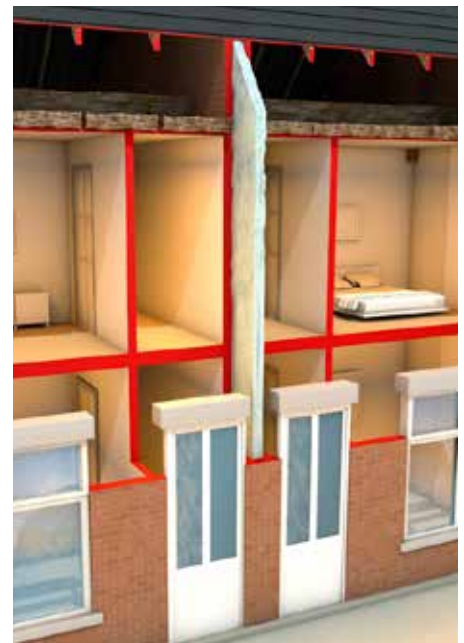
Supafil® Party Wall

Insulation is a blown glass mineral wool insulation

- Designed with a specialist installation method for Party Cavity Walls
- Non-combustible
- Excellent sound absorbing properties
- Inert – will not react with metals or plastics
- Suitable for new-build or retrofit

What is a Party Wall?

- A 'party wall' or 'party separating wall' is the dividing wall between two attached buildings
- Many existing party walls have been built with a cavity to reduce sound transmission between the buildings
- This cavity can allow cold air from outside to circulate and steal heat from adjoining buildings
- This heat 'bypasses' the thermal envelope, is deposited outside and is wasted



Contents

Technician training, assessment, approval and inspections.....	4
Cavity wall insulation training programme.....	5
Typical equipment check list.....	6
Customer care.....	7
Pre installation checks.....	8
Drilling operation.....	9
Drilling pattern.....	10
Injection Machinery.....	13
Quality control checks.....	15
The filling operation.....	16
Installed density checks.....	18
Making good.....	19
Technician safety check sheet - flues, chimneys and combustion ventilators.....	20
Customer complaints.....	21
Further references.....	22

Technician Training, Assessment, Approval and Inspections

The following is a guide to training requirements prior to approval of technician.

Existing Approved Installing Company:

1. Weeks 1-4. Training programme carried out by installing company (page 7) to include, company induction, health & safety, customer care and on-site training with qualified technician/s covering all aspects of installation procedures.

2. Weeks 5-12. Attend approved training centre for training course on flues, chimneys & combustion air ventilators. Attend a Knauf Insulation classroom training course. Continuation of on-site training with qualified technician/s overseen by Knauf Insulation Technical Manager.

3. Technician assessment and approval. An assessment will be carried out by Knauf Insulation Technical Manager at the end of the training period to ascertain if trainee technician is competent to become an approved technician. When approved technician will be supplied with ID card confirming approval and notification sent to BBA.

Note: Prior to assessment and approval the following will be required:

- a) A copy of attendance certificate on flues, chimneys & combustion air ventilators course.
- b) Documentation from installing company listing training development.
- c) Recent passport sized photograph.

New Approved Installing Company:

Technician training for a new approved installing company will be carried out under the guidance and supervision of Knauf Insulation as their System Designer and BBA Certificate Holder.

During week 1. Installing company training should include, introduction into the company, general health & safety and customer care. This will be followed at the end of the 1st week with a 1 day induction training course by Knauf Insulation covering all basic installation procedures when installing cavity wall insulation, and attending approved training centre for training course on flues, chimneys and combustion air ventilators.

Weeks 2-4. On-site training under the supervision of Knauf Insulation.

Weeks 5-12. As above (item 2 for existing installing company) with the exception that continued on-site training will be under the supervision of Knauf Insulation.

Technician assessment and approval (as in item 3 for existing installing company).

On Site Inspections:

Following approval each Technician will be inspected on site a minimum of four times in each year evenly spread out through the inspection year.

A Technicians card will be withdrawn where it is shown that the Technician no longer has the capability, intention or competence to undertake the installation in a correct manner.

Cavity Wall Insulation Training Programme

Minimum programme (4 weeks) for a new technician, prior to attending a training course carried out by the certificate holder.

Company: _____

Approved installer: _____

Name of technician: _____

Starting date: _____

Person responsible for training: _____

External ACoPs accreditation validated

Fitting cavity barriers

Induction course (office)

Sleeving and reinstatement of air bricks

On site training

Operation of blowing machine

Health and safety

On-site quality control (test box etc)

Customer care

Filling operation

Pre-installation checks

Making good

Drilling patterns

Post-installation checks

Drilling operation

Flues and combustion air

At the end of each week the trainer is responsible for reviewing the technician's progress, and setting his or her tasks for the following week.

At the end of the training programme, the trainer will test the technician to ensure that he or she has acquired a good basic knowledge of installing Cavity Wall Insulation.

Declaration

This is to confirm that _____ has completed the above training on the _____ System(s)

B.B.A no/s _____

Trainers signature _____

Technician's signature _____

Date _____

Typical Equipment Check List

- Knauf Insulation approved blowing machine
- Supafil Party Wall Hose (3 x 15m x 51 mm ribbed)
- Hose couplings and clips
- Knauf Insulation 22mm ball valve nozzle (for face fill)
- Knauf Insulation long reach nozzle (for lateral fill)
- Test box: (500mm x 500mm x 70mm)
- 0 - 2 kg spring balance
- Borescope
- Drilling machines (with dust extraction attachments if appropriate)
- Drill bits
- Cavity Barriers and chain (or similar)

General equipment

- HSE approved extending ladders
- Additional, required and approved access equipment
- Inspection lamps
- Pipe and Wire detector
- Smoke matches
- Making good equipment: trowel, jointing bar/trowel, mortar hawk, mortar or sand & cement, range of colour pigments, rendering finishes, mixing bowl/bucket
- Yard brush, shovel, dustpan & brush, rubbish bags
- Vacuum cleaner
- Water hose and couplings
- Personal protective equipment and access safety kit
- Tool kit: spanners, screwdrivers, hacksaw, hammer, pliers
- Dust sheets and carpet protection
- Protective overshoes

Customer Care

The following points may seem so obvious as to be trivial but remember this: as far as the customer is concerned, this is their first experience of CWI. You will be judged on what is important to them - not what matters to you.

- Check you are at the right address, and identify yourself, showing your credentials.
- Talk to the customer personally, without being over-familiar. Customers like their names being used.
- Don't park vehicles on the customers drive without permission.
- Explain to the customer what you intend to do before you start work.
- Remind the customer that you will need access to the building, and what you have to do inside. To you it may just be a property, but to them its their home.
- Wear protective overshoes before entering the building
- Advise the customer of any precautions needed e.g., removal of ornaments etc., from window sills, desk tops, furniture and other items against the party wall and adjoining walls. etc.
- Remove all ornaments, above, if the customer is unable to do so.
- Lay dust sheets and carpet protectors in all work areas and access corridors and stairs.
- Ensure the neighbours are aware of the work being carried out. If they are not, installation cannot take place.
- Ask customers and neighbours to move cars, washing items or property that might be affected by dust.
- If working in a garage remove items from shelves affected by the work. Make sure these are replaced.
- Clear up any mess as soon as possible.
- Ask permission if you need to use the customers toilet facilities.
- Try not to get involved in any arguments with the customer, or respond negatively to any complaints or criticism.
- Avoid criticism of other companies.
- Point out any problems or defects to the customer before starting work and report on work card.
- If you use towers, ladders, planks or scaffolding etc., explain to the customer what you are doing and why.
- If any damage is caused, however small, inform the customer and report the matter to your company. Tell the customer that the matter will be dealt with appropriately.
- If the customer complains you should record their complaint and refer the matter back to your company with the same assurance that it will be dealt with quickly.
- If customers ask about guarantee, tell them this is issued by the Cavity Insulation Guarantee Agency (CIGA) which will send the guarantee certificate directly to the customer within four to six weeks.
- Ask the customer to examine and inspect the work carried out and sign any appropriate compliance or satisfaction notes etc.

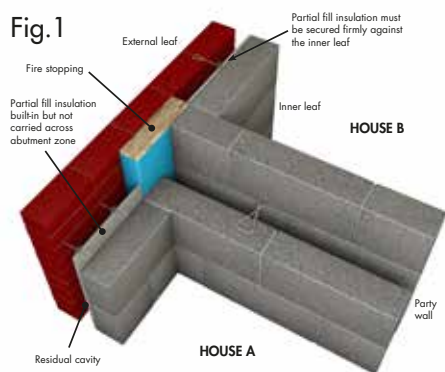
Pre installation checks

Before installation commences the following must be carried out firstly by the surveyor, and also by the installation crew to ensure that the property is suitable;

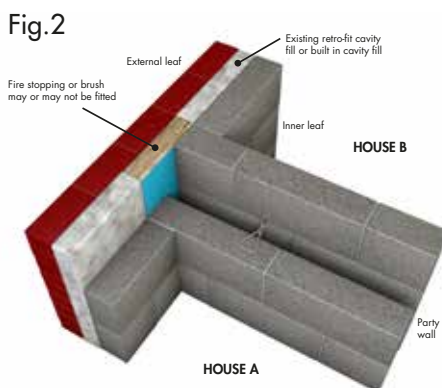
- Familiarise yourself with the form and design of the property
- Check if the property is stepped or staggered to ensure you know the extent of the wall to be filled

Cavity checks

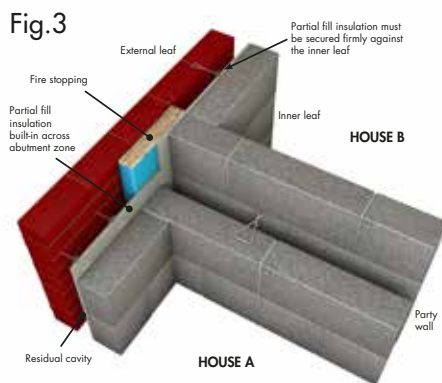
- Check the external wall cavity. The migration of Supafil into any adjoining cavity must be prevented (unless those are also to be filled).
- A cavity barrier brush shall be installed at the junction of the party wall and external wall to prevent migration of the Supafil from the party wall cavity to the external wall of either adjoining dwelling. Fig. 1 *(In practice many of the external wall cavities will already have been filled and have cavity barriers installed, in which case this step will not be necessary.)*



If there is a sleeved cavity barrier already present across the party wall cavity then this will suffice. Fig.2



If the external wall contains partial fill insulation check that the partial fill insulation is firmly fixed back to the masonry and cannot be dislodged by filling the party wall cavity. If this is not the case remedial work must take place to secure the insulation before the party wall cavity is filled. In the instance that partial fill insulation is present in external walls. Fig.3



- If the property to be filled is a flat, check whether the cavity is permanently closed from the flats above and below. If not then the flats above and below will also need to be filled otherwise filling cannot take place.

- Check that the cavity extends all the way to the underside of the roof.
- Check that the block or brick work is complete especially in roof spaces and basements. Small holes can be filled with pieces of mineral fibre

Ensure that the cavity tray is complete along the roof line and is shedding water away from the party wall cavity and that there is no water staining visible

It is necessary to drill inspection holes to carry out the checks within the cavity described in CIGA's "Installing Cavity Wall Insulation" manual. It will be necessary to use a good quality borescope or video endoscope on each elevation and around features likely to cause obstructions to filling.

- Carry out a minimum of 3 borescope inspections per elevation including one just above the floor level and one at the highest point possible below roof level to ensure the cavity is clean and free from debris
- If debris or obstructions are found in the cavity it is preferable that pictures are captured using a video endoscope before and after removal as a record that the cavity is now suitable for filling.
- It is important that steps are taken to avoid drilling into cables when drilling the walls. Use a suitable detector to locate any services which may be buried in the wall lining.
- Cavity widths can vary considerably within one building. Therefore at least ten cavity width measurements should be made at various heights in the building before installation. (cavity widths can tend to vary the greater distance from ground level).
- The cavity should not be filled if the measurement is less than 50mm.

Pipes, wires and flues

- Identify the location and routing of all pipes and wires embedded in the wall using a suitable detector before any drilling takes place



- Identify the location and routing of all chimneys and flues in the wall before any drilling takes place.
- Carry out spillage test as described in CIGA's Flues, Chimneys and Combustion Ventilators manual
- Ensure that the property has adequate ventilation for combustion appliances

Obstructions

- Identify and log any obstructions to filling.

These might include;

- Tiled walls
 - Kitchen cupboards
 - Stairs
 - Counters and worktops
 - Meter cupboards
 - Large furniture or built in
 - Furniture
- In most cases the obstruction should be moved to allow the standard drilling pattern.

Wall condition and lining

- Check for damp, cracks and mould in the party wall as you would for an external wall. Any Damp problems must be rectified before filling takes place
- The wall lining has an impact on the acoustic performance of the wall
- Wet plaster and parge coat seal holes in the masonry and result in a more sound-proof wall
- Walls that are only dry lined with plasterboard can hide imperfections in the wall
- Walls without parge or plaster should not be filled

The parge coat may be visible from;

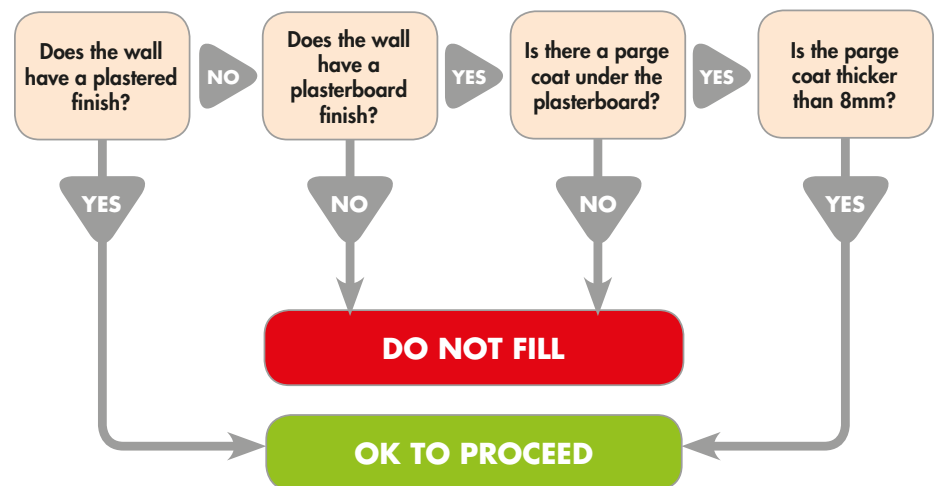
- Within the attic at the junction with the ceiling

- The intermediate floor junction with the party wall
- From a trial drill hole through the plasterboard

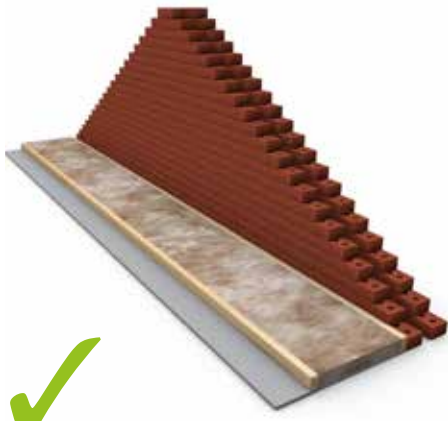
If the wall has a plasterboard finish and it is not possible to check for a parge coat then the wall should not be filled.

If the wall has a plasterboard finish and you cannot say for certain that the wall has a parge coat of 8mm nominal thickness (and no less than 6mm thick at any one point) then the wall should not be filled.

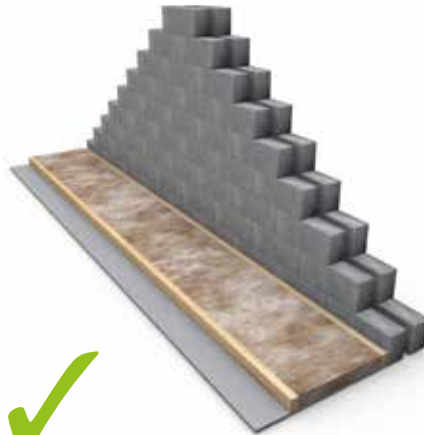
Positive identification of a sufficiently thick parge coat must be recorded on the job sheet.



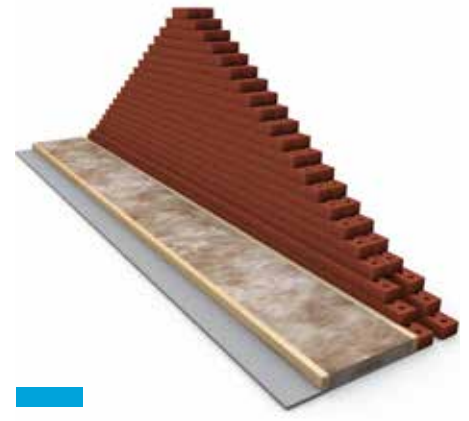
Loft Survey



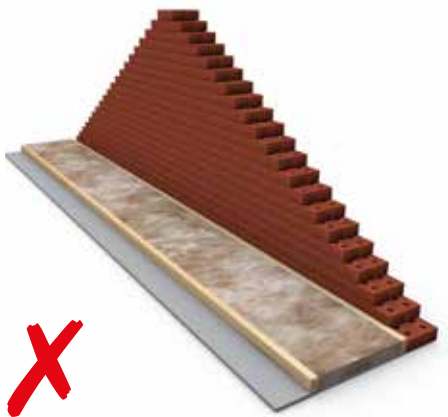
Cavity wall in brickwork
May be suitable for insulation



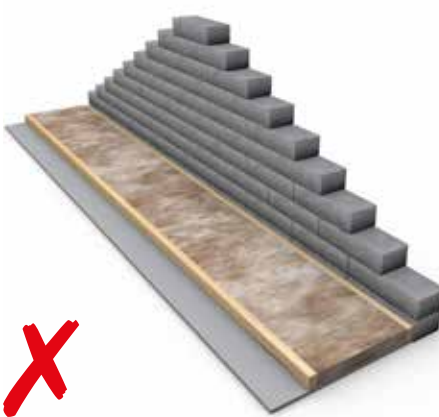
Cavity wall in blockwork
May be suitable for insulation



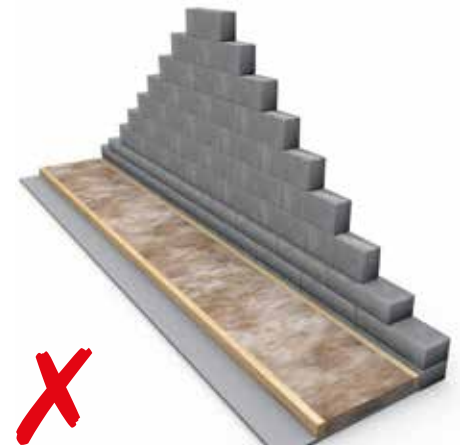
Solid wall in brickwork (Solid above cavity)
May be suitable for insulation¹



Solid wall in brickwork
Not suitable for insulation



Solid wall in blockwork (Laid flat)
Not suitable for insulation

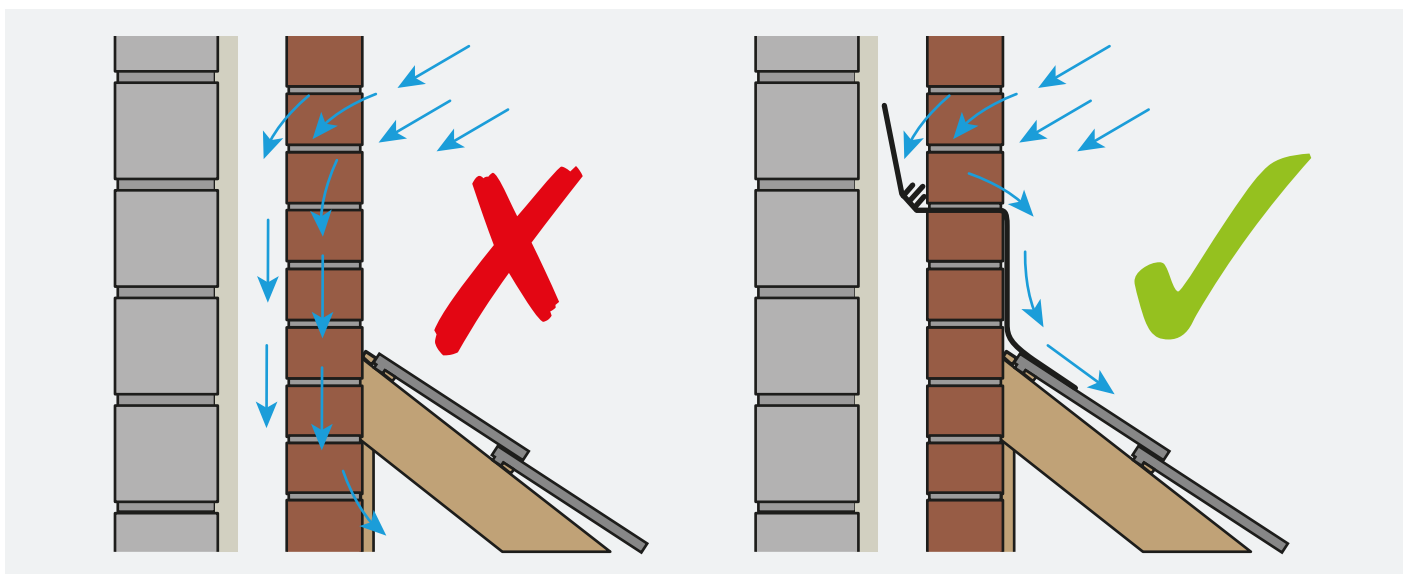


Solid wall in blockwork (with transition)
Not suitable for insulation

- Check the cavity tray from the loft to ensure any cavity tray is complete and no water staining is visible

- For a stepped or staggered gable abutment to be protected against rain the damp protection system must follow the pitch of the roof.

- This protection must then link with an appropriate flashing to weatherproof the physical join between masonry and roof



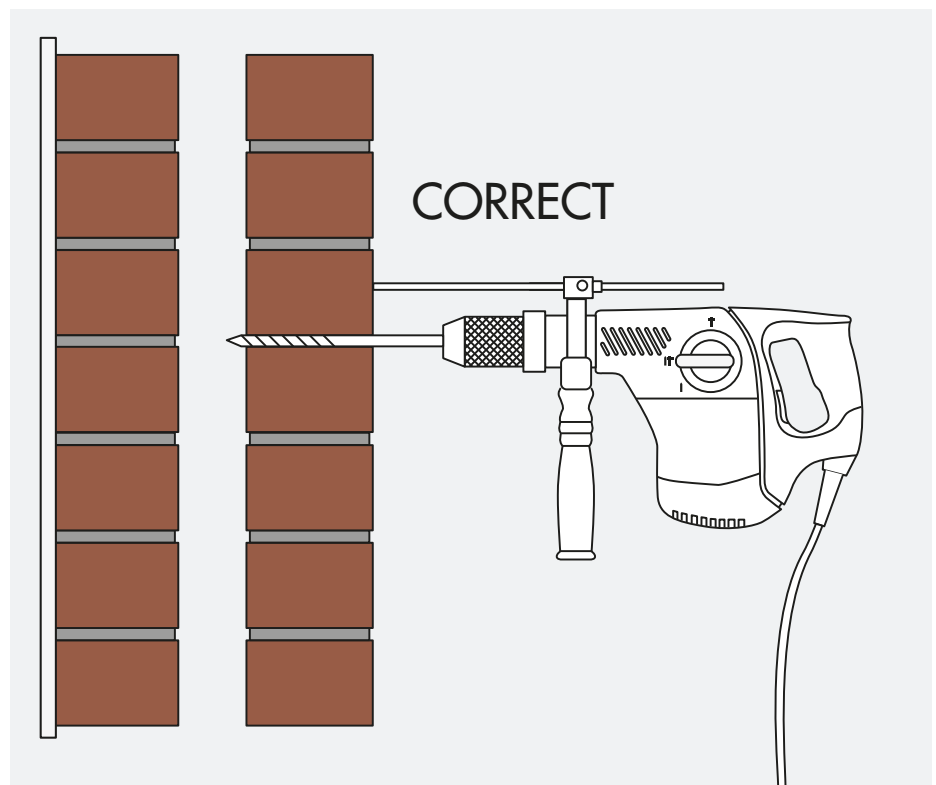
¹ The cavity in this type of party wall extends only up to the floor of the loft space, above this point the wall is of solid construction. At time of writing this Guide, the savings provided by insulating this type of party wall had not been quantified and may not be as great as for walls with cavities that are continuous to the roof line.

Drilling operation – for installation from inside the property

- Before drilling **DO** ensure that you have protected carpets, furniture and customer belongings from dust generated during the drilling process
- **DO** use a drill depth stop both during survey and installation.
- **DO** take every care to minimise the amount of debris that falls into the cavity.
- **DO** drill extra holes around building features to ensure completeness of fill
- **DO NOT** hold the drill at an angle whilst drilling
- **DO NOT** start filling until all holes are drilled in that elevation
- **DO NOT** drill holes within 300mm of pipes or wires
- **DO NOT** drill holes within a metre of a chimney breast or flue
- **DO** use a vacuum cleaner to clear any dust which is generated during the drilling process
- Spalling masonry can cause a reduction in acoustic performance of the wall so the drill and drilling method is extremely important
- A drill with a depth gauge and where the hammer action can be switched off is essential equipment
- The drilling operation is designed to stop spalling masonry falling into the cavity

Calculate the cavity width using the following formula:

- Cavity width = depth of hole – thickness of the inner leaf
- This depth of hole will vary according to the thickness of masonry and the thickness of plaster or dry lining
- Check the thickness of the masonry in the loft
- Using a suitably narrow masonry drill bit, and drill a test hole to enable the depth of the wall
- The thickness of plaster or dry lining should be obvious within the drill hole
- Measure the depth of the wall leaf from the plaster face to the cavity face
- **The cavity should not be filled if the measurement is less than 65mm**

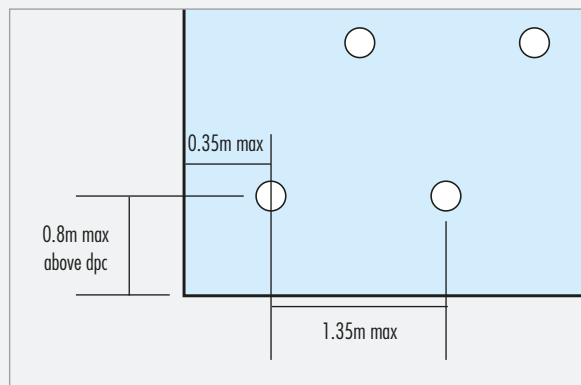


SDS Plus drill (e.g. Hilti TE 50-AVR)

- The thickness of the wall leaf should be determined - set the hammer drill depth gauge to that thickness less 25mm.
- Stop drilling when the depth is reached and switch off the hammer action
- Complete the hole with the hammer action switched off
- Repeat for the remainder of the drill pattern
- Complete all drilling before starting to install Supafil Party Wall

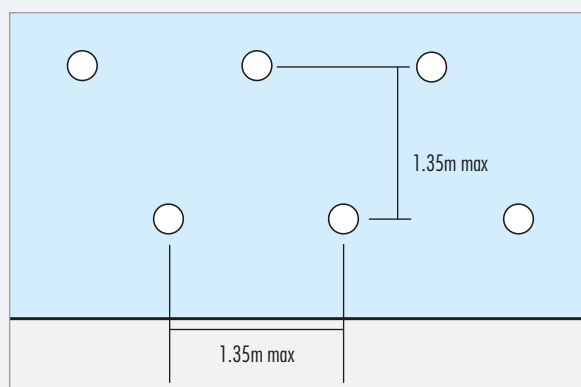
Internal Drilling Pattern

The first row of drill holes should be no more than 0.8m above the floor level and no more than 1.35m from one hole to the next.

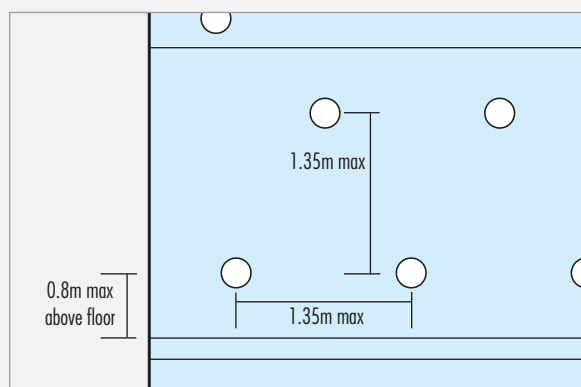


The second row of drill holes should be no more than 1.35m above the first row.

Wherever possible, a diamond pattern should be used so that a drill hole in the second row is midway between two holes in the row below.

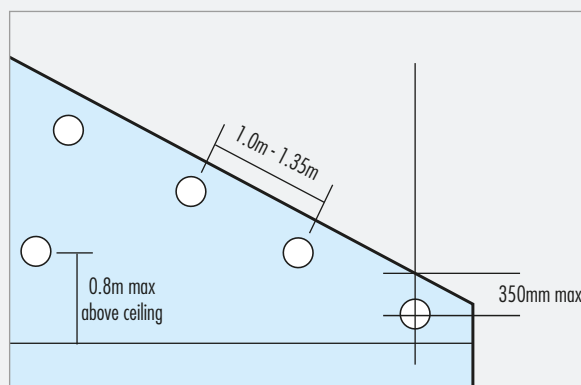


The drill pattern should be repeated at first floor and in each successive storey if applicable.

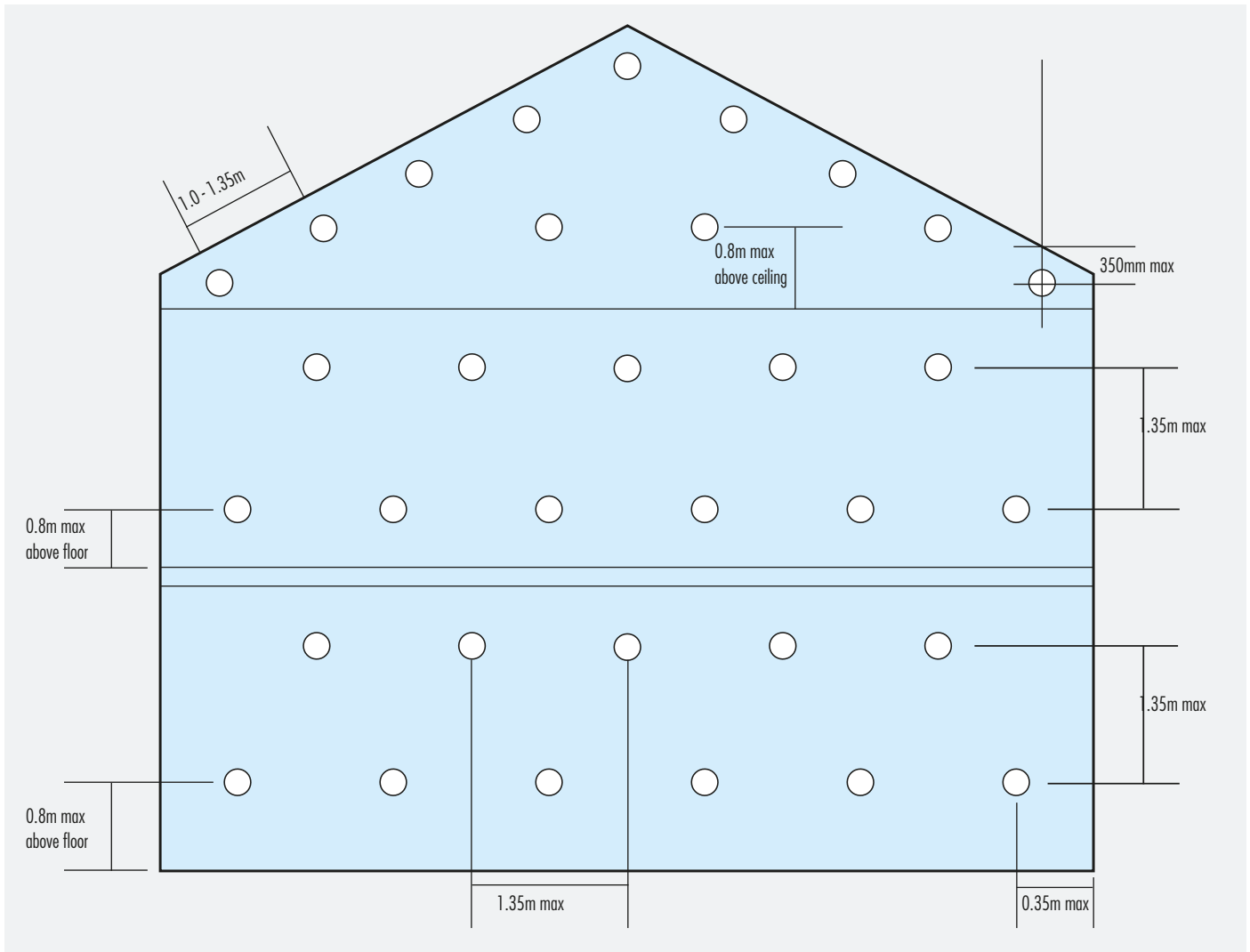


At the tops of walls the topmost injection holes should not be more than 350mm below the roofline.

The rows of holes should be between 1.0 and 1.35m apart depending on the pitch of the roof; the lower the pitch, the closer the holes.



Typical Supafil® Party Wall Drilling pattern - internal installation



Pipes, wires and flues

- There are expected to be the following services buried in the walls;
 - Water Pipes
 - Gas Pipes
 - Electrical Wiring
 - Flues and Chimneys
- The area to be drilled must be scanned with a cable/pipe locator before drilling
- Care must be taken to identify flues and chimney runs before drilling

Drilling operation – for installation from outside the property

Standard drilling equipment can be used

- This method has been proven to project the Supafil up to 5m from each injection point along the length of the party wall cavity
- A Knauf Insulation long reach 300mm blowing nozzle must be used to ensure access to the party wall cavity
- This can be pushed past existing cavity barriers and brushes

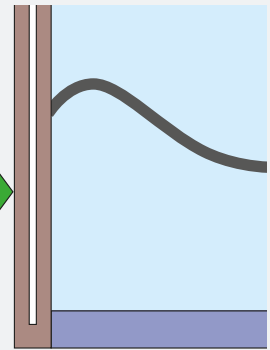


Knauf Insulation 300mm long reach nozzle

The first holes should be

- Centred on the party wall ine
- No more than 0.8m above the floor level

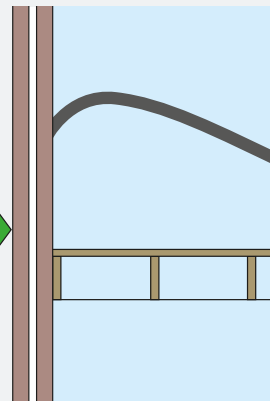
± 0.8 from floor
Lateral injection position #1



The second drill hole should be

- No more than 2m above the first

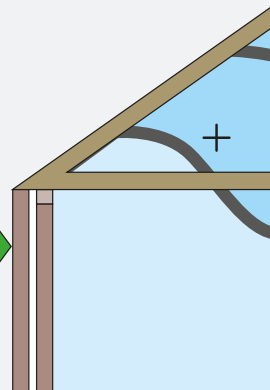
\pm Central <2m from other points
Lateral injection position #2



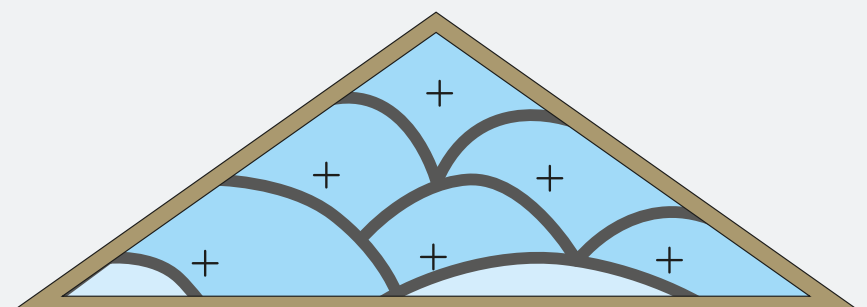
The highest drill hole should be

- No more than 0.35m below the eaves

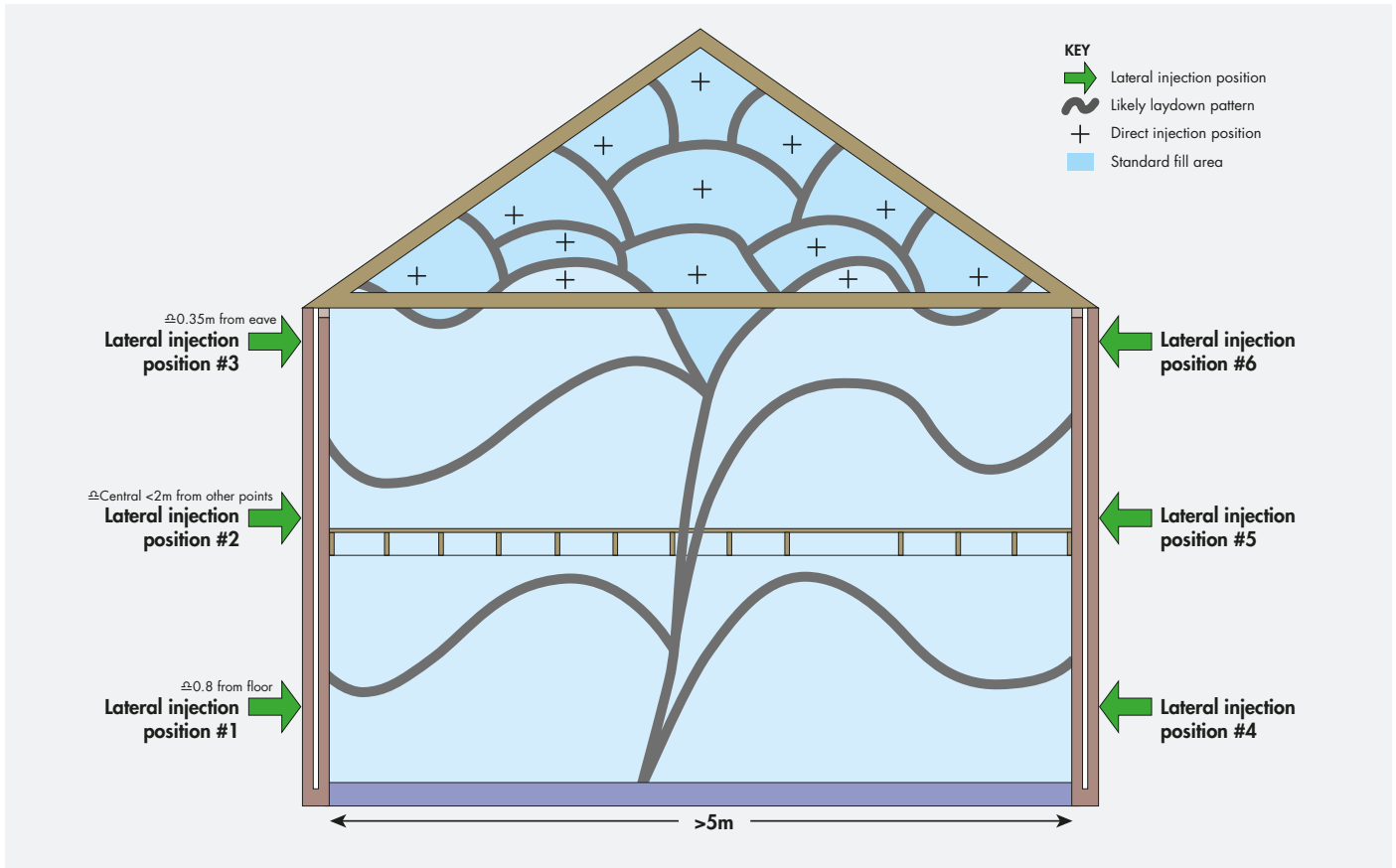
± 0.35 m from eave
Lateral injection position #3



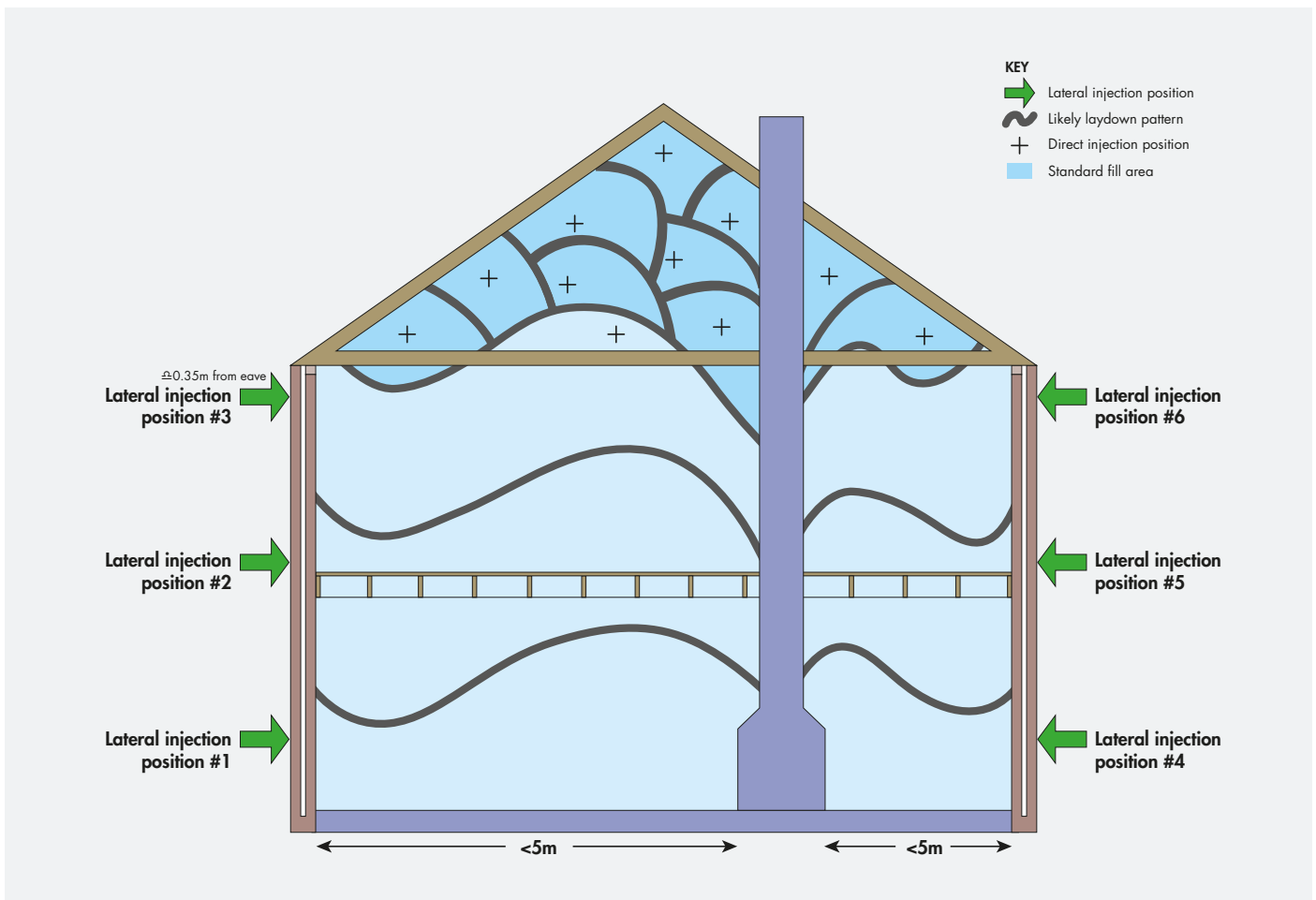
Access is required to the property to fill the party wall up to the roofline using a standard drill pattern



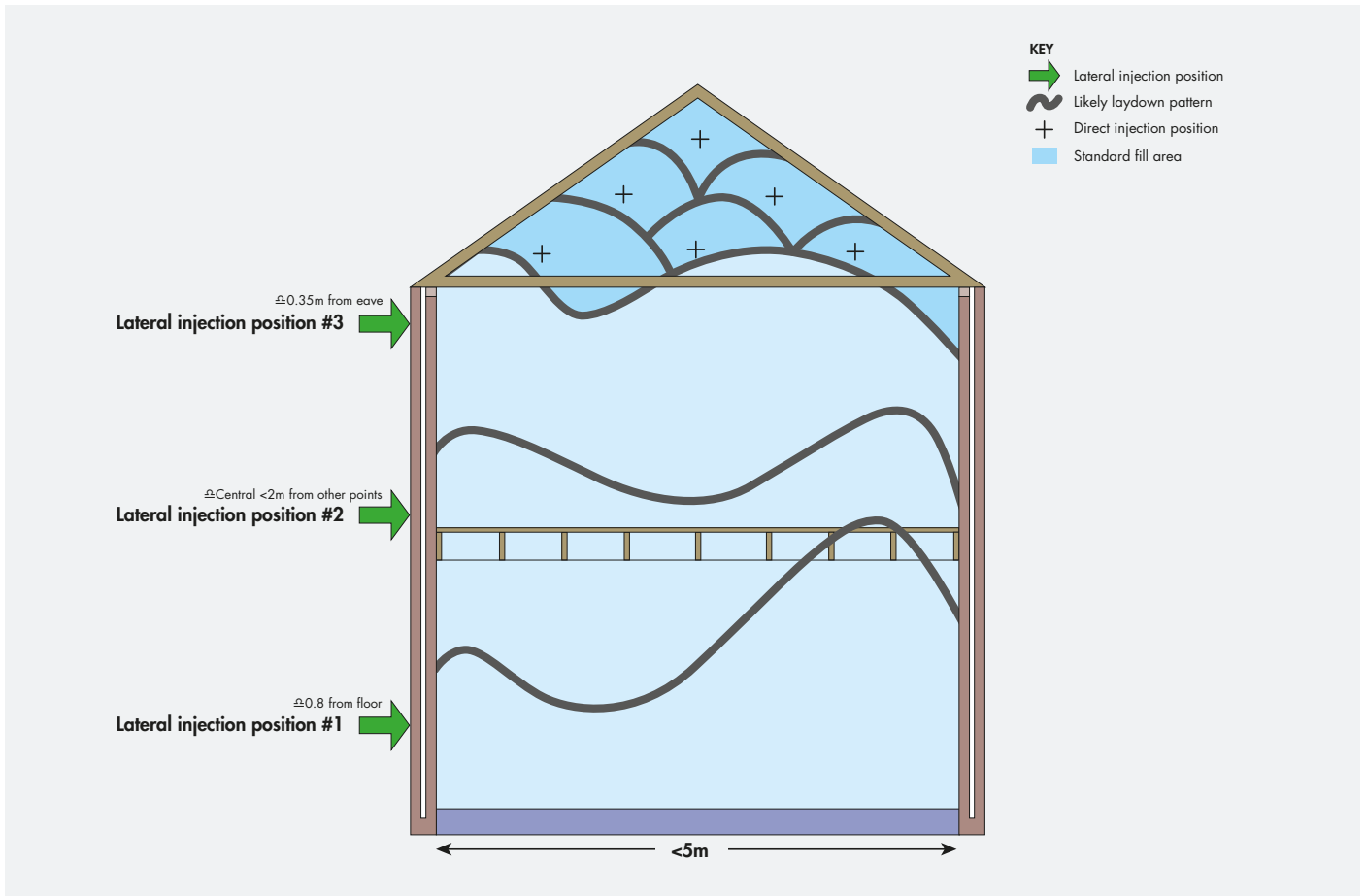
Typical Supafil Party Wall Drilling pattern – external installation



Drilling pattern for property with flue

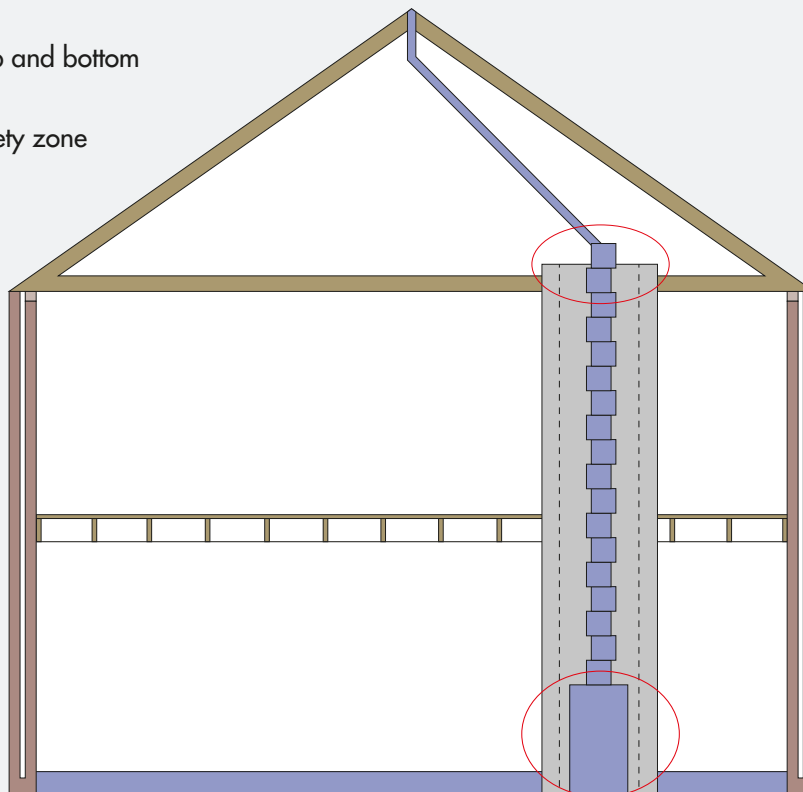


Drilling pattern for property with party wall length less than 5m



Drilling to avoid Flue Blocks

- Flue visible at top and bottom
- Width of flue
- Add 300mm safety zone
- No drill zone



Injection Machinery

Supafil® Party Wall Insulation must be installed using an approved blowing machine. The following blowing machines are approved by Knauf Insulation Ltd. and the British Board of Agrément (BBA).

- **Peak Diesel**
- **Peak Electric**
- **Stewart Energy Diesel (750 & 1000)**
- **Stewart Energy Electric (500)**
- **Timco**
- **Krendl KR2300**

Each blowing machine is identified as being approved by a plate/label showing the BBA Certificate No. 14/5176 (Supafil® Party Wall).

As far as the handling and treatment of Supafil® is concerned, the blowing machines are virtually identical.

The job of each piece of equipment is detailed below:-

- The BALE BREAKER opens up the compressed bale of blowing wool
- The WORM SCREW meters the blowing wool at a fixed rate
- In the PELLETISING section, the wool length is reduced by the shredder bars and a pelleted form of the desired shape is given by circulation of the wool within the pelletising chamber
- The adjustable RESTRICTOR PLATE at the base of the pelletising chamber controls the wool residence time in the chamber, which in turn controls the pellet characteristics to achieve the required installed density
- As the processed insulation passes through the ROTARY VALVE it enters the airstream generated by the BLOWER and passes into the blowing hose and through the nozzle for delivery in to the cavity being insulated.

A pressure switch is connected to the machine control circuits, when actuated it causes the drive clutches to disengage thus stopping the

blower and wool feed once the cavity wall area is filled to the required density.

A dump/lift valve arrangement is fitted to all blowing machines and is used for fine control of the installed density.

Quality Checks

The wool to be used has been subjected to strict quality control procedures during manufacture and it is necessary to check that has been kept clean and dry.

Pressure Switch

A daily calibration check should be carried out to ensure that the blowing machine pressure switch is operating correctly.

Start the engine and insert the nozzle into a hessian bag. Start blowing wool into the bag whilst watching the blowing pressure gauge. Block off the nozzle gently inside the bag. Blowing should cease when the correct pressure is achieved

If necessary adjust the switch.

To adjust, using a small screwdriver turn the screw in to increase the pressure and out to lower the pressure.

Wool Density Check

Start up machine and blow into a hessian bag. Ensure machine is operating correctly.

Fill test box with wool and note time taken (between 25 - 35 seconds).

Check visually that box has been completely filled.

Empty the contents into a plastic bag and weigh it.

If the weight is below 0.8kg, close the restrictor plate one quarter turn.

If the weight is greater than the 1.0kg, open the restrictor plate one quarter turn.

Then blow into a bag to empty the pipe and re-fill the text box.

Re-check and repeat if necessary.

NOTE

The air dump valve fitted to the blowing machines should be used for fine control of the density.

To increase density - reduce air being dumped.

To reduce density - increase air being dumped.

Recommended blowing machine operating pressure:

- Air only: 120-160 mbar
- Air & wool : 180-220 mbar



The Filling Operation

Filling should proceed from the bottom to the top of walls and from the most to the least restricted sections. Filling from the bottom ensures a uniform fill.

The blowing machine is simple to operate, 1 - 2 bales of wool can be emptied into the hopper at once. It is not recommended to allow the hopper to get less than half full. The feed rate is automatically controlled by the worm screw and the only necessary adjustment will be to the restrictor plate, dump valve or engine revs in order to obtain the correct density fill.

If the machine cuts off prematurely or if it is felt that the hole has not filled correctly, remedial action must be taken to ensure adequacy of fill.

Remedial action could include at least the following as deemed necessary;

- additional borescope inspection
- emptying the nozzle and hose of insulation and attempting to re-inject
- removal of any obstruction found
- drilling additional injection hole

In an area where filling problems have occurred these must be recorded on the job sheet and additional post installation checks with a boroscope undertaken.

Insulant should be introduced into each injection hole in turn. Starting at one end of the elevation and at the bottom of the wall and working across from side to side.

The 22mm diameter tip of the tapering nozzle is located in the pre-drilled hole. Nozzle rotation is not required.

Once the blowing unit has started, the insulant will continue to flow at a steady rate until a signal from the pressure switch de-energises the clutches indicating that the part of the cavity adjacent to the injection hole is now filled to within the required nominal density of 18kg/m³.

When filling the hole is complete shut off the ball valve. Once the nozzle has been moved to the next injection hole, re-open the ball valve so that injection of insulant can continue by activating the start switch.



Post-Installation Checks

Post-Installation Checks must be carried out to ensure that the installation has been completed, and that no damage has occurred to the property

Installed Density Checks

To check that the correct fill has been obtained, the number of bales used on site and average cavity width should be recorded on the work card and an average installed density calculated.

For Example:

The wall area was 40m²

The party wall cavity width was 70mm (which is 0.07m)

The number of bags of Supafil Party Wall insulation used was 3

The weight of each bag of Supafil Party Wall is 17.6kg

So to calculate density ...

Number of bags x weight of each bag = Weight of material used

$$3\text{bags} \quad \times \quad 17.6\text{kg} \quad = \quad 52.8\text{kg}$$

Wall area x cavity width = wall volume

$$40\text{m}^2 \quad \times \quad 0.07\text{m} \quad = \quad 2.8\text{m}^3$$

Weight of material used ÷ wall volume = installed density

$$52.8\text{kg} \quad \div \quad 2.8\text{m}^3 \quad = \quad 18.8\text{kg}/\text{m}^3$$

NB. For an average installed density of 18kg/m³ the following coverage can be obtained.

Cavity Width – mm	65	75	85	95	100
Coverage – m ² / bale	15.0	13.0	10.9	10.3	9.8

All heating appliances /ventilators must be checked for safe operation and results documented and make sure that the customer is satisfied before leaving site.

Making Good

The importance of making good after the installation, cannot be over-emphasised. Leaving the property in the same condition that you found it in is the best possible recommendation and source of new leads.

Making good holes

A mortar mix should be made up before the installation begins. That way the preceding holes can be made good while the next hole is filling. It also allows adjustments to be made to the colour match when required.

Where making good a plastered wall discuss and document with the client whether they prefer the making good brought to the surface or left below the surface.

By leaving the mortar below the surface, subsequent decorative filling can be better achieved with fine fillers by the client, after the mortar has dried.

Technicians safety check sheet

Installing firm's name, address and contact details
(or letterhead)

Technician's safety check sheet - Flues, chimneys and combustion air ventilators

This check sheet specifies the minimum checks, and actions that must be carried out during the installation of CWI to buildings containing fuel-burning appliances.

It must be read in association with "Technicians guide to best practice - Flues, chimneys and combustion air ventilators."

Survey, identify and record

- 1 Fuel type(s)
- 1 Appliance type(s)
- 1 Flue/chimney location(s)
- 1 Location of combustion air ventilator(s)

Gas - Oil - Coal - Wood
Boiler - Gas Fire - Open Fire - Balance Flue
Internal wall - External wall, front, side, rear
Front elevation - Side elevation - Rear elevation

Pre-Installation

- 1 Appliance identified, flue/chimney routes, internal & external
- 1 *Appliance run
- 1 *View and note flame colour
- 1 *Combustion gases checked externally
- 1 *Appliance checked (smoke test/spillage test)
- 1 *Smoke/spillage test satisfactory
- 1 Combustion air supply adequate

Comments	
Y	N
Y	N
Y	N
Y	N
Y	N
Y	N
Y	N

Installation - Visually check

- 1 Flue/chimney routes to avoid drilling into them
- 1 Flue/chimney routes to avoid ingress of material
- 1 Combustion air ventilator(s) unobstructed

Y	N
Y	N
Y	N

Post Installation

- 1 *Appliance run at maximum for a minimum of five minutes
- 1 *Visual check that flame compares with pre-installation
- 1 *Smoke test/spillage test satisfactory
- 1 *If results were unclear, re-test after a further 10 minutes
- 1 *Re-test satisfactory

Y	N
Y	N
Y	N
Y	N
Y	N

*Only on appliances fitted to flues & chimneys on external walls

If there is any doubt or any question answered 'N' then -

1. Switch OFF appliance and
2. Issue WARNING NOTICE and
3. ADVISE occupants and owner, and
4. CALL OUT a competent body or person such as fuel supplier or maintenance contractor (e.g. CORGI for gas)

Installation address _____

Name of Technician _____

Signature _____

Date / / 

Important:

- 1 It is the installing firm's responsibility to ensure that the Technician is trained to be able to discharge these responsibilities.
- 1 **Failure to carry out these safety checks could lead to the death of an occupant and prosecution of the Technician.**

Customer Complaints

Complaint Procedures

In the event of an approved installing company receiving a customer complaint, the following procedure should be adopted:

- a) The customer shall be contacted within 24 hours of the complaint and any problems or defects identified or associated with the works shall be responded to within 5 working days.
- b) All complaints are to be resolved within 6 weeks of the complaint being received with the corrective actions recorded, and a full written record of all communications with all parties regarding the matter to be kept on file.
- c) Where a complaint is not resolved within 6 weeks then Knauf Insulation must be informed of the reasons why, and appropriate action will then be taken to resolve the matter.

All customer concerns or enquiries must be dealt with in a pro-active manner, with the intention of resolving any customer concern as quickly as possible to the customers satisfaction.

Damage caused during Installation

If any damage is caused to the property however small, every effort should be made to rectify the problem before leaving site.

In the event of the problem not being resolved the Technician must inform his company immediately and inform the customer that the matter will be dealt with appropriately.

In all cases you should record any complaint made by the customer and inform your company as soon as possible.

Rectification Procedures

In the event of having to carry out any rectification measures to resolve a complaint you must:

- a) Carry copies of the documentation specifying the remedial action required.
- b) Ensure you have all equipment and materials to carry out the remedial works.
- c) On arrival introduce yourself to the customer and confirm what you are there to do.
- d) Be courteous to the customer at all times.
- e) Do not get drawn into any conflict with the customer, refer any issues to your company immediately.
- f) Carry out all remedial works in a professional manner.
- g) Clean up and remove debris etc from site to the customers satisfaction.
- h) Ensure that the customer is satisfied and where possible obtain a signature of satisfaction before leaving site.

Further References

For best practice documents please visit the members area of www.ciga.co.uk, where the items listed below can be found:

CIGA Guide to Best Practice

Guide to Best Practice for Members

CIGA Working at Height Guide

Health and Safety guide to working at height

CIGA Assessors Guide

Suitability of external walls for filling with cavity wall insulation

CIGA Guide to Best Practice:

Installing CWI

Installing retrofit blown-in cavity wall insulation to party walls

CIGA Guide to Best Practice:

- Flues, Chimneys and Combustion air ventilators
- Revised page 7 of Flues, Chimneys and Combustion air ventilators GBP
- Ladder Restraints
- Flat Roofs

CWI Technical Note:

- Drilling Near Flues
- Flueless gas Fires
- Conservatories
- Ventilators

CWI Safety Note:

Internal Flues

Safety Note:

Core Drilling

CSCS:

Application form

BBA

Assessment & Surveillance Scheme

PAS 2030

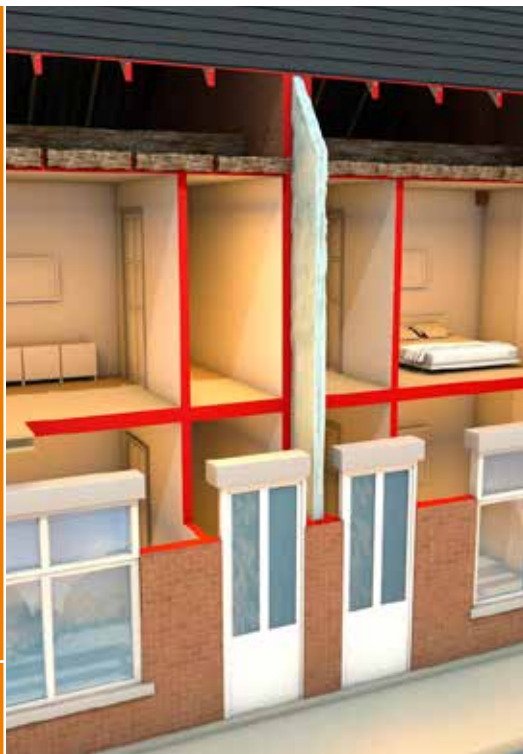
Green Deal Code of Practice

Construction Skills

- CMTA Annex CWI 1 – Determine the Suitability of the Building for Cavity Wall Insulation
- CMTA Annex CWI 2 – Install Cavity Wall Insulation

KNAUFINSULATION

it's time to save energy



Knauf Insulation Ltd
PO Box 10
Stafford Road
St Helens
Merseyside
WA10 3NS

Tel: 01744 766 600

Email: info.uk@knaufinsulation.com

www.knaufinsulation.co.uk

KINE2085MAN - V1214

thinkinsulation.com



When you have finished with
this brochure please recycle it

100% recycled

This brochure is printed
on 100% recycled paper

Knauf Insulation Ltd

PO Box 10
Stafford Road
St Helens
Merseyside
WA10 3NS

Customer Service (Sales)

Tel: 0844 800 0135
Fax: 01744 612007
Email: sales.uk@knaufinsulation.com
www.knaufinsulation.co.uk

Technical Support Team

Tel: 01744 766 666
Email: technical.uk@knaufinsulation.com

Literature

Tel: 08700 668 660
Fax: 0870 400 5797
Email: info.uk@knaufinsulation.com