

InstaClad[®]
SOLID WALL INSULATION

OVER
40
YEARS
OF QUALITY SERVICE

Customer Information



 **InstaGroup**

 **TRUSTMARK**
Government Endorsed Quality



What to expect during your solid wall insulation

InstaGroup quality and experience is behind every home installation. You can trust that any energy efficiency improvements carried out at your property will meet our high standards.

Your InstaGroup team leader

We've assigned a dedicated contact for you at InstaGroup. They will keep you fully informed, help to co-ordinate work and make sure everything runs smoothly.

Your contact at InstaGroup is:

Email:



UK Head Office
Insta House, Ivanhoe Road
Hogwood Business Park
Finchampstead, Wokingham
Berkshire RG40 4PZ
United Kingdom



0800 526 023



info@instagroup.co.uk



www.instagroup.co.uk

Your InstaGroup contact will let you know about the progress of your installation and advise you if there are any delays.

All workers at your property will have identification badges which should be visible to you. If you have any concerns, please contact the InstaGroup team leader.



What to expect from your improvement work

Our team will make every effort to keep disruption to your home life to a minimum. However, as you'd expect from the scale of this type of improvement, you will have to make a few preparations. Please be aware there will be some noise and mess during working hours.



Δ Make space

Cars, garden ornaments, furniture, tools, bins etc. should be moved at least one metre away from the wall area and working space. We need clear access around your home. If you can foresee any problems with this, please let us know.

Δ Keep children safe

To prevent accidents, please ensure children are kept away from all areas of work. This includes building materials, tools, scaffolding, rubbish and skips.

Δ Take care

Once work begins, please take extra care when you walk across dust sheets or near building materials and scaffold poles. Never use the scaffolding that is in place: you are not insured to do so and it could lead to accident and injury.

Δ Health & Safety

InstaGroup adheres to high safety standards in all areas of work: the safety of our customers and installers is a priority. If you have any concerns please tell a member of the team immediately.

Δ Look after your pets

Please clear up any pet mess that may be in the working area. You should keep your pets away from all working areas as building work can be hazardous.



What to expect from your improvement work

- Scaffolding is erected.
- Any plumbing on external walls (e.g. soil pipes from the bathroom) will be extended until all work is complete.*
- External wall fixtures (e.g. alarm boxes, lighting) will be removed.
- Insulation board is installed on walls (estimated to take 1-2 days depending on the property's size and wall access).
- Render is applied in three coats. The second coat can look like the painted finish, but it is a base layer. Each layer of render can take up to 36 hours to dry completely.
- External wall fixtures are refitted.
- Scaffolding is taken down.
- Snag report: all work will be reviewed and any minor alterations will be noted and completed. Please let us know of any concerns you have at this stage.
- The installation team will give the windows, doors, down pipes and ground area around the property a thorough clean.
- The work will be signed off under the terms of the contract.



*Internal access may be required. We can advise in advance.



Your schedule

Technical Survey:

Scaffold Erection:

Energy Survey:

Work Commencement:

How long will it take?



10 - 15 days
Installation time**



24 - 36 hours
per render coat
drying time

Colour:

** Approximate time, dependent on type of property and weather



After your installation

On completion of the work your contact at Instagroup will be in touch. They will ask you to complete a simple questionnaire.

All work comes with a guarantee, a certificate will be provided after the successful sign off of the work by yourself (if you are the owner) or by the landlord (if you are a tenant).

Saving energy after installation

Your insulation will keep your home warmer for longer, so try turning the heating down a degree or so. You can use your room thermostat to help regulate the room temperature.

Set or reset your heating programmer, as you should find that you do not need to have your heating on for so long.

You can also adjust the system to switch off as needed to make sure energy is not being used unnecessarily.

Tips for Residents and Homeowners

You should notice rooms are warmer from the very first day your property is insulated.

You can use the heating system and controls to maximise savings in fuel bills. For good advice, contact the supplier of your boiler and heating control system, or ask your local heating engineer.

A good place to start is to set your thermostat to 18°C, then adjust this up or down as needed.



Remember to ventilate



A home without proper ventilation can develop condensation and damp.

- ✓ Ventilate areas close to wet areas such as your kitchen and bathroom
- ✓ Always switch on your extractor fan or open a window when you are cooking, washing, bathing or showering
- ✓ If you have to dry clothes inside try and leave your window slightly open to allow the moisture to escape
- ✓ We will have maintained or installed ventilation - don't block or cover these.



The benefits of home insulation

Roof and loft insulation

You can lose up to 25% of heat through the roof of an uninsulated home. Insulating your loft or roof is a great way to save energy and lower your heating bills.

saves around
£135*
per year

Draught-proofing

Draught-proofing is one of the most cost-effective ways of keeping your energy bills low. Heat can escape your home from any gaps, holes or cracks, in windows and doors and out through open chimneys.

Windows and doors

Double or triple glazing your windows will help reduce heat loss. You can replace an external door with a more energy-efficient one, or install draught-proofing measures.

Floor insulation

Insulating your ground floor, or any floors above unheated spaces like garages, will help keep the heat in your home.

Solid wall insulation

Insulating solid walls could cut your heating costs considerably, and warm up your home. Homes built before the 1920s, are more likely to have solid walls rather than cavity walls.

saves up to
£350**
per year

Cavity wall insulation

Around a third of all the heat lost in an uninsulated home escapes through the walls. Properly insulating cavity walls, will save you energy and reduce your heating bill.

saves around
£155***
per year

* Savings estimate is based on insulating a semi-detached gas-heated home with a previously uninsulated loft. Figures are based on fuel prices as of June 2021.

See <https://energysavingtrust.org.uk/advice/roof-and-loft-insulation>

** Savings estimate based on insulating a gas-heated detached house; fuel prices as of June 2021. For estimated savings from a mid-floor flat to a detached house

See <https://energysavingtrust.org.uk/advice/solid-wall-insulation>

*** Heat loss and savings estimate based on installing Cavity Wall insulation in a gas-heated, semi-detached home with fuel prices as of June 2021.

See <http://www.energysavingtrust.org.uk/home-insulation/cavity-wall>



What our customers say...

Reassuring explanation of what would be involved and flexibility in changes. Efficient and professional service.

Insta insulated my outside wall, the men worked quickly and as cleanly as possible, no fuss despite not-so-easy access to the property. They were very courteous and friendly. Would definitely recommend your company.

Efficient and professional home insulation service.

Very professional company, prompt and polite Engineer, explained clearly the work in hand, so tidy you would not know they had been here. Would not hesitate to use again.

An all round fantastic experience throughout!



More reviews at:
instagroup-homes.co.uk/customer-testimonials



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