

**InstaFibre®**  
CAVITY WALL INSULATION

OVER  
**40**  
YEARS  
OF QUALITY SERVICE

## Customer Information



 **InstaGroup**



**TRUSTMARK**  
Government Endorsed Quality





# What to expect from your installer

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:

@instagroup.co.uk



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



**0800 526 023**



**info@instagroup.co.uk**



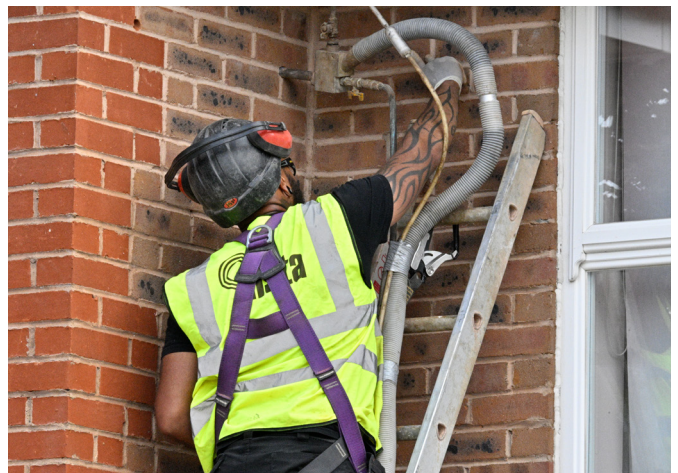
**www.instagroup.co.uk**

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.

# Pre-installation

- ✓ The van will arrive and park as close to your property as possible. The team will set up the correct equipment to carry out the installation. Please arrange parking permits/ accessibility before the installation date.
- ✓ Internal checks will be carried out by the installing teams to ensure combustion/ ventilation.
- ✓ Please make sure all wall areas are safely accessible as ladders may be used.
- ✓ The installers will check the cavity wall to confirm suitability and survey results.



## Your schedule

Technical Survey Date:

Work Commencement Date:

How long will it take?



**0.5 - 1 days  
Installation time\*\***

# Mid-installation

- When injecting the insulation, we will be using a hammer drill to make injection holes which may cause noise and vibration.
- Due to vibrations in the walls during the install, you may wish to remove ornaments, clocks, shelves etc away from internal walls in order to prevent breakages
- Installation will proceed once density checks have been calculated. Vents will be installed in line with survey requirements.
- Access to a water tap may be required to enable the team to complete the works.





# Post-installation

- Injection holes will be filled back in with equivalent mortar.
- The property will be tidied and returned to original state.
- 25 Year guarantee certificate (if agreed with surveyor) will be sent electronically and by post, to be kept with the deeds of the property.



**25 YEARS** Cavity Wall Insulation Guarantee

**CUSTOMER:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**POSTCODE:** \_\_\_\_\_  
**PHONE:** \_\_\_\_\_

**Period of Guarantee - 25 years from date of installation**

**Your route to satisfaction**

In the event that you have a problem that you believe to be caused by a defect in materials or workmanship relating to the cavity wall insulation installed by Approved Installer, please follow the steps below:

1. Contact the Approved Installer who performed the installation who will, where possible, rectify the defect.
2. If the problem is not resolved, contact InstaGroup in writing at the address given below.
3. Following this, InstaGroup will assign a surveyor to investigate the matter and where required, undertake any necessary remedial work.

**Terms & Conditions**

1. This Guarantee is given in writing by the Approved Installer to whom all guarantees and installations must be performed. If the matter is not resolved by the Approved Installer, the Guarantee will be void.

2. The Guarantee is given for the period of 25 years from the date of installation.

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9. The Guarantee is given for the period of 25 years from the date of installation.

10. The Guarantee is given for the period of 25 years from the date of installation.

**InstaGroup**

InstaGroup Limited, Insta House, Ince House, Hargreaves Business Park, Finchampstead, Wokingham, Berkshire RG40 4PZ

**IMPORTANT DOCUMENT - KEEP THIS CERTIFICATE WITH THE DEEDS TO THE HOUSE**



# 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](https://instagroup-homes.co.uk/customer-testimonials)



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