

Households with External Wall Insulation – Steps to follow v1.0

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The following is a list of logical steps to follow in the event a household is experiencing issues with External Wall Insulation (EWI). This is supplemented by the attached advice from Ofgem (the regulator for ECO installed energy efficiency measures).

1. Guidance on managing condensation and damp in the home

Follow the guidance and advice on 'Managing condensation in the home' published on the Energy Saving Trust website at the following link:

<http://www.energysavingtrust.org.uk/home-insulation/damp-and-condensation-solutions>

2. EWI maintenance and care document

Refer to the EWI 'Maintenance and Care document' issued by the installer to the householder upon completion of the installation. This sets out advice on ensuring that the system remains effective and attractive. If the householder does not have a copy, follow the remaining steps below.

3. Guarantee documents

Refer to the 'ECO Installer Insurance Backed Guarantee' and / or '25 Year Product Warranty' issued by the installer to the householder upon completion of the installation, for advice and guidance. This will also include contact details for the installer and product system. If the householder does not have a copy, follow the remaining steps below.

4. ECO Appropriate guarantees list

If the householder does not have an guarantee documents, is unsure as to who the installer was, or wishes to follow further redress, refer to the 'ECO Appropriate Guarantees' document for a list of guarantee providers, as listed by Ofgem. This can be accessed at the following link:

https://www.ofgem.gov.uk/system/files/docs/2018/06/180308_eco2t_guaranteesdocument_v8.0.pdf

5. Ofgem guidance

If a guarantee and / or guidance document cannot be obtained, refer to the 'Households with ECO Measures – Advice from Ofgem' document and follow the steps outlined, which includes detail on how to acquire more information about redress.

ENDS