

## EXTERNAL WALL INSULATION MAINTENANCE & CARE

Your External Wall Insulation System has a 25-year warranty (10 years insurance-backed) and the Top Coat has a 10-year warranty. Please do not paint or make alterations / repairs to your system without first consulting Insulated Homes. Please read the details of your guarantees and this leaflet carefully so that you do not accidentally invalidate them.

### Damage to your External Wall Insulation System.

If your home has been accidentally damaged, please contact us either by telephone on 01647 24599 or via email on [info@insulatedhomes.net](mailto:info@insulatedhomes.net). We can work directly with you or your insurance company to fix any damage.

### Re-Painting.

Your home should not need to be repainted in its warranty period, but you may fancy a colour change. Contact Insulated Homes and we will advise you. Do not put non-approved paint on your home. Standard external paint is not compatible with the top coat on your home. If you apply it, a chemical reaction may occur that causes the paint to peel off and damage to your system underneath that won't be covered by your warranty.

### Cracking.

Small surface cracks (particularly in the corner of windows) are perfectly normal, you have layers of render and poly underneath protecting your home. They typically appear when there is UPVC window frames under the surface that expand and contract in the heat. If you are concerned, please contact us.

## OUR THREE STEP CLEANING GUIDE

### 1. General Cleaning.

Your system is maintenance free, this does not mean it will not get dirty, the same dirt that you wash off your windows is also on your walls and a quick wash down once or twice a year will keep it looking like new. Your home may develop patches or streaks over time. There are many reasons for this. If you live in a built-up area your home may discolour with pollution. If your home is in an area of algae growth (typically near trees but can occur anywhere), then you may notice green, brown or reddish blooms or streaks on your home forming after months or years. An aging roof or guttering system can cause streaks too. This is all perfectly normal and as long as you don't ignore these marks, they will wash off easily. Our customers usually find their local window cleaner will wash down their home for a small charge.

### TOP TIP

**CLEAN ANY STAIN (ESPECIALLY BIRD MESS) OFF QUICKLY. THE QUICKER IT IS REMOVED, THE EASIER IT IS TO REMOVE.**

If you notice algae growth or bird droppings on your home, we recommend you wash it with a soft-bristled brush (just like one you would clean your car with) and a bucket of soapy water (washing-up liquid is ideal). Take care not to damage any plants or ornaments and check that you have not made the ground slippery during the process.

### 2. Stains and Marks.

Stubborn stains may require a soak or a second wash down. If this does not remove your stain you could try a weak bleach solution. You must take care not to get bleach on your skin, clothes or in your eyes. Take care that nothing in the surrounding area comes into contact with cleaning products and ensure pets and children are kept away. Dilute as recommended for typical cleaning on the manufacturer's label and do not add any other cleaning product to bleach. Do not wash PVC cills, gutters, downpipes, fascia or soffits with bleach as it can discolour the plastic and damage seals.

### 3. Deep Clean

If your home hasn't had a wash for a while or has stains that you can't remove easily, we also recommend Spear and Jackson's 'Spray and Leave' which is particularly good for removing excessive green stains from moss and algae, this can be purchased online or in a good DIY store. Small areas can be brushed on or you can spray the whole home, you don't rinse and it keeps working for months after application. Follow the manufacturer's instructions on the bottle.

**Insulated Homes Ltd.**  
The Insulation Systems Specialist



HORSELAKE FARM, CHERITON BISHOP, EXETER, DEVON, EX6 6HD

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