



CUSTOMER INSULATION FAQs

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ASSESSMENT AND QUOTE

1. WHY SHOULD I GET AN ASSESSMENT OF MY PROPERTY AND CURRENT INSULATION DONE?

Insulating your home is the single most effective thing you can do to keep your home warm and to save energy and money. A well-insulated home provides year-round comfort, it is cooler in the summer and warmer in the winter.

A warmer home is a drier, healthier home. Each house is unique in some way, so it's best to get an in home assessment of your insulation done by a professional. Therefore, we provide this service via Installed for a free assessment and quote to ensure the quoted prices are accurate and come with no surprises.

2. WHY SHOULD I GET MY INSULATION PROFESSIONALLY INSTALLED VS DOING MYSELF?

Quality of installation is just as important as the insulation product you use. Even small gaps can halve the performance of the insulation. Whilst installing your own insulation is an option, you cannot guarantee installation is to the NZS 4246:2016, the Residential Insulation Standard.

Installing is dirty, hard and technical work which we recommend using professional experts to assess and install. This ensures the performance and safety of the insulation installation.

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3. HOW DO I REQUEST A FREE INSULATION ASSESSMENT?

- Fill in your contact details on the online form (if the property is a rental you can enter your tenants' details and we can arrange a time directly with them)
- Our installation partner Installed Insulation will contact you to arrange a time to come to your home, assess it and provide you with our recommendations and quote – for free!
- Once you decide to proceed, we will arrange a convenient time for our team to visit your home and install your new insulation

4. HOW MUCH DOES IT COST TO GET A QUOTE?

A comprehensive assessment and quote is completely free and there is absolutely no obligation or pressure for you to decide right away.

5. HOW LONG DOES THE QUOTE PROCESS TAKE?

Usually 45-60 minutes is enough time carry out a full assessment and quote outlining your options.

6. WHAT TIME CAN YOU CARRY OUT A QUOTE AS I WORK DURING THE WEEK?

Our installer is happy to schedule a free quote and assessment at a time that's convenient for you.

7. CAN YOU PROVIDE A QUOTE OVER THE PHONE?

As each house is unique in some way, it's not possible to accurately quote over the phone. Therefore, our installer will provide a free assessment and quote to ensure our prices are accurate and come with no surprises.

8. HOW LONG WILL IT TAKE TO INSTALL ONCE I GIVE THE GO AHEAD?

Our installer can usually schedule installs within 2-3 weeks, sometimes sooner if it's urgent.

INSTALLATION

9. WHAT INSULATION DO YOU INSTALL?

Our installer installs Autex Greenstuf Polyester Insulation and Bradford Gold Fibreglass Insulation, depending on the area you're insulating and your preference.

10. HOW LONG DOES IT TAKE TO INSTALL?

Roughly 4-5 hours for a 120m² house depending on height and access.

11. DO YOU PROVIDE ANY PROOF THAT THE INSUALTION IS UP TO STANDARD ONCE IT'S INSTALLED?

Yes, you will be provided with a certificate of compliance once the job is completed.

PAYMENT

12. DO YOU REQUIRE A DEPOSIT?

Yes our installer, requires a 25% deposit before they can commence work. Their bank account details are clearly identified on the quotation.

13. DO YOU HAVE FINANCE OPTIONS?

Installed Insulation accept all major credit cards, and if you live in Auckland or Wellington there is the ability to apply for the cost put onto your rates. Speak to the Assessor for further information.