

**InstaFibre**<sup>®</sup>  
LOFT 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:

 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

- ✓ Please ensure installers have safe access to the loft hatch and the ladder is secure.
- ✓ The loft needs to be completely cleared out of any items you may have stored up there, to ensure safe workspace.
- ✓ Ensure there is good sufficient lighting in the loft so it is safe to move around, and the necessary work can be carried out.



## Your schedule

Technical Survey Date:

Work Commencement Date:

How long will it take?



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



# Mid-installation

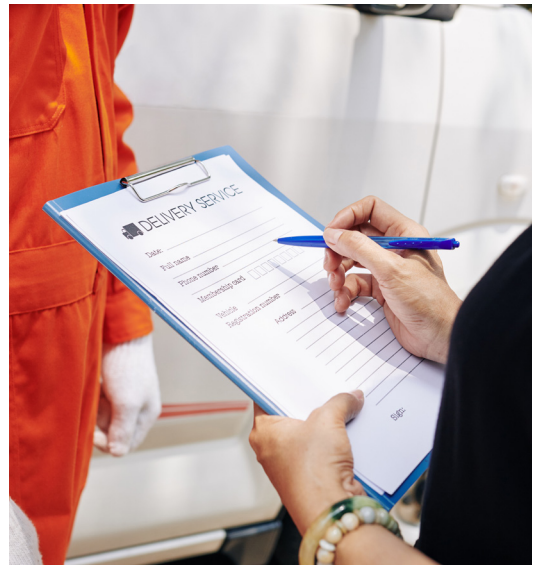
- The insulation (in most cases) will be laid covering the joists to give maximum heat protection.
- Downlights in place (non-LED) will need covers (these can be provided and installed by InstaGroup if required).
- Any high voltage cables and extractor outlets will be visible after the install.
- Water tanks and pipes will be insulated where required if quoted for.
- Ventilation will be added. Lat vents will be within the felt of the roof if available.
- Boarding, if quoted for by InstaGroup, will involve extending joists and encapsulating insulation. This will maximise heat retention and allow you to safely store belongings in your loft.





# Post-installation

- Installers will need your signature once work has been completed for any funded or part-funded installations.
- A loft declaration will be stapled to a joist along with safety warnings.
- A loft insulation guarantee (if arranged with your surveyor) will be sent electronically and by mail, to be kept with the deeds of the property.





# 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 up to  
**25%** of heat loss\*

## 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.

## External 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  
**33%** of heat loss\*

## 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 up to  
**33%** of heat loss\*

\*See Energy Saving Trust figures for heat loss through uninsulated walls at [youtu.be/ZVBqWCqTSR8](https://youtu.be/ZVBqWCqTSR8) and for roofs and lofts see <https://youtu.be/ySc00kho3WE>



# 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)



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

**+44 (0)118 932 8811**

**info@instagroup.co.uk**

**www.instagroup.co.uk**



**TRUSTMARK**  
Government Endorsed Quality