



NSAI Agrément

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NSAI Agrément Approval Scheme for Installers of External Thermal Insulating Composite Systems (ETICS)

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1.0 Introduction

NSAI Agrément regards the quality of installation and workmanship to be critical to achieving the design life of an External Thermal Insulation Composite System (ETICS). NSAI Agrément has established an approved installer scheme 'NSAI Agrément Approval Scheme for Installers of External Thermal Insulating Composite Systems (ETICS)' to evaluate and monitor the ongoing performance of installers of NSAI Agrément certified ETICS systems.

Two classes of approval are available:

- Approved Installer
- Approved Installer (Multi-Storey)

If the evaluation is successful, the Approved Installer will:

- a) Be allocated an ETICS Approved Installer Number associated with the relevant Certificate;
- b) Be included on the NSAI Agrément website register as an 'NSAI Agrément ETICS Approved Installer' or 'NSAI Agrément ETICS Approved Installer (Multi-Storey)' for the system specified in the relevant NSAI Agrément certificate;
- c) Be required to continue to meet these certification criteria. Failure to do so will result in removal of the Approved Installer from the NSAI Agrément register.

2.0 Scope

This scheme provides for evaluation, approval and on-going surveillance of NSAI Agrément ETICS Approved Installers against the requirements set out in:

- a) The valid NSAI Agrément certificate.
- b) The site survey sheet, site specific project design, building details and method statement.
- c) Any other relevant information provided by the Certificate holder.
- d) Any additional requirements specified in this document.

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3.0 Definitions

- 3.1 Approval: A favourable technical assessment of the ability of the applicant to install an ETICS in accordance with the requirements of this scheme.
- 3.2 Approved Installer: Company approved by NSAI Agrément to install the certified ETICS on buildings of up to 2.5 storeys in height. This team will:
- Be trained and approved by a Certificate holder as an approved installer.
 - Employ at least one ETICS Supervisor and ETICS Operative. The ETICS Supervisor and ETICS Operative can be the same person.
- 3.3 Approved Installer (Multi-Storey): As for Approved Installer but is approved to work on buildings of greater than 2.5 storeys in height.
- 3.4 Assessment Body: The organization carrying out the assessment of the ETICS installer. In this case, the assessment body is NSAI Agrément.
- 3.5 Authorised Personnel: Suitably qualified personnel employed or subcontracted by the Assessment Body to carry out the approval or ongoing surveillance of the Approved Installer.
- 3.6 Certificate Holder: The owner of the relevant NSAI Agrément certificate, as defined in the NSAI Agrément Terms and Conditions.
- 3.7 ETICS Operative: An operative who:
- Has served a recognised apprenticeship in a relevant trade, e.g. plasterer.
 - Has a minimum of 5 years practical and relevant experience in the construction industry.
 - Has successfully completed the Certificate holder's training programme.
 - Has been approved by the Certificate holder as an ETICS installer of their system and has been issued with an ETICS Operative ID card.
- 3.8 ETICS Supervisor: An ETICS Operative capable of, and responsible for, overseeing the work of an ETICS Team on a project. Records should be available to demonstrate the competence of an ETICS Supervisor, including:
- An ETICS Supervisor ID card.
 - Additional training by the Certificate holder.
 - Sufficient demonstrable experience in the supervision of ETICS installation for the relevant building type (minimum of 5 projects with total coverage in the region of 750m²).
- 3.9 ETICS Team: Team responsible for the installation of an ETICS on a building, consisting of at least one ETICS Supervisor and ETICS Operative (can be the same person).

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4.0 Scheme Requirements

4.1 Certificate Holder

The Certificate holder shall:

- a) Prepare and implement an approval scheme for ETICS Operatives/ETICS Supervisors, including relevant documentation/records etc. Criteria should include as a minimum:
 - Skill levels additional to those defined in Section 3.7 and 3.8.
 - Training requirements – training course content to be agreed with NSAI Agrément.
 - Proven knowledge of the certified system (practical and theoretical). This may be demonstrated by way of practical and theoretical examination and on-site training/monitoring.
 - Number and type of projects completed to a satisfactory standard. A minimum of 5 representative buildings should be satisfactorily completed by an Approved Installer, under the supervision of the Certificate holder, prior to approval by the Certificate holder.
- b) Prepare and implement a training programme for ETICS Operatives/ETICS Supervisors, including all relevant documentation/records etc. This shall include attendance at a formal training course run by the Certificate holder which covers:
 - Principles; System types; System selection; Performance; Materials (including renders, adhesives, mesh, beads, sealants, insulation etc); Design (wind loading, condensation, thermal properties etc); Avoiding risks; Best practice details; Installation; Repairs; Durability and maintenance; Application (including practical work); Refurbishment; Particular Certificate requirements; Certificate holder requirements; Contractor responsibilities; Health and safety; Certificate specific training (e.g. drying times, fixing, making the building watertight etc).
 - Contractual obligations.
 - Quality control/monitoring requirements.
 - Approved installer requirements.

NSAI Agrément considers at least 3 – 5 days necessary to cover, including adequate on-site training.

The NSAI Agrément assessment of the ETICS system for certification will include an assessment of the training course content, which shall be adequate and appropriate and shall include a final examination.
- c) Confirm in writing that the installer has been approved by the Certificate holder in accordance with 4.1 a) and b), and that the Certificate holder support's this installer's application to become an NSAI Agrément approved installer for ETICS.
- d) Assess, approve, monitor and keep under review the Approved Installer to confirm ability to install in accordance with:
 - The valid NSAI Agrément Certificate(s);

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- The Certificate holder's project specific design, site survey sheet, building details, method statement and maintenance plan;
- The Certificate holder's Code of Practice/Charter for approved installers.
- Any other relevant information provided by the Certificate holder;
- Any additional requirements specified in the NSAI Agrément ETICS Scheme document.

The Certificate holder should identify any aspects of the Approved Installer procedures and performance which could affect quality of workmanship on an ETICS project, including performance of ETICS Supervisors/Operatives where necessary.

- e) Maintain current technical documentation, including installation/instruction manuals, Home Owners Manual, product literature etc.
- f) Make available to the Approved Installer the required equipment, materials etc.
- g) Maintain technical support to the Approved Installer, including the provision of all current technical documentation and any additional training to deal with product/system development.
- h) Notify NSAI Agrément in writing when an Approved Installer is no longer approved by the Certificate holder.
- i) Make available to NSAI Agrément, on request, documentation that demonstrates compliance with the above requirements.

4.2 Approved Installer

The Approved Installer shall:

- a) Comply with all statutory regulations.
- b) Install the ETICS in compliance with:
 - The valid certificate(s) including the use of approved materials;
 - The Certificate holder's project specific design, site survey sheet, building details, method statement and maintenance plan;
 - The Certificate holder's Code of Practice/Charter for approved installers.
 - Any other relevant information provided by the Certificate holder;
 - Any additional requirements specified in the NSAI Agrément ETICS Scheme document.
- c) Ensure each installation project is carried out by at least one ETICS Team that is adequately supervised by an ETICS Supervisor.
- d) Maintain and make available for inspection all relevant records. Records shall be maintained (10 years minimum and in accordance with any legal/contractual requirements) and shall include as a minimum:

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- Training certificates for ETICS Supervisor(s) and ETICS Operative(s);
 - Photographs of all jobs, showing key features/details/discrepancies, at the five key stages of the job (Preparation; Boarding; Base coat; Finish coat; Completion);
 - ETICS Team structure;
 - Register of all completed/current installations;
 - Project specific site survey sheet and inspection/check sheets;
 - Project specific documentation (project specific design etc);
 - Product traceability records;
 - Customer complaint records.
- e) Provide proof at the time of their assessment that they have adequate experience in this field.
- f) Ensure that all people working on the job have adequate experience and training to enable them to carry out installation in accordance with the above requirements.
- g) Provide themselves with such equipment as required to carry out the installation. All such equipment shall be properly maintained and regularly calibrated to National Standards, where applicable. All materials and components shall be stored in accordance with the manufacturer's and Certificate holder's instructions.
- h) Provide the home owner with the Home Owners Manual and any other relevant documentation.
- i) All site activities must be in compliance with the HSA (Health & Safety Authority) requirements.

4.3 NSAI Agrément

NSAI Agrément shall:

- a) Ensure that the assessment/surveillance is undertaken by personnel who are adequately trained and experienced in the technology to enable them to assess compliance with the requirements of the ETICS Scheme.
- b) Address the requirements of Sections 4.1 and 4.2 of the ETICS Scheme during the assessment/surveillance of an Approved Installer.
- c) Require a separate contract to be completed for each NSAI Agrément certificate.
- d) Maintain an up-to-date web register of Approved Installers. If an Approved Installer is found not to comply with the criteria specified in the ETICS Scheme, they will be removed from the register.

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5.0 Application and Assessment Procedure

5.1 Summary

The following is a summary of the procedure:

- a) Application form completed to become an Approved Installer – one application form per NSAI Agrément Certificate, and per ETICS Team, is required.
- b) Certificate holder confirms in writing on the application form support for the application that the applicant has been trained and approved by the Certificate holder in accordance with 4.1 a) and b) above.
- c) The applicant is subject to an assessment by NSAI Agrément prior to approval, and regular surveillance subsequently.

5.2 Assessment and Surveillance Process

- a) The applicant shall be audited against the scheme requirements and shall satisfy NSAI Agrément regarding the ability to comply consistently. All major non-compliances shall be resolved prior to issue of an approval.

Major non-compliances include:

- Use of un-certified materials, i.e. materials not specified on the relevant certificate;
- Unauthorised deviation from project specific design/site survey sheet;
- Failure to maintain project specific documentation, as stated in Section 4.2 d);
- Inadequate storage of materials in on-site or off-site location;

Please note that the above list is not exhaustive.

- b) If unsuccessful, the applicant will either be re-visited or be given 10 working days to submit evidence of corrective actions. If the applicant is unsuccessful on this re-visit, they will have to submit a new application to NSAI Agrément and demonstrate evidence that they have been re-trained by the Certificate holder.
- c) If successful, NSAI Agrément will provide written confirmation of approval, issue an Approved Installer number and the appropriate NSAI Agrément logo, and include the Approved Installer on the list of registered installers on the NSAI Agrément website.
- d) After approval, NSAI Agrément will carry out regular surveillance audits (typically one per year) to confirm ongoing compliance. The number of audits will take into consideration the number of ETICS Teams and the volume of work being completed. Visits to previous completed works may be considered.
- e) NSAI Agrément reserves the right to carry out and charge for additional audits where serious discrepancies or non-compliances are identified.
- f) Where NSAI Agrément identifies significant non-compliance due to failure to adhere to these certification criteria, NSAI Agrément will inform the installer and the Certificate holder, and will require reasonable and appropriate corrective action. The installer and/or Certificate holder will be expected to commit to completion of the corrective action within

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an agreed period. Failure to do so may result in the Approved Installer being withdrawn from the list of registered installers, or the Certificate being withdrawn/suspended.

- g) The Approved Installer will be permitted to use the Approved Installer number, in conjunction with the NSAI Agrément logo, on product literature etc. The NSAI Agrément conditions for use of the logo shall be complied with.

5.3 Validity of Approval

- a) The approval remains valid until further notice, provided that:
- The Certificate remains valid;
 - The Approved Installer continues to meet the Certificate holder's approval requirements;
 - No major non-compliances are brought to the attention of NSAI Agrément, e.g. via surveillance audits, customer complaints etc;
 - No information to undermine the validity of the Certificate is brought to the attention of NSAI Agrément;
 - The NSAI Agrément logo, Certificate number and Approved Installer's number are used correctly;
 - The appropriate fees are paid to NSAI Agrément.
- b) NSAI Agrément may decide to withhold/withdraw the approval in accordance with NSAI Agrément procedures.
- c) The Approved Installer may appeal the decision to withhold/withdraw approval in accordance with the NSAI Agrément appeals procedure.

5.4 Selection and Testing of Materials

NSAI Agrément may select and remove from store or site, samples of material/product for assessment or testing, or may request that testing or analysis be carried out on selected samples. NSAI Agrément shall not be charged for such samples, testing or analysis; such charges will be passed onto the installer/Certificate holder.

5.5 Communication

NSAI Agrément will contact the installers and Certificate holders directly to discuss any discrepancies, variations or complaints.

NSAI Agrément will keep the Certificate holder advised of any significant matters which may affect the status of the Approved Installer.

Information regarding the current status of an Approved Installer/Certificate may be obtained from the NSAI Agrément website. NSAI Agrément will not comment on applications in progress to a third party unless authorised to do so by the applicant.

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6.0 Fees and Invoicing

NSAI Agrément will invoice the applicant/Approved Installer at the address specified in the application form for:

- Annual registration;
- Surveillance audits;
- Additional audits (if required);
- Sampling/testing (if required).

The schedule of fees is shown below. Non-payment of fees will result in withdrawal of the approval and in the removal of the installer from the list of registered installers.

Fee Classification*	
Application and assessment fee for single certificate	€3000**
Application and assessment fee for each additional certificate	€750**
Application and assessment fee for each additional crew	€750**
Annual Registration/Surveillance audit fee	€1850**
* All charges are subject to VAT at 21%. ** The above fees are based on the assumption that the assessment will require at least one site visit to be completed, and are subject to change based on the number of audits to be conducted, number of crews to be assessed etc. NSAI Agrément reserves the right where an assessment is protracted or where additional audits are required for reasons beyond its control to charge additional fees.	

7.0 Marking and Labelling

In accordance with NSAI Agrément procedures, an Approved Installer will be permitted to use their unique NSAI Agrément logo, which includes:

- The NSAI Agrément logo.
- The classification “ETICS Approved Installer” or “ETICS Approved Installer (Multi-Storey)”.
- The name(s) of the NSAI Agrément approved ETICS the installer is approved for.
- The Approved Installer’s name.
- The Approved Installer’s number.

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Appendix A Guidance Notes

These notes have been prepared by NSAI Agrément as a supplementary checklist/guidance to the specific requirements of the ETICS scheme and the SEAI Home Energy Savings (HES) Scheme, and are not a substitute or alternative to the requirements of the schemes.

Training Certificates Training Certificates are to be issued by the Certificate holder to ETICS Supervisors and Operatives who have succeeded in their training course. Training certificates should contain at least the following information:

- Name of Certificate holder issuing the training certificate.
- NSAI Agrément certificate number of the system.
- Name of trainee.
- Date.
- Grade of trainee - Operative or Supervisor.
- Category of training – Approved Installer or Approved Installer (Multi-Storey).

ID ID cards are to be issued by the Certificate holder to ETICS Supervisors and Operatives who have succeeded in their training course. ID Cards should contain at least the following information:

- Name of Certificate holder issuing the card.
- NSAI Agrément certificate number of the system.
- Photo of card holder.
- Name of card holder.
- Supervisor or Operative grade.
- Approved Installer or Approved Installer (Multi-Storey).
- Expiry date of card (to be up to maximum of 3 years from date of issue).

NSAI Agrément Certificates Installers are required to have a copy of the NSAI Agrément Certificate(s) for the system(s) which they install.

NSAI Agrément Approval Scheme (ETICS) Installers are required to have a copy of the latest NSAI Agrément Approval Scheme – Installers of External Thermal Insulating Composite Systems (ETICS). Installers should be familiar with the contents of the document and particularly Section 4.2.

Installation / Design Manual Installers are required to have a copy of the technical literature and instruction manuals issued by the Certificate holder(s) of the system(s) they are installing, which should contain sufficient information to cover all the typical details of system selection, materials, best practice design and application, repairs and maintenance.

IS EN 13914-1 Installers are recommended to keep a copy for reference of IS EN 13914-1: 2005; *Design, Preparation and Application of External Rendering and Internal Plastering*. The Certificate holder can source the document from NSAI.

Register of Installations Installers are required to maintain a register of all current and completed installations to include at least the following information:

- Client Name.
- Client contact details – address and phone number.
- Address of installation (if different).
- ETICS Supervisor.
- System Name & Certificate Number.
- Date of commencement and completion.

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Complaints

Installers should have a method statement for dealing with complaints. This statement should note at least the following information:

- All complaints to be reported/referred to a nominated complaints manager.
- Complaints and outcomes to be recorded on a complaints record form.
- Where the complaint relates to a technical or performance issue, the Certificate holder is to be informed of the complaint by the installer. In that case the Certificate holder will be involved in resolution of the complaint.
- The complaints manager will visit the site and discuss the issue with the complainant.
- The complaints manager, installer and Certificate holder will use their best efforts to resolve the complaint.

The complaints record form should include at least the following information:

- Date complaint received.
- Name of complaints manager responsible for dealing with complaint.
- Name of complainant.
- Contact details of complainant – address and phone number.
- Address of site of complaint.
- Details of complaint.
- Photos as appropriate.
- Details of certified system being installed.
- Materials records/batches as appropriate.
- The action required to resolve complaint and the person or company who is responsible for that action.
- Action required preventing recurrence of the problem.
- Record of complaint manager's letter of closure to complainant.
- Authorised signature of closure and date.

Team Structure

Installers are required to keep a record of their team structure which should contain at least the following information:

- The name of the company
- The name of the individual responsible for the overall ETICS scheme.
- The personnel trained as supervisors.
- The personnel trained as operatives.

Health & Safety Statement

Installers are required to comply with the requirements of HSA and Health, Safety & Welfare at Work legislation. Installers are required to have a current Health & Safety Statement.

Installers will also find it useful to have a brief H&S risk assessment method statement addressing the typical issues in domestic ETICS installations, modified as appropriate for particular hazards/risks in individual sites, for the protection of staff, occupants, neighbours, public.

Job Records

Installers should maintain a file for each job which will include at least the following information:

- Site Package, to include:
 - o Site Survey Sheets.

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- o Project Specific Design.
- o Standard documentation (can be used repeatedly on other sites)
 - NSAI Agrément certificate
 - Standard specifications
 - Product data sheets
- Quotations/Invoices.
- Product traceability records.
- Photos of before, during and completion of installation.
- Check sheets/Inspection Records.
- Home Owners Manual (job specific data only).

Details of the contents of those documents are described in this document.

Site Survey Sheets

Site survey sheets should record conditions found on site prior to commencement and identify and record an appropriate solution. The site survey sheet should be referred to throughout the job with confirmation that measures have been implemented recorded on check sheets / inspections. The site survey notes should identify and record at least the following information:

- Date of survey.
- Surveyor's name.
- Clients name and contact details.
- Site address.
- Consideration of proposed external wall insulation relative to Planning Permission status:
 - o Is the proposed work exempted development (from the requirement to seek planning permission) as defined *“development consisting of the carrying out of works for the maintenance, improvement or other alteration of any structure, being works which affect only the interior of the structure or which do not materially affect the external appearance of the structure so as to render the appearance inconsistent with the character of the structure or of neighbouring structures”* (reference clause 4 (1) (h) Planning and Development Act, 2000 – SI 30 of 2000)?
 - o Is the building a protected or proposed protected structure or is it located in an area of architectural conservation? If there is a possibility of this being so, seek expert advice or contact the Local Authority.
- Health & Safety issues including access to complete works.
- Details of building form and dimensions, including sketches of each external wall.
- Photos as appropriate.
- Party/separating walls and floors requiring fire barriers.
- Fire separation requirements at boundary
- Exposure to impact (parking, ballgames, vandalism etc.) and establish impact resistance category required.
- Exposure to heat (barbeque, bonfires etc).
- Close or abutting elements that could induce moisture or require special consideration, including garden walls.
- Details of wall construction including an inspection of the tops of cavity or hollow block walls (at wall plate and sloping gables) to ensure walls are sealed.
- Confirm details of existing cavity/dry lining insulation (e.g.

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boroscope).

- Details at roof/wall junction.
- Detail at floor/DPC level.
- Evidence of dampness in walls.
- Exceptional moisture on wall such as significant roof rain water runoff.
- Plant growth and residues requiring sterilising/cleaning off.
- Structural condition (pull test if appropriate).
- Surface/render/paint condition.
- Decorative bonded slips or facings material.
- Cracks and movement joints.
- Details of openings and reveals; doors and windows.
- Window sill and door threshold conditions.
- Adequacy of roof overhangs
- Details of abutting roofs.
- Architectural features.
- Building ventilators for roof and subfloor.
- Room ventilators and extractors.
- Details of services at external walls;
 - o Flues and chimneys.
 - o Rain water pipes and outlets.
 - o Foul and waste pipes and outlets.
 - o Gas pipes, brackets and meter housing.
 - o ESB cables, brackets, meter housing and earth rods/boxes.
 - o Outside lights and sockets.
 - o NTL/telecoms cables and fittings.
 - o Satellite dishes and cables.
 - o Alarm boxes and cables.
 - o Affected gulleys, AJs, manholes and other covers or ground features.
 - o Other.
- Structural fixings such as awnings, clothes lines, hose-reels, gates or hanging baskets etc.
- Issues raised by client.
- Other exceptional conditions.

Project Specific Design

Certificate holders must develop a project specific design for each installation. The following information should be considered for inclusion:

- Client name and contact details.
- Site address.
- Response to specific issues identified in site survey.
- Specific identification of all materials to be used:
 - o Adhesives.
 - o Fixings.
 - o Insulation statement with description of each insulation type, thickness and thermal resistance, including a U-value calculation (completed by a competent person) for the particular complete wall construction.
 - o Description of insulation at thermal bridges.
 - o Basecoats.
 - o Mesh.
 - o Primers and finish coats.
 - o Sills.
 - o Accessories.
- Method statement for the installation of the materials.

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- Specification/detail drawings in response to all special features of the building as identified in the site survey and particularly:
 - o Fire barriers/fire resistance of walls close to boundaries.
 - o Impact resistance
 - o Treatment of openings at top of cavity or hollow block walls.
 - o Details at eaves and DPC level.
 - o Moisture, dampness, weepholes
 - o Surface preparation.
 - o Movement joints.
 - o Window sills and door thresholds.
 - o Reveals at openings.
 - o Detailing at abutments.
 - o Surface features.
 - o Building ventilation – roof and sub-floor.
 - o Room ventilation.
 - o Building services – as identified from survey.
 - o Ground, gulleys and covers.
 - o Fixtures and fittings.
 - o Exceptional items
- Description of areas not receiving external wall insulation, outlining the reason for the omission and alternative insulation measures to be applied.
- Description of special provisions for maintenance

Quotation

Clear information in a quotation will benefit both the client and installer. It is recommended that quotations should contain sufficient detail to summarise a proposal to client, including at least the following information:

- Installers name and contact details
- Date
- Client name
- Site address
- System description and NSAI Agrément Number
- Materials outline description
- General and local U-values achieved
- Reveal insulation standard
- Sill treatment
- Insulation to continue above (preferred) eaves or stop below
- Insulation to continue below (preferred) DPC or stop at DPC
- Areas omitted (note that the installer should inform the client about SEAI requirements)
- Installers attendances included or required to be provided by client.
- Terms of Warranty
- Price: Net, VAT and gross total.

Invoices

Clear information in an invoice will benefit both the client and installer. It is recommended that invoices must be on installer's letterhead and should contain at least the following information:

- Client name
- Site address
- Reference to the quotation
- Statement of stage reached
- Reference to any variation or amount to be retained/withheld
- Invoice amount: Net, VAT and gross total.

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**Product
Traceability
Records**

Installers are required to retain sufficient delivery dockets/labels/batch numbers to be able to allow identification of the correct source of all materials and the batches of materials used (for reference in the event of a defect). In practice, unless delivery dockets record batch numbers and date of manufacture, installers will have to record the information as material is delivered.

**Check sheets /
Inspection
Records /
Photos**

Regular site inspections should be recorded at the five key stages (Preparation; Boarding; Basecoat; Finish; Completion). Installers should refer to the Site Survey Sheet during this process. Items covered should include at a minimum:

- Photos (hard or soft copy) of overall works and special features taken prior to commencement and at the five key stages of the job.
- A form recording:
 - o Date of inspection.
 - o Site address.
 - o Name of supervisor doing inspection.
 - o Stage reached – Preparation/Boarding/Base Coat/Finish/Complete.
 - o Visits by Certificate holder's representative during that stage.
 - o Conditions:
 - Weather at time and since last inspection.
 - Health & Safety – signage, PPE, scaffold, tidiness of site.
 - Edge protection on flat roofs/balconies/platforms.
 - Access on adjoining property - prevented or permitted.
 - o Standard Materials and Workmanship
 - Compliance with specification (standard installer's checklist).
 - Adequate storage conditions.
 - o Special features of the works as identified in the site survey and project specific design
 - Fire barriers/fire resistance of walls close to boundaries.
 - Impact resistance
 - Treatment of openings at top of cavity or hollow block walls.
 - Details at eaves and DPC level.
 - Moisture, dampness, weepholes
 - Surface preparation.
 - Movement joints.
 - Window sills and door thresholds.
 - Reveals at openings.
 - Detailing at abutments.
 - Surface features.
 - Building ventilation – roof and sub-floor.
 - Room ventilation.
 - Building services
 - Ground, gulleys and covers.
 - Fixtures and fittings.
 - Exceptional items
 - o Installation as per design/different to design (authorised variations).

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Home Owners Manual

o Issues raised by client.
o Additional issues for attention.

The Home Owners Manual must be specific to Irish conditions and the individual installation as appropriate. The site specific information should be provided to the home owner in hard copy, and generic information may be in digital format or hard copy – a hard copy option must be offered to all home owners. The Home Owners Manual should contain at least the following information:

- Site specific:
 - o A statement highlighting that this is an important document that should be retained, and listing the contents of the manual.
 - o The address of the installation.
 - o Description of the installation, including colour references for all elements.
 - o Name of installer and contact details – address, phone number and email.
 - o Name of Certificate Holder and contact details – address, phone number and email.
 - o A BER information statement describing:
 - Insulation type(s), manufacturer, thickness(es), thermal conductivity.
 - U-value calculation for each different wall panel type. These calculations should be confirmed as issued by a named competent authority. Copies of suppliers calculations should be supplied where possible.
 - Insulation at reveals – type and manufacturer, thickness(es), thermal conductivity.
 - o Warranty document, dated and signed by the Certificate holder/Installer as appropriate.
- Generic:
 - o Copy of the NSAI Agrément certificate.
 - o General information about the system installed.
 - o Hazard warnings:
 - Ladders
 - Light/heavy fixings
 - Impact – vehicles, games etc.
 - Heat damage – bonfires, barbeques, hot work etc.
 - Plant growth, creepers on or behind ETICS.
 - o Maintenance and repair advice:
 - Inspection
 - Cleaning
 - Decoration
 - Mould/algae
 - Window/door replacement.

Generally extraneous or irrelevant material such as specifications of other systems should not be given to the home owner.