

# Consumer lifetime product Warranty

## Pink® insulation

This is to certify that Pink® insulation is manufactured by Fletcher Insulation® Pty Limited (Fletcher Insulation®) in Australia under ISO 9001 quality manufacturing standards. Products warranted under the Pink® insulation range include:

- Pink Batts® thermal insulation batts for ceilings and walls
- Pink® SonoBatts® thermal and acoustic insulation
- Pink® SonoBatts® Premium thermal and acoustic insulation.
- Pink® Acousti-Therm® thermal and acoustic insulation.
- Pink® Acousti-Therm® HD thermal and acoustic insulation.

Fletcher Insulation® warrants that Pink® insulation is supplied free of material defects.

Subject to the conditions set out in this Warranty, Fletcher Insulation® warrants that when installed in accordance with the requirements of Australian Standard AS 3999 – 1992 in residential, Building Code of Australia – Class 1 Buildings:

- a) Pink® insulation complies with AS/NZS 4859.1: 2002 including Amendment 1.
- b) Pink® insulation is non-combustible when tested in accordance with AS1530 Part 1: 1994.
- c) Pink® insulation has the following Early Fire Hazard Performance: Ignitability 0, Spread of Flame 0, Heat Evolved 0, Smoke Developed 0-1, in accordance with AS1530.3:1999.
- d) Pink® insulation achieve the thermal resistance shown on the packaging when tested at their full required thickness at mean temperature 23°C, within a tolerance of  $\pm 10\%$ .
- e) Pink® insulation is dimensionally stable up to a maximum service temperature of 350°C.
- f) Pink® insulation is guaranteed to last the lifetime of your home.

## Building Code of Australia – Class 1 Building dwellings do not include multi-residential buildings

This Warranty will not apply unless all conditions displayed on the product packaging are followed and the goods are applied in accordance with the written advice and installation instructions supplied by Fletcher Insulation®.

This Warranty only applies to consumers who purchase Pink® insulation products for personal, domestic or household use or consumption and not for resupply, and is subject to the terms below. If a trade customer who acquires the Products for the purpose of resupply requires a warranty statement, refer to the Product Warranty for Trade Customers available at the manufacturer's website [www.insulation.com.au](http://www.insulation.com.au) or by calling 1300 65 44 44.

## Installation guidelines

### Product performance:

- After unpacking, the product is designed to achieve its nominal stabilised thickness within 24 hours of installation.
- The performance of this product may be reduced if stored for too long in its compression packaging.
- The total R-value depends on installation and may be greater or less than the R-value of the product.
- The material R-value represented on this pack was determined at a mean temperature of 23°C as per AS/NZS 4859.1.
- The material R-value is independent of heat flow direction (the same R-value is achieved in summer and winter conditions.)

### What you need:

- A sharp knife with a plastic (non-conductive) handle and cutting board
- A kneeling board to span at least two ceiling timbers (joists)
- Lighting (if required)
- Leather gloves are recommended
- A dust mask (recommended for enclosed spaces)
- Safety goggles (recommended if working overhead)
- An industrial strength ladder
- A batt poker made from a non-conductive material such as wood or plastic
- A staple gun with non-metallic staples
- String/twine
- Safety shoes

NOTE: Roof spaces can become very hot, particularly in warm weather. Get relief from the heat by taking breaks and drinking plenty of water to avoid dehydration.

### Before you commence:

- Check the distance between studs before installing your Pink® batts insulation. Measure from the centre of one timber stud/ceiling joist to the next. For 450mm spacing use 430mm wide batts for 600mm spacing use 580mm batts.
- Calculate the area to be insulated and then calculate the number of packs required for the job.
- Before entering the ceiling space, make a sketch of the location of any electrical equipment in the ceiling such as downlights and exhaust fans.
- Turn off the power at the fuse box before commencing the installation. Ensure you place a warning tag to prevent power being restored prior to completion of the install. Be aware that your electrical appliances will not be operational during this time.

## Installation guidelines – ceilings:

- Place the insulation packs in the roof space and spread them around. Ensure they remain unopened at this point in time.
- Commence working from one side or from the furthest point from the manhole access.
- Open one pack of batts at a time.
- Never walk on plaster ceilings. Stand on ceiling joists only.
- Place the kneeling board across at least two ceiling joists before kneeling.
- Ensure the product is dry, if the product is wet, replace it before proceeding.
- Friction fit the batts between ceiling joists.
- Butt the batts closely together to ensure there are no gaps left at joints.
- Continue until the entire ceiling area is covered and extending batts 50mm onto the external wall top plate. Ensure a clearance of not less than 25mm between the batts and the tiles.
- Avoid blocking natural ventilation.
- Using the batt poker, push the batts into areas that are difficult to access.
- Cut the batts to the required size to fit around vents, exhaust fans and flue pipes allowing a clearance of at least 50mm.
- Cut the batts against a firm straight surface where no electrical or services exist.
- Offcuts may be used to fill small spaces to ensure a complete coverage.
- Be careful of electrical wiring in the ceiling. Ensure you do not completely surround the cables with the insulation.
- Allow batts to recover to their full thickness.
- Ensure the man hole is completely covered with a cut to size batt.
- Restore power and remove the caution tag when the job is complete.

### Raked ceilings:

- For raked ceilings, the batts should be installed prior to fixing the plasterboard.
- The batts should be supported by string or twine running at right angles to the ceiling joists so they remain in place until the plasterboard is installed.

## Installation guidelines – walls

### Brick Veneer:

- Friction fit the batts into the wall frames ensuring there are no gaps between the batts and studs or noggins.
- It is important that the batts are secured so they cannot fall into the cavity or come in contact with the outer brickwork, allowing moisture to pass from the exterior wall to the internal lining.
- Wall wrap or long lasting string/twine should be fixed across the exterior face of the frame before installing the batts from the inside.
- Where string/twine is used, twine should be fixed between each set of studs from the top to the bottom, running parallel with the studs. Where two lengths are used they should be evenly spaced.
- Ensure that the batts do not protrude past the stud and fit snugly including where insulation batts are around water pipes or other rigid obstructions in the wall.

### Fibre Cement or Weatherboard Cladding:

- A breather (low vapour barrier) wall wrap or building paper must be used so as not to cause moisture build up.
- Butt the batts closely together to ensure there are no gaps left at joints.
- Offcuts may be used to fill small spaces to ensure a complete coverage.

### Cavity Brick Walls (Double Brick):

- Pink® batts insulation is not recommended for use in cavity brick construction.

### Caution - when insulating around downlights or where recessed ceiling fixtures are present:

- Leave a minimum clearance of 50mm from the body of heat emitting fixtures such as downlights, exhaust fans and flues.
- Cut a hole in the batt to suit the location of the fixture.
- Pink® Ceiling Batt's have been independently tested and passed the requirements of AS3999-Appendix B.
- Do not use small pieces of batts to form part of the barrier around a fixture as these pieces could dislodge and cover the fixture potentially overheating/faulting the device.
- Locate transformers on the ceiling plaster with a minimum gap of 50mm around the device; alternatively place the transformer onto the glasswool or rockwool batt.
- Exhaust fans typically vent vertically to the roof space. Leaving a clearance of at least 50mm, insulate around the perimeter of the fixture and ensure a piece of insulation batt does not stop a fan blade from turning as this can overheat and burn out the device.

CAUTION: Electric cables and equipment partially or completely surrounded with bulk thermal insulation may overheat and fail. This applies to wiring installed prior to 1989. Refer to AS3999-1992 including Amendment 1: Section 2.6 for details. Cabling post 1989: continuous electrical cabling (240 volts) cannot be fully surrounded by the insulation for a length greater than 300mm. In runs greater than 300mm, the electrical wiring must be touching a timber stud or the plaster lining.

For comprehensive installation instructions refer to the ICANZ Installation Guide which can be downloaded from: [www.insulation.com.au](http://www.insulation.com.au) or by referring to AS3999-1992 including Amendment 1.

## Warranty

1. This Warranty is given by:  
Fletcher Insulation®  
600 Woodstock Avenue  
Rooty Hill NSW 2766  
Ph: 1300 654 444  
Email: info@insulation.com.au
2. This Warranty is provided to consumers who purchase Pink® insulation products for personal, domestic or household use or consumption. It does not apply to persons who purchase Pink® insulation products for the purpose of resupplying the products, or for the purposes of using or transforming the products in trade or commerce.
3. This Warranty will apply for the lifetime of the building in which the Pink® insulation products covered under this Warranty are installed (Warranty Period).
4. To make a claim under this Warranty, a consumer must submit a warranty claim to Fletcher Insulation® in accordance with clause 7 below.

## Benefits under this Warranty

5. During the Warranty Period, Fletcher Insulation® will honour this Warranty by:
  - a) in connection with the supply of any Pink® insulation products and any other goods that do not comply with this Warranty, either:
    - i. replacing or repairing the Pink® insulation products or the goods;
    - ii. supplying equivalent products or goods;
    - iii. paying the costs of replacement or repair of the Pink® insulation products or the goods; or
    - iv. paying the costs of acquiring equivalent products or goods; and
  - b) in connection with the supply of any services that do not comply with this Warranty either:
    - i. supplying the services again; or
    - ii. paying the costs of having the services supplied again.

## Limitations

6. Under this Warranty, Fletcher Insulation® is not and will not be liable for or in respect of:
  - a) any damage or loss caused by anyone other than Fletcher Insulation® or by any other factor beyond the reasonable control of Fletcher Insulation® including, but not limited to, fire, lightning, salt air, chemicals, industrial fall-out, fumes, liquids, solids, animals or precipitation;
  - b) any mechanical or other damage sustained during or as a result of handling, storage or installation of the Pink® insulation products;
  - c) the removal of the Pink® insulation products installed or the installation of replacement or equivalent products, or the cost of removal or installation;
  - d) any direct, consequential or indirect loss of any kind; or
  - e) any loss of profits, sales, turnover, reputation (or damage to it), production, anticipated savings, goodwill, business opportunities, customers, software or data, or loss of use of any software, data, premises or facilities, or loss under, or in relation to, any other contract; in each case, whether of a direct, indirect or consequential nature.

## Warranty claim procedure

7. A claim under this Warranty must be submitted to Fletcher Insulation® at the aforementioned address within the Warranty Period and must include:
  - a) A copy of this Warranty;
  - b) A description of how the goods or services purchased do not comply with this Warranty; and
  - c) proof of the date of purchase in the form of an invoice or receipt from the supplier from which the Pink® insulation product was purchased.
8. The consumer making a claim under this Warranty will bear all expenses incurred in making the claim, including all costs incurred in returning a defective product or goods to Fletcher Insulation® for repair or inspection, and any costs incurred in collecting goods from Fletcher Insulation®.

## Additional statutory rights

9. Any benefits under this Warranty are in addition to any rights or remedies that may be available to consumers under the Australian Consumer Law.
10. For such consumers, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.