

## CUSTOMER GUIDE

How to take care of your new  
External Wall Insulation



# Welcome to your **COMFORTABLE HOME**

The outside of your home has recently undergone some regeneration works to improve your insulation and the look of your home.

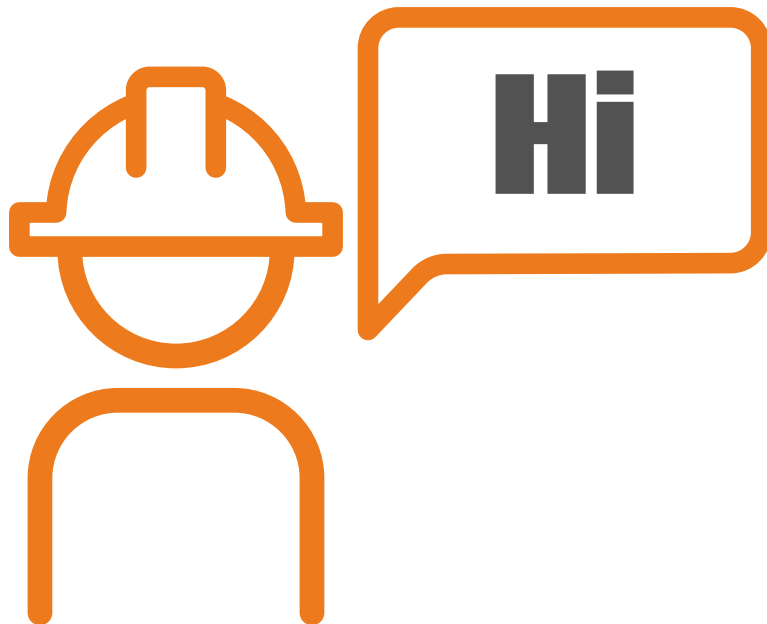
This handbook gives you all the information you need to know about your new external wall insulation including many commonly asked questions. We also recommend how best to care for your facade.



# Happy to meet you!

We are Soltherm External Insulations Ltd - one of the largest and most experienced EWI producers in Europe. We have manufactured and delivered over **100 million m<sup>2</sup>** of insulation and components across 15 countries since our foundation.

We believe that a healthy and sustainable planet begins with a healthy and energy-efficient home. We create the products that help your house become a truly comfortable, low-maintenance home.



If you have any questions concerning your new facade, its cleaning, repainting, any extensions or new fixings you wish to apply to your property, do not hesitate to contact us for help and guidance.

**Write to us at: [office@soltherm.co.uk](mailto:office@soltherm.co.uk)**

## What exactly is EWI?

EWI means External Wall Insulation. EWI is insulation that protects your property from the elements whilst maintaining a comfortable climate. This reduces or stops cold and damp from entering your home. You will soon find that the microclimate inside is much more balanced.

The EWI system consists of the following layers:

**adhesive**  
to attach insulation panels to wall

**insulation material**  
mineral wool slabs or EPS boards

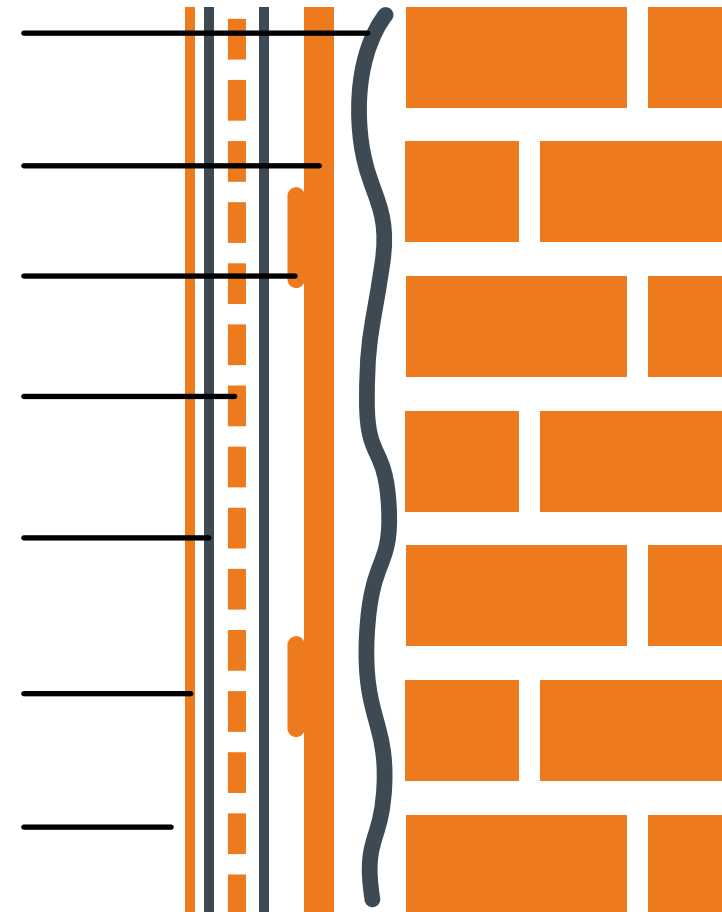
**mechanical fixing**  
to fasten insulation to walls

**fibreglass mesh reinforced base coat**  
stable and firm render undercoat

**key coat**  
seals off and reduces pores in the surface and improves render adhesion to base coat

**render coat**  
provides decorative finish to the insulation system

**ancillary materials for finishing special facade areas**  
such as profiles, beads, sealing materials



# Why EWI?



## LONG LIFE

Reduced CO<sub>2</sub> emission. Did you know that the average British citizen contributes 1.49 tons of CO<sub>2</sub> a year through the heating of their home?

By installing EWI you will reduce the need of heating, and therefore reduce your carbon footprint.



## WARMTH & COMFORT

Did you know that efficient insulation can reduce bills by up to 40%?

Your house will maintain a comfortable indoor climate, which in turn results in a reduced use of your heating.



## SAFETY

Your house is protected against cracking and mechanical damage. The EWI system is also fire resistant.



## BEAUTY

Your house is now protected against moisture and algae and will remain in good shape for many years. It's market value is often increased after the installation of EWI. Enjoy your regenerated, warmer home.

# How to take care of your EWI

Helpful tips:

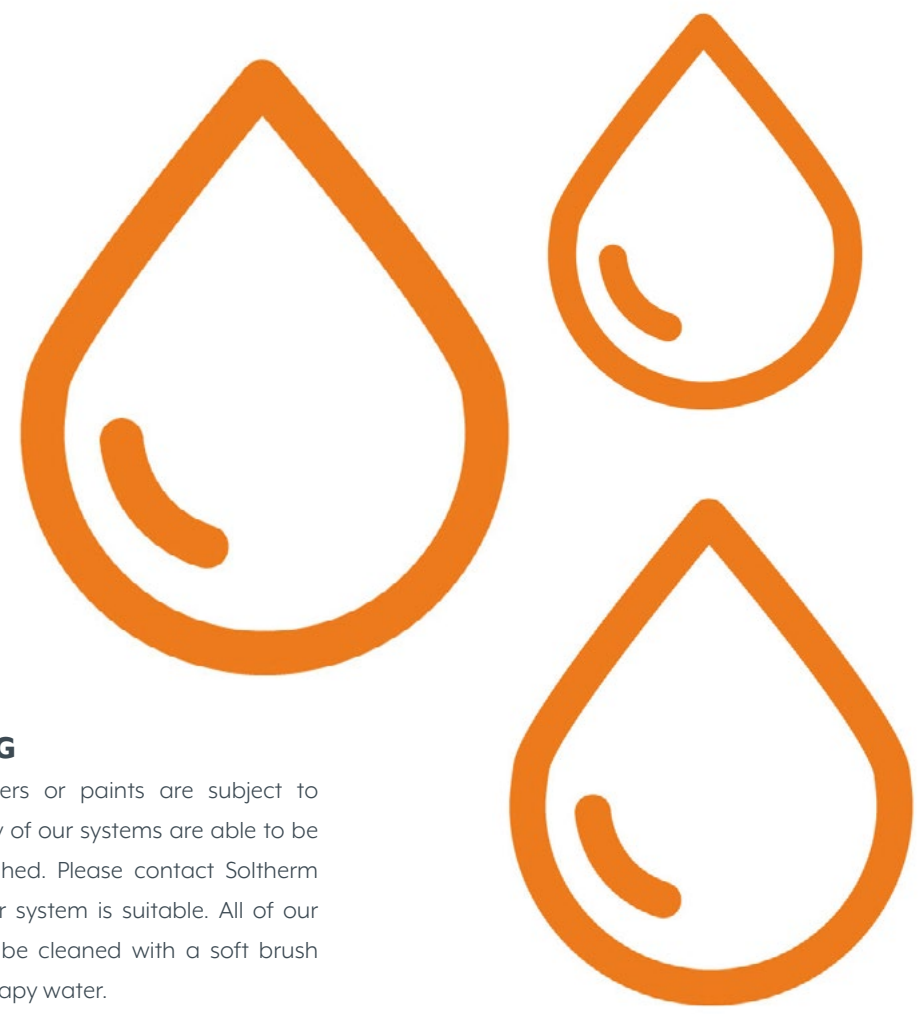
- ✓ Try to avoid direct impact to the walls of your property.
- ✓ Do not ignore the signs of deterioration. Pay attention if there is cracking, flaking or peeling render, because damaged installation may have an impact on the aesthetics of your façade.
- ✓ Cleaning – over time you may want to clean your system. This can be done by using a soft brush with warm soapy water.
- ✓ Do not penetrate the render, for instance by fixing a washing line.
- ✓ Once your system has been installed your home is well insulated. You may want to allow fresh air into your home to ventilate your property.





### **OBSERVATION**

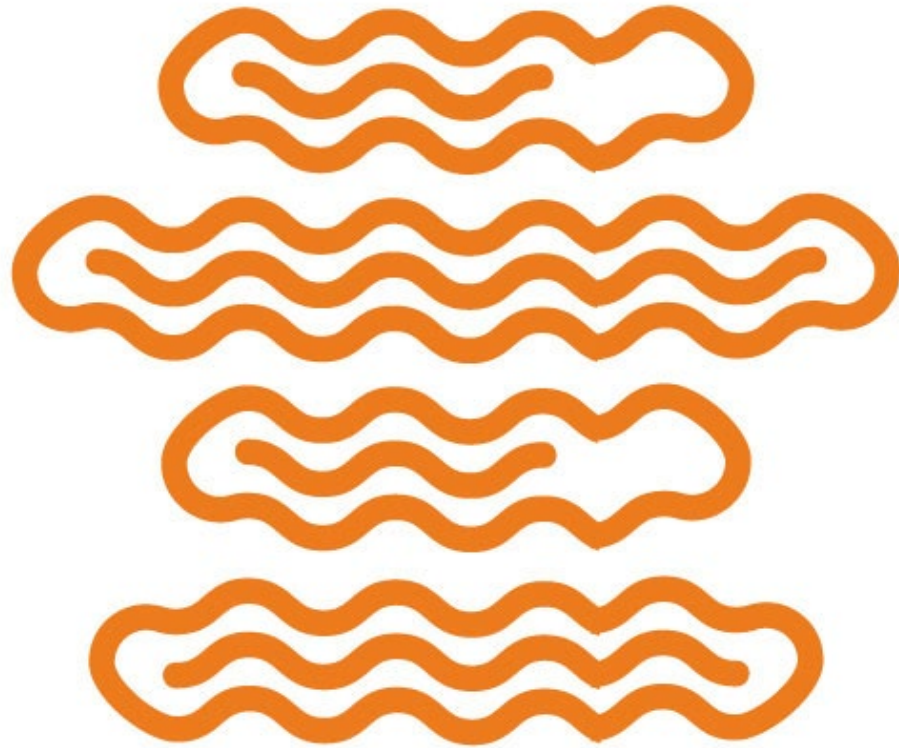
Once a year please inspect your EWI system. If you have any reservations please contact Soltherm.



### **CLEANING**

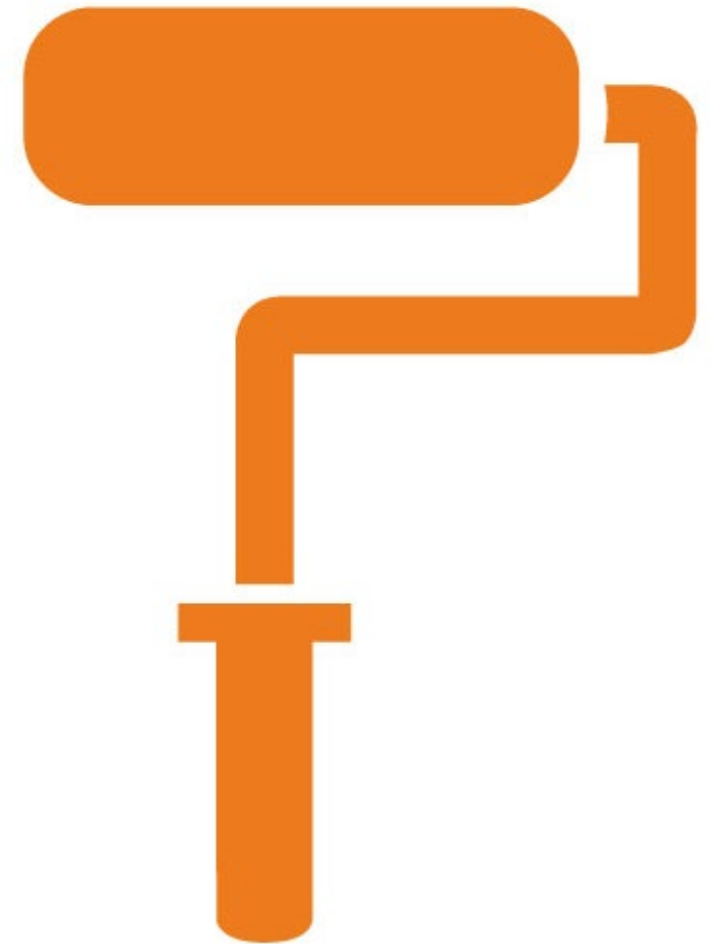
Exterior renders or paints are subject to ageing. Many of our systems are able to be pressure washed. Please contact Soltherm to check your system is suitable. All of our systems can be cleaned with a soft brush and warm soapy water.

Soltherm also provide specific products to assist the cleaning. Please contact us for further information on these.



### **MICROBIAL GROWTH REMOVAL**

Our systems have been designed to repel algae and mould however, over time if you do notice growth please get in contact with us as we have solutions that can assist.



### **PAINTING**

If you want to paint your façade please contact Soltherm, as our systems can be repainted.

# Commonly asked questions and answers



## How often should I clean my EWI?

You should clean your façade at least every ten years as exterior renders or paints are subject to aging and build-up of dirt and grime.

## How do I clean my EWI?

Exterior renders or paints can age over time, which can lead to a build-up of dirt and grime, gradual colour fading, and shaded locations the growth of algae. All Soltherm renders and paints are washable with a soft brush and soapy water.

Some of our systems can be jet washed but please contact us at: [office@soltherm.co.uk](mailto:office@soltherm.co.uk) for further information before proceeding with this.



## Can I paint the EWI?

Some surfaces where grime or algae is present may show discolouration after cleaning. In such cases, the render can be re-painted. Re-painting may also be carried out to renovate or change the colour of your home.

It is important to contact us for details of the correct procedure and products to be used.

Please contact us at: [office@soltherm.co.uk](mailto:office@soltherm.co.uk)

## How do I install any fixtures to the EWI?

Light small fixtures weighing less than 2 kg, such as plates, number signs, lighting, sensors or thermometers can be fastened using spiral fixings.

These fixings and our how - to guide can be purchased by contacting: [office@soltherm.co.uk](mailto:office@soltherm.co.uk)

Heavy, larger fixtures weighing above 2 kg such as aerials, pegs or hooks, laundry lines, baskets, blinds, moving decorations etc. should always be well anchored in the substrate.

## What do I do if the EWI is accidentally damaged?

If any accidental damage occurs to the exterior walls please contact us and we can advise of the best method of repair/renewal.

# Please contact us at:

## Local Stockists

Soltherm EWI Wales  
Viaduct Road, NO 2 Dock,  
Barry CF63 4JB  
01446700936

## System Supplier

Soltherm UK  
Denbigh hall industrial estate,  
Denbigh Hall,  
Bletchley,  
Milton Keynes, MK3 7QT  
01908 533 444





**FOR MORE INFORMATION  
PLEASE CONTACT:**

Soltherm External Insulations Ltd  
Denbigh hall industrial estate,  
Denbigh Hall,  
Bletchley,  
Milton Keynes, MK3 7QT

01908 533 444  
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**[www.e-soltherm.com](http://www.e-soltherm.com)**