

LOW-E

REFLECTIVE INSULATION



UPON DELIVERY:

Inspect your Insulation for any damage before signing documentation. At Low-E Insulation we are aware that occasionally rolls may get damaged in transit. For this reason we allow an extra 3-5% of material on each roll during production. If you believe that more than 3-5% of the insulation is damaged or unusable please contact your us immediately.

WARNING: Aluminium is an electric conductor. Please use caution when working around electrical sources, including overhead cables

Low-E Insulation products are all fire tested however, it is recommended that the material should not be exposed to open flames or other ignition sources.

Do not allow product to become damp or wet while rolled in sealed bag.

Do not set product directly on wet or uncured concrete (excludes SlabShield Products).

Warranty

Low-E® Insulation products are guaranteed against defects in material and workmanship for 10 years. Rolls will occasionally contain a factory splice or patch. There may be tiny pin holes across the surface of the foil. The Insulation may be manufactured with different coloured foam. Occasionally there may be imperfections, blisters or bubbles in product, which may affect appearance but, will not affect properties or performance of the product. Product thickness may vary +/- 10%.

In the event this is encountered, the following solutions are advised;

- 1) If there is core showing on one side, either tape the seam on that side when installed or install product with the core side facing in.
- 2) If there is an edge that is delaminated, either tape the seam on that side when installed or install product with delaminated edge in.
- 3)- If there are areas that have a delamination that cannot be installed without correcting this defect, the following may be done with an iron:

Set the iron to half to three quarters of the temperature setting. Make a small slit with a razor knife in the center of the delamination and carefully, with light pressure, iron the foil towards the slit, allowing trapped air to escape. When finished, cover the slit with a small piece of Low-E® Seam tape.

The following criteria may be considered a defect;

- (1.) 25mm wide or more of foil delamination on the edges for more than 4.5m of the roll.
- (2.) More than 25mm of core showing on 6m or more of a roll.
- (3.) Large areas (more than 1 square foot) of delaminated foil.

In no circumstance does a warranty cover any labour, postage or associated costs and no claim can be made over the value of the item purchased. If you have a fault contact customer service with details of the fault, so we can open a case. The more information you provide on the fault, the quicker we will be able to assist in resolving your query.

Unfortunately, merely stating that a product is 'faulty' is not sufficient for us to be able to act swiftly. This will delay us in providing a solution for you. Please email us initially with your name, item number, date of purchase, payment method and contact telephone number, along with details of the fault or damage. It is most beneficial to us if you can submit photographic evidence with your email of the fault/damage. This enables our customer support team to locate the best solution as quickly as possible.

International customers. We guarantee all goods as above but we do not cover postage costs for replacement parts to be sent outside the UK.