



NSAI

Agrément

Information Circular August 2011

Cavity Wall Insulation (CWI) Installer Scheme

Since our last general communication to Certificate holders and Cavity Wall Installers in September 2009, we have continued to identify a number of recurring non-compliances. These findings generally indicate that the training and follow-up surveillance provided by some Certificate holders and the survey procedure of some Installers, falls short of the requirements of the NSAI Agrément Approval Scheme

As identified in the NSAI CWI Approval Scheme document, Installers and Certificate holders are a partnership. Proper training and continuous surveillance by the Certificate holder is a critical part of ensuring compliance with the NSAI Scheme. We have continued to see evidence that many installers are not subject to adequate surveillance and assessment by Certificate holders as required by the NSAI Approval Scheme. This issue was also highlighted in our September 2009 circular.

We have now introduced new audit procedures to address the responsibilities of both Certificate holders and Installers. These procedures include reference to three different levels of non-compliance. These will be clearly identified on completion of the audit. Non-compliances will result from a failure to comply with one or more of the requirements of the NSAI Agrément scheme, Agrément certificate or with the Certificate holders instructions for the insulation system. Non-compliances will be categorised as follows:

Minor non-compliance: Where a requirement is not fully complied with, which does not prejudice the quality of completed cavity wall installation work and does not compromise the integrity of the CWI scheme in the short term. Continued non-compliance is however not acceptable and corrective action is required.

Examples: Survey sheet not fully filled-in / Installer on site without his ID card.

Major non-compliance: Where there is a clear failure to comply with a requirement which may compromise the integrity of the CWI scheme and which could prejudice the quality of completed cavity wall installation work. Immediate corrective action is required.

Examples: No survey sheet for the job / Not carrying out the bead and adhesive flow test or density box test for fibre / Inadequate training, surveillance or documentation supplied by the Certificate holder.

Critical non-compliance: Where there is a complete system failure on the part of the Certificate holder or Installer which results in serious non-compliance with scheme requirements. Critical non-compliance will result in suspension from the scheme.

Example 1: Failure by the Installer to fill the wall cavities / Attempting to fill wall cavities which are unsuitable for installation / Filling timber frame external wall cavities / Use of other than the Certificate holders insulation and bonding material as specified in the Agrément Certificate / Leaving the house or building in an un-safe condition or not in compliance with the Building Regulations / or for any other such reason which in the opinion of NSAI Agrément represents serious non-compliance with the requirements of the scheme.

Example 2: Failure by the Certificate holder to give adequate training to the Installers / Failure to carry out surveillance on the Installers as required by the scheme / Supply of bead and or adhesive which does not comply with the materials specified in the Agrément Certificate / Supply of bead and or adhesive to Installers who are not registered with NSAI Agrément for that system / or for any other such reason which in the opinion of NSAI Agrément represents serious non-compliance with the requirements of the scheme.

Depending on the level of non-compliances identified, the audit result will be as shown below.

Audit Result Satisfactory	Audit Result Not Satisfactory / Fail
Recommend registration / continued registration in NSAI CWI scheme <input type="checkbox"/>	A. Corrective actions required re above noted non-compliances <input type="checkbox"/> B. Further audit required <input type="checkbox"/> C. Suspension from scheme <input type="checkbox"/>

Note:

A maximum of two minor non-compliances are allowed during an audit inspection. One major or three minor non-compliances will result in Option A audit failure. In this event, evidence of corrective action must then be supplied to NSAI Agrément within ten working days. If the evidence submitted is satisfactory, registration / continued registration will be granted. If the evidence submitted is not satisfactory or is not received within ten working days, registration will not be granted to new applicant installers and de-registration will apply to existing installers. In this case or where Option B has been identified, a full re-assessment audit will then be required and an additional charge will apply (as identified in CWI Approval Scheme Document).

A critical non-compliance will result in Option C suspension of the Installer from the scheme, removal from the NSAI register and notification to SEAI. NSAI reserves the right to accept or reject applications for re-instatement from suspended Installers. If an application for re-instatement is accepted by NSAI this will require a full re-assessment audit to be carried out. If re-instatement is then granted this will be for a probationary period of six months after which a further audit will be carried out. Additional charges will apply for each of these audits. Any further suspension of the compcny will result in permanent exclusion from the scheme.

Where non-compliances relate to the Certificate holder, the details and level of all such non-compliances will be reported by NSAI on completion of the audit. Minor and Major non-compliances shall be addressed by the Certificate holder as appropriate with evidence of corrective action for any major non-compliances forwarded to NSAI Agrément within ten working days. Repeated non-compliance on the part of the Certificate holder will result in appropriate action being taken by NSAI Agrément up to and including suspension from the scheme. This will also apply where critical non-compliance is identified by NSAI Agrément.

Updated Requirements for the Cavity Wall Insulation scheme.

Cavity Wall Installers must comply with the following:

- Cavity wall Installer companies operating in Ireland must be registered with NSAI Agrément.
- Each Installer crew operated by the installer company must be registered with NSAI. Only crews registered with NSAI can operate in Ireland. Installer companies must declare the number of crews and names of trained operatives to NSAI.
- All Installer personnel shall have completed the relevant certificate holders training programme and shall carry a current Installer ID card supplied by the Certificate holder.
- Registered Installers shall only use the certified materials and the delivery system approved by the Certificate holder.
- Where alternative non-certified insulation materials are also offered for installation, the Registered Installer shall not represent or imply that such materials are certified or in any way endorsed by NSAI Agrément.
- The Certificate holders instructions regarding the use and storage of adhesive must be complied with. Only the approved adhesive, specified by the Certificate holder shall be used.
- Survey of buildings to determine their suitability for installation of cavity wall insulation shall only be carried out by trained surveyors who have been deemed competent by the Certificate holder to undertake survey work.
- Adequate records of all completed installations including the completed survey sheets must be maintained by the Installer, as identified in the NSAI Agrément Approval Scheme document.
- Registered Installers must comply with current legal requirements for Health & Safety and must ensure that all necessary requirements are addressed and implemented in relation to equipment, operating procedures and training for all operational staff and crew members. Operatives shall also have completed Safe Pass Training and shall carry a current Safe Pass Card.
- Installer companies shall have a Company Safety Statement. The Health and Safety procedures shall be implemented by all installer crews.
- Technicians Safety Check Sheet (See appendix C of the NSAI CWI Approval Scheme document) must be completed and filed for every project. This is particularly significant with regard to the recently reported deaths that have been attributed to carbon monoxide poisoning.
- Compliance with the current requirements of the Irish Building Regulations for all work done is a legal requirement. Technical Guidance Document (TGD) Part F, gives guidance on requirements for Ventilation.
- Registered Installers must advise NSAI Agrément in writing of any changes which relate to the original details submitted to NSAI at the time of their registration. It is important that changes are advised to NSAI as soon as possible. An example of such change is where an installer wishes to convert to an alternative Certificate holder for supply of material or who wishes to change the details of the company as recorded on the NSAI Register of cavity wall installers.

Note:

Where an existing Installer wishes to apply for a second CWI system or convert to an alternative CWI system they must use the NSAI Agrément Application form to register for the new system. It should be noted that applications can only be processed when the NSAI Agrément Installer Contract has been completed and submitted along with a tax clearance certificate or C2 and the appropriate application fee. If any clarification is required regarding the above issues, please contact the undersigned or NSAI Agrément.

Certificate holders must ensure that:

- All Installers supplied by the Certificate holder must be registered with NSAI Agrément for the use of their system.
- All Installer operatives and surveyors are trained and deemed competent.
- All Installers are regularly assessed as required by the NSAI CWI Approval Scheme (minimum four times per year). A record of each visit shall be available for audit by NSAI Agrément.
- All Installers are supplied with the current Certificate holders Installation Manual and flow chart for bead and glue or the test box and instructions for fibre installers.
- The Certificate holders bead / adhesives / fibre shall comply with the product properties specified in the Agrément Certificate.
- The Certificate holders bead / fibre shall only be supplied to Installers registered to install that companies system.
- The Certificate holders specified adhesive shall only be supplied to Installers registered to install that companies system.
- All trained personnel employed by Installers must be provided with I.D cards. The cards should identify the level of training / competence of the holder. Surveyors shall be identified as such on their ID cards. Non availability of I.D. cards will be identified as a non-compliance.
- All requirements of the NSAI Agrément scheme must be complied with including the correct use of the NSAI Agrément logo.
- Certificate holders must advise NSAI Agrément in writing of any changes which relate to the original details submitted to NSAI at the time of their certification. It is important that changes are advised to NSAI as soon as possible. Examples of such changes are where the company details, address, location of plant or additional suppliers or franchise arrangements are made or where there is any change in the materials supplied under the Agrément certificate.
- Certificate holders shall advise NSAI Agrément of their current list of Installers and of any additions or deletions to this list. This information shall be provided on a regular basis and preferably monthly by e-mail. This information is required to ensure the integrity of the NSAI scheme and also the accuracy of the Registration list on the NSAI Agrément website.

NSAI Agrément

- NSAI Agrément Certificates for cavity wall insulation certify the systems for use on masonry construction only. These systems have not been certified for use in timber frame construction.
- NSAI Agrément Certificates relating to cavity wall insulation are currently being updated to a common template to introduce additional information, clarifications and consistency among the certificates. Installations shall always be performed in accordance with the requirements of the latest revision of the certificate.
- Where Certificate holders or registered installers wish to change or amend the details of their registration, they must advise NSAI Agrément in writing or use the Application form (Appendix D) in the CWI scheme document as appropriate.
- NSAI will, at its discretion, carry out tests to verify the compliance of the certified materials with the information specified in the Agrément certificate. These tests may be carried out on site or may involve the removal of samples of materials for laboratory testing. These tests will include density testing of dry bead and adhesive verification.
- All of the above requirements shall be addressed by Certificate holders and Registered Installers. These requirements are now incorporated in the NSAI Agrément audit procedure for assessment and surveillance audits and will be implemented as and from the first of September 2011.

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