



PERMAROCK 

External Wall Insulation Systems

Care & Maintenance Advice

Taking Care Of Your PermaRock External Wall Insulation System

The external walls of your home have been treated with a PermaRock external wall insulation system. This is designed to improve the energy efficiency and appearance of your home whilst also offering protection from the weather.

The PermaRock system includes a layer of rigid insulation, mesh reinforced basecoat and a decorative render/finish (the final layer of the system you see).

This booklet provides an overview on how best to maintain the system and take care of it.





Basic Care: Checklist

In order for the external wall insulation (EWI) system to provide a long and effective lifetime there are certain things that you **should** try to do and some that you should **take care not to do**.

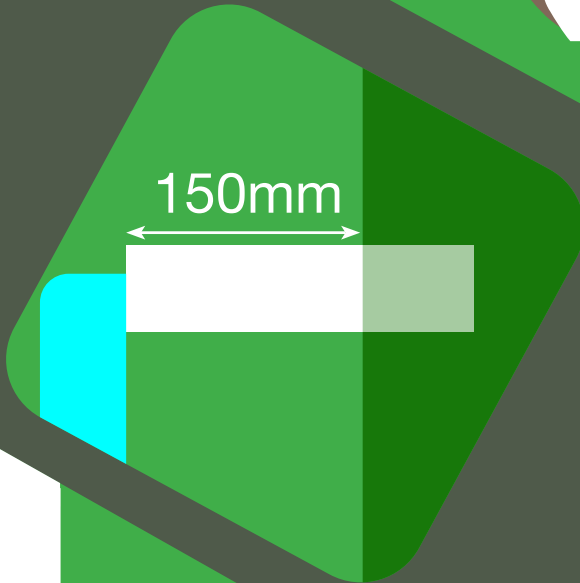
You should...

- ✓ ...make occasional checks on the system to make sure that it has not been damaged. If the system does become damaged it should be reported to your landlord/housing provider as soon as possible so that any necessary repairs can be made.

It is important that any such work is carried out promptly to prevent water getting into the system and causing premature deterioration of the render or insulation. You should be aware that neglect or tenant damage may be rechargeable.

- ✓ ...make frequent checks of the seals at windows and doors and at penetrations through the render/finish (e.g. at overflow pipes, downpipe brackets, flue vents, etc). If seals have started to degrade for any reason they should be carefully removed and a new seal made using an exterior grade silicone or polyurethane sealant.





...make sure that the bottom of the render system is unobstructed so that water can drain away. If earth or other material becomes banked up to the render it must be removed so that there is, at least 150 mm of clearance below the bottom of the render.



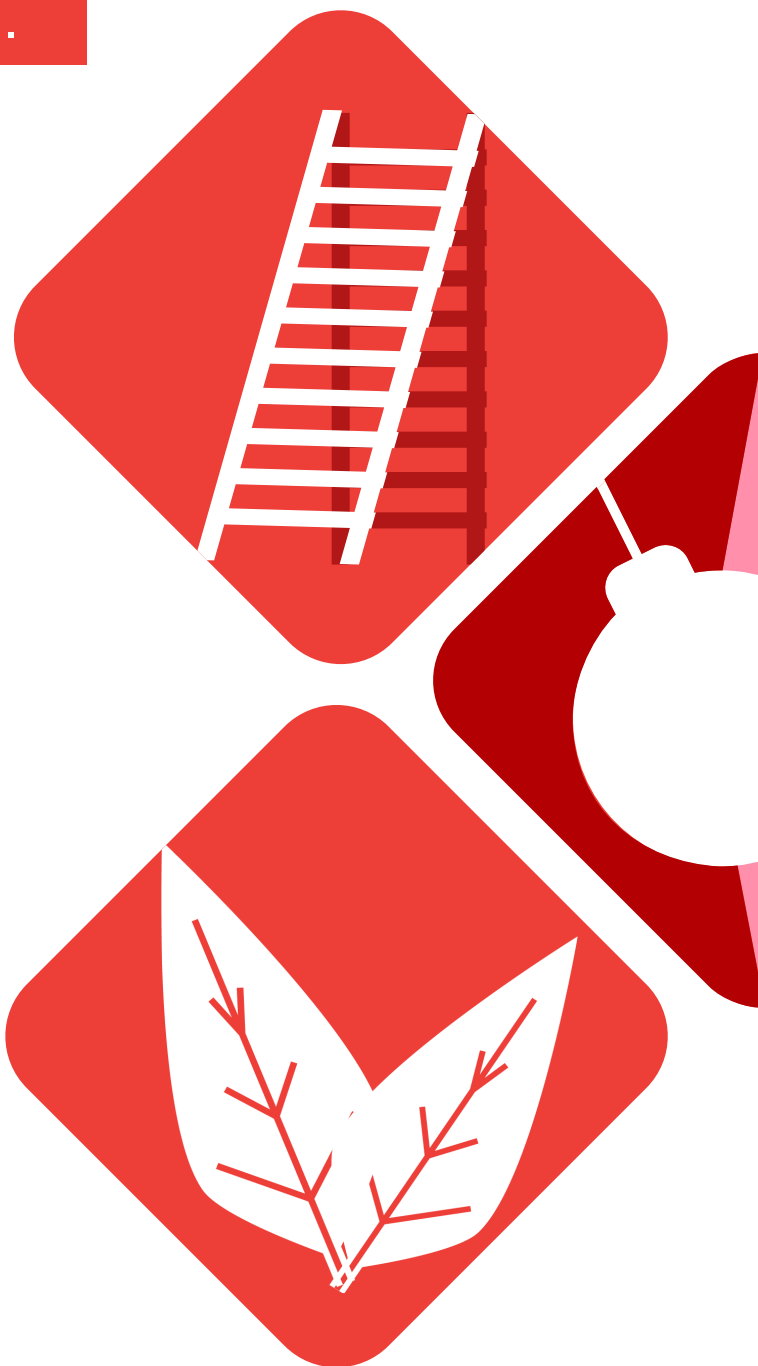
... ensure overflow pipes have at least 150 mm projection from the render face. Leaking or overflowing gutters should be fixed or cleared to prevent water running down the render face.



...clean the walls if they become stained by algae, mould, dirt, etc. Maintaining a clean surface will prolong the life of your render/finish system and improve its appearance. (see the 'Cleaning of PermaRock external wall insulation systems' section for further advice).

You should take care not to...

- ✗ ...place a ladder against the face of the render/finish unless you can support the ladder with a safe, purpose designed spreading board against the wall. Be aware that if the surface become marked or damaged then the associated repair may be rechargeable.
- ✗ ...place metal objects on the render/finish as they may scuff the surface or leave rust stains which will spoil the appearance of the render and result in a recharge.
- ✗ ...allow plants to grow up the face of the render/finish system. You should not fix anything to decorate or undertake any works to the external wall insulation system without permission from your landlord/housing provider.





✗ ...allow overflow pipes, leaking gutters, etc., to continually discharge water down the face of the render/finish. If the render/finish surface remains wet for extended periods this will encourage the growth of algae or mould on the surface and can eventually damage the system.

✗ ...impact the system with heavy objects such as wheelie bins, dustbins, bicycles, wheelbarrows, etc., particularly near external corners and in passageways. If the system does become damaged it should be reported as soon as possible.



✗ ...not to use hot air guns or blow lamps near the render/finish system.

Inspections & On-Going Maintenance

In order to ensure the ongoing performance of the system, routine inspections (more frequently for high traffic / impact areas) should be carried out throughout the lifetime of the system.

Look out for any obvious signs of damage or of a build-up or dirt or staining on the render/finish system.

Inspections should pay particular attention to the following:

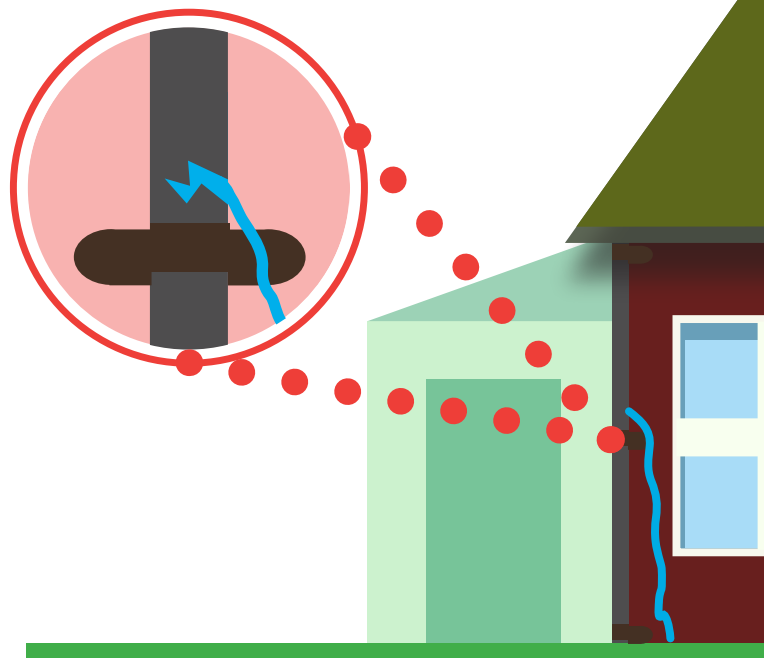
- Seals at abutments and penetrations
- Leaking rainwater pipes and defective flashing
- Seals around openings, service points and vents
- Mould, algae and bird fouling
- Surface staining (e.g rust) caused by fittings
- Physical damage (e.g cracks in the render)

If, as a result of this inspection, maintenance and/or repair is required, the following actions should be investigated.

Note: Repairs other than routine maintenance, cleaning / replacement of seals, etc., must be carried out by a PermaRock Registered Installer. Standard repair specifications are available upon request from PermaRock Products Ltd.

Joins and Seals

The continuing effectiveness of sealant joints should be checked periodically. If the sealant has started to detach or peel away from the surface, it should be removed completely. The surfaces should be cleaned, dried, and fresh exterior grade, low-modulus sealant should be applied to ensure that the joint is water tight.



Plant Growth

Creepers, such as Ivy and Virginia Creeper must not be planted in close proximity to the system as they will cause long terms damage. If plants are already growing across therener, these should be carefully removed and the walls cleaned to remove any residues.

Mould and Algae

Algae or mould can form on the surface of an external wall insulation system, particularly on sheltered north-facing elevations, or where water is frequently running down the face of the render (e.g. water discharging from a too short overflow pipe, or from a leaking gutter or rainwater pipe).

It is important that the cause of the water discharge is addressed first, and then the render surface can be cleaned.





Water Damage

If water gets into or behind the external wall insulation system, say from failed or inoperative seals at cappings, flashings or abutments, or where holes have been made through the system and left unsealed, then rapid deterioration of the render or finishes can occur. It is therefore imperative that such failed seals are reported to your landlord/housing provider as soon as possible. You should also make sure that water is not forming pools on the render surface since this will encourage algae/dirt and lead to the render breaking down.

Gutters and downpipes

Gutters and downpipes should be regularly checked and cleaned to remove leaves, moss and other debris or blockages. Overflowing gutters could stain the render.



Airbricks, Flues and Other Ventilators

It is very important that airbricks, flues and other ventilators are kept clear at all times.



Physical Damage

Mechanical damage caused by impacts from, window cleaning equipment, wheelie bins, bicycles, vehicles, etc., must be reported and repaired as soon as practicably possible. Tenant damage may result in a recharge.

Surface Staining

Rust staining and similar contamination caused by external iron or steel items (e.g. signs and guard rails) should be investigated and the cause of the problem tackled. Any screws, bolts, eyes, hooks, etc. which pass through the external wall insulation system to the wall must be non-corrodible (e.g. stainless steel) and isolated from the render system. No works should take place on the system without written permission from your landlord/housing provider.



Vehicle Emissions

Avoid parking vehicles too close to the finished render/finish as exhaust emissions can leave unsightly black marks which may be difficult to clean.



Graffiti

Removal of graffiti from rendered/finished surfaces without causing damage to the render/finish can be difficult and is best carried out by a specialist contractor, please ensure your landlord/housing provider are consulted immediately.

Nameplates/Other Fitments

When nameplates etc. are regularly cleaned, care must be taken to avoid staining the surrounding render. The use of a protective sheeting to the render face is recommended whilst cleaning takes place. Avoid using bleach or strongly acidic or alkaline cleaning products.



Cleaning of External Wall Insulation Systems

Building surfaces which are cleaned more frequently will retain a brighter, fresher appearance for longer and are less likely to require more intensive cleaning treatments later on. Atmospheric pollution, especially particulate emissions from vehicle exhausts, and also fungal / algal deposits, may over time cause the render/finish to become duller and tired looking and coloured renders/finishes may lose some of their colour intensity.

General staining / mould, algae and mildew

The first stage in cleaning a rendered surface is to brush away any loose particulate materials with a soft brush. The surface can then be washed down with warm soapy water, using a soft brush to dislodge more stubborn particulate materials.

For more stubborn stains, work from the centre outwards and rinse the surface thoroughly. Repeat as necessary, but avoid using aggressive brushing since this may damage the render / decorative finish.

Mould, algae and mildew can usually be removed from the render surface by washing, as described above. After the mould has been removed, you should treat the surface with a mould growth inhibitor or fungicide such as PermaRock Fungicidal Wash. This will reduce the likelihood of more algae / mould occurring.

Make sure that you follow the application instructions of the Fungicidal Wash you are using, and always wear the correct protective clothing.

Surfaces can also be cleaned using a low pressure 'power' washer with warm water with or without a mild detergent. Care should be taken to avoid excessive pressure or having the nozzle too close to the render surface. It is best to carry out a small trial before commencing with more widespread use of this technique.



Metal staining

If the decorative surface becomes stained by rusty metal, this can usually be treated and by the application of a proprietary rust remover solution. Firstly wet the wall with clean water, this will reduce the risk of the cleaning solution getting re-absorbed into the render/finish below. Follow the instructions on the rust remover packaging.

Once the stain has dissolved, rinse the wall thoroughly with clean water to remove all residues of the stain and the cleaning solution.

Note: Any damage that is caused to the system as a result of aggressive cleaning methods may invalidate your guarantee. If there is damage to the system, further advice about how to repair it can be obtained from your landlord/housing provider.



Attaching fixtures / fittings to external wall insulation systems

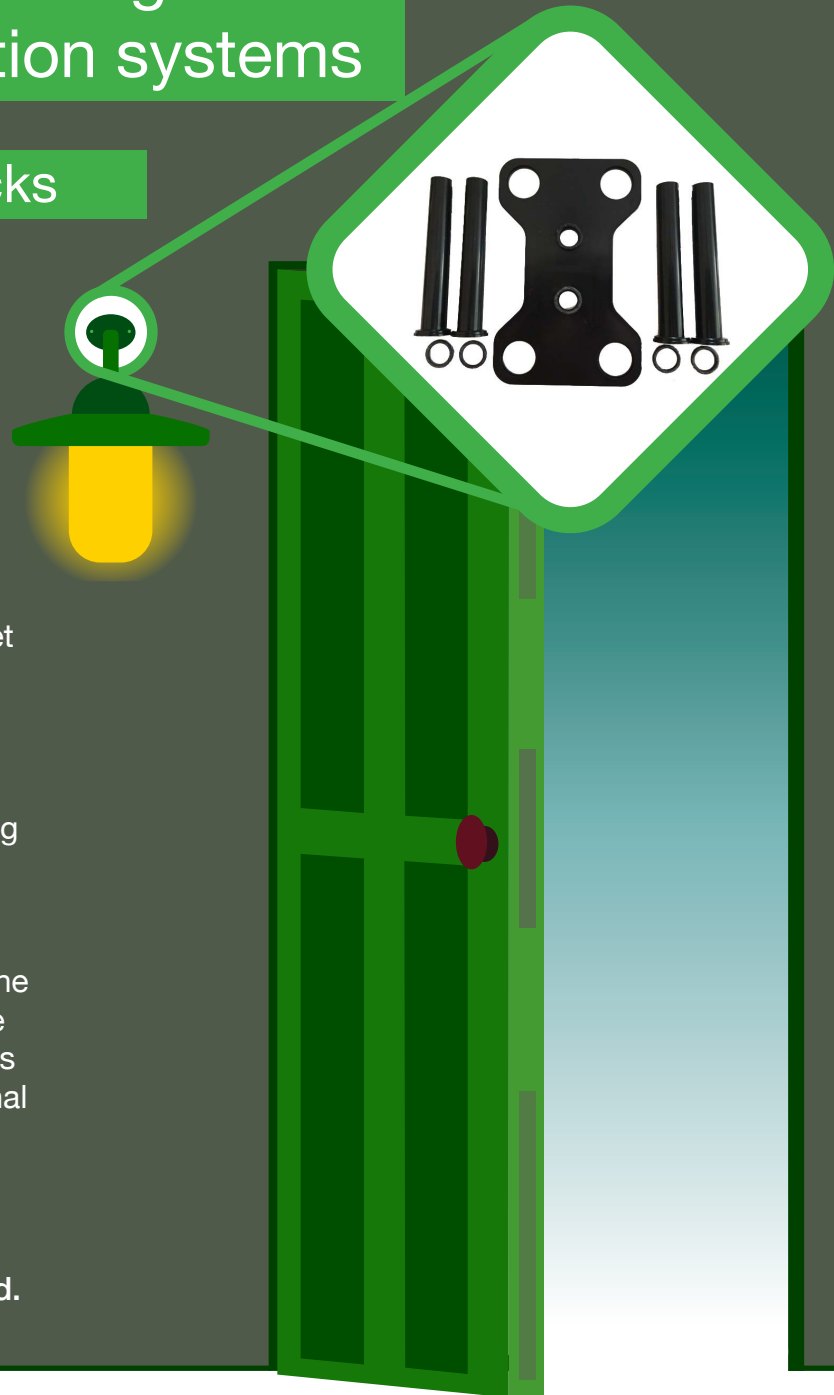
PermaRock 'Re-Fix' packs

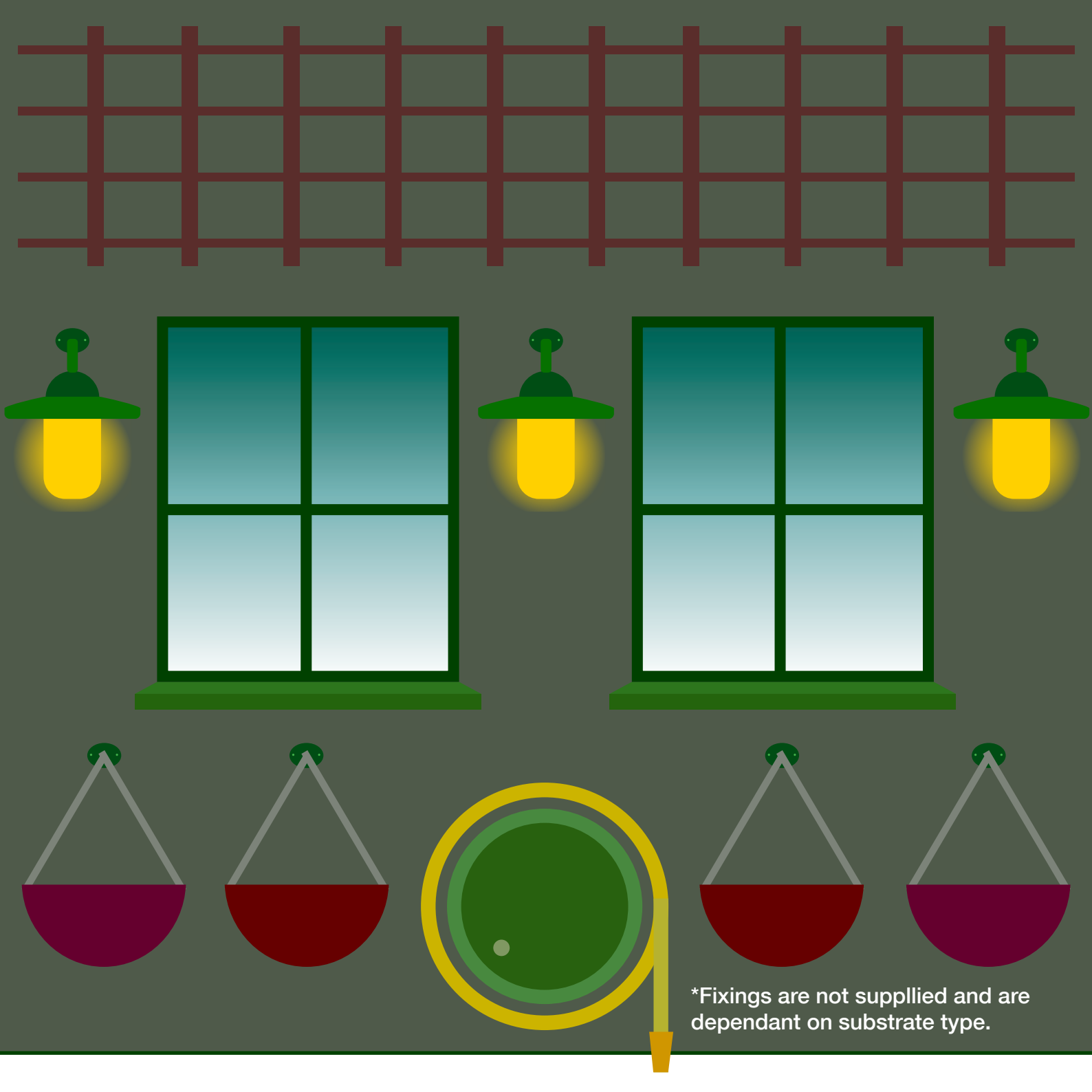
Always seek permission from the building owner before making holes through the system or attaching any fixtures/fittings to the external wall insulation/render/finish system.

An external wall insulation system may not be suitable to support the weight of external fixtures and fittings (e.g. wall mounted hose pipe reels, hanging basket brackets, trellises, satellite dishes, TV aerials, etc.) without causing damage to the system.

Therefore if you want to attach something to the outside of your house you must use a fixing method which fixes through to the substrate behind the system, without crushing the decorative finish. The PermaRock Re-Fix components* enable you to attach external fixtures and fittings to your walls without crushing the external wall insulation system.

Further advice and details on the PermaRock Re-Fix solution can be obtained from PermaRock Products Ltd.





*Fixings are not supplied and are dependant on substrate type.

What if I have a post completion defect or complaint?

If you do have a complaint or issue following your installation, then there's an easy and straightforward process to follow:

If you discover any problems after the work has been completed, please report them to your landlord/housing provider who will notify the contractor who completed the works.

They will then contact you to make the necessary arrangements to carry out any corrective works that may be needed. Please note that repairs may be chargeable.

Methods of Contact

