

# CAVITY INSULATION GUARANTEE AGENCY

## 25 Year Guarantee Certificate

Installed Date: 06/01/2004

Occupier: Mrs. Betty Humphries  
120 Orrets Meadow Road

Wirral  
CH49 9BW

Guarantee: **E 226246**

Installer: Dyson Insulations Limited  
Address: THE MALTINGS  
HALIFAX ROAD  
HIPPERHOLME  
HALIFAX

HX3 8HQ  
Phone: **01422 200110**

### The Guarantee

#### Period of Guarantee - 25 years from date of installation

The Cavity Insulation Guarantee Agency (CIGA) hereby guarantees that any defect in materials or workmanship in connection with the installation by the Installer of the cavity wall insulation in the above property shall be rectified without charge subject to compliance with the terms and conditions set out below.

### Your Route to Total Satisfaction

In the event that you have a problem that you believe to be caused by a defect in materials or workmanship relating to the Cavity Wall Insulation installed by the installer referred to above:-

1. Please check (as far as is practical) that there is no obvious cause for the problem, eg blocked gutters, blocked vents, cracked masonry.
2. **If this check does not resolve the problem, contact the Installer who performed the installation who will, where possible, rectify the defect.**
3. If the problem still remains unresolved, contact CIGA in writing at the address given below.
4. Following this contact, CIGA will arrange for the manufacturer or system designer to investigate the matter and where required instigate any necessary remedial work free of charge.

### Conditions

1. **All defects must be reported in writing to the installer as soon as practicable and CIGA must be informed if the matter is not resolved satisfactorily within two months of reporting to the installer.**
2. The guarantee is not valid if the installation has been altered or disturbed after the installation was completed.
3. Your statutory rights are not affected by this guarantee.
4. The guarantee remains valid for subsequent owners of the property and/or, where the present occupant is only the lawful tenant of the property, for the benefit of the Landlord and the Superior Landlord of the property and their respective successors as well as the lawful successors of the said tenant.
5. Any claim under the guarantee must be notified to CIGA within twenty-five years of the Installation date.
6. The value of rectification work carried out by CIGA under this guarantee shall in no event exceed £10,000.
7. In the event of a dispute that cannot be settled by negotiation the matter shall be referred at the instigation of either party to an arbitrator appointed in the absence of agreement between the parties by the Chairman for the time being of the British Board of Agrément whose decision shall be final and binding.

*CIGA*

CIGA House, 3 Vimy Court, Vimy Road, Leighton Buzzard, Beds. LU7 1FG

**KNAUFINSULATION**



IMPORTANT DOCUMENT – KEEP THIS CERTIFICATE WITH THE DEEDS TO THE HOUSE

06/01/2004



CAVITY INSULATION GUARANTEE  
CIGA House  
3 Vimy Court, Vimy Road, Leighton Buzzard, LU7 1FG  
Telephone: 01525 853300  
Fax: 01525 385926

Dear Sir or Madam

**Cavity wall insulation**

You recently had cavity wall insulation installed at your property. I am pleased to enclose your 25-year CIGA Guarantee.

I hope the cavity wall insulation was completed to your satisfaction. However, if you have any concerns you should in the first instance, contact the installer identified on the CIGA Guarantee. The installer must be given the opportunity to investigate your concerns.

I am sure you will derive many benefits from this simple, but effective energy efficiency measure.

Yours faithfully

Peter Dicks  
Technical Manager

**Note:**

If you have concerns about other works such as loft insulation, draught proofing or heating, which are outside CIGA's remit, you should contact the installer or the managing agent.

The managing agent for these other works is:

Eaga Partnership  
Freepost  
PO Box 130  
Newcastle upon Tyne  
NE99 2RP

Freephone: 0800 3162808

**Data protection Act**

Guarantee details will be retained by CIGA for administrative purposes. As part of our commitment to the alleviation of climate change, details of this installation, but **not** your name, may be provided to non-commercial organisations such as the Energy Saving Trust, for the purposes of statistically monitoring progress in improving the energy efficiency of houses.

If you do **not** want your installation to be included, please complete the form below and return to CIGA.

Name:..... CIGA Guarantee number:.....

Address: .....

Signed: ..... Date:.....

