

The route to successful repair & maintenance

for external wall insulation

Refurbishing
to transform **Lives &
Communities**



SERS are able to provide a repair and maintenance solution to support asset managers in the maintenance of low rise housing which has external wall insulation (EWI). We are able to provide clients with a one-stop-shop for the inspection and delivery of cleaning, maintenance and repairs to properties where EWI is installed – either by SERS or an alternative contractor.

Examples of remedial and maintenance work

- Blocked vents
- Performance or appearance issues
- Patch replacement requirements
- Re-sealing needs around consumable and penetrations
- Re-fixing of over-cills
- Cracked reveals
- Fixtures and fitting issues and requirements
- Increased relative humidity, associated damp and mould
- Negative effects on neighbouring dwellings
- Damaged seals around drainpipes and gutters
- Negative effects on roof timbers
- Complete re-rendering or dashing

If specified correctly and installed in accordance with manufacturer and industry standards, EWI will perform in excess of 25 years (with a full 25 year insurance backed guarantee). Where the wrong EWI system/specification is selected and/or not installed correctly, problems as listed above can manifest themselves. At this stage repairs and general maintenance are required in order to maintain the life of the system.

SERS have been a market leading EWI specialist since 1990, and are an approved installer of all market leading EWI systems including Wetherby, Alumasc, SPS Envirowall, Alsecco and Rockwool. We work closely with our clients and the system manufacturers to ensure that all aspects of the specification are considered.

typical issues that arise with EWI

Poor Workmanship



Application of dash finish poorly applied



No mesh applied at return to reveal



Copings not extended across opening



Beads not extended far enough across opening

Damage

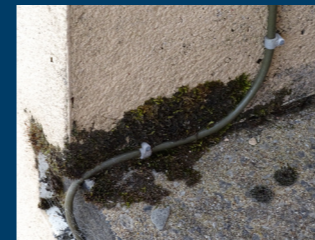


The wrong system/material specification



- Probable issues:
- Phenolic insulation installed wet
 - Wrong render specification i.e. through coloured pastel
 - Probably installed and over exposed in inclement weather

The wrong system/material specification



Poor detailing for cable fixings causing problems



No return bead to cill - worn away as a consequence



Terrible detailing exposing the system to the elements



No consideration given to future flat roofing works

Poor planning and / or maintenance

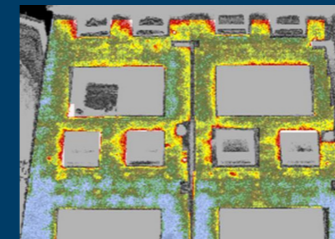


Plants growing into the system

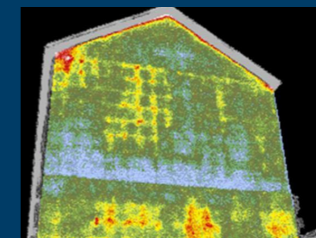


Poor design i.e. not left enough room at base for maintenance and grass cutting - could be hit with a mower

Heat loss



Warmer temperatures around the windows suggest heat loss via damaged insulation and / or poor window detailing; however, moisture is also a possibility. We advise further investigation.



Warmer temperatures found here are characteristic of heat loss via damaged insulation.

our service

One - Off Repair Service

Perfect for large contractors and homeowners.

Provision of:

Assessment, evaluation, quotation and repair solution throughout the UK on minor and large repairs.

Multiple Unit Repairs Solution

Perfect for insurance companies carrying out warranty repairs.

Provision of:

Multiple repair solutions on a National basis.

Long Term Service Agreement

Perfect for Local Authorities, Housing Associations and private landlords.

Provision of:

A turnkey solution on housing stock.

- Annual assessment/ health check which includes;
 - Checking all seals
 - Checking the condition of the render
 - Checking for any degradation of finish
 - Looking for any algae build up
 - Checking cills
 - Checking roof liners
 - Checking for any damage
- 5 year cleaning service
- Prioritisation of repair solution
- Repairs to cover any roofing degradation
- New warranty provision
- Training of in house team to carry out minor repairs
- Repainting of render

The key stages in the SERS repair and maintenance process

1. Contact

Contact us to discuss your concerns so we can identify the correct member of our team and system manufacturer.

2. Assess

Meet key stakeholders (client surveyor, manufacturer technical consultant and where appropriate a Chartered (RICS) Surveyor) on site to assess housing stock and identify where problems have occurred.

3. Evidence

We will collect evidence during this visit for example core samples, photographs and thermal imaging may be collected for evaluation.

4. Evaluation

Using the evidence collected we will compile a report identifying any issues and making proposals for repair and maintenance.

5. Reporting

Our findings will be presented to you in a report for your consideration.

6. Repair

Repairs will be carried out in a timely manner to the highest of standard.

7. Maintenance

Any ongoing maintenance requirements will be defined and communicated.

Client: Carillion
Location: Multiple locations in the north of England
Project type: Facilities management

Background

SERS were invited to meet with Carillion Building Management Team to discuss a solution for a number of properties managed by the facilities management team. The facilities management team are responsible for the long-term maintenance of the properties.

A process has been developed between Carillion, SERS and approved EWI system manufacturers, whereby any properties where EWI has been installed which are flagged up as having areas of concern, will be investigated and resolved at the earliest possible stage. The projects and required remedial works have, and will continue to, vary considerably, depending on the extent of the damage or failure and/or location of the property.

During 2016 SERS have completed significant repairs/reinstatement of projects throughout the North of England, and have many more projects planned.

Key Challenges included;

Timings i.e. The works had to be carried out during the summer school holiday period of 6 weeks

Access i.e.

- o The working platform needed a bespoke cantilever design due to works being over a glazed atrium;
- o Movement and storage of materials during the works were limited to defined points...
- o Due to plant and flat roof construction, the walkways were susceptible to damage and required a specific access and egress plan.

Collaboration i.e. all the key stakeholders needed to work together to ensure that...

Innovation i.e. all stakeholders were required to overcome unique challenges, whilst meeting all statutory and industry requirements e.g. the working platform solution

Specification of works i.e. SERS and the manufacturer worked closely to produce a method statement for the EWI repairs to ensure that the system warranty was unaffected by the damage or the remedial works.

Overview of project at St. Helens College - repairs to EWI system to spine wall.

St. Helen's College

Detrition of spine wall above atrium glazing



The point of failure

The nature of failiure

case study



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