



**We're here
to install
confidence**

**GUARANTEED
FOR 25 YEARS
FROM THE DATE OF
INSTALLATION**

6 million reasons to install

6 million homes in Britain now have cavity wall insulation and it's easy to see why – it's the smart way to reduce your heating bills.

The Government states that installing cavity wall insulation is one of the most effective energy saving measures we can carry out to our homes.

It's also one of the best ways to help reduce emissions of Carbon Dioxide, the main greenhouse gas that is causing climate change.

What's more, millions of homeowners will tell you that cavity wall insulation is quick and simple to install, and is a safe, reliable system that has been used for many years and has a proven track record.

Peace of mind for 25 years

On top of all these reassuring facts, you also have the Cavity Installation Guarantee Agency (CIGA) to install even more confidence.

Our independent and trusted 25 year guarantee will protect you and your property, year after year.

How the guarantee works

Before installation begins, a CIGA registered installer will carry out a pre-installation assessment of your property to ensure that it is suitable and then complete the work according to the stringent technical standards required by CIGA.

Once the work is finished and after final payment has been made, your installer will apply to the Agency for a guarantee. A certificate will then be sent directly to you.

Please keep the guarantee certificate safely, as you will need to produce it in the event of a claim or if you sell your property, since the guarantee cover extends to subsequent owners.

We are here to help

Government research has shown that problems associated with cavity wall insulation are extremely rare. But if they do occur, CIGA has the expertise to ensure that they are swiftly rectified.

The CIGA guarantee covers defects in materials and workmanship. In the event of a problem, CIGA is here to help you.



If you think you have a problem

First, check that there is no obvious cause for your problem. Do you have blocked gutters or earth piled up against your walls, for example?

If you still feel that the problem is due to the installation, then you should contact the installer, who will inspect and remedy the problem where possible.

If the installer is unable to resolve the problem, then contact CIGA in writing.

State clearly the problem and the steps you have taken to have the matter resolved by the installer.

CIGA will then arrange to investigate the complaint and, where necessary, ensure that appropriate remedial work is carried out free of charge.

Each certificate has an individual number, which should be quoted in all correspondence.

Need more information?

These notes are for your guidance only. The guarantee is subject to terms and conditions and you should refer to the CIGA guarantee certificate for precise details.

How to contact us for advice

CIGA House
3 Vimy Court
Vimy Road
Leighton Buzzard
Bedfordshire
LU7 1FG

Tel: 01525 853 300
Email: info@ciga.co.uk
Web: www.ciga.co.uk



Summary of guarantee cover

1. All problems relating to the installation must be reported to the installer as soon as practicable and CIGA must be informed if the matter is not resolved satisfactorily within two months.
2. The guarantee is not valid if the insulation has been altered or disturbed.
3. Your statutory rights are not affected by the guarantee.
4. The guarantee remains valid for subsequent owners or occupiers of the property.
5. Any claim under the guarantee must be notified to CIGA within 25 years of the installation date.
6. The maximum value of rectification work is £10,000.



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CAVITY WALL INSULATION



We'll keep you covered!