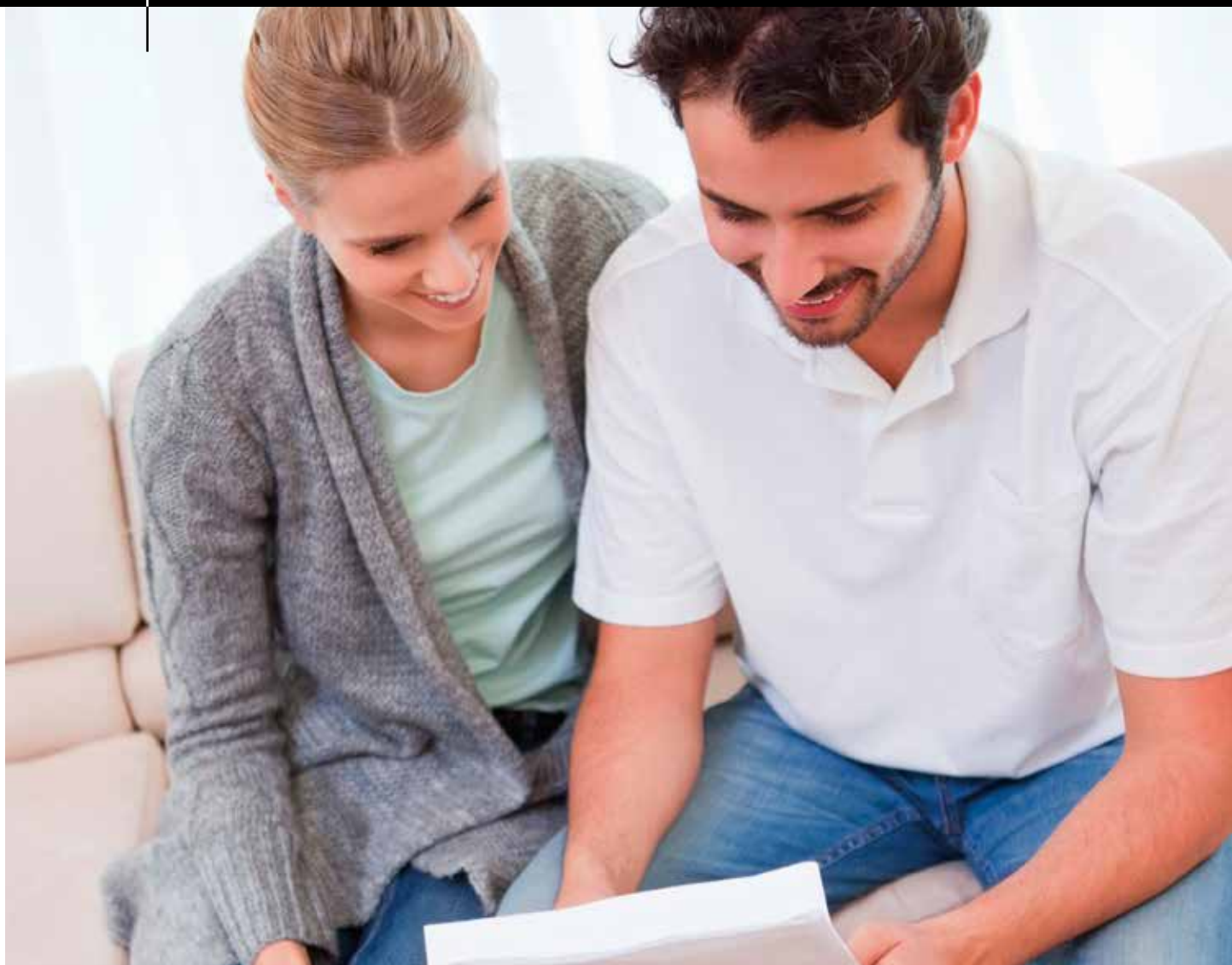




alsecco Householder's Care and Maintenance Guide

Practical guidance for the on-going care of your home's external walls



Guidance for caring for your new exterior walls



About **alsecco**

alsecco manufacture and supply external wall insulation systems for homes just like yours all over the country. Now the works are complete, we can assure you that the new exterior fabric of your home will bring significant benefits in terms of protection, energy efficiency and appearance.

alsecco places great importance on raising standards in housing refurbishment and continuously improving customer satisfaction levels. Delivering efficiency measures with technically innovative products as we have for your home, **alsecco** leads the way in providing householders with a high quality installation.

However, now installed, it is equally important to ensure that the quality remains for the time intended. We want to assist you in ensuring that this happens by outlining what you need to do in terms of on-going care and maintenance.

This guide provides advice on planned inspection and routine preventative maintenance, as well as outlining some general everyday considerations, details on fixing items to the walls and information regarding cleaning, repairs and minor building works.



Planning for maintenance and care

Planning in regular maintenance is pivotal to the on-going care of your newly refurbished external walls. **alsecco** takes this on-going care very seriously and has outlined a simple plan to help you.

All external wall insulation systems require routine and preventative maintenance and may at some stage over the years require remedial maintenance to ensure the system performs as it should and your home remains energy efficient.

Planned inspection and routine preventative maintenance based on periodic surveys to assess the condition of the walls, provides the best way to ensure early detection of any performance issues. This helps

preserve the validity of product guarantees and thereafter to mitigate or avoid remedial maintenance costs. The inspection plan overleaf will dramatically reduce the incidence of unplanned maintenance minimising costs, disruption and inconvenience to you and your family.





Recommended inspection and maintenance plan

It's important to follow the plan, regularly inspecting the external walls of your home. As a minimum we recommend that you inspect your property 12 months after the work has been completed and each year thereafter.

If you see any defect or damage in the external walls it must be repaired immediately and reported to the installer and to [alsecco](#).

When completing the inspection particular attention must be given to:

- Inspection of the building fabric, roof, parapets, eaves, flashings, windows, doors, vents, DPC and services (1)
- Inspection of the external wall insulation system (2)
- Inspection and periodic replacement as required of joint sealants & surface seals
- Inspection of openings, service points and vents
- Inspection of external drainage, gutters and downpipes (3)
- Inspection of architectural features (4)

NB. The frequency of cleaning and re-painting is dependent on the type of system installed and "in-service" environment.

1. Monitor the condition of the roof, parapets, eaves, flashings and drainage. If water is allowed to penetrate the façade the insulation system will become damaged and affected areas may have to be replaced.
2. Cracks of any size or impact damage to the surface of the render must be immediately repaired in accordance with [alsecco](#) recommendations, using [alsecco](#) products.
3. Ensure all guttering and downpipes are maintained, clear and free flowing.
4. Ensure any architectural details designed to shed water are performing as intended.



General considerations

To ensure the exterior walls of your property remain clean and undamaged, there are several things you should take into consideration.

Garden plants and vegetation

Garden shrubs should not be planted or positioned too close to the finished render. Wall climbing plants or creepers should be avoided.

Refuse bins

Refuse bins should be positioned away from the wall. Bin lids could cause damage if in heavy contact with the render.

Guttering and overflow pipes

Gutters and downpipes should be regularly checked and cleaned to remove leaves and moss. 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. If you are considering a modification which will cover an airbrick, flue or other ventilator, please contact [alsecco](#) before commencing work.

Vehicle emissions

Avoid parking vehicles too close to the finished render as exhaust emissions can leave unsightly black marks.

Use of ladders

Carefully position ladders to avoid unnecessary heavy contact.

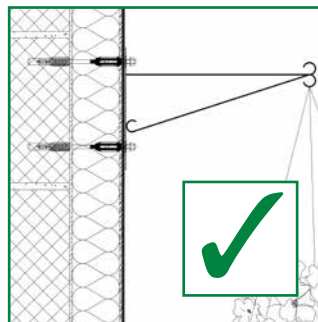
Roofline, fascia and rainwater goods

In addition to the specific items detailed above, regular maintenance of the roofline, fascia and drainage is important to ensure rainwater cannot penetrate at the head of the external wall insulation system.

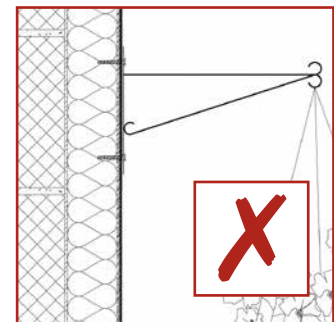
Fixing to the exterior walls

It is possible to fix items to the wall such as satellite dishes, hanging baskets, washing lines and wall lights. However, the method, type of fixing and plug is different to what you would use for brick or timber.

The type of fixing recommended is dependent on the weight of the item. In general terms, items up to 10kg can be fixed to the wall using thermal fixings available from [alsecco](#). Larger items may require a more specialist solution, please contact [alsecco](#) for advice.



Correct fixing



Incorrect fixing

Satellite dish fixing

Specifically designed to fit through external wall insulation, brackets manufactured from high quality stainless steel are available.





6 **Advice for minor building works**

If you are planning building works that interface with the existing external wall insulation system or rendered finish, we recommend you contact **alsecco** to seek advice. However, some brief guidance is provided below.

Door canopies

Door canopies should be fixed using an appropriate fixing method and sealed using an **alsecco**-approved sealant to prevent water penetrating into the system.

Vents and waste pipes

Additional vents or waste pipes penetrating the existing wall should be fitted with care and finished marginally proud. Use an **alsecco**-approved sealant around the new vent or waste pipe to prevent water penetrating into the system.

Door/window replacement

If doors and windows need to be replaced, take care to avoid damage to the **alsecco** external wall insulation system and follow the appropriate **alsecco** detail drawings. Drawings are available on our website www.alsecco.co.uk.

New openings for doors and windows

If additional doors or windows are to be installed, take care to avoid damage to the **alsecco** external wall insulation system and follow the appropriate **alsecco** detail drawings. Drawings are available on our website www.alsecco.co.uk.



General maintenance

To ensure your new exterior walls remain visually striking and as efficient as intended, some basic maintenance, cleaning and repair may be required.

Marks and blemishes

Small marks and blemishes can be removed using water at a maximum of 40°C and 80 PSI (80 PSI is typical garden hose pressure).

Weathered-on splashes and residue may require light abrasion or scrubbing to remove. When scrubbing, take care not to remove the paint or top render.

Joints and flashings

The integrity of joints and flashings should be checked once every 12 months to prevent water penetration. Repairs and replacements should be made as required.

Re-painting

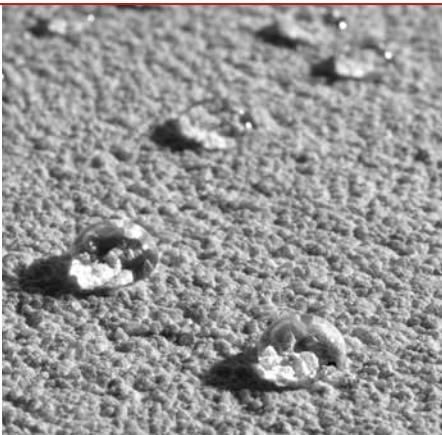
We recommend a silicone-based exterior emulsion for re-painting. Silicone-based products are rain and dirt repellent and will help keep the walls cleaner for longer.

Most silicone-based products require no primer and two coats to achieve a good opacity. For further information contact [alsecco](#).

Repairs

We recommend larger “patch” repairs are only conducted by an experienced operative. Incorrectly applied repairs can affect the integrity of the system and cause larger problems.

We recommend products supplied by [alsecco](#) are used for all general maintenance, repair and re-painting works. This will avoid potential problems with product compatibility and warranty.



Helpline

For further advice and assistance, please contact [alsecco](#) on 01785 818998 or visit our website www.alsecco.co.uk.



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