The Technical Service from Kingspan Insulation

Kingspan Insulation offers professional, expert and friendly advice for specifiers, developers and architects. With one of the most technically advanced support services in the building industry, the technical service from Kingspan Insulation provides fast, accurate guidance for all insulation questions including guidance on Building Regulations, general application information, fixing advice and design detailing.

The in house technical team has been supporting customers for more than 25 years and between them have a wealth of insulation experience. The technical services team can provide advice on product selection, product data and certification for the range of Kingspan Insulation products as well as recommended products for specific applications, for both new build and refurbishment projects.

They can be contacted through email at technical@kingspaninsulation.co.uk, by phone at 01544 387 382 or by using the contact form on the Kingspan Insulation website. Provide them with full details of your project specification and they will help guide you to the best solution to achieve your desired targets. Full contact details and telephone opening hours can be found at www.kingspaninsulation.co.uk/technicalservices.

Services provided include:

- Site Visits as required for certain applications, to provide advice and guidance at critical stages of product installations;
- Energy Performance Assessments;
- Extended Specification including compliance with building regulations;
- Regulatory compliance guidance to fire resistance and reaction;
- Windup lift calculations;
- General advice on acoustics.

Kingspan Insulation Technical Department offers a separate service for small domestic enquiries, details of which are available on the www.kingspaninsulation.co.uk/technicalservices website.

Calculations produced by Kingspan Insulation’s Technical Services Department are approved under the ‘BBA/TIMSA Scheme for Calculation Competency Part 1 - U-value and condensation risk’. This is an accredited quality system which is audited on a regular basis. This gives the assurance that the calculations carried out under this scheme are accurate.

Kingspan Insulation is fully accredited, producing calculations that comply with this scheme to ensure that specifiers use the correct thickness of insulation for the application whilst avoiding any condensation risk.

In addition to the main standards BR 443 and BS EN ISO 6946, Kingspan Insulation’s Technical Services team are also accredited for a number of additional standards / calculation processes which include BS EN ISO 13370 (ground floor & basement U-values), BS EN ISO 13788 (condensation risk analysis), BRE Digest 465 (U-values for lightweight steel frame constructions), and Steel Cladding Institute Paper 312 (U-value for rail & bracket built up twin skin metal cladding).

Online U-value calculator

With calculations approved under the ‘BBA / TIMSA Scheme for Calculation Competency Part 1 - U-value and condensation risk’, Kingspan's online U-value calculator allows you to access U-values for common construction build ups at any time and receive a PDF of the full calculation emailed to you immediately. Visit www.uvalue-calculator.co.uk to find out more.
The Insulation Service from Kingspan Insulation

The Technical Service from Kingspan Insulation forms only one part of the dedicated service package that Kingspan Insulation provides. Other services include its first class customer service, manufacturing excellence and renowned designs for tapered roofing and OPTIM-R insulation.

Kingspan Insulation prides itself on offering the highest levels of customer services and follows a world class operations management system which includes manufacturing and service quality pillars. This ensures a structured approach to continuous improvement throughout all areas of the business.

Clear advice and guidance can be provided at every stage of your project, from technical expertise on initial contact, dedicated contacts for sales enquiries and detailed delivery notifications.

The renowned technical advice that Kingspan Insulation provides also extends to consultation on industry working groups, as well as a range of training and support services, including CPD presentations on a variety of topics such as updates on the latest Building Regulations, Flat Roofing solutions, CIBSE approved pre-insulated ductwork and many other subjects. For full details of all our customer services please visit our website www.kingspaninsulation.co.uk/services.

The Kooltherm range is an extensive collection of premium performance, rigid thermoset insulation for roof, wall and floor insulation.

Kooltherm premium performance insulation comes with an expert technical service which includes professional technical advice on product selection and general applications including fixing advice and design detailing and U-value calculation. All U-value calculations can be provided with condensation risk analysis, to determine the risk of interstitial or surface condensation within a building and supplied with a full report.

OPTIM-R Vacuum Insulation Panels are an optimum performance, next generation insulation solution. The panels are ideal for both new build and refurbishment situations where there is a requirement for both low U-values and thinnest possible solutions.

The specialised OPTIM-R technical service is designed to complement the OPTIM-R vacuum insulated panels. In addition to the other technical services Kingspan Insulation offers, the OPTIM-R service includes:

- A detailed specification to show the size, number and layout of OPTIM-R panels.
- TOOLBOX talk available including guidance for the best practice on site, installation and handling advice, and guidance on the use of protection layers.
- Site visits available.
- Extended specifications provided for every project.
Product Specific Services

**Kingspan KoolDuct**

The *Kingspan KoolDuct* system comprises premium performance *Kingspan KoolDuct* panels, fabrication methods, coupling systems and a complete line of accessories to produce pre-insulated rectangular HVAC ductwork.

As well as detailed technical advice Kingspan Insulation also provide the *Kingspan KoolDuct* Training Course to all those who are entrusted to fabricate ductwork from The *Kingspan KoolDuct* System.

**Kingspan TEK®**

The Technical Services Department offers detailed design advice regarding the performance and suitability of the *Kingspan TEK® Building System* for any given project. They can also perform a wide variety of relevant calculations including:

- U-values;
- Condensation risk analysis;
- SAP Ratings;
- Energy Performance Certificates (EPCs).

The *Kingspan TEK®* Technical Service includes advice on subjects such as ventilation, heating systems, BREEAM ratings and other sustainability schemes.

**Tapered Roofing**

Kingspan Insulation strive to provide customers with the most professional and reliable Tapered Roofing Service, achieved through Kingspan Insulation’s unrivaled experience and technical excellence.

Help and advice is available throughout your project from initial thoughts through to installation.

The Tapered Service from Kingspan Insulation includes:

- Complete design package providing a specialised service for Tapered roof design, from initial concept through specification to build.
- Specification; providing a cost effective solution which meets requirements for rainwater runoff and insulation. Specifications include product information and describe maximum thicknesses. They are designed to meet the required U-value and detail roofing area and bonding area. All specifications are valid for 90 days.
- Site visits as required.
- Pre-contract exploratory meeting.
- On-site survey for refurbishment work.
- On-site pre-installation survey for new build work.
- Final phase check.
## Technical Services

### Excellence as a priority

The full range of services offered by Kingspan Insulation’s Technical Service include:

<table>
<thead>
<tr>
<th>Services</th>
<th>OPTIMR</th>
<th>Kooltherm</th>
<th>TEK</th>
<th>Tapered</th>
<th>KoolDuct</th>
<th>Therma</th>
<th>Styrozone</th>
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</thead>
<tbody>
<tr>
<td>General technical advice via email or phone to dedicated technical service advisor group</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Access to online U-Value Calculator</td>
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<td>U-Value / condensation risk analysis calculations - BBA competency approved</td>
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<tr>
<td>Access to guidance documents and blogs</td>
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<td>Website including technical knowledge base, technical product literature, technical bulletins and white papers</td>
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<td>BIM objects</td>
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<td>Advice to meet specific standards - BREEAM / Passivhaus etc.</td>
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<tr>
<td>Extended Specification including compliance with building regulations</td>
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</table>
Contact Details

Customer Service
For quotations, order placement and details of despatches please contact the Kingspan Insulation Customer Service Department on the numbers below:
Tel: +44 (0) 1544 388 601  
Fax: +44 (0) 1544 388 888  
email: customerservice@kingspaninsulation.co.uk

Literature & Samples
Kingspan Insulation produces a comprehensive range of technical literature for specifiers, contractors, stockists and end users. The literature contains clear 'user friendly' advice on typical design; design considerations; thermal properties; sitework and product data.
Available as a complete Design Manual or as individual product brochures, Kingspan Insulation technical literature is an essential specification tool. For copies please contact the Kingspan Insulation Marketing Department, or visit the Kingspan Insulation website, using the details below:
Tel: +44 (0) 1544 387 384  
Fax: +44 (0) 1544 387 484  
email: literature@kingspaninsulation.co.uk  
www.kingspaninsulation.co.uk/literature

Finance
For all Sales ledgers and purchase ledger enquires please contact the number below:
Tel: +44 (0) 1544 388 601  
Fax: +44 (0) 1544 388 888  
email: info@kingspaninsulation.co.uk

Tapered Roofing
For technical guidance, quotations, order placement and details of despatches please contact the Kingspan Insulation Tapered Roofing Department on the numbers below:
Tel: +44 (0) 1544 387 383  
Fax: +44 (0) 1544 387 483  
email: tapered@kingspaninsulation.co.uk

Technical Advice / Design
Kingspan Insulation supports all of its products with a comprehensive Technical Advisory Service for specifiers, stockists and contractors.
This includes a computer-aided service designed to give fast, accurate technical advice. Simply phone the Kingspan Insulation Technical Service Department with your project specification. Calculations can be carried out to provide U-values, condensation / dew point risk, required insulation thicknesses etc... Thereafter any number of permutations can be provided to help you achieve your desired targets.
The Kingspan Insulation Technical Service Department can also give general application advice and advice on design detailing and fixing etc... Site surveys are also undertaken as appropriate.
The Kingspan Insulation British Technical Service Department operates under a management system certified to the BBA Scheme for Assessing the Competency of Persons to Undertake U-value and Condensation Risk Calculations.
Please contact the Kingspan Insulation Technical Service Department on the numbers below:
Tel: +44 (0) 1544 387 382  
Fax: +44 (0) 1544 387 482  
email: technical@kingspaninsulation.co.uk

General Enquiries
For all other enquiries contact Kingspan Insulation on the numbers below:
Tel: +44 (0) 1544 388 601  
Fax: +44 (0) 1544 388 888  
email: info@kingspaninsulation.co.uk

Kingspan Insulation Ltd is a member of:
The National Insulation Association (NIA)