



RISE

Retrofit information,
support & expertise

External Wall Insulation: maintenance, repairs and warranties

Supply chain advice pack

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Introduction

The maintenance and repair of External Wall Insulation (EWI) installed under PAS 2035 and PAS 2030 involves several interrelated responsibilities shared between the installer/retrofit coordinator, the system manufacturer and the landlord and resident. These relationships and obligations are defined by the PAS standards and by maintenance repairing and warranty obligations arising from system manufacturer's warranties and industry guidance.

These obligations are intended to ensure the long-term performance, durability, and safety of the installed EWI system. Specific obligations will arise from design and installation phases of the projects. Information will be identified or collated during the post contract/pre practical completion phase. Contractors may offer to remove post completion obligations from stock owners via build and maintain offers.

In addition to the warranty and guarantee requirements practical issues will also arise. For example, in an ideal world residents and other service operatives will use approved fixings to attach things, e.g. hanging baskets, fencing and satellite dishes etc, to an EWI system. However, this is often not the case and will need to be kept under review.

This advice pack will outline the key considerations when considering the maintenance and repair of installed EWI systems.

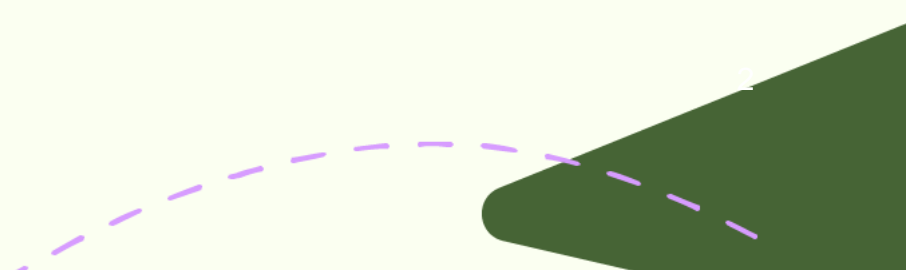
Obligations context

PAS 2035 / PAS 2030 Obligations (UK Retrofit Standards)

Installer responsibilities (PAS 2030:2019 and 2023)

- PAS2030 section 6.9 describes the installer's responsibilities to provide clear maintenance instructions to the building owner or occupant at project handover.
- The installer must carry out the work using systems and components that are certified, warranted, and installed in accordance with the manufacturer's guidelines.

Table B4 17 below specifies the measure-specific information to be handed over to the client.



B4-17	Measure specific information to be handed over to the Client in addition to 6.9	<ul style="list-style-type: none"> The user manual shall include details on fixing to the system, drilling or cutting the system, repairs to damaged areas, avoiding damage (e.g. ladders), cleaning recommendations, importance of weather seals, name/contact details of both the Installer and system certificate holder, materials specification (name, colours etc.) and guidance on living in a highly insulated property. including the need for appropriate ventilation. The contents of the manual shall be explained to the client (not just left with them).
		<ul style="list-style-type: none"> Where end-user maintenance is possible, details of how to undertake the maintenance including frequency and any product or tools that shall be used and where to obtain the required products and tools.
		<ul style="list-style-type: none"> Building Regulations compliance certificate (or information explaining that a Building Regulations compliance certificate is required and will be provided within 30 days).
		<ul style="list-style-type: none"> It shall be explained to the client that repairs should be carried out by a competent person, but that maintenance is their responsibility.
		<ul style="list-style-type: none"> Any relevant product warranty information and guarantees shall be included in the handover.

Source: PAS2030:2023 Table B4 17


Retrofit Coordinator (RC) duties (PAS 2035)

- The RC responsibilities are to ensure that the handover process includes all necessary documentation, including maintenance schedules as described in PAS2035 Section 11.
- In particular, Clause 11.1.2 d requires that handover information shall include 'information about regular maintenance of the installation in order for it to operate safely, efficiently and effectively, in accordance with the requirements of any guarantees or warranties provided by the manufacturer or supplier'.
- The RC is also to confirm that the measures implemented have appropriate warranties and guarantees, including workmanship and materials.

System manufacturer's warranty obligations

Manufacturers usually offer 10- to 25-year guarantees or warranties, subject to conditions. A typical warranty may include:

- Cover against material failure or defective installation, provided:
 - approved products were used.
 - certified installers followed correct procedures.
 - maintenance is carried out as per instructions.



It is quite difficult to make a successful claim against insurance backed guarantees or warranties because provisions are so narrowly defined, e.g. maintenance of waterproof flexible mastic seals. This will typically involve inspection for cracks, loss of adhesion, detachment etc. with minor repairs or replacement undertaken. Where such defects are found, Social Landlords' maintenance regimes are unlikely to cover the provisions as described.

For example, a typical clause taken from a main supplier's Warranty conditions reads that the Guarantee is subject to 'proper maintenance of the entire system including edge trims, sealants etc.'. This is a very general clause that is subject to interpretation and could be used to avoid redress under the warranty.

PAS2025 also requires an insurance backed guarantee of 25 years, provided by a Trustmark Approved Scheme e.g. SWIGA, to be in place for EWI. This can be relied upon by a landlord/owner should they be unable to call upon the system suppliers warranty if they are no longer trading.

Stock owner's responsibilities under the warranty

The obligations required by a warranty or system guarantee are unlikely to be met on elements most likely to fail, such as checking and replacing sealants. A potential solution is to appoint a main contractor to install and maintain. In all circumstances, to benefit from warranty cover, the stock owner:

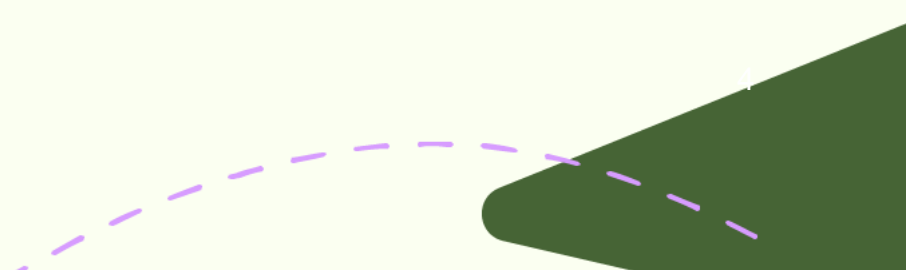
- Must follow the manufacturer's maintenance regime (often annual or biennial inspections).
- Must report damage, cracking, or biological growth (e.g. algae) early.
- Is often required to carry out professional inspections at set intervals (e.g. every 5 years).

As noted above, failure to maintain the EWI system may void the system manufacturer's guarantee/warranty. Stock owners may wish to mitigate this risk by adjusting their planned condition survey inspections requirements to cover EWI condition and allow for remedial works within their reactive/planned maintenance regimes. However, stock owners may consider this is not cost effective for the benefit received.

Industry guidance

INCA (Insulated Render and Cladding Association) Guidance

INCA's best practice guides (used widely across the UK industry) emphasise maintenance requirements as follows.

- Visual inspections at least annually for:
 - Surface cracking or delamination
 - Vegetation growth
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- Blocked or damaged drainage
- Cleaning render surfaces using non-aggressive methods (e.g. low-pressure wash, soft brush).
- Reapplication of protective coatings (e.g. hydrophobic agents) as required by system specifications.

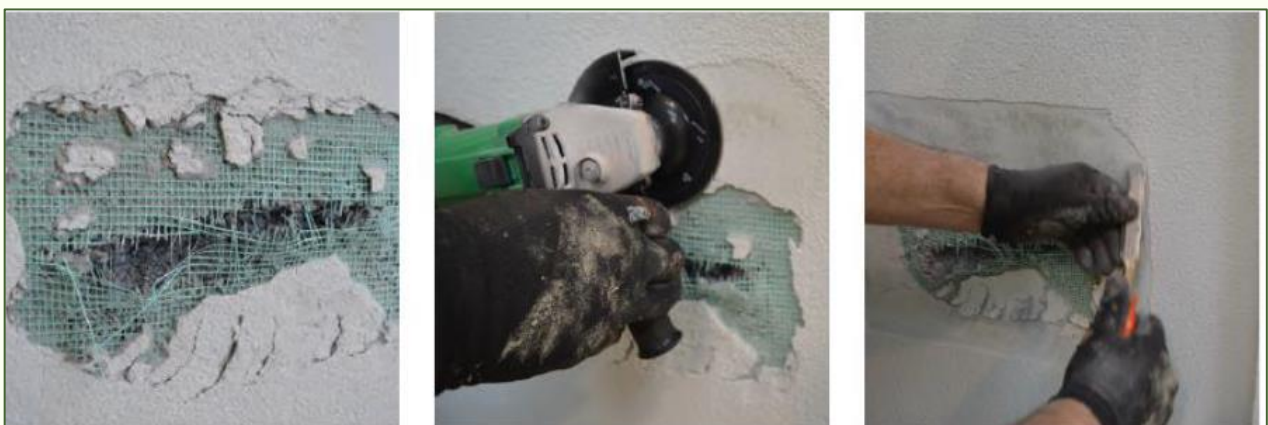
Again, as noted in respect of system manufacturers' guarantee/warranties, stock owners are unlikely to implement these maintenance regimes in full but may adjust planned maintenance specifications to account for EWI.



Source: INCA

Repair obligations

- Any cracking wider than 0.2mm must be investigated.
- Localised damage from impact, water ingress, or weathering must be repaired using compatible repair products approved by the system supplier.



Source: Weatherby Ltd

- For larger repairs, such as impact damage from a vehicle or other heavy object, the system manufacturer should be consulted to maintain system integrity.

Other relevant industry standards and guidance

Other guidance is available which should be referenced in contract specifications where appropriate. Suggested further reading:

- BS EN 998-1: Specification for external render performance.
- BS 5250:2021: Moisture in buildings — managing condensation.

Legislation, in respect of Fire safety, is a complex area and should have been covered by the design but related fire safety documentation must be included in handover documentation where relevant.

Required documentation

PAS 2035 and PAS 2030

Under both PAS 2035 and PAS 2030, post-completion documentation must include:

- Operation & Maintenance Manual.
- Warranty certificates (system & workmanship).
- 25 year Insurance backed guarantee provided by a Trustmark Approved Scheme e.g. SWIGA.
- Installer and Retrofit Coordinator claims of compliance lodged on Trustmark Data warehouse.
- Contact details for installer and manufacturer.
- Maintenance checklist and inspection frequency.
- Recommended repair protocols.

Document management and storage

In government grant funded works all the relevant documentation required by both PAS 2035 and PAS2030 is lodged 'online' by the Retrofit Coordinator on the Trustmark 'Data warehouse'. When all the documentation required for EWI has been lodged then the EWI will be listed as a completed measure on the 'claim of compliance' copies of which are issued to the Retrofit Coordinator and the owner. This enables the client to claim any allocated funding.

Summary of post-completion maintenance obligations

Party	Obligation	Standard/Reference
Installer	Provide system-compliant installation and maintenance advice	PAS 2030
Retrofit Coordinator	Ensure full handover documentation and post-installation planning	PAS 2035
Property Owner (Social Housing Landlord)	Regular inspections, cleaning, minor repairs, report issues	Manufacturer Warranty / INCA
Manufacturer	Provide warranty conditional on correct maintenance	Manufacturer Guidelines
Industry Best Practice	Annual checks, safe cleaning, early repairs, avoid biological growth	INCA / BS Standards

Practical experience and top tips

- Carefully consider and express the outputs required from the contractor within contract documentation, in respect of documentation, property handover and snagging, O & M manuals and Defects Liability Period performance. This should also include a requirement to ensure that the RC documents and explains the client warranty obligations to client asset management teams.
- Ensure RC responsibilities are clearly expressed in RC appointment document.
- Make every effort to involve client asset management teams in the process.
- Involve EWI system suppliers' technical departments during design, installation and handover to ensure obligations and activities are clear.
- Ensure there are resident-friendly documents which support care of EWI post completion. These should be written in accessible, plain language, avoiding technical jargon.
- Make sure that documents and as-built drawings are stored and accessible to landlords who may have to repair EWI damage later.
- Implement a data strategy which clearly documents software, access to portals, Trustmark etc which can be easily found, as a tool to find the right

data after project completion. Try and make this part of the existing 'in use' system.

Conclusion

Preparation for post-completion maintenance, repairs and warranties begins at contract inception. The project team, and particularly the client, will need to think carefully about what obligations their respective organisations are able to realistically meet. This may entail specifying obligations that are met by others.

It is important to keep clear records and data so that everyone involved after the project is finished can easily see what was agreed and expected during the planning and delivery stages, especially during the period when defects might appear or hidden issues come to light.



Source: Baily Garner LLP

Resources



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