



RISE

Retrofit information,
support & expertise

Internal Wall Insulation: maintenance, repairs and warranties

Supply chain advice pack

November 2025

Funded by:



Department for
Energy Security
& Net Zero

www.riseretrofit.org.uk



Introduction

This pack is the third part of an Internal Wall Insulation (IWI) series. The other packs can be found [here](#).



The maintenance and repair of Internal Wall Insulation (IWI) installed under PAS 2035 and PAS 2030 involves several interrelated responsibilities shared between the Retrofit Installer, Retrofit Coordinator, the system manufacturer, the client and the resident. The responsibilities are defined by the PAS standards and by maintenance repairing and warranty obligations arising from system manufacturer warranties and industry guidance.

These responsibilities are intended to ensure the long-term performance, durability, and safety of the installed IWI system. Specific obligations will arise from design and installation phases of projects. Information will be identified or collated during the post-contract/ pre-practical completion phase.

In addition to the warranty and guarantee requirements practical issues will also arise. For example, in an ideal world residents will use approved fixings to attach things, e.g. picture frames, shelves, ornaments etc, to an IWI 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 IWI systems.

Obligations to repair and maintain

PAS 2035 / PAS 2030 Obligations

Retrofit Installer (RI) responsibilities (from PAS 2030)

- PAS 2030 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 1 – PAS 2030 measure-specific information to be handed over to the Client.

PAS 2030 measure-specific information		
B8-17	Measure specific information to be handed over to the Client in addition to 6.9	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), the importance of weather seals, how to hang items on IWI including restrictions on weights, breaking the vapour control layer and sealing, advice on fixing radiators, changes of electrical sockets, name/contact details of both the Retrofit Installer and system certificate holder, materials specification and guidance on living in a highly insulated property, including the need for appropriate ventilation. The contents of the manual should be explained to the client (not just left with them).
		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.
		Building Regulations compliance certificate (or information explaining that a Building Regulations compliance certificate is required and will be provided within 30 days).
		It shall be explained to the client that repairs should be carried out by a competent person, but that maintenance is their responsibility.
		Any relevant product warranty information and guarantees shall be included in the handover.

Source: PAS 2030:2023 Table B8 17

Retrofit Coordinator (RC) responsibilities (from PAS 2035)

- The RC responsibilities are to ensure that the handover process includes all necessary documentation, including maintenance schedules as described in PAS 2035 Section 11.
- 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 can be quite difficult to make a successful claim against insurance backed guarantees/warranties as provisions are often quite strict. This will typically include maintenance of ventilation, maintaining reasonable levels of humidity, maintaining the external fabric of the building and avoidance of damage to the internal finishes. Clients' maintenance regimes are often unlikely to cover the provisions as described.

PAS 2035 also requires an insurance backed guarantee of 25 years, provided by a Trustmark Approved Scheme e.g. SWIGA or IAA, to be in place for IWI. This can be relied upon by a client should they be unable to call upon the system supplier's warranty if they are no longer trading.

Client's responsibilities under the warranty

In all circumstances, to benefit from warranty cover, the client:

- Must follow the manufacturer's maintenance regime (often annual or biennial inspections).
- Must ensure programmes for services works such as ventilation upgrades are managed to ensure impacts on the IWI system are understood and that maintenance protocols are upheld.
- Is often required to carry out professional inspections at set intervals (e.g. every 5 years).

As noted above, failure to maintain the IWI system may void the system manufacturer's guarantee/warranty. Clients may wish to mitigate this risk by adjusting their planned condition survey inspections requirements to cover IWI condition and allow for remedial works within their reactive/ planned maintenance regimes.

Industry guidance

If a guaranteed IWI system needs remedial work due to an installation issue or if the installer is no longer trading, the guarantee provider will arrange for the necessary remedial work to ensure the system continues to perform. For general maintenance of IWI systems, regular inspections are crucial, and any repairs should follow the system suppliers' guidelines.

Unless you are qualified, it is best to have any significant repairs carried out by an IWI specialist, especially if the work is covered by a guarantee.

Other relevant guidance

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

- Insulation Assurance Authority (IAA): Internal Wall Insulation ([here](#)).
- BS EN 998-1: Specification for Internal render performance ([here](#)).
- BS 5250:2021: Moisture in buildings — managing condensation ([here](#)).

Legislation, in respect of fire safety, is a complex area and should be 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 (O&M) manual.
- Warranty certificates (system & workmanship).
- 25 year Insurance backed guarantee provided by a Trustmark approved scheme e.g. SWIGA or IAA.
- 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.

Monitoring

Monitoring could include the “hygrothermal” performance of the IWI system post retrofit. “Hygrothermal” involves the combination of moisture and heat, particularly in the context of buildings, materials, and human comfort. Examining the temperature/ relative humidity levels in locations within the build-up that are considered high-risk (e.g. embedded timbers) is good practice. This may require a programme of monitoring post-completion in line with PAS 2035 basic monitoring but more likely for a period of at least six months or one year to observe seasonal changes. While not mandated under PAS 2035, where high risk fabric measures are installed particularly to properties where “breathability” has been a core fundamental of the existing building it is recommended a monitoring period is defined in the design phase and approved by the Retrofit Coordinator and documented.

Design modelling and works stage photographs will provide evidence of the designed system's performance but where site and occupant conditions can vary, it is advisable to have a more extensive monitoring programme than that prescribed under PA S2035 for compliance.

Document management and storage

In government grant funded works all the relevant documentation required by both PAS 2035 and PAS 2030 is lodged 'online' by the Retrofit Coordinator on the Trustmark 'Data Warehouse'. When all the documentation required for IWI has been lodged then the IWI will be listed as a completed measure on the 'Claim of Compliance', copies of which are issued to the **RC** and the client. This enables the client to claim any allocated funding.

TrustMark Data Warehouse – The Data Warehouse holds information about work carried out on a property which would have the potential to become a consumer-facing platform where homeowners can access a property 'logbook' and PAS 2030 documents.

Summary of post-completion maintenance obligations

Table 2 – Handover 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 Client)	Regular inspections, minor repairs, report issues	Manufacturer Warranty
Manufacturer	Provide warranty conditional on correct maintenance	Manufacturer Guidelines
Industry Best Practice	Annual checks, safe cleaning, early repairs, tackle damp and mould	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, 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 IWI 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 IWI post-completion. These should be written in accessible, plain language, avoiding technical jargon and explaining what can and can't be done to the walls (for example, certain wall fixtures like shelves, mirrors or paintings).
- Make sure that documents and as-built drawings are stored and accessible to Clients who may have to access services, replace interfacing components or repair IWI damage later.
- Implement a data strategy which clearly documents software, access to portals, Trustmark data warehouse 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.
- Ensure evidence is logged for future EPC assessments.

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.

Resources



Podcast: All RISE podcasts are available [here](#).

PAS podcast: "PAS for Warm Homes projects" available [here](#).



Masterclass: All RISE masterclasses are available [here](#).

PAS masterclass "PAS 2035 compliance" available [here](#).



Advice pack: All RISE advice packs available [here](#).

EWI advice pack: "maintenance, repairs and warranties " available [here](#).



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