

Our Ref: /REC



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Dear Mr Edmondson

External Wall Insulation (EWI) System Failures

We have considered the points raised in your letter of 15 March 2016 and our responses are given below (in the same order as the points in your letter).

1. In this context, a system failure is one that results in the EWI system being unfit for purpose as described in the related BBA Agrément Certificate. We should be notified of any such failure as soon as possible after it occurs.
Notification is not required for snagging or contractual issues.
2. As for any complaint about a BBA approved product or installation service, we would encourage the stakeholders to work together to resolve their problems as rapidly as is practical. We do not see BBA involvement in this process introducing delays, hopefully the contrary. The BBA would allocate resources according to the severity of the failure and would work in parallel with the stakeholder's efforts to remedy the failure in a timely manner.
3. The data and findings of BBA investigations will be used in relation to BBA Agrément Certificates, BBA Approved Installers and BBA Competent Person Schemes as described in the individual contracts governing these matters, which also cover sanctions that the BBA can apply.
4. The BBA will allocate resources of the required level of knowledge and expertise proportionately and appropriately to investigations.

Therefore, taking regard of the above, we agree that in the first instance any complaint should be made to the installer, who should notify the system designer and, of course, INCA has a role as far as its members are concerned.

Yours sincerely

Claire Curtis-Thomas C.Eng FIMechE FIET
CEO British Board of Agrément

Product Approval

Installer Approval

Test Services

Management Systems