



PRODUCT GUIDE

High performance insulation solutions
for New Zealand

Effective 1st December 2025



REDUCES
ENERGY BILLS



MADE WITH
RECYCLED GLASS



LOW
CARBON



NON
COMBUSTIBLE



THERMAL
PERFORMANCE



ACOUSTIC
PERFORMANCE



SOFT
HANDLING



FREE FROM
HARMFUL
INGREDIENTS

Manufactured by

KNAUFINSULATION

INSULATION WITHOUT COMPROMISE

***The world demands more from buildings.
You should demand more too.***

Insist on insulation without compromise.

Products that do more while using less.
Not just thermal comfort, but contributing to fire safety, sustainability, environmental health and peace and quiet too.

The complete package.
Not just high-performance products, but a service offering that supports every stage to make quality construction easier.

Global expertise, delivered locally.
The best of insulation innovation, but customised to specific country and customer needs.

**For insulation without compromise,
choose Knauf Insulation.**



Manufactured by

KNAUFINSULATION

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1.1 Innovation and Production

Made possible by the largest and most advanced manufacturing facility in Asia-Pacific.

Knauf Insulation is one of the largest insulation manufacturers in the world with 28 factories worldwide, and the most advanced insulation manufacturing facility is right here in Asia-Pacific.

Meeting the demand

Using German technology with decades of experience in insulation manufacturing, the €120 million state-of-the-art facility located in Johor, Malaysia produces up to 75,000 tonnes of insulation per year – supporting the region’s soaring demand for quality insulation that offers warranted performance, sustainability and ease of handling.

Made of innovation

The factory uses the latest Knauf Insulation proprietary technology in the manufacturing process which, has allowed Knauf Insulation to build innovation into every stage of the process.

It starts with our new-generation melter that can process more grades of recycled glass producing higher quality fibres. The fibres are bound using ECOSE® Technology, a plant-based binder that contains no added formaldehyde. Combined with TwinTech® Technology – a dual forming technique that enables thicker products for advancing building code requirements. TwinTech also ensures there is a smooth finish on both sides of the insulation for optimal product handling and appearance.

Wrapped with our advanced compression packaging process for optimised transport and storage, Knauf Insulation products are made of innovation from start to finish.

Serving New Zealand for over 15 years

Recognising that New Zealand has unique climatic conditions and specific insulation requirements, Knauf Insulation provides a range of products to suit local construction methods and proven solutions to provide comfort and energy efficiency in New Zealand buildings.

The entire product range has been customised to meet the specific requirements of residential and commercial markets in the region for new and existing buildings to meet the latest compliance guidelines of the New Zealand Building Code.



1.2 Why Knauf Insulation Glasswool?

At Knauf Insulation we believe you should not need to compromise on your insulation. We provide products that do more using less.



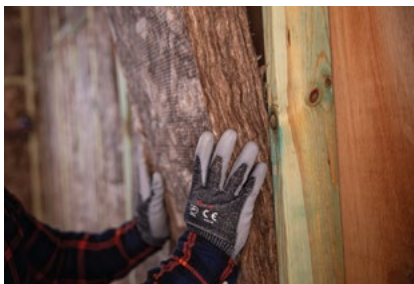
High Performance

- Thermally efficient for more comfortable buildings year-round.
- Reduces energy used for heating and cooling.
- Absorbs sound to minimise unwanted noise transmission through external and internal walls and floors.
- Naturally non-combustible for optimised fire safety.



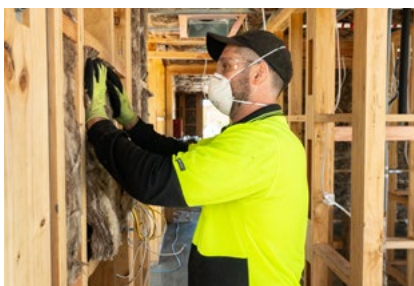
Creating Healthier Buildings

- Made with ECOSE® Technology - unique plant-based binder with no added formaldehyde.
- Low-VOCs, certified to the highest Eurofins Indoor Air Comfort Gold standard.
- Certified by DECLARE as Red List Free - does not contain any harmful or unhealthy chemical ingredients.
- Helps to achieve H1 Building Code Requirements.



Easier to Install

- Super-soft and easier to handle compared to traditional glasswool.
- Easy to cut to size.
- Less dust.
- Low itch.
- No odour.



Less Transportation and Handling

- Compression packaging using Knauf Insulation technology.
- Compression ratio of up to 10:1 in terms of volume of space which can be insulated compared to the volume of the packaged product.
- Less transport required and less handling.
- Less room required for storage.



Knauf Insulation is part of the Knauf Group, a global market leader in the field of sustainable lightweight construction.

■ Knauf Group

>€16bn
turnover

41,500+
employees worldwide

300
plants & offices

90+
countries



■ Knauf Insulation

>€2.5bn
turnover

6000+
employees worldwide

28
plants & offices

40+
countries

1.3 Features and Benefits of Knauf Insulation Glasswool

From manufacture to installation, there is innovation at every stage.



THERMALLY EFFICIENT

The **thermal properties** of Knauf Insulation glasswool products act as a barrier to the outside elements to limit heat loss in winter and heat gain in summer through your roofs, walls and floors. Buildings stay at a comfortable temperature all year-round.



MADE USING RECYCLED GLASS

Our insulation is made from **up to 80% recycled glass**. Our new generation furnace uses more grades of glass than other glass furnaces, taking more waste out of our environment.



SUSTAINABLY MANUFACTURED

ECOSE® Technology is a sustainable, plant-based binder with **no added formaldehyde**. The natural, earthy brown colour comes from no added dyes or colours.



RIGIDITY

Offering higher rigidity, making it easier for installers to handle during installation. **Manufactured with TwinTech® Technology**, an innovative process which gives the insulation a smooth finish on both sides.



LOW VOCs

Knauf Insulation glasswool is supported by **Eurofins Indoor Air Comfort Gold** certification as an 'outstanding material' with low levels of VOCs (Volatile Organic Compounds) according to Indoor Air Quality Emissions certification.



EASY TO HANDLE

Our insulation is **super-soft**, making it easier to handle and install. There's no odour, less dust and less itch than traditional glasswool insulation.





**COST
SAVING**

By insulating a building properly, energy can be saved from the heating and cooling system when cooling in summer and when heating in winter. Knauf Insulation glasswool **saves energy and saves money.**



**NON-
COMBUSTIBLE**

Knauf Insulation glasswool is certified as **non-combustible** and will not contribute to fire spread.



**SOUND
ABSORBING**

Knauf Insulation glasswool products will improve the **acoustic performance** of the building in which they have been installed by absorbing the transfer of unwanted noise from external sources and between adjoining rooms and floors. This helps create peaceful and quiet buildings.



**COMPRESSION
PACKED**

Our industry leading **compression packaging technology** enables us to compress our insulation with up to 10:1 ratio in terms of volume of space which can be insulated compared to the volume of the packaged product. This means less handling, less storage space, less packaging used and less transport.



**NO HARMFUL
INGREDIENTS**

Knauf Insulation products have been awarded the Declare Red List Free label, where 100% of the ingredients are disclosed and **do not contain any Red List chemicals.**

Declare. 



1.4 A New Vision of Sustainability

At Knauf Insulation, sustainability is at the heart of everything we do. This is why we have embedded sustainability across our products, operations, and business strategy. Our products reduce energy usage, harmful emissions, and are designed to make sure buildings are good for both people and the planet.

We are focused on zero harm, reducing our energy use and emissions, recycling our production waste, incorporating circular economy principles and constantly campaigning for better and more sustainable buildings.

- 2009**
We launched our unique plant-based binder, ECOSE® Technology
- 2010**
We set 2020 targets for the reduction of waste, energy use, carbon emissions and Lost Time Accidents
- 2014**
We reduced our waste to landfill by 50%
- 2015**
We achieved our 2020 target of cutting water discharge by 50%
- 2016**
We achieved our -20% CO₂ emissions and -20% energy use
- 2018**
We aligned with the UN Sustainable Development Goals



- 2020**
We launched our **For A Better World** strategy

- 2025**
We work towards achieving mid-term targets towards our long term goals

FOR A BETTER WORLD



PUT PEOPLE FIRST

Ensure our communities & people thrive. Safely.



ACHIEVE ZERO CARBON

Minimise the impact of our products and plants.



DELIVER A CIRCULAR ECONOMY

Do more with less.



CREATE BETTER BUILDINGS

Make buildings fit for the future.

- 2032**
We aim to achieve our For A Better World targets:

-50%
Scope 1 & 2* emissions

-30%
Scope 3* emissions

ZERO
Products containing red listed chemicals

ZERO
Waste to disposal

-2%
Yearly water withdrawals

***Scope 1** emissions are direct emissions made by Knauf Insulation.
Scope 2 emissions are indirect emissions released by the generation of energy purchased by Knauf Insulation.
Scope 3 emissions are indirect emissions made during inbound and outbound activities of the company.



TOWNSVILLE



FROM BROKEN TO BRILLIANT: INSIDE OUR GLASS RECYCLING FACILITY

Our glasswool insulation is made with up to 80% recycled glass, which is obtained from local sources, specifically from the Containers for Change Scheme and re-directed to our own purpose-built glass recycling facility in **Townsville, Australia**, which has an annual capacity of up to 20,000 tonnes of cullet. In this manner, we repurpose approximately 40 million used bottles across Australia, contributing to a circular economy.

1.5 The ECOSE® Difference



Since 2009, all of our glasswool products have been manufactured with ECOSE® Technology, a unique plant-based binder that creates an environmentally superior product.

Make the ECOSE® difference

Low carbon for better buildings

Our products made with ECOSE® are free of harmful materials known to pose serious health risks and have been awarded the DECLARE 'Red List Free' label, the first glasswool products in New Zealand to achieve this status. Our products were also the first to be awarded the Eurofins Indoor Air Comfort Gold certification, the highest standard possible, showcasing compliance with low-VOCs emission requirements.

Breathe the ECOSE® difference

Low VOC for improved indoor air quality

Compared to traditional binders, ECOSE® has a lower upfront carbon footprint as it is predominantly plant-based and is made from rapidly renewable sources, making it a low-carbon binder and reducing the embodied carbon of our products that use it. This improves the embodied carbon and overall sustainability of buildings where our glasswool products with ECOSE® are incorporated, assisting in the creation of lower carbon buildings.

Feel the ECOSE® difference

Easier to handle for a better experience

With no added harmful chemicals, glasswool with ECOSE® generates very low levels of dust, making it soft to touch and handle, odourless and significantly improves the installer experience. Our customers regularly tell us that our products with ECOSE® are less itchy and irritating compared to other products with traditional binders. No added dyes or artificial colours ensures a distinctive, natural brown colour that differentiates our glasswool insulation from the rest.



*Traditional Non-ECOSE®
glass mineral wool insulation*

Trust the ECOSE® difference

**15 years of proven performance
for better buildings**

For more than 15 years, ECOSE has been making a difference. Products made with ECOSE meet some of the most stringent International standards, helping create better buildings for occupiers, installers and for the planet.



With ECOSE®

Embedding Sustainability into our Products



RAW MATERIALS

Conserving natural resources

Our glasswool insulation contains up to 80% recycled glass, minimising the need for virgin materials. Made using natural raw materials that are rapidly renewable, our ECOSE® Technology binder is lower in upfront carbon than traditional binders.



MANUFACTURING

Reducing the environmental impact of our own processes

We maintain high-quality standards and prioritise the environment, achieving ISO 45001, ISO 9001, ISO 14001, and ISO 50001 certifications.

We minimise waste, recycle extensively, and aim for zero waste to landfill.



PACKAGING

Maximising our packaging to minimise our carbon footprint

Our compression technology maximises packaging efficiency, reducing total packaging required, reducing overall storage space and making it easier to handle products on site. We are also improving the recycled content in our packaging and reducing our carbon footprint.



DISTRIBUTION

Delivering product efficiently

We deliver our products with compression packaging, which reduces the number of trucks on the road, less carbon emissions, and further decreases transport-related storage space.



BUILDING

Creating high performance, comfortable & healthy building environments

Our glasswool products have been awarded the Eurofins Indoor Air Comfort Gold Certificate, demonstrating their low levels of Volatile Organic Compounds (VOCs) for improved indoor air quality. They are also formaldehyde free, as demonstrated by our Declare Red List Free certification.

1.6 Certifications

Knauf Insulation glasswool products meet stringent performance standards and are certified by industry recognised entities to give confidence for use in buildings.

ENHANCED QUALITY ASSURANCE



ISO 9001: QUALITY MANAGEMENT CERTIFICATION

All of our products are made within the ISO 9001 quality management system ensuring that we deliver consistent performance, quality and service across our entire product range.



BRANZ APPRAISED

Our products are BRANZ Appraised to demonstrate that they are fit for purpose and meet Building Code performance requirements.



CODEMARK™ CERTIFIED

Our products are CodeMark™ certified, providing confidence to regulatory authorities and end-users that they meet the requirements of the New Zealand Building Code.

ENHANCED FIRE SAFETY



CERTIFIED NON-COMBUSTIBLE TO AS/NZS 1530.3

Independent third-party certification provides added assurance for building designers demanding non-combustible products for enhancing the fire safety of their buildings.

BIO-SOLUBLE AND SAFE TO USE



EUCEB CERTIFIED

All of our products are EUCEB certified demonstrating that they are bio-soluble and are safe to use.



ISO 45001: OH&S MANAGEMENT

All of our products are manufactured in accordance with the ISO 45001 Occupational Health & Safety Management system, demonstrating our commitment to worker health & safety.



To learn more about product certification, scan the QR code or visit knauf.com

NO HARMFUL CHEMICALS

Declare.



CERTIFIED DECLARE RED LIST FREE

The Declare label on our products demonstrates our commitment to transparency and is provided for products which declare 100% of their ingredients.

The Red List Free label confirms that no ingredients are added to our products which are on the Living Building Challenge (LBC) Red List of “worst in class” materials, chemicals and elements known to pose risks to human health.

BEST-IN-CLASS LOW EMISSIONS FOR OPTIMUM INDOOR AIR QUALITY



EUROFINS GOLD CERTIFICATE FOR INDOOR AIR COMFORT

Our products have been awarded the Eurofins Gold Certificate for Indoor Air Comfort which is designed to demonstrate products with the best-in-class low levels of Volatile Organic Compound (VOC) emissions.

LOW ENVIRONMENTAL IMPACT



GLOBAL GREENTAG^{CERT™} GREENRATE[™] LEVEL A CERTIFIED

Knauf Insulation glasswool is the first glasswool insulation in New Zealand to have GreenRate™ Level A certification, demonstrating they meet the toughest standards for health, eco performance and safety; and are also eligible for a range of credits within the GreenStar building rating scheme.



ISO 14001: ENVIRONMENTAL MANAGEMENT

All of our products are manufactured in accordance with the ISO 14001 Environmental Management system, demonstrating our commitment to minimise our impact on the environment.



ISO 50001: ENERGY MANAGEMENT

All of our products are manufactured in accordance with the ISO 50001 Energy Management system, demonstrating our commitment to conserving resources and minimising the impact of our processes through efficient energy management.

2.1 ecoInsulation Ceiling segment



The ecoInsulation Ceiling batt range includes a selection of R-values to provide builders, designers, installers and homeowners the opportunity to choose the best thermal performance for their project. Up to 35% of heat loss and gain in a home occurs through ceilings*. ecoInsulation Glasswool Ceiling batts will improve the thermal comfort and energy efficiency of the building in which it has been installed thus keeping it cool in summer and warm in winter.

*Source: www.yourhome.gov.au/passive-design/insulation



BENEFITS

- ✓ High thermal performance, year-round comfort
- ✓ Sound absorbing
- ✓ Saves energy - lower energy bills
- ✓ Non-combustible
- ✓ TwinTech® - smooth finish on both sides
- ✓ DriTherm® Technology - silicone treated for improved moisture resistance
- ✓ No added formaldehyde
- ✓ Soft to handle and install
- ✓ Odourless
- ✓ Compression packed – more product per pack



PERFORMANCE

Thermal	AS/NZS 4859.1 (2018)
Fire Hazard Properties (AS/NZ 1530.3)	Ignitability: 0, Spread of Flame: 0, Heat Evolved: 0, Smoke Developed: 2-3
Water vapour sorption (ASTM C665-17)	Less than 5% by weight
Microbial Growth (ASTM C665-17)	Does not support microbial growth
Corrosiveness* (ASTM C665-17)	Pass (Not corrosive)
Combustibility (AS 1530.1)	Non-combustible

* Test samples were 8kg/m³ and 32kg/m³ unfaced Knauf Insulation glasswool, with ECOSE® binder.



PRODUCT FEATURES



CERTIFICATIONS



Please scan QR code to view all documents for this product.



SPECIFICATIONS

CEILING SEGMENT

R-Value (m ² K/W)	Thermal Conductivity (W/mK)	Thickness (mm)	Width (mm)	Length (mm)	Area per pack (m ²)	Pieces per pack
3.6	0.044	160	430	1160	10.0	20
4.2	0.043	180	430	1160	8.5	17
7.0	0.047	330	460	1200	4.4	8

A QUICK AND EASY SINGLE LAYER CEILING SOLUTION

R7.0 CEILING INSULATION

H1 compliance doesn't need to be difficult. Installing a double layer ceiling system can be time consuming, costly and complex. In fact double layer systems can **take up to twice as long** to install*.

That's why we have developed an advanced single layer solution to meet H1 compliance standards for new houses.

*Comparing single layer R7.0 330mm to double layer (110mm base + 180mm top layer) cross hatched for thermal bridging compliance.

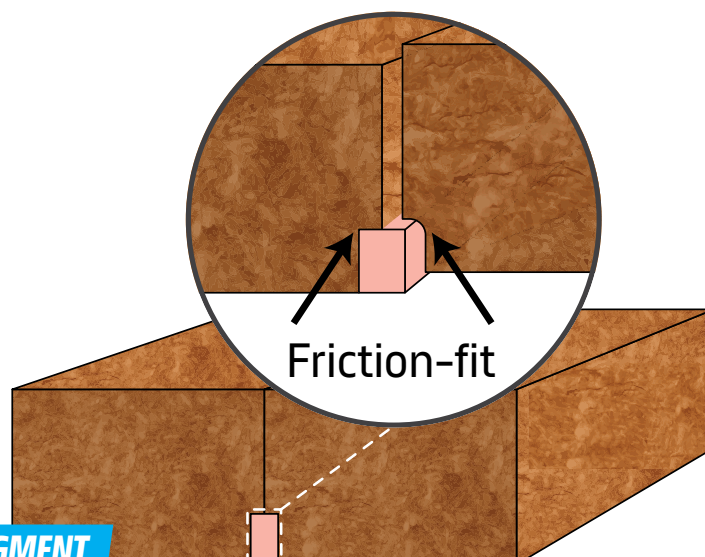




NO NOTCHING REQUIRED

The ecoInsulation glasswool R7.0 single layer ceiling batt is designed to expand around the timber frame and knit to the adjacent batt, creating a continuous layer of insulation in the ceiling. The best part is there is no notching or cutting of the batt required!

- ✓ **Significant savings** in labour (no notching)
- ✓ **Increased thermal performance** above and around the timbers
- ✓ **Less complexity** to demonstrate compliance
- ✓ **Less material wastage**
- ✓ **More coverage per pack** resulting in less on-site handling
- ✓ **Reduced overall project cost**



**R7.0 CEILING SEGMENT
- NO NOTCHING**

2.2 ecoInsulation Skillion Roof segment



The ecoInsulation Skillion Roof range is designed for use in warm skillion roofs where the roof is insulated at rafter level, offering a combination of excellent thermal and acoustic performance. ecoInsulation Skillion Roof insulation is non-combustible and manufactured using Knauf Insulation's unique plant-based binder, ECOSE® Technology.

ecoInsulation Skillion Roof insulation products provide the thermal values required while acknowledging ventilation and best practice methods of construction.



BENEFITS

- ✓ High thermal performance, year-round comfort
- ✓ Sound absorbing
- ✓ Saves energy - lower energy bills
- ✓ Non-combustible
- ✓ TwinTech® - smooth finish on both sides
- ✓ DriTherm® Technology - silicone treated for improved moisture resistance
- ✓ No added formaldehyde
- ✓ Soft to handle and install
- ✓ Odourless
- ✓ Compression packed – more product per pack



PERFORMANCE

Thermal	AS/NZS 4859.1 (2018)
Fire Hazard Properties (AS/NZ 1530.3)	Ignitability: 0, Spread of Flame: 0, Heat Evolved: 0, Smoke Developed: 2-3
Water vapour sorption (ASTM C665-17)	Less than 5% by weight
Microbial Growth (ASTM C665-17)	Does not support microbial growth
Corrosiveness* (ASTM C665-17)	Pass (Not corrosive)
Combustibility (AS 1530.1)	Non-combustible

* Test samples were 8kg/m³ and 32kg/m³ unfaced Knauf Insulation glasswool, with ECOSE® binder.



PRODUCT FEATURES



CERTIFICATIONS



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SPECIFICATIONS

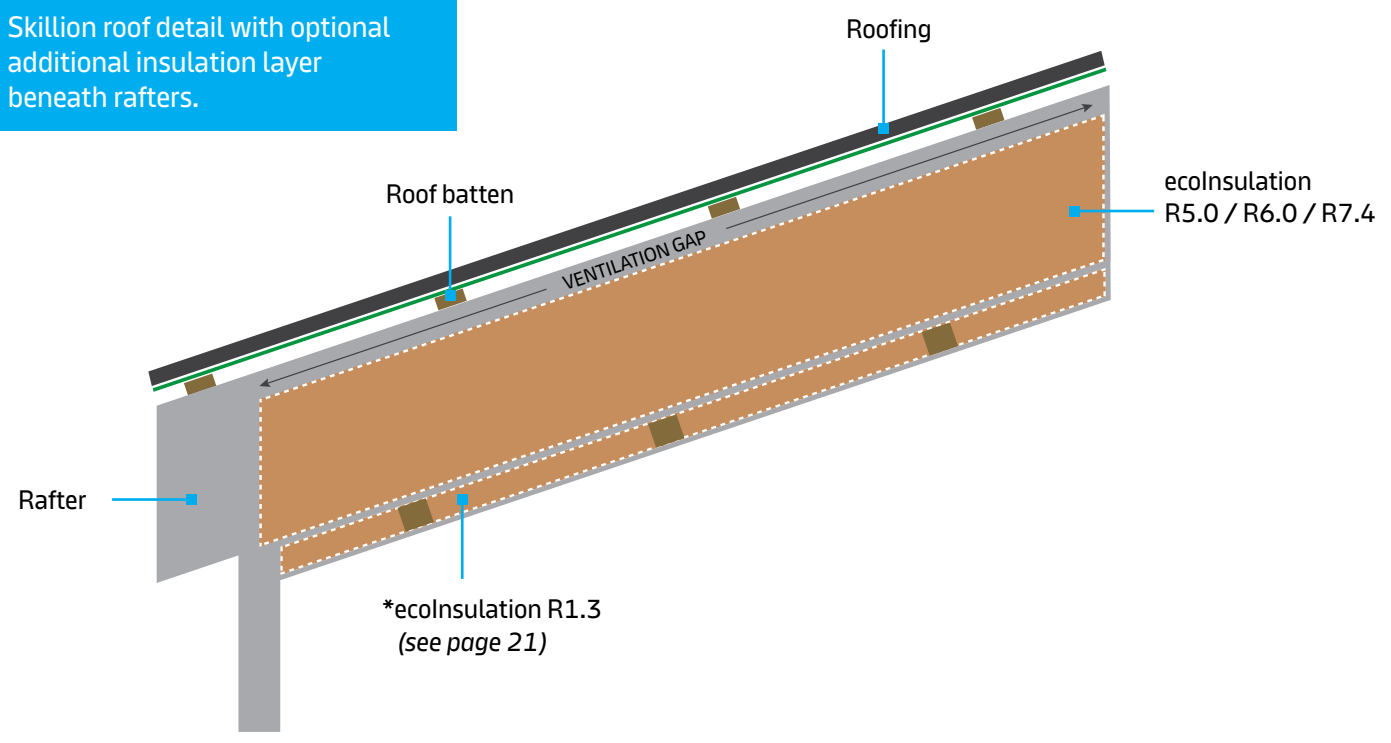
SKILLION ROOF RANGE

R-Value (m ² K/W)	Thermal Conductivity (W/mK)	Thickness (mm)	Width (mm)	Length (mm)	Area per pack (m ²)	Pieces per pack
1.3	0.035	45	570	11500 [^]	13.1	2
5.0	0.033	165	570	1160	3.3	5
6.0	0.036	215	570	1160	4.0	6
7.4	0.036	265	570	1160	3.3	5

[^]roll

IN DETAIL

Skillion roof detail with optional additional insulation layer beneath rafters.



2.3 ecoInsulation Wall segment



ecoInsulation Wall batts are designed for use in timber frame applications between studwork, offering a range of thermal performance to meet evolving construction requirements.



BENEFITS

- ✓ High thermal performance, year-round comfort
- ✓ Sound absorbing
- ✓ Saves energy - lower energy bills
- ✓ Non-combustible
- ✓ TwinTech® - smooth finish on both sides
- ✓ DriTherm® Technology - silicone treated for improved moisture resistance
- ✓ No added formaldehyde
- ✓ Soft to handle and install
- ✓ Odourless
- ✓ Compression packed – more product per pack



PERFORMANCE

Thermal	AS/NZS 4859.1 (2018)
Fire Hazard Properties (AS/NZ 1530.3)	Ignitability: 0, Spread of Flame: 0, Heat Evolved: 0, Smoke Developed: 2-3
Water vapour sorption (ASTM C665-17)	Less than 5% by weight
Microbial Growth (ASTM C665-17)	Does not support microbial growth
Corrosiveness* (ASTM C665-17)	Pass (Not corrosive)
Combustibility (AS 1530.1)	Non-combustible

* Test samples were 8kg/m³ and 32kg/m³ unfaced Knauf Insulation glasswool, with ECOSE® binder.



PRODUCT FEATURES



CERTIFICATIONS



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SPECIFICATIONS

90mm FRAME

R-Value (m ² K/W)	Thermal Conductivity (W/mK)	Thickness (mm)	Width (mm)	Length (mm)	Area per pack (m ²)	Pieces per pack
2.2	0.041	90	580	1160	19.5	29
2.6	0.035	90	570	1160	8.6	13
2.8	0.032	90	570	1160	5.3	8

140mm FRAME

R-Value (m ² K/W)	Thermal Conductivity (W/mK)	Thickness (mm)	Width (mm)	Length (mm)	Area per pack (m ²)	Pieces per pack
3.2	0.044	140	570	1160	9.9	15
4.1	0.034	140	570	1160	5.3	8
4.4	0.032	140	570	1160	3.3	5

OPTIONAL EXTRA LAYER

R-Value (m ² K/W)	Thermal Conductivity (W/mK)	Thickness (mm)	Width (mm)	Length (mm)	Area per pack (m ²)	Pieces per pack
1.3	0.035	45	570	11500	13.1	2

4. Warranty Information

1. WARRANTY APPLICATION:

Knauf Insulation Ltd (Registered NZ Company No. 35 271 92) - (Knauf) - warrants that its range of unfaced glasswool insulation, including Knauf Insulation, Earthwool® Glasswool and ecolnulation (Product) are manufactured in accordance with AS/NZS-4859.1 and are fit for the purpose of insulating ceilings, skillion roofs, external timber frame walls, underfloors and internal acoustic partitions, if tested in accordance with the methodology referred to in AS/NZS-4859.1, if properly installed in accordance with the installation instructions and if maintained according to relevant Standards including AS-3999/NZS- 4246.

2. WARRANTY COVERAGE:

Knauf warrants to the person purchasing the Product (Covered Person) that:

- a) The Product is free from manufacturing defects as required by the Building Act 2004 from the date of purchase.
- b) When used for its intended purpose, properly installed in accordance with Knauf installation instructions, tested in accordance with the methodology referred to in AS/NZS-4859.1 and maintained in dry conditions and otherwise in accordance with AS-3999/ NZS-4246, the NZBC Clauses E2 and E3, the Product is warranted as per the period required in The Building Act 2004. (Product Serviceable Life).

3. CONDITIONS OF WARRANTY:

Knauf's liability to the Covered Person under this Warranty shall be subject to the following terms and conditions:

- A.** The claimant must provide proof that he/she is a Covered Person including a receipt showing the date of purchase of the Product and details of the seller and the installer.
- B.** The Product must be transported and stored in dry conditions at all times between purchase and installation and without bearing the weight of other materials. Knauf will have no liability under this Warranty in respect of wet or water damaged product.
- C.** The Product must be installed in accordance with Knauf installation instructions and maintained according to AS3-999/NZ2-4246, the NZBC Clauses E2 & E3 (or equivalent) and all other applicable building codes adopted by federal, state or local government or government agencies and applicable to the installation or maintenance of the Product. Failure to properly install or maintain the Product in accordance with this Clause will void this Warranty.

D. The Covered Person may not claim for manufacturing defects under this warranty that appear outside the Product Serviceable Life.

E. The Covered Person must provide written notice to Knauf within 30 days after discovery of any claimed defect or failure covered by this Warranty and before beginning any permanent replacement, rectification or repair. The notice must describe the location and details of the defect or failure and such information as is necessary for Knauf to investigate the claim. Photographs of the Product, showing the defect or failure, must accompany the notice. Product samples must be provided.

F. Before commencing any replacement, repair or rectification work, the Covered Person must allow Knauf or Knauf's agent to enter the property where the Product is installed and examine, photograph and take samples of, the Product.

G. Instead of repairing, replacing or rectifying the Product, Knauf may elect to make a full refund of the purchase price of the Product.

H. Knauf will pay the reasonable, direct expenses of the Covered Person claiming under this Warranty. The Covered Person may submit details of their expense claim to Knauf for consideration.

I. For the avoidance of doubt, this Warranty applies only to the Covered Person and does not transfer to any subsequent purchaser of any structure in which the Product has been installed.

4. EXCLUSIONS:

Knauf will have no liability under this Warranty in respect of damage or defects resulting from, or in any way attributable to:

- a) the storage, shipping, handling or installation of the Product in an improper manner or in a manner other than as described in the installation instructions;
- b) neglect;
- c) abuse;
- d) misuse;
- e) damage from incorrect design or construction of the structure in connection with which the Product is used;
- f) acts of God including, but not limited to, cyclones, tornados, floods, earthquakes, severe weather, fire or other natural phenomena, (including, but not limited to, unusual climate conditions);
- g) growth of mould, mildew, fungi, bacteria, or any organism; and
- h) lack of proper maintenance.

5. CLAIMS:

For any claim by the Covered Person under the terms of this Warranty:

- a) if the Product is found to be non-compliant with this Warranty, Knauf will (at Knauf's sole option) either (i) refund the purchase price; or (ii) repair, replace or rectify the Product.
- b) such claims must be made by written notice:
 - i) sent to the following address:
Knauf Insulation Warranty Claims Section
PO Box 512, Silverdale, Auckland, 0944, New Zealand
Phone 0800 562 834
 - ii) received within 30 days after discovery of any circumstance giving rise to liability under this Warranty;
 - iii) containing the details specified in section 3 E above and attaching documentary evidence of the matters specified in section 3 A above.

6. EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES:

Under this warranty Knauf shall not be liable for any incidental, special, indirect or consequential damages. Any monetary compensation is limited to a refund of the purchase price of the Product except as required by law.

7 MODIFICATIONS AND ALTERATIONS OF PRODUCT:

Knauf shall have no liability under this Warranty for any Product subjected to further processing or alteration by any person other than Knauf or its related companies.

8. SETTLEMENT OF CLAIM:

Any refund or material replacement by Knauf pursuant to section 5 above of this Warranty shall constitute a full settlement and release of Knauf by the Covered Person of all claims, potential claims or actions of any Covered Person for damages or other relief under this Warranty.

9. OTHER RIGHTS:

The benefits given by this Warranty are additional to other rights and remedies that the Covered Person may have under law.

New Zealand Consumer Guarantees Act: It is acknowledged that where a claimant has acquired the goods and/or services for the purpose of a business, the claimant and Knauf agree that the provisions of the Consumer Guarantees Act 1993 shall not apply to the supply of goods and/or services by Knauf to such business applicants.

10. LIMITATION OF WARRANTY:


This Warranty constitutes the only warranty extended by Knauf for the Product. Knauf disclaims all other warranties, express or implied, but does not exclude any statutory warranties or consumer guarantees that may apply and which cannot be excluded at law. For the avoidance of doubt, any and all other warranties or conditions which are not guaranteed by the New Zealand Consumer Law and which are not expressly included in this Warranty as additional warranties or conditions, are expressly excluded where permitted, including liability for incidental or consequential damages caused by the breach of any express or implied warranty or condition.


11. LIMITATION OF LIABILITY:

You may be entitled to statutory consumer guarantees and Knauf does not exclude, restrict or modify those consumer guarantees. In all other respects, in so far as and to the maximum extent that it may lawfully do so, Knauf excludes any liability, whether in tort (including negligence), contract, equity or otherwise, connected with, or arising in relation to, the use or installation of the Product.

This Warranty is given by Knauf Insulation Ltd (Registered NZ Company No. 35 271 92).

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