



INSULATION COMPLIANCE: KNOW WHAT YOU'RE INSTALLING

Protect your business, your clients, and your reputation by ensuring insulation products meet verified performance and compliance standards.

Why it matters

- **Accountability:** you may be held responsible for products installed on a project.
- **Disputes + reputation:** defects, rework and claims can damage trust with clients, certifiers and regulators.
- **Rectification cost:** rework and replacement can be expensive and disruptive.
- **Schedule:** delays when products are challenged, rejected or need to be replaced.
- **Safety (worst case):** non-conforming building products can contribute to failures that put people's health at risk.

What you should be doing

Use before award and before approving substitutions. If anything is uncertain, pause approval and escalate.

Five-step due diligence check

1. **Confirm** the exact product and use, and **require traceability** (country of manufacture, batch/lot, delivery docs linked to what's installed).
2. **Check** the claimed Standard(s) and NCC requirements and obtain independent accredited third-party verification that the relevant NCC requirements are being met.
3. **Insist on full test reports — not summaries or extracts —** that match the exact product (variant, thickness, density).
4. **Verify** testing is current and by a **NATA-accredited laboratory (or ILAC MRA, IANZ equivalent) for the stated test method**, and that declared performance aligns with the evidence.
5. **Verify before substitution:** no "or equivalent" without like-for-like evidence, written approval, and records in the as-built register.



Commercial Risk & Deception

Misleading claims and documentation are not always obvious—but the consequences are significant. Shortcuts can expose your business to liability across the chain of responsibility, insurance complications, legal exposure, and loss of future work. The safest approach is consistent due diligence: verify evidence, confirm traceability, and pause and escalate if anything is unclear.



If you can't verify it — don't install it.

Insulation Australasia (IA) — Industry-led. Product-agnostic. Driving compliance and performance in the insulation industry.

Warning Signs

- Test report is a one-page summary/excerpt—no full test report available.
- No batch/lot details or delivery paperwork linking evidence to installed product.
- Certificate is more than 3 years old, out of scope, or doesn't match the product supplied.
- Test report doesn't match the product (wrong thickness, density, variant, product code).
- Lab accreditation is unclear or not accredited for the method used.
- Performance claims are broad ("compliant") but evidence is vague or inconsistent.
- Substitutions proposed late "to save time" without a like-for-like evidence pack.
- Test report does not include photo that matches the product.

Problem and consequence

Non-conforming building products still reach sites every day, often backed by weak or unreliable evidence. Performance can be overstated, test reports may not match what's delivered, and certification can be misleading, out of date, out of scope, or from non-accredited sources. Value engineering can also drive substitutions without like-for-like proof—leading to rectification, disputes, reputational damage and, in the worst cases, system failure.

Insulation is no different. Underperforming products or substitutions can increase energy costs, reduce comfort, and compromise occupant health, durability and installation outcomes.

The fix is simple: require independent third-party verification (and certification such as the ABCB's CodeMark). This ensures testing is by a NATA-accredited lab for the method, verified at design, procurement, value engineering and installation—and keep clear records of what was specified, purchased, delivered and installed.

What to ask a supplier today

- Can you provide the **full test report** (not an extract) that matches this exact product and thickness?
- What is the **batch/lot traceability** and delivery documentation linking this product to site?
- Is there independent third-party verification, and is certification **in scope and current**?
- Which Standard is the product tested to, and was testing done by a **NATA/ILAC/MRA/IANZ** accredited lab for that method?



IA Procurement Protocols

IA has developed Procurement Protocol resources to support product verification, specification accuracy and supply chain accountability. These tools help distributors, installers and project teams apply consistent evidence standards, manage substitutions, and retain records that protect your business. IA also supports manufacturers and suppliers to lift the standard of evidence provided to the market—improving clarity and confidence for everyone downstream.

IA's role

Insulation Australasia (IA) is an industry-led, product-agnostic association driving insulation compliance and performance across the built environment. We support practical due diligence across specification, procurement, distribution and installation, while helping manufacturers and suppliers provide clear, verifiable evidence through tools including our Procurement Verification Checklist and supporting protocols.

Scan the QR Code or visit
www.insulationaustralasia.org
to download the protocols



Our Member Companies



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