



INSTALLER HOW-TO

**Verify insulation before you install.
If you can't verify it, don't install it.**

Insulation must match the project specification and be supported by the right evidence. Substituted or incorrectly supplied products may not deliver the required compliance, performance or safety outcome.

The 60-Second Site Rule: Check. Record. Escalate

Before installing — and before accepting any substitution — check that the product delivered matches the specification and has the right evidence. If anything is missing, unclear, or does not match, **pause installation and ask for written approval before installing.**

5 CHECKS BEFORE YOU INSTALL

1) Match the product

Do this: Check product name, type, thickness, variant and facing against the specification.

Watch for: “Close enough”, missing labels, unclear thickness, different facing/variant.

Keep proof: Photo of label + reference to the project specification.

2) Record the batch

Do this: Photograph the batch/lot number and link it to the delivery docket and install location.

Watch for: No batch number, loose packs, mixed product lines, paperwork that doesn't match delivery.

Keep proof: Docket + batch/lot photo + location note.

3) Check the evidence pack

Do this: Ask for **full reports and declarations** for the exact product and thickness being installed.

Watch for: Marketing sheets only, extracts, redactions, mismatched product codes, missing method/date/sample details.

Keep proof: Full report PDFs or verified links/QR.



4) Verify the testing

Do this: Confirm reports come from a competent accredited laboratory for the stated test method. Testing must be undertaken by a **NATA-accredited** laboratory (or accepted equivalent such as **ILAC MRA / IANZ**, where applicable).

Watch for: Expired/out-of-scope certificates, unclear accreditation, wrong test method, product names that don't match.

Keep proof: Lab name + accreditation/certificate number + expiry date + issuer link.

5) Stop unapproved substitutions

Do this: Do not accept “or equivalent” without like-for-like evidence and written approval before installing.

Watch for: “Swap it to keep moving”, no paperwork, evidence that doesn't match the substitute product.

Keep proof: Approval email + substitute evidence pack + as-built record entry.

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.

Ask these 4 questions

- Does this product match the specification exactly?
- What is the batch/lot number, and does it match the delivery paperwork?
- Can I access the full evidence pack for this exact product and thickness?
- Has testing been done by a NATA-accredited, ILAC MRA or IANZ-equivalent lab for the stated method?

Why it matters

Installing the wrong insulation can lead to:

- Rework and delays
- Failed compliance checks
- Liability for the installer and project team
- Poorer building performance
- Serious safety risks in some applications

What to capture on site (before installing)

- ☐ Delivery docket or supplier paperwork
- ☐ Product label showing name, type, thickness and variant (and facing where relevant)
- ☐ Batch or lot number
- ☐ Photos of packaging, labels and markings
- ☐ Evidence pack or QR/link to full reports (not extracts)
- ☐ Installation instructions and limitations

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.

Our Member Companies



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.

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.

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



The Insulation Industry's Voice

Email: info@insulationaustralasia.org

Phone: 0428 791 018

www.insulationaustralasia.org

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