

"WE HAVE MANAGED TO WIN SOME OF THE MOST COMPLICATED TENDERS IN MY HOMETOWN OF YAROSLAVL THANKS TO KNAUF INSULATION. FOR EXAMPLE, WE SUPPLIED ACOUSTIC SOLUTIONS TO A CINEMA, HOTEL, MODULAR HOUSE PRODUCERS AND MANY OTHERS. WHENEVER I NEED SUPPORT THE KNAUF INSULATION TEAM IS ALWAYS READY TO HELP AND THE QUALITY OF PRODUCTS IS ALWAYS HIGH."

ANDREY SAVIN OF RULAKIE IN YAROSLAVL, RUSSIA, WORKING WITH KNAUF INSULATION SINCE 2010

"WE HAVE BEEN USING KNAUF INSULATION PRODUCTS FOR 40 YEARS SINCE PRODUCTION STARTED AT SURDULICA. IT IS IMPORTANT THAT THE PLANT IS IN SERBIA AS WE CAN REACT QUICKLY TO ANY SITUATION THAT REQUIRES FAST DELIVERY AND, WHEN WE NEED TECHNICAL KNOWLEDGE, KNAUF INSULATION'S SUPPORT PEOPLE ARE ALWAYS READY TO ASSIST."

DRAGAN LISAVAC, OWNER OF THE DISTRIBUTION COMPANY OFFER TRADE, SERBIA, WORKING WITH KNAUF INSULATION FOR 40 YEARS

SATISFACTION GUARANTEED

AT KNAUF INSULATION WE RECOGNISE THAT THE SUSTAINABLE FUTURE OF OUR COMPANY IS BUILT ON PROVIDING THE PRODUCTS AND SOLUTIONS OUR CUSTOMERS NEED WHEREVER THEY ARE IN THE WORLD. WHEN THEY TALK, WE LISTEN.

"EMERGO HOUTCONSTRUCTIES WORKS DAILY WITH KNAUF INSULATION PRODUCTS. THE MAIN REASON IS THAT NATUROLL GLASS MINERAL WOOL WITH ECOSE TECHNOLOGY IS EASIER FOR OUR PROCESSORS TO WORK WITH WHEN THEY ARE INSULATING PREFABRICATED STRUCTURES. WITH KNAUF INSULATION WE ALSO DEVELOPED A PLAN-SPECIFIC PRODUCT WHICH PERFECTLY MATCHES OUR NEEDS AND RESULTS IN BETTER PRODUCTION."

BEN MATEMAN, BUYER AT THE WOODEN BUILDING SECTIONS MANUFACTURER EMERGO HOUTCONSTRUCTIES, THE NETHERLANDS

"KNAUF INSULATION REMAINS AT THE PINNACLE OF DEVELOPMENT AND INVESTS WISELY IN TECHNICAL SALES SUPPORT, PARTICULARLY SUPPORTING SUSTAINABILITY CONCERNS WHERE IT HAS MADE SURE ITS PRODUCTS ARE WELL PLACED AS CIRCULAR, RESPONSIBLE AND HIGH PERFORMING. KNAUF INSULATION HAS ALSO BEATEN US TO THE CONCLUSION THAT ENVIRONMENTAL PRODUCT DECLARATIONS (EPDS) ARE IMPORTANT NOW AND WILL BE CRITICAL IN THE FUTURE."

JEZ CUTLER, HEAD OF ENVIRONMENT AND SUSTAINABILITY AT TRAVIS PERKINS, UK

"EVERY BUILDING WE PRODUCE IS CUSTOMISED TO REQUIREMENTS DEPENDING ON THE ARCHITECTURAL PROJECT. WE CHOSE KNAUF INSULATION MINERAL WOOL FOR ITS OUTSTANDING MECHANICAL PROPERTIES. THE WORKERS INSTALLING KNAUF INSULATION MINERAL WOOL APPRECIATE THAT IT DOESN'T CRUMBLE AT THE EDGES OR BREAK AND THAT THE PACKAGES ARE LIGHTER. THE WORKERS ALSO LIKE THE FACT THAT THE INSULATION CONTAINS NO ADDED FORMALDEHYDE AND THAT THERE IS A WIDE RANGE OF PRODUCTS IN DIFFERENT FORMATS FROM WOOL ON ROLLS TO SLABS."

ANTANAS NORVAIŠAS, DIRECTOR OF THE TIMBER FRAME HOUSES PRODUCER JSC LISKANDAS, SCANDINAVIA AND LITHUANIA

AUSTRALIA

KNAUF INSULATION'S EARTHWOOL RANGE WAS INTRODUCED INTO BATTMANS INSULATION SERVICES PRODUCT LIST IN 2009. DIRECTOR ROD KAYE SAYS THE MOVE HAS GROWN SALES IN ALL SECTIONS BOTH COMMERCIAL AND DOMESTIC.

“How can you quantify this success? Sales have soared. Earthwool is now the preferred brand of insulation for our customers. It quickly developed a reputation as a much softer and user-friendly Glass Mineral Wool product making it easier to install. The use of colour-coded packaging — differentiating ‘external wall’, ‘ceiling’, ‘underfloor’ and ‘acoustic partition’ products — makes it easier to select the right product for the right application.

The packaging has also proved popular? Earthwool is in strong bags with heavy duty wrapping and that minimises damage making the product more presentable. Knauf Insulation’s compression technology means we can maximise shelf value and customers have fewer bags to handle on sites.

What are the most popular Knauf Insulation products? The most popular are wall and ceiling batts but increasingly architects, builders and homeowners want thicker and denser products to maximise energy efficiency and comfort.



ROD KAYE

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Why do you use Knauf Insulation solutions? We like the quality, delivery and the facilities and support Knauf Insulation offers. We also appreciate the fact that Knauf Insulation keeps up to date with innovative products and knows the market in which we work.

What are your most popular Knauf Insulation products and why? For most external wall insulation and solid wall insulation contracts we have delivered with Knauf Insulation products. This is due to the support and technical specification that is provided. Due to the way our business runs our most popular Knauf Insulation products are Earthwool Loft Rolls, SUPAFIL 34 and 40 and Timber Rolls.

Are there any specific challenges that Knauf Insulation has helped your company solve? We carried out one of the first hybrid internal/external solid wall insulation contracts delivered under ECO (a former UK government energy efficiency scheme) with detailed specifications in partnership with Knauf Insulation.

What has been the most significant project you have worked on with Knauf Insulation? We liaised with Knauf Insulation on a national project following the demise of a large retrofit installer. We ensured wherever we could that specified sites had Knauf Insulation installed and most importantly that those clients received the service they required in order to complete, finish and sell their properties. It was a joint venture.

NORTH AMERICA

“How long have you been using Knauf Insulation solutions? We have been aware of the company for years, but our partnership grew more robust once Knauf Insulation hired their current territory manager. With his help and the promotion of Knauf Insulation and EcoSeal, we’ve made great strides improving our clients’ thermal envelope performance.

Why do you use our products? And which are the most popular? We promote Knauf Insulation’s ECOSE Technology because of its consistent quality. We’re also big fans of EcoSeal as it’s the best option for any non-foam insulated home. Even all-foam homes have many needs for EcoSeal.

What do you like about Knauf Insulation? We appreciate the company’s commitment to the entire building envelope.

Any specific circumstances or projects where clients always use Knauf Insulation solutions? Whenever we have a project that we know will struggle to meet its ACH (air changes per hour) requirements — which impact thermal performance — we strongly recommend EcoSeal. Whenever we have a home along the coast, we recommend EcoSeal. Why? Because these structures have low tolerances to perform at high level. If air is allowed into the home it won’t meet rigid testing parameters or will allow in high levels of moisture leading to mould or mildew.

LEE KURTAS IS A HIGH PERFORMANCE HOME CONSULTANT FOR SYNDER ENERGY SERVICES IN HOUSTON, AN ENERGY AND SUSTAINABILITY CONSULTANCY THAT FOCUSES ON CUSTOMISED HOME PROJECTS IN TEXAS.

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UNITED KINGDOM

A&M ENERGY SOLUTIONS HAS BEEN USING KNAUF INSULATION PRODUCTS SINCE 2002. IAN MOLLARD THE COMPANY’S ECO DIRECTOR EXPLAINS WHY.



IAN MOLLARD

LITHUANIA

SINCE STARTING BUSINESS IN 1995, JSC LEMORA HAS BECOME ONE OF THE BIGGEST SELLERS OF BUILDING MATERIALS IN LITHUANIA. KNAUF INSULATION PRODUCTS ARE CONTRIBUTING TO THAT SUCCESS SAYS SALES DIRECTOR ROBERTAS HINZ.

appreciate high quality and when Glass Mineral Wool with ECOSE Technology was introduced the market appreciated its natural feel and lack of added formaldehyde or acrylic. It revolutionised the market. Every year we see it grow in popularity. For our side, we appreciate the support and level of expertise provided by the Knauf Insulation team.

Which are your most popular Knauf Insulation products and why? Glass Mineral Wool with ECOSE Technology is popular in the assembly of internal wood partitions and pitched roof frames. The fact that it has no added formaldehyde adds extra value. The range is also popular in the creation of Passive Houses and A, A+ energy efficient buildings. We have also started to sell Knauf Insulation solutions — not just products — and systems for a range of different applications which helps us fulfill client needs more effectively.

Are there any significant examples of a particular project challenge that Knauf Insulation products have solved?

Lithuania is building many business centres to LEED and BREEAM standards and customers say that Knauf Insulation products are contributing to significant energy-saving performance.



ROBERTAS HINZ

“Why are Knauf Insulation products so popular? Lithuanian customers

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FRANCE

LIONEL JACQUET IS THE PRESIDENT OF HAUT DOUBS CRÉER BÂTIR (HDCB) IN FRANCE. HE EXPLAINS WHY KNAUF INSULATION’S EXPERTISE AND INSTALLER-FRIENDLY SOLUTIONS ADD VALUE TO HIS PROJECTS.



LIONEL JACQUET

How long have you been using Knauf Insulation solutions?

As a manufacturer of traditional individual houses for 34 years, we have always integrated Mineral Wool products into our buildings. We have used Knauf Insulation’s ECOSE Technology for about five years. We have standardised its use as it has the advantage of certified performance and is also better for the environment.

What do you like about our products? The ECOSE Mineral Wool is odourless and softer. This provides our installers with exceptional ease of installation while ensuring continued thermal and acoustic performance. In addition, its binder is based on natural components and this limits its environmental impact. The naturally brown colour is also appreciated by our customers.

What are your most popular Knauf Insulation products and why? We recently standardised Knauf Insulation’s RT Plus System — Glass Mineral Wool combined with an integrated vapour barrier and aluminum look — as it allows us to tackle air-tightness, thermal and acoustic performance as well as attic water vapour all in one. Along with RT Plus accessories, this system ensures optimal comfort.

Are there any circumstances in which you always use our products? France’s RT2012 thermal regulations enforce performance-related air-tightness and the mountain homes we build tend to have attic rooms. The RT Plus system allows us to meet both construction and regulatory demands while ensuring comfort. The system helps us make significant savings in time and effort.

SERBIA



DJORDJE BAJILO

SERBIAN ARCHITECT DJORDJE BAJILO FOUNDED DBA ARCHITECTS IN 2007. THE COMPANY, RENOWNED FOR HEALTHCARE, HOTEL AND SPORTS PROJECTS, EMPLOYS 14 ARCHITECTS AND THREE CIVIL ENGINEERS.

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Why do you use our products? We have been using Knauf Insulation solutions for years, but intensively since 2010. They are very high quality and the wide range allows coverage of all requirements on a project at the same time.

What differentiates Knauf Insulation from other companies? It’s the excellent technical support we receive. This is one of key elements that determines the producers we cooperate with. Knauf Insulation offers a unique level of support to architects and specifiers. An important contribution to our cooperation is the development of KnaufTerm energy efficiency software that is essential during the production of energy passports. Knauf Insulation has surpassed the competition in this field and positioned itself as a strong leader.

Which are your most popular Knauf Insulation products and why? All Rock Mineral Wool products and recently Urbanscape Green Roofs.

Have our products helped solve any specific challenges? We had a few challenging moments in projects which were very important for us — such as several McDonald’s restaurants, which had specific façade lining. Together with Knauf Insulation we came to a specific solution that included contact façade with Rock Mineral Wool.

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