

Media Release



Government of South Australia

Office of Consumer and
Business Affairs

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Banned foil insulation still being spruiked

Despite foil insulation being banned from the Commonwealth's Home Insulation Program last week, consumers have reported traders going door-to-door offering to install foil-backed insulation.

The Office of Consumer and Business Affairs (OCBA) has received reports from consumers in the Riverland, but suspects that traders may be offering the foil insulation in other areas across South Australia as well.

Commissioner for Consumer Affairs, David Green, said "Either the installers are unaware of the ban on foil insulation, or they're attempting to off-load their stocks."

"These traders are also approaching tenants of rental properties falsely claiming that they have the landlord's permission to install insulation."

"The reports to OCBA suggest that the traders may end up making a false claim against the Home Insulation Program by stating that fibreglass batts were installed instead of foil."

"The foil insulation has been banned due to safety concerns for both consumers and installers, and so for anyone to continue selling this type of insulation is grossly irresponsible."

Consumers are advised to not deal with any installer who is offering foil-backed insulation under the Commonwealth program.

Consumers are also advised before engaging any insulation installer to check that the contractor is licensed, by asking for their licence number or by checking their details on the Licensing Public Register on the OCBA website.

Consumers who have had foil-backed insulation installed on or after 9 February 2010 when the ban took effect should contact OCBA immediately.

Anyone with information about traders offering to install foil installation should report the details to OCBA on 8204 9777, or 131 882 for country callers.

More information about home insulation is available on the OCBA website (www.ocba.sa.gov.au)