

19 March 2013
Mr Tim Renouf
Wren Industries
194 Herald Street
CHELTENHAM 3192



Dear Tim

This letter is to thank you for your help and to tell you of the great cooling results I have experienced in my new Unit with your insulation products.

My Unit was built last June 2012 with only the basic ceiling and wall insulation being used as required; meeting so called building regulations. Even before completion, my Unit was given a 6 Star Rating, which I knew little about and so presumed my new home would, therefore, remain relatively cool during the hot weather.

As you know we have had extremely hot weather here in Melbourne during the last twelve months or so. After moving in, and on the very first few hot days I thought to myself, what have I done? My house became like an oven. I remember the outside temperature was 35-37 degrees but inside felt just as hot and oppressive.

What was I to do? I hosed down the tiled roof, the outside walls of the house, and the driveway in an effort to cool the entire house, but to no avail. I did this on many occasions during the heatwave, but had to give up due to water expense.

I remember becoming angry with the builders, or whoever, in not installing effective insulation throughout my home. The 6 Star Rating I was given, even before the Unit had been built, seems fraudulent, misleading, most deceptive, and extremely ineffective. **How can anyone determine a Star Rating when, as I am informed, the Star Rating system is not supported by any real house testing?** As far as I am concerned the Star Rating system smells of fraudulent practice against the public.

My Unit faces north/south so the western brick wall cops the full summer heat of the midday sun until dusk. This wall gets so hot that the summer heat radiates into the house, heating up all my stored food in the pantry and the whole kitchen area. I ask what kind of insulation have the builders used behind the bricks, because whatever it is, it is **useless** in keeping out the radiant summer heat? I have had to purchase outside cane blinds to help counteract the effects of the sun.

As for the roof, the loose filled insulation within is most inadequate as I could feel the heat radiating through the ceiling and into my home. In the end, my ceiling fans were just stirring hot air all around. It seems to me that some government inquiry should be held into this whole business of Star Ratings, and the incompetent use of inadequate and ineffective insulation.

It's unfair and unjust as many home owners are forced to purchase air conditioners in an effort to keep cool and which costs so much to operate, that many (the elderly and pensioners) cannot afford to use them. When the air conditioner is switched off the house is still like a hot house. What is going on, I ask you?

Having come across your products of Concertina Foil Batts for ceilings and Renshade for windows and glass sliding doors, I decided to install them throughout the appropriate areas. I am amazed at the results. The improvement of cooler temperature throughout my unit is something to be experienced. Generally, I have now found the inside temperatures to be at least six degrees cooler than outside.

There is virtually no heat being radiated through the ceiling, due to your Concertina Foil Batts being laid on top of the existing loose filled insulation and, with the ceiling fans, the Unit now remains quite cool. I wish your Concertina Batts could have been installed in the walls of my Unit, what a difference that would make!!

On your advice I have also installed an extraction fan to pull the summer heat out of the roof space. This has made the Unit even cooler. Today's outside temperature at 5.30pm is 29 degrees and inside it is only 23 degrees.

Congratulations on a product that really does its job so effectively. Be assured I will recommend it to all my friends and to those I come across who complain how hot their homes are even after using air conditioning.



Yours sincerely

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