

25th July 2025

Dear Sir/Madam,

Ref : Testimonial for Custom Insulation Slotted Product

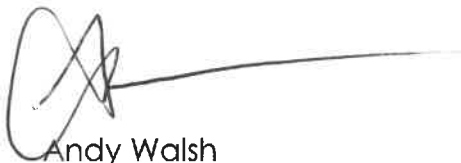
ICS Insulation & Cladding Services recently used Custom Insulation Ltd's slotted duct insulation on a Secondary School project at Harlow, Essex.



Onsite feedback was very positive : "The well manufactured covered board significantly improved our installation efficiency by considerably reducing labour install time. We noted the bends and sets were a nice, snug fit meaning the insulation around the joints kept its integrity, which greatly satisfied both ourselves and our client."

The quality of materials and support provided by Custom Insulation Ltd was exceptional throughout and we would highly recommend this product to other contractors and look forward to using it ourselves in future projects.

Yours faithfully,



Andy Walsh
Director – Insulation & Cladding Services Ltd

1. Company Details

- **Contractor's company name:** Insulation & Cladding Services Ltd
- **Project location:** Harlow, Essex
- **Industry sector:** Secondary School

2. Product Specifics

- **Product description:** 40mm MW Supaduct with a Grey ProClad finish

3. Contractor Experience

- **Ease of installation:** Very easy to install. Had to cut our own Starter and Finisher Pieces but worked well having less joints along the system.
- **Time savings:** Considerably quicker than doing this on site manually.
- **Material quality:** No issues at all. Well cut bends/sets that fit snugly. Well packaged.
- **Support provided:** Great communication from point of order through to delivery. Materials arrived when they said they would.

4. Project Outcomes

- **Client satisfaction:** Very impressed.
- **Project timeline:** The speed of install helped recover the programme on the roof.
- **Cost effectiveness:** Saved a considerable amount on the labour side of things. Would need a larger project to fully determine the cost effectiveness.
- **Follow-up business:** We will 100% be using the product again.

5. Closing Statement

- **Future recommendation:** Fully recommend this product. It looks good, it fits well, and has saved considerable time on site in terms of installation.
- **Custom Insulation relationship:** Technical team were great to clarify the very few queries we had after placing the order. After sales were great in ensuring all was well.

6. Approvals

- **Name/Role of person providing testimonial :** Andy Walsh – Director.
- **Date when testimonial was provided :** 22nd July 2025.
- **Visual elements:** Approved to use onsite photos.
- **Permission to use testimonial in marketing materials :** No problem at all.