



stellrr

INSULATION

Experience Stellrr Performance



CHECKLIST Before Stellrr Arrives to Start Blow Fiber

Here is what you need to know & address to ensure the job is ready for Stellrr, to comply with the Terms of Service, and to allow for best performance of the product.

1. Clear Out Building. Client is responsible for completely clearing the building (or attic if this is a retrofit and drywall is installed) of ALL valuables, equipment, and other items from the work area. Stellrr is not liable for any damage whatsoever. Client acknowledges that anything left in the building (including tools, building materials, valuables, or trenches) is a safety hazard for Stellrr's workers. If items are left in the building that must be removed, Client pays \$100 per man hour for moving items.

2. Site Cleanup. Stellrr was hired to install insulation, not as a cleaning service. Installation scope includes getting 99% of the insulation installed. Not cleaning out or removing junk or valuables. Clean up scope excludes cleaning insulation off: exterior of the building, items left within reach of drifting insulation fibers inside or outside the building, HVAC units, ductwork, drywall, can lights, metal or boards in the attic or to be covered with drywall, etc. Stellrr will take reasonable steps to reduce dust & stray insulation fibers, but it is an un-avoidable part of the removal process.

3. Trash & Removal of Materials. Removal of old insulation or other materials is NOT included with any installation quote. Removal will only be done if stated as a separate line item on your estimate. Upon completion of a project, product waste will be bagged for disposal into the onsite dumpster by the Stellrr team. If a dumpster is not readily available onsite, or is full, product waste will be bagged and left on site in a place where it will not blow away. If client wants Stellrr to haul removed materials, the charges are: 1. Truck bed disposal of insulation removed from job site \$200 each trip, 2. Rental of dumpster for disposal of insulation removed from job site \$400 each trip.

4. Job Site Fee. All trips to the job site are subject to the \$197 per trip Job Site fee to cover our expenses. The project estimate includes the number of trips we require to get the project done. If Stellrr is required to come back after significant completion, a Job Site fee applies each trip. If we come out to do installation, and the job site is not accessible, or not properly prepared, a job site fee would apply. If more than 1-trip to the job site is requested before

installation (usually project design related), then a Job Site fee applies to each trip (unless Client is paying for Design Consulting).

5. Damage Waiver. Client provides full release of liability resulting from damage, not limited to, but including: drywall, HVAC system, duct work, electrical, framing, windows, doors, handles, and other items.

Due to the nature of the work, especially in retrofit applications, the technicians will be working in confined spaces with extremely limited access and ability to see or move. The attic in Austin is usually 120 to 150 degrees.

This extreme heat and confined spaces are very dangerous.

To crawl through the attic of a home that is drywalled, the technician could crack the drywall because it is not possible to properly see, move, or feel the beams, lights or other fixtures in the attic.

If Stellrr does indeed significantly damage anything while working on your project, we will attempt to repair it, up to \$100.00 in cost. If an outside company is hired to repair or replace an item, they must be chosen by and hired by Stellrr and the maximum contribution from Stellrr will be \$100.00.

If a company is hired without Stellrr's explicit written approval, Stellrr will only contribute up to the dollar amount, and for the scope of repairs that are approved by Stellrr's chosen repair/replacement company.



PHOTO: Left: This is what attics look like. You cannot see where to step, it is heatstroke hot, and you are working in a confined space where you often cannot do anything but crawl through insulation, while it blows up in your face, gets in your eyes, nose & mouth.

PHOTO: Right: This is what it looks like when crawling across joists in an attic. In this photo you can see what it looks like because there is no drywall. How do you crawl through an attic without touching the drywall? If you touch the drywall, it may crack, or break. This is extremely difficult. Don't be surprised if the installation work results in a hole in the drywall. The work is often hardly possible for humans to do without some accident.

6. Unforeseen Work. Our initial estimates include the cost for expected plastic protection, scaffolding building/rental, the job site fee, and other items. If Stellrr is required to do unforeseen work or redo any of the following, an additional charge may be incurred for: 1. scaffolding re-build/rental \$75 per 6ft section, 2. re-install plastic to protect windows and doors \$297 minimum, 3. install plastic on walls or floors \$297 minimum (usually retrofit in finished buildings), 4. cut into sheetrock/wood to install/remove insulation \$297 minimum, 5. extra job site trips \$197, 6. remove insulation from cathedral ceilings \$297 safety hazard work fee.

Why charge? There is a lot of time in re-doing these things to accommodate special requests. For example, we recently had a client who wanted us to remove the plastic protection every day, and reinstall it. This took 4 of the 8 work hours we had each day. This made a 2 day project become a 5 day project. This was very costly to us, and inconvenient to the client. We want to discourage unforeseen work, as it is very costly.

7. R-Value & Thickness of Blown Fiber Insulation. Due to the nature of blown fiber insulation, Stellrr is unable to guarantee the exact output. Blown fiber insulation does not apply to exact depths, this is neither a defect in materials or workmanship. All R-Values/Thickness depths in quoted/contracted are Averages (nominal fill), not minimum. The nominal thickness is plus or minus 3-inches.

If 90% of the project meets the nominal thickness, then it is considered within the approved specifications. If some areas have significantly more than the nominal thickness installed, other areas may have considerably less, this is appropriate.

Do not be concerned if depths of fiberglass vary greatly. The performance of the building will be minimally impacted by the depth. How much blown fiberglass was installed is determined by the number of bags of material installed.

Stellrr will install the correct number of bags of material. If the project requires more bags than included in the estimate, Stellrr will consult the client about a change order to add materials, and achieve the goal. Stellrr sells & installs blown fiber insulation, ultimately by the bags, according to the manufacturer's coverage and yield Technical Data Sheets.

One bag of blown fiberglass insulation will cover 100 ft² at R-19 according to Owens Corning TDS. So to add R-38 a 1,000 ft² attic, it calls for one bag per 50 ft² or 20 bags. Attic rulers deceptively attempt to show how much insulation was installed. The true value is in the number of bags installed.

We can accurately measure the number of bags installed on your project. We cannot measure how many inches are hard to account for because of air ducts, plumbing, wrapping around joists, filling hidden cavities, and much more.

Our costs to do your project are tied up in the materials installed. We will install the correct number of bags of material over the estimated sq footage. We cannot guarantee the depth of the insulation. If you desire more depth, we are happy to continue to sell it to you by the bag of material installed.

8. Estimates. In creating estimates Stellrr does our best to create an accurate scope of work and pricing. However, on occasion the project information received proves to be inaccurate. This renders the project scope, price and performance estimates incorrect, null and void. To ensure accuracy, the Stellrr team preforms a pre-project "walk-around" before work commences. The team verifies that the project dimensions and information match the scope of the Work Order. If the information matches, the team will start the work. If there are inaccuracies, the team will notify your Stellrr representative so that the actual scope of work and revised price quote can be created. Your Stellrr representative will notify you of the Change Order for you to accept the actual scope of work and pricing. Should you decide to not proceed with the project, your deposit will not be refunded and you may be assessed a trip charge of \$1.95/mile.

9. Porches & Garages. All estimates EXCLUDE porches and garages, unless explicitly listed as a separate line item. We are happy to add separate pricing porch or garage insulation.

10. Access. Stellrr trucks and trailers require access to the work area (75ft or less). The drive path must be solid so that the truck and trailer do not get stuck. The access must allow for a 12ft tall, 9ft wide, 25ft long trailer to be maneuvered into place by a 22ft long truck.

11. Change Orders. All work will be performed in accordance with this signed proposal and the corresponding work order. Items outside the scope of accepted proposal and the corresponding work order may be added in the form of an Additional Work Order. No handwritten changes may be made to either the scope, specifications, or pricing contained in the proposal once it is signed and accepted. All changes to the proposal must be made and initialed by the Client prior to signing. Verbal changes or additions of any kind will not be honored. A Change Order fee of \$147 will be assessed to each change to the original Estimate.

12. Scheduling. Start dates cannot be guaranteed by Stellrr as there are many variables in the construction process outside Stellrr's control. Examples include weather, material allocations and shortages, workforce assignments, work backlog, job-site delays, etc. Stellrr will contact Client to schedule a tentative start date AFTER the Client signs Proposal and pays the Deposit Invoice.

- Client will be provided with a 4-hour crew arrival window on the project start day. This window is usually 8:00AM-12:00PM or 12:00PM-4:00PM.
- Client will also receive a installation/removal days timeframe. For example if we believe it is a 1-day project, you will be told 1-2 days. If we think it is a 3-day project (if everything goes perfect) then you will be told, it is a 3-6 day project. Our goal in this is to help you schedule other trades and deliveries. We don't want you to feel pressure from overcommitting. While we are installing foam, no other people can enter the building and no deliveries may be made inside the building. This is an OSHA rule. It is also for the safety of your materials being delivered and protects against fall/trip hazards.
- Please DO NOT schedule other trades to come in until 48 hours after the last day of our project time range.

13. Inspection & Callbacks Post Install. Stellrr wants you to be very satisfied with our work. Stellrr request that the Client to be present for a Post-Install Inspection BEFORE Stellrr shuts down the blowing rig and leaves the job site on the day(s) of installation. The purpose of the Post Install Inspection is for the Client to find any areas that are not as they desire (within reason). Stellrr will address the items while still on the job site.

If Client is not present to inspect the project while Stellrr is still on site installing, then the Client approves the project AS-IS and WAIVES their right to a callback. **It costs Stellrr about \$1,000 to come back to your job site with the foam rig.** In the rare case that Stellrr's insulation installed does not pass a require municipal building code inspection, Stellrr will come back and fix the issue to the inspector's requirements. This obligation is contingent upon; the reason for failing the inspection was due to an item included in the accepted Stellrr Install Estimate & Scope.

If a Client has an acceptable callback, the request must be made within 5-days of final install day. If Client requests a callback unrelated to passing a code official's inspection, or after having okayed the sprayer's work, then a Job Site Fee will be applied to each following trip made to the project, any additional insulation to be installed will be charged by the gallon installed, and fees for using and installing more protection materials will be applied.

14. Invoicing & Payment. A \$500 deposit is required to Accept the Quote and be laced on the Schedule. Upon arrival on the job site for the install, 50% of the total is due before work commences. The final payment is due within 24 hours of substantial completion of the work. Any discounts or coupons shall be negated if any amount becomes past due.

* Allowing Stellrr to start work on your project is consent and acceptance to all these Terms of Service.