RETOFIT PROBLEMS AND SOLUTIONS

CRISPY FOAM, CRACKING FOAM, SHRINKING FOAM, STINKING FOAM - WHAT'S A GUY TO DO?
SPRAY FOAM'S SO EASY
EVEN A CAVEMAN CAN DO IT…..RIGHT?
SPRAY FOAM’S A BREEZE

• The customer calls you
• Sign a contract
• Go to the job
• Spray the foam
• Get paid
• Easy, right?
SO WHAT COULD GO WRONG?

- **Planning & Design Phase**
  - Changing the building dynamics
  - Changing the thermal envelope
  - And the pressure boundary
  - Best practices for attics and crawlspaces
What could go wrong?

- Job prep
- Signs
- Cordon off work areas
- Setting up ventilation
- Isolation
- Safety meeting SPF Staff
- SPF awareness training for other trades
- Overspray
- Masking
- Overspray on light bulbs; you use the room’s light; replace the bulb when finished.
SO WHAT COULD GO WRONG?

- Jobsite - Old House Syndrome?
  - Preexisting conditions
    - Odors?
    - Chemicals?
  - Building product VOCs
  - Rodent and insect infestation
SO WHAT COULD GO WRONG?

- Processing Issues
  - Off ratio
  - Too cold
  - Too hot
  - Under-processed
  - ccSPF sprayed too thick
NEVER MIX ISO AND WATER!

Iso drum landed across the street
SO WHAT COULD GO WRONG?

- Post Spray
- Adhesion
- Density
- Shrinkage
- Voids
- Missed areas
- Foam sprayed to fibrous insulation
SO WHAT COULD GO WRONG?

Equipment Problems

- Wear items
- Maintenance
- Inexplicable breakdowns
- Gremlins

Generator, Air Compressor, Drum Pumps, Hand Tools, Ladders and Scaffolds
SO WHAT COULD GO WRONG?

Crew !!!!!

• Sick
• Hurt
• Hung-over
• Broke
• Car won’t start
• Getting married
• Getting divorced

• Hunting
• Fishing
• Golfing
• Kids are sick
• Gotta go to court
• I quit!
• Can I have my jk back?
SO WHAT COULD GO WRONG?

You don’t get your billings out on time

• Delayed payment
• Decreased value of your service

The contractor or homeowner changes the terms of payment after your work is finished

Retention
THE SMALL DIFFERENCE
BETWEEN SUCCESS AND FAILURE
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ROBERT NAINI
DIRECTOR OF ENGINEERING – DEMILEC (USA)
WHAT ABOUT COMPLAINTS?

Comfort
Physical affect
Odor

Let’s discuss some real world situations.
DESIGN ISSUE

Homeowner Comfort Complaint
- Elevated Moisture
- Second Floor is Damp

Why?
Homeowner Illness Complaint

- Difficulty breathing, eye irritation
- Symptoms only occur at home
- After foam was installed

Why?

Existing insulation was not removed

Rodent Infestation
PRE-EXISTING CONDITION
Homeowner Odor & Sensitivity Complaint
Attic smells like foam
Difficulty breathing, eye irritation
No symptoms when away from home
After foam was installed

Why?
Both open cell and closed cell used on same project
No clean out between chemicals
Open cell/closed cell hybrid material sprayed on site
<table>
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<tr>
<th>Substance</th>
<th>Concentration</th>
<th>Note</th>
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HEN HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

• Equipment
• Education
• Experience
• Planning
• Execution
How do you make money in the Spray Foam Business?

- Dual proportioner rig
- Huge generator and air compressor
H

EN HOW DO YOU MAKE MONEY IN
THE SPRAY FOAM BUSINESS?

Equipment
• Temperature controlled
• Perfect PPE
WHEN HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

Education
• You’re here
• CPI Health and Safety Training
• SPFA Accreditation
• Community college, manufacturers, mentors
WHEN HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

Experience
- Pull the trigger!
- Document everything
  - Daily jobsite report
  - Photos
  - De-brief
- Don’t repeat mistakes!
HEN HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

- Planning
  - Early morning rig prep
  - Foam liquid preheated
  - Fresh guns
  - Spare parts
  - Tools and accessories
HEN HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

Execution

• Map to the jobsite is on the dash
• Hot cup of coffee in the cup holder
• Crew arrives, gets a 15 minute briefing and drives to the job
• Once on the jobsite, crew can pull hoses and start spraying
HEN HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

Execution

- Multiple sprayers pull the trigger for 8 hours every day!!
- The rig does not leave the jobsite until the job is done.
HOW DO YOU MAKE MONEY IN THE SPRAY FOAM BUSINESS?

Communicate your expectations to your customer and your crew.

Zero tolerance for safety and quality.

- "We have a zero tolerance for safety hazards and application defects. We have a complete in house monetary penalty program for those who do not follow our system and reward system for those who show excellence."
Equipment
Education
Experience
Planning
Execution
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