

InsulStar High Performance Insulation: a SuperStar in Bay Area Home Renovation

- High-performance NCFI Polyurethanes Spray Foam insulation enables spectacular energy cost savings

PROBLEM

Patrick Ward was renovating a 3,500 sq. ft. “Italianate”-style Victorian in Benecia, CA that had “a great location and good bones.” But he was running up \$500 monthly heating bills in winter. “The downstairs heater wouldn’t even heat the upstairs,” he says. “We’d wake up and be able to see our breath.”

Ward had restored a smaller house before – around 1,100 sq. ft. – and installed fiberglass. “I wound up with buyer’s remorse. The insulation didn’t really help much.”

He realized that insulation was going to be a major decision, and resolved to do his homework. Since most Bay Area contractors only work with fiberglass, he encountered a frustrating lack of knowledge about alternative insulation options. So Ward hit the Internet, and his online research identified several areas of concern:

- Energy costs
- Spray Polyurethane Foam (SPF) was more expensive
- There aren’t many contractors on the West Coast who apply closed-cell insulation
- R-value
- Since he had an older home, he was worried about moisture
- Living in an earthquake zone, it was important to stiffen up its structural integrity

SOLUTION

Ward’s online research eventually led him to NCFI and the contracting expertise he’d been looking for in American Services Company (ASC) of Dublin, CA, who he hired to install InsulStar SPF. Ward looked at other options, and in the end was won over by a couple key points of difference, including NCFI’s product support. “That’s very important,” says Ward, “especially when the product you’re using doesn’t have a large manufacturer presence in your area.”

The value of that support became clear almost immediately, with NCFI’s Account Manager showing up on site to make sure that everyone’s expectations were met. “When they send out a manufacturer rep like that you know you have the right company,” says Ward.

RESULTS

Ward realized overall energy cost reductions of *88 percent*. “After we insulated the upstairs, our energy bills dropped from \$500 per month to just \$160. Now with the downstairs sprayed it’s under \$60 per month.” While these results aren’t typical – InsulStar usually saves up to 40 percent – Ward is thrilled with how quickly his investment is paying off.

They also noticed a dramatic improvement in the comfort level. “You could feel it just walking around in the house,” says Ward. “It didn’t matter where you were. There’s no air flow or infiltration issues.”

As expected, InsulStar has addressed Ward’s concerns about moisture-related problems, and the family is also enjoying the product’s noise barrier properties. “My wife remarked at how quiet it

was right away. The contractor told us to expect noise reduction. But it was surprising how quiet it really was.”

The Wards are ecstatic with InsulStar. The performance of the product has met or exceeded their expectations on all fronts, and NCFI’s commitment to service surpassed anything he could have anticipated.

For more on the Ward house project, visit the project blog at campingwithamortgage.blogspot.com.