

Craftsman FAQs



What is the best way to cut ROCKWOOL Batts and Boards?

A serrated knife is always the best way to cut stone wool; we advise not to use utility knives as they will dull too quickly and end up tearing the batts, a bread knife works extremely well with our products.

What makes ROCKWOOL products premium products?

ROCKWOOL Batts are an average of 3x denser than fiberglass batts; providing a better fit in the cavity and delivering superior thermal, sound, and fire control.

Does ROCKWOOL stone wool insulation help to earn LEED Certification?

ROCKWOOL products can be used as a contribution to obtaining LEED certification in residential and commercial buildings. We can also provide LEED documentation to meet required standards.

What makes ROCKWOOL products different from other insulation?

Because ROCKWOOL products are made from natural stone, they are non-combustible. The thermal insulation of ROCKWOOL products is the result of air being encapsulated in the fibre structure, with no blowing agents or gasses needed to be added. This means that the performance of our products will remain unchanged during the lifetime of the building. Unlike other fibre insulation material, ROCKWOOL products have a non-directional fibre structure, making them

very robust and able to keep dimensions when cutting, installing and pushing into a construction. The ROCKWOOL insulation products are quite dense, making them excellent for sound insulation too.

How is that installing ROCKWOOL products going to make my life easier?

ROCKWOOL products make your life easier in the sense that it is easy to do a quality job with them. ROCKWOOL insulation can be cut to provide a perfect fit in the construction, helps avoid claims from a poor installation job or from materials not performing as expected, and its performance will exceed customer expectations, providing for example, summer comfort as well as winter warmth. Which all makes it more likely that ROCKWOOL installers will receive good reviews.

Are ROCKWOOL products touch-friendly?

Products are completely safe to work with, and have no associated health risks. However, like all other fibrous insulation materials, you can experience dust when working with the products. So please follow the instructions regarding protective gear (gloves, mask, glasses).

Does ROCKWOOL sell directly to Builders/Contractors/Installers?

ROCKWOOL products are available through our broad network of commercial insulation distributors. Please contact your local ROCKWOOL sales rep for information on local distributors.

FAQs from customers



What is stone wool?

ROCKWOOL insulation is a rock-based mineral fibre insulation. It is a man-made copy of stone wool that was discovered in Hawaii, where it occurs naturally as a by-product of volcanic activity. Basalt (volcanic rock) is melted together with slag (a by-product of the steel industry) and spun into fibres.

How does ROCKWOOL stone wool insulation regulate temperature?

ROCKWOOL stone wool insulation is a combination of dense stone fibres and minute air pockets that insulate against heat and cold, so it can keep a room comfortable all year round: warmer in winter and cooler in summer.

Is ROCKWOOL stone wool insulation breathable?

Yes it is. ROCKWOOL stone wool insulation is treated to be water repellent, and has minute air pockets within it which make it vapour-permeable. This prevents condensation damage and the conditions that allow the formation of mould or fungus.

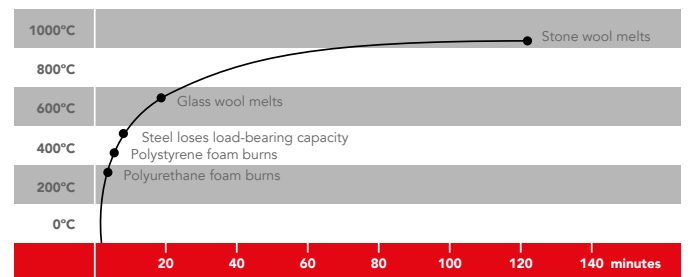
How long will ROCKWOOL stone wool insulation last before needing to be replaced?

ROCKWOOL insulation should last the lifetime of your building if installed in a properly designed system according to spec. ROCKWOOL products will not decay since they are inorganic, so they will retain their properties assuming no physical damage occurs.

How does stone wool insulation prevent the development or spread of fire?

Stone wool is the safe basis of all ROCKWOOL products. It is made from basalt rock which is by nature non-combustible.

ROCKWOOL has invested heavily in fire testing and related developments.



Behaviour of different materials according to the standard time/temperature curve of Fire resistance standard ISO 834.