



Congratulations! You've decided to insulate with Spray Foam, the very product NASA uses in their Space Shuttles. Here are a few things you'll need to do and/or know before we arrive on site:

1. We'll need access to get our vehicle within **100 feet** of the structure to be foamed.
2. **No other contractors should be working in the immediate vicinity** of our spraying. (Our personnel need to use specialized Personal Protective Equipment to ensure their safety during spraying).
3. That being said, we spray some of the coolest stuff out there. So, if you or your contractors want a demonstration, we're happy to do it in an organized manner. Please let us know, so we can accommodate your desires. **Also, if you have friends who are interested, invite them to watch. We'll credit you \$10 per family/company who comes in to watch – and signs the Visitors Sheet.** So get out there, and get the buzz going! (We have a limit of 9 referrals per project, sorry).
4. The rooms that we are insulating need to be **empty of all belongings and debris.**
5. If the day is fast approaching and you don't think you'll be ready for us, please give us **24 hour notice** (minimum) or we are forced to apply a \$250 rescheduling fee.
6. **Our foams cure within 24 hours** and leave no dangerous chemicals behind. Foam is simply a different kind of plastic. If you have more questions about this, we will have all of our MSDS (Material Safety Data Sheets) on site or we can fax or email them to upon request.
7. We need our Clients to be **present at the beginning of the job and for job completion.** We want to make sure you're happy and that we get paid.
8. Our **foam sticks to everything**, so if you're very concerned about the final appearance of any items or surfaces, you'll need to **make sure that it's covered.** If you need materials, you can come by our shop and we'll give it to you at no charge.
9. The catalyst in the foam has an odor that **will dissipate immediately in a well vented area.** However, in a poorly vented area, the odor occasionally lasts up to a week. If you'd like a **ventilation fan**, we can bring one with us and leave it there for up to one week at no charge. You're responsible for bringing it (and any extension cords) back to our shop when the odor is gone. There is a daily rate charge of **\$35/day** if you keep it over a week and a \$75 charge if we need to send a man and vehicle to pick it up.
10. The **residual foam will be bagged and left on site.** Many of our clients like to use it as an insulator; others have used it for arts and crafts projects. If you don't want it, municipalities have no problems picking it up curb-side. (This also allows us to keep our prices down approximately \$250 per job. So, if you want us to haul it away, you know the charge: \$250.)
11. While we work, we have a **generator running in our truck** supplying electricity to our equipment. The generator does produce noise, so if your kids are taking a nap, please send them to Grandma's house.
12. Remember, if you have **NSTAR or Keyspan** – look into the availability of cost reimbursement from them. After we are paid in full, we will submit proof of work to the utility company and can often get you a check for up to **\$1500 of reimbursement.** This can take 4-6 weeks to process, so please be patient.

See you soon!

Sincerely,

The Friendly Folks at Green Star

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