

EWI System Holders Ordering Guide

December 2024



Terms & conditions

At ROCKWOOL, our aim is to offer the best possible customer experience to our EWI System Holders. To help offer you the very best service, we hold in stock an extensive range of EWI Dual Density Slabs.

Details of our stocked items are contained on page 8 of this document along with product packaging information and, where applicable, minimum order quantities for non-standard products.

In stock

Delivery times for In Stock items will be communicated within the order confirmation provided.

If your order is made up of a mixture of In Stock and Made to Order products, the order will be delivered in line with the longest lead time.

The minimum order quantity will consist of one pallet of a single product thickness, unless otherwise stated.

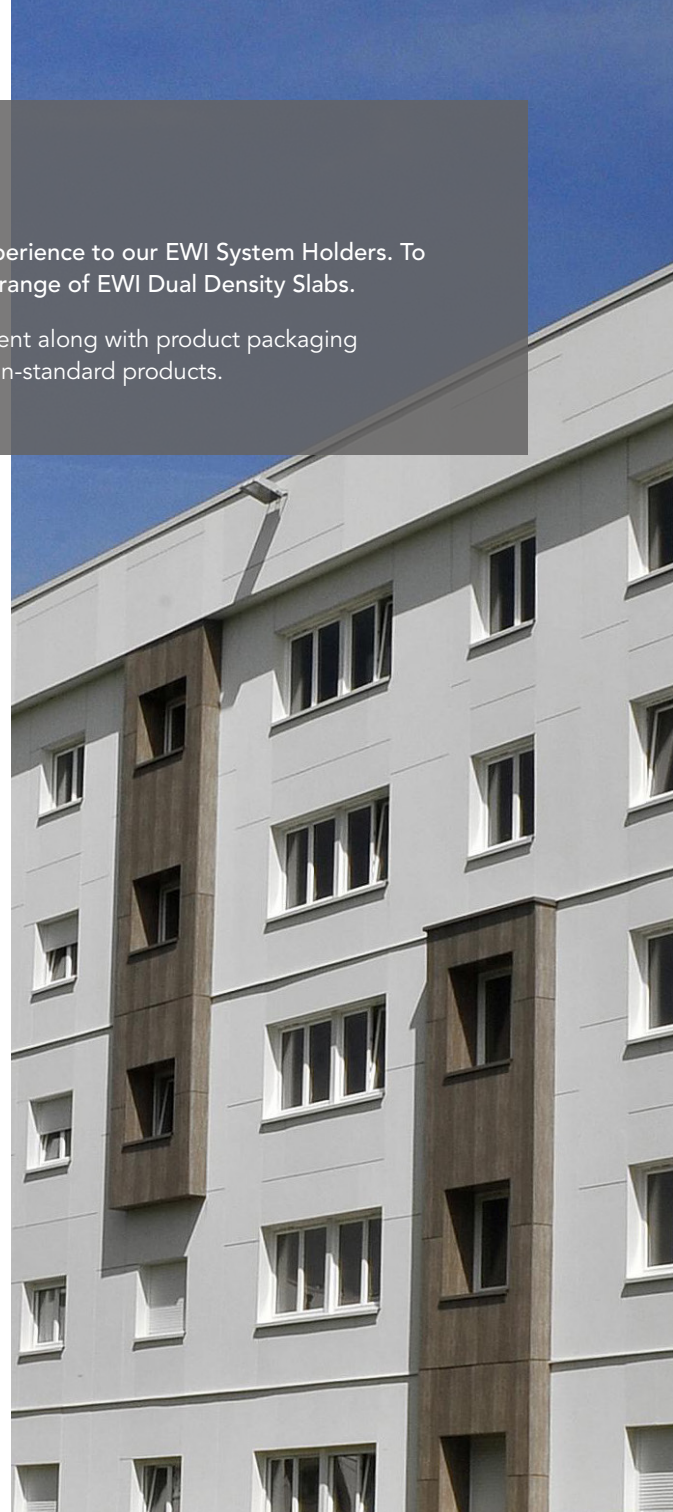
Made to order

Delivery times for Made to Order items will be communicated within the order confirmation provided.

If your order is made up of a mixture of In Stock and Made to Order products, the order will be delivered in line with the longest lead time.

Orders for Made to Order products cannot be accepted for less than the minimum order quantity displayed. The full order quantity must be taken as part of a single order which may be taken over multiple deliveries over a one month period.

Once ordered, Made to Order products cannot be cancelled and the full costs will be applied.





Delivery

Whether delivering to a yard or direct to site, ROCKWOOL has a variety of delivery options designed to meet your needs.

Loads between 7-39 pallets are scheduled over a five working days period free of charge.

You can secure a timed delivery within a two-hour window for an additional charge by contacting our Customer Support Team.

Delivery load and charges

Load	Pallet size	Cost
1-7		Pallet Delivery Service (see page 5)
8-39		FOC Groupage
40-44		FOC Dedicated

Delivery vehicles

We have multiple delivery vehicle options so that we can offer you the most suitable, practical and cost-effective delivery service possible.

Articulated HGV - Our standard delivery vehicle is a 16.5m articulated HGV, weighing up to 44T.

Moffett - The cost of a moffett service is £210 and is in addition to a dedicated vehicle charge.

Urban Vehicle - The cost of an Urban is £290 and there could be an additional charge based on number of pallets. Maximum of 32 pallets per urban vehicle. If your delivery destination requires the use of an urban trailer please contact our Customer Support Team.

For details on additional charges please contact the Customer Support Team.

Collections

Collections in a suitable vehicle can be arranged from ROCKWOOL in Pencoed, Bridgend, between 7am and 12 noon, Monday to Friday.

The ROCKWOOL Customer Support Centre will provide information on this service as required.

Please note: All other terms and conditions remain the same.

Amending orders

For stocked items, orders can be amended without charge up to 4 working days before dispatch or additional charges will apply.

For made-to-order products, if manufacturing has commenced, orders can not be cancelled or amended, and the full costs of products will be applied.

Cancelled deliveries

No customer order cancellations will be accepted after 3 working days following the date of issue of the order confirmation by ROCKWOOL.

Stocked items

- For products which have not been loaded, no charges will apply
- For products which have been loaded but have not left the site, a minimum handling charge of £100 will apply
- For products which are in transit for delivery, handling and transport costs will apply and will be confirmed by ROCKWOOL Customer Support Centre at the time of cancellation.

Made to order Items

- For products which have not been manufactured, no charges will apply
- For products which have been manufactured, the full order value will be charged
- For products which have been manufactured and are in transit for delivery, the full order value plus handling and transport costs will apply

Postponed deliveries

Stocked items

The storage charge will be £100 per trailer per day.

Made to order items

Storage charges will apply to made to order product deliveries that are postponed after the product has been manufactured. The storage charge will be £100 per trailer per day.

Refused deliveries

Deliveries which are refused for any reason (e.g weather conditions) will incur costs which will include the delivery and return charges and ROCKWOOL handling fees.

Redirected deliveries

Deliveries that are redirected from the agreed delivery destination will incur charges. ROCKWOOL Customer Support Centre will confirm these costs at the time of request.

Delayed off-loading

Waiting time charges at £75 per hour pro-rata will apply if the delivery vehicle is not off-loaded within two hours of the requested delivery time.



FORS

Deliveries requiring FORS Bronze are available at no extra cost on request.

Deliveries requiring FORS Silver and FORS Gold are available on request for a surcharge, please contact the Customer Support Centre for further details.

If your order utilises our pallet delivery service, please refer to the tables shown below to calculate your delivery charges.

Zone 1	Wales, South West, Central and East England From £70 per pallet
Zone 2	London and South East England From £80 per pallet
Zone 3	Scotland and North England From £90 per pallet
Zone 4	Northern Ireland POA



Zone 1	B, BA, BH, BS, CB, CF, CH, CV, CW, DE, DT, DY, EX, GL, HP, HR, IP, LD, LE, LL, LN, LU, MK, NG, NN, NP, NR, OX, PE, PL, PO, RG, SA, SN, SO, SP, ST, SY, TA, TF, TQ, TR, WR, WS, WV
Zone 2	AL, BN, BR, CM, CO, CR, CT, DA, E, EC, EN, GU, HA, IG, KT, ME, N, NW, RH, RM, SE, SG, SL, SM, SS, SW, TN, TW, UB, W, WC, WD
Zone 3	AB, BB, BD, BL, CA, DD, DG, DH, DL, DN, EH, FK, FY, G, HD, HG, HU, HX, IV, KA, KW, KY, L, LA, LS, M, ML, NE, OL, PA, PH, PR, S, SK, SR, TD, TS, WA, WF, WN, YO
Zone 4	BT

Please note:

- The rates detailed above are based on a 1200mm x 1200mm pallet
- Prices will be higher for alternative pallet sizes
- The maximum pallet height that can be shipped by courier is 2.29 metres

Contact details

Customer Support Centre

To place an order or for a price enquiry please contact:

Email: customersupportcentre@rockwool.com
Tel: 01656 868 400

Opening times				
Mon	Tue	Wed	Thur	Fri
6.30am - 6pm	6.30am - 6pm	6.30am - 6pm	6.30am - 6pm	6.30am - 5pm

Technical Solutions

For all technical product and application queries please contact:

Email: technical.solutions@rockwool.com
Tel: 01656 868 490

Opening times				
Mon	Tue	Wed	Thur	Fri
9am - 5pm	9am - 5pm	9am - 5pm	9am - 5pm	9am - 4pm

Pricing & Packaging details

External Wall DD

Product Code	Thickness (mm)	Width (mm)	Length (mm)	Pieces/Pack	Area/Pack (m ²)	Packs or Slabs/Pallet	Area/Pallet (m ²)	Made to Order	MOQ (Pallet)	List Price/m ²
122951	50	600	1200	4	2.88	12	34.56			£26.39
122952	60	600	1200	4	2.88	10	28.80			£31.56
122953	70	600	1200	3	2.16	12	25.92			£36.99
122954	80	600	1200	3	2.16	10	21.60			£42.23
320853	90	600	1200	Slabs on Pallets		24	0.00			£47.59
230250	100	600	1200	Slabs on Pallets		24	17.28			£52.88
230252	110	600	1200	Slabs on Pallets		20	14.40			£58.22
322019	120	600	1200	Slabs on Pallets		18	12.96			£63.44
320857	130	600	1200	Slabs on Pallets		16	11.52			£68.75
122960	140	600	1200	Slabs on Pallets		18	12.96			£74.02
122961	150	600	1200	Slabs on Pallets		18	12.96			£79.40
122962	160	600	1200	Slabs on Pallets		16	11.52			£84.61
173607	170	600	1200	Slabs on Pallets		12	8.64			£89.91
173613	180	600	1200	Slabs on Pallets		12	8.64			£95.26
122965	190	600	1200	Slabs on Pallets		12	8.64			£100.52
122966	200	600	1200	Slabs on Pallets		12	8.64			£105.80
122967	210	600	1200	Slabs on Pallets		12	8.64	•	44	£111.08
122968	220	600	1200	Slabs on Pallets		10	7.20	•	44	£116.39
122969	230	600	1200	Slabs on Pallets		10	7.20	•	44	£121.70
122970	240	600	1200	Slabs on Pallets		10	7.20	•	44	£126.98
122971	250	600	1200	Slabs on Pallets		10	7.20	•	44	£132.26

List price effective from 3rd March 2025.

Pricing & Packaging details

External Wall HD

Product Code	Thickness (mm)	Width (mm)	Length (mm)	Pieces/Pack	Area/ Pack (m ²)	Packs or Slabs/Pallet	Area/ Pallet (m ²)	Made to Order	MOQ (Pallet)	List Price/m ²
175440	30	600	1200	5	3.60	16	11.52			£15.85
122975	40	600	1200	4	2.88	16	11.52			£21.13
131800	50	600	1200	3	2.16	16	11.52	•	44	£29.58
125309	60	600	1200	3	2.16	14	10.08	•	44	£35.37
131809	70	600	1200	2	1.44	18	12.96	•	44	£41.43
129583	80	600	1200	2	1.44	16	11.52	•	44	£47.29
131813	90	600	1200	2	1.44	12	8.64	•	44	£53.30
122977	100	600	1200	Slabs on Pallets		24	17.28	•	44	£59.26
122978	110	600	1200	Slabs on Pallets		20	14.40	•	44	£65.22
131776	120	600	1200	Slabs on Pallets		20	14.40	•	44	£71.04
291217	130	600	1200	Slabs on Pallets		18	12.96	•	44	£76.97
122980	140	600	1200	Slabs on Pallets		18	12.96	•	44	£82.89
122981	150	600	1200	Slabs on Pallets		16	11.52	•	44	£88.91
131781	160	600	1200	Slabs on Pallets		16	11.52	•	44	£94.74
131783	170	600	1200	Slabs on Pallets		12	8.64	•	44	£100.73
131785	180	600	1200	Slabs on Pallets		14	10.08	•	44	£106.65
131787	190	600	1200	Slabs on Pallets		12	8.64	•	44	£112.58
125303	200	600	1200	Slabs on Pallets		12	8.64	•	44	£118.50

List price effective from 3rd March 2025.

LEGAL NOTICES

General safety requirements – Building Safety Act 2022

ROCKWOOL Limited is committed to supporting specifiers, resellers and users of ROCKWOOL products for the full life cycle of the product to comply with the obligations and responsibilities set out in the Building Safety Act 2022. With regard to the general safety requirements of the Act, ROCKWOOL Limited cannot control or foresee every situation where its products might be used. We therefore strongly advise that specifiers, resellers and users contact us where use of ROCKWOOL products is contemplated in applications different from those explicitly described in the latest, relevant ROCKWOOL product datasheets; especially in applications that can be reasonably foreseen as critical to safety.

ROCKWOOL Limited reserves the right to amend the specification of its products without notice. Changes to the ROCKWOOL manufacturing process, or to pertinent regulations, may be reflected in changes to tested and certified product performance. Whilst ROCKWOOL Limited endeavours to keep its publications up to date, readers will appreciate that between publications there may be pertinent changes in the law or other developments affecting the accuracy of the information contained in our publications.

ROCKWOOL Limited does not accept responsibility for the consequences of using (including testing or certifying) its products in applications different from those explicitly described in the relevant ROCKWOOL product datasheets. Expert advice should be sought, and ROCKWOOL Limited should be contacted, where such different use is contemplated, or where the extent of any use described by ROCKWOOL Limited is in doubt.

The ROCKWOOL Trademark

ROCKWOOL® - our trademark

The ROCKWOOL trademark was initially registered in Denmark as a logo mark back in 1936. In 1937, it was accompanied with a word mark registration; a registration which is now extended to more than 60 countries around the world.

The ROCKWOOL trademark is one of the most important assets of the ROCKWOOL Group, and is therefore well-protected and defended by ROCKWOOL throughout the world.

If you require permission to use the ROCKWOOL logo for your business, advertising or promotion, you must apply for a Trade Mark Usage Agreement.

To apply, write to:
marketcom@rockwool.com

Trademarks

Registered trademarks of the ROCKWOOL Group include but are not limited to:

ROCKWOOL®, RockClose®, RainScreen Duo Slab®, HardRock®, RockFloor®, Flexi®, RockFall®, FirePro®, DuctRock®, BeamClad®, NyRock®

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Photography and illustrations

The product illustrations are the property of ROCKWOOL Limited and have been created for indicative purposes only.

Unless indicated below, the photography and illustrations used in this guide are the property of ROCKWOOL Limited. We reserve all rights to the usage of these images.

If you require permission to use ROCKWOOL images, you must apply for a Usage Agreement.

To apply, write to:
marketcom@rockwool.com

ROCKWOOL stone wool - safe to install and live alongside

There are no hazardous classifications associated with stone wool insulation manufactured by ROCKWOOL-UK according to EU REACH and UK REACH regulations on health and the environment.

ROCKWOOL safe use instruction sheets and material safety data sheets (where applicable) can be downloaded [here](#).



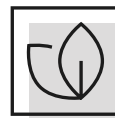
Sustainability

ROCKWOOL products are used to enrich modern living, creating safer, healthier and more climate-resilient communities.

We transform abundant, natural volcanic rock into stone wool insulation products that are used to reduce energy demand, lower fuel bills and help address society's climate change challenges.

ROCKWOOL stone wool insulation is recyclable and can be transformed into new ROCKWOOL products. Please contact us for details of how we can work together to recycle waste ROCKWOOL stone wool material that may be generated during on-site installation.

Our annual sustainability reports, which set out progress against our sustainability goals, and further details of the positive impacts of using our products can be found on our website.



Environment

ROCKWOOL takes a fact-based, auditable approach to documenting our progress in maximising our products' positive impact and minimising the effect our operations have on the environment, backed by third-party references and methodologies. Further details can be found online in our annual sustainability report.

Our high-tech production process uses filters, pre-heaters, after-burners and other cleaning and collection systems that help to reduce the effects of our manufacturing operations on the environment.

ROCKWOOL stone wool insulation does not contain (and has never contained) gases that have ozone depletion potential (ODP) or global warming potential (GWP).



Version 2.2

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ROCKWOOL Limited

Pencoed
Bridgend
CF35 6NY

Tel: 01656 862 621
info@rockwool.co.uk
rockwool.com/uk

