
1. What is stone wool?

Answer: ROCKWOOL insulation is a rock-based mineral fiber insulation comprised of Basalt rock and Recycled Slag. Basalt is a volcanic rock (abundant in the earth), and slag is a by-product of the steel and copper industry. The minerals are melted and spun into fibers.

2. What happens if ROCKWOOL insulation gets wet?

Answer: ROCKWOOL insulation is moisture resistant yet vapor permeable. In the event the insulation becomes damp or wet, the insulation, when thoroughly dried, will maintain the original performance characteristics.

ROCKWOOL stone wool insulation does not wick water, which means that any bulk water that contacts the outer surface will drain and not be absorbed into the body of the insulation.

3. Are ROCKWOOL products mold resistant?

Answer: ROCKWOOL products are inorganic which provide no food source for mold to grow. ROCKWOOL products are tested to ASTM C1338 – A Standard Test for Determining Fungi Resistance – and passes with zero fungal growth.

4. Are ROCKWOOL products rodent resistant?

Answer: There is no test method to determine whether or not any product is rodent resistant. ROCKWOOL's reputation as a rodent-resistant insulation is mainly based on word of mouth and lack of negative feedback from numerous customers who use our products in "cottage country". That being said, if a certain pest type is a nuisance to your particular area, best practice is to protect the insulation.

5. ROCKWOOL WARRANTY – What is ROCKWOOL's warranty information?

Answer: ROCKWOOL (ROXUL Inc.) Terms and Conditions regarding Limited Warranty

Here at ROCKWOOL (ROXUL Inc.), we are committed to ensuring the highest standard of quality possible in everything we do. We are proud of our constant, consistent efforts to improve our operations to ensure we exceed your expectations on every product that leaves any of our facilities. As ROCKWOOL has no control over installation design and workmanship,

accessory materials or application conditions, ROCKWOOL does not warrant the performance or results of any installation containing ROCKWOOL products. ROCKWOOL's overall liability and the remedies available are limited by the general terms and conditions of sale.

The **limited warranty** in the terms and conditions is in lieu of all other warranties and conditions expressed or implied, including the warranties of merchantability and fitness for a particular purpose.

6. Why are ROCKWOOL batts priced at a premium?

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

7. What is the best way to cut ROCKWOOL batts and boards?

Answer: 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.

8. How long will ROCKWOOL last before it has to be replaced?

Answer: 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.

9. Where can I find your Safety Data Sheets?

Answer: At ROCKWOOL, we do not use Safety Data Sheets, instead we have opted to use a **Safe Use Instruction Sheet**. [You can find ours here.](#)

10. Does ROCKWOOL make blowing wool insulation?

Answer: ROCKWOOL insulation is only manufactured in batt, board, and pipe