



Nickerson-Remick



CASE STUDY: RESIDENTIAL

K&S Contracting

To Daryl Kent, the most telling response customers have about Nickerson Remick Spray Foam insulation is silence.

Once the foam goes in, and the cold and moisture stays out, no one has any regrets, or even thinks about it—until lower energy bills remind them.

"We've never had any call-backs, not even from homes on the ocean that face wind-driven rain," says Kent, co-owner of K&S Contracting. "I've never talked to anyone who wasn't satisfied with the way their house performs and what their energy bills are."

That list of satisfied customers includes Kent, who installed Nickerson-Remick spray foam in the house he built four years ago in Rye, New Hampshire. He uses less heating oil as a result, and in the summer, Kent enjoys foam's cooling properties.

"Lately, walking in at the end of the day, I'm amazed how cool the house feels without even running the air conditioner," Kent says. "Go into an attic on a summer day in a foam-insulated house and it will be about 30 degrees cooler than one insulated with other material."

They are usually drier, too, as foam prevents mold-spawning moisture from seeping in. Spray foam's R-value and moisture resistance compel Kent to recommend its use on every project. "We use foam as much as we can and as far as the budget allows," he says.

Kent founded K&S Contracting with Bruce Schlieper in 1981. The firm specializes in large-scale renovations, such as the 13,000 square foot pillared home in Hampton Falls they refurbished, adding new pitched roofs. "Suddenly, a house that looked like an apartment building now looks like a formidable estate," Kent says.

K&S project budgets often exceed the home's original price, a value that invariably doubles once they are done.

They ripped down about 80 percent of a cape on the river in New Castle, put in a new foundation, built new additions from the ground up, and upgraded all the component systems, including spray foam insulation.

Benefits of Foam

Like homeowners, contractors enjoy key advantages when insulating a house with foam.

"The great thing about it is it can be sprayed over anything," says Kent. "You don't need cavities, and in other areas, such as between bays where the stud walls will be sheet rocked, the foam is well contained within the stud bay."

Spray foam requires no venting. It creates a uniform seal that eliminates zones where temperature variations occur, areas that would necessitate venting if insulating with fiberglass.

Installing foam insulation takes approximately three days. Nickerson-Remick layers the foam, spraying an inch or two at a time so it has a chance to cool and bond, a method Nickerson-Remick has perfected, and which, according to Kent, separates it from the competition.

"There are a lot of guys out there doing this that have not perfected the application," says Kent.

Some companies even try to make insulating with foam a one-day job. "If a contractor goes in and sprays the foam all in one day, it heats up so much that it doesn't bond with the surface it touches," says Kent. "Nickerson-Remick foam adheres tightly to the surface it's bonding to."

In the push for "green" building options, foam is becoming a popular choice; it lowers energy costs, reduces one's carbon footprint, and prevents moisture, mold, and rot. The ideal customer, Kent says, is someone planning to live in their home for the next 10-20 years, in order to reap foam's aesthetic, financial, and health benefits.

Kent's commitment to spray foam is continually strengthened by the service Nickerson-Remick provides.

"Nickerson-Remick is fast and efficient evaluating a job, quoting a job, and scheduling a job," says Kent. "Rarely are there any inconveniences in holding the job up."

Such flexibility is crucial, Kent says, since Nickerson-Remick is, more or less at the mercy of builders' ever-shifting schedules. "Even if you reschedule two or three times, they are still very responsive to getting there and getting the job done," says Kent.

Kent appreciates the personal service as well. "They typically send an estimator out to get the job underway," says Kent. "Once we've committed to the job, we speak with Bret the project manager who schedules the work."

We like to work with people who give us great customer service, says Kent. "We never have any complications from it, and that speaks to the quality of the product."