

Desktop Audit Checklist for Hot Water Controls Manufacturers

Product Supplier	
Audit Location	
Audit Date	
Representative	

1: Scheme Administration Requirements

Documents and web pages sampled:

1:
2:
3:
4:

HWA Scheme Document (SD) / Document Guidelines (DG) Clause Reference

SD/DG	Audit Item	Y, N, NA	Ref
SD 5.1	The logo should appear in Promotional Materials and on Website to promote the Scheme		
SD 5.2	The HWA Charter logo should meet the HWA Brand Identity Guidelines		
Brand Guidelines	The current HWA Charter Statement should be provided within the Website and a link to HWA website.		
SD 5.8	The Website and Promotional Literature should make it clear how the product supplier can be contacted		

2: Audit of Quality Management System

SD/DG	Audit Item	Y, N, NA	Ref
SD 5.4	Where third party product certification is applicable, evidence must be supplied		

SD 6.3 SD 6.7	Documented procedure for provision of help/advice/charges/ visits etc		
SD 6.5	Documented procedure for issuing safety warnings, notifying faults and product recalls		
SD 6.8	Documented complaints procedure re products, installers, HWA Charter - Records of complaints retained		
SD 5.11 - 5.14	Product warranty should include (or make clear reference to other documents that include) terms and conditions explaining: level of cover; any limitations; period of warranty.		
SD 6.9	Records of returns - analysed for trends or evidence of problems		
SD 7.5	If a QMS e.g. ISO 9001 is in place references to HWA must be consistent with the Scheme if applicable.		

3: Audit of Staff Training

SD 6.3	Staff providing help and advice must be trained to implement the documented procedure and able to cover technical and safety critical advice, evidence should be available in training records.		
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SD 6.4	Training of staff involved in providing help and advice must include suitable understanding of the HWA Charter.		
SD 6.2	If the product supplier provides training for installers the HWA Charter must be promoted and adequately explained within such training.		

4: Audit of Service Provision

SD 5.9	Replacement documentation must be available, electronic must be consistent with original		
SD 5.10	Spare Parts must be available (min of 5 years for non-functional parts and min of 8 years for functional parts)		
SD 6.1	Must provide help and advice at least during normal working hours		
SD 6.6	Offer technical support in the field		

5: Non-conformances and Agreed Improvement Actions

Ref No	Non-conformances / Recommended Improvements / Observations

6: Audit Summary

Number of:		Clearance Method (delete)	Timescale
Non-conformances		By correspondence / visit	
Observations			
	Signature		Date
Auditor			
Product Supplier			
Audit Cleared			