

# AUDIT CHECKLIST



<b>Product Supplier</b>	
<b>Audit Location</b>	
<b>Audit Date</b>	
<b>Representative</b>	
<input type="checkbox"/>	<b>Product Range Supplied Prior To Audit</b>

**AUDIT OPENING MEETING CHECKLIST:**

- Confirm that the audit is on behalf of HWA under a contract that includes strict confidentiality of information
- Confirm that no documents will be removed from site, without agreement, unless to evidence an audit finding
- Confirm the details on the application form, especially the contact point
- Complete the product listing sheet and confirm its accuracy with the member
- Explain the use of the audit report sheet and any reported findings or agreed actions
- Check that any actions from previous audits have been cleared

**Documents Sampled:**

1:
2:
3:
4:
5:

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

**SCHEME ADMINISTRATION REQUIREMENTS:**

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 5.1	Inform HWA and Auditors of any changes of details of responsible person for the day to day implementation of the HWA Charter		
SD 5.2	Sign and return HWA Charter Licence Agreement		
SD 5.3	Demonstrate how the HWA Charter is promoted to installers and customers		
SD 5.4	If a Quality Management System (such as ISO 9001) is in place, and it is used to deliver the requirements of the HWA Charter, is it consistent with these requirements		

**PRODUCT DOCUMENTATION RELATED REQUIREMENTS:**

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 6.1 DG 1,2,3,5,6	Promotional materials, published literature, packaging, vehicles and general use of the Charter logo, should be compliant with the HWA Charter Brand Identity Guidelines		
SD 6.2	Provide evidence of CE and or third party product certification		
SD 6.3,4 DG 4	Provide clear and complete instructions for the use of the product by installers and users		
SD 6.5 DG 1	Installer and user instructions comply with the Brand Identity Guidelines and Document Guidelines		
SD 6.6	Installer and user instructions include contact details for relevant regulatory bodies and after-sales support		
SD 6.7	Replacement documentation available on request (including installer and user instructions) Electronic copies must be consistent with the original		

**ENERGY RELATED PRODUCTS REQUIREMENTS (WATER HEATERS)**

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 7.1	<p><b>Suppliers and dealer responsibilities</b> as per Articles 3 and 4 of the labelling directive 812/2013</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Product Fiche to be included in the product brochure or other literature provided with the product</li> <li><input type="checkbox"/> Product advertisement with energy-related or price information shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Product technical promotion describing specific technical parameters shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Products offered for sale or hire and where the product can't be displayed should be marketed with the following information (Declared Load Profile / Energy Efficiency Class / Energy Efficiency in % / Annual Electricity Consumption in kWh)</li> </ul>		
SD 7.2	<p><b>Product labels</b> contain all the information required as per labelling directive 812/2013 Annex III</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Water Heating Function and Declared Load Profile</li> <li><input type="checkbox"/> Water Heating Energy Efficiency Class</li> <li><input type="checkbox"/> Annual Electricity Consumption in kWh / Annual Fuel Consumption in GJ</li> <li><input type="checkbox"/> Sound Power in dB (HP only)</li> </ul>		

SD 7.3	<p>The sampled <b>product fiche</b> contains all the information required as per labelling directive 812/2013 Annex IV?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Declared Load Profile</li> <li><input type="checkbox"/> Water Heating Energy Efficiency Class</li> <li><input type="checkbox"/> Water Heating Energy Efficiency in %</li> <li><input type="checkbox"/> Annual Energy Consumption in kWh / Annual Fuel Consumption in GJ</li> <li><input type="checkbox"/> Thermostat Temperature Settings</li> <li><input type="checkbox"/> Sound Power Level in dB (heat pump only)</li> <li><input type="checkbox"/> Indication if working only during off peak hours</li> <li><input type="checkbox"/> Specific Precaution for assembly, installation and maintenance</li> </ul>		
SD 7.4	<p>The sampled product <b>technical documentation</b> will contain all the information required as per labelling directive 812/2013 Annex V?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name and address</li> <li><input type="checkbox"/> Water Heater model description for identification</li> <li><input type="checkbox"/> References of harmonised standards / Other technical standards and specifications used</li> <li><input type="checkbox"/> Identification and signature of the person empowered to bind the supplier</li> <li><input type="checkbox"/> Specific precautions for assembly, installation and maintenance</li> <li><input type="checkbox"/> Results of measurements for technical parameters (Daily Electricity Consumption (Qelec) in kWh / Declared Load Profile / Fuel / Electricity consumption (day or week)?</li> <li><input type="checkbox"/> Results of calculations for the technical parameters (Water Heating Energy Efficiency <math>\eta_{Wh}</math> in % / Annual Electricity Consumption in kWh / Annual Fuel Consumption in kWh)</li> </ul>		
SD 7.1	Product Label, Technical, and Fiche data is consistent throughout for sampled products		

## ENERGY RELATED PRODUCTS REQUIREMENTS (STORAGE TANKS)

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 7.1	<p><b>Suppliers and dealers' responsibilities</b> as per Articles 3 and 4 of the labelling directive 812/2013</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Product Fiche to be included in the product brochure or other literature provided with the product</li> <li><input type="checkbox"/> Product advertisement with energy-related or price information shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Product technical promotion describing specific technical parameters shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Products offered for sale or hire and where the product can't be displayed should be marketed with the following information (Energy Efficiency Class / Standing heat loss in Watts / Storage volume in litres)</li> </ul>		
SD 7.2	<p><b>Product labels</b> contain all the information required as per labelling directive 812/2013 Annex III</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Water storage function pictogram</li> <li><input type="checkbox"/> Energy Efficiency Class</li> <li><input type="checkbox"/> Standing heat loss in Watts</li> <li><input type="checkbox"/> Storage volume in litres</li> </ul>		
SD 7.3	<p><b>Product fiche</b> contain all the information required as per labelling directive 812/2013 Annex IV</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Energy Efficiency Class</li> <li><input type="checkbox"/> Standing heat loss in Watts</li> <li><input type="checkbox"/> Storage volume in litres</li> </ul>		

SD 7.4	<p>Product <b>technical documentation</b> will contain all the information required as per labelling directive 812/2013 Annex V</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name and address</li> <li><input type="checkbox"/> Storage tank model description for identification</li> <li><input type="checkbox"/> References of harmonised standards / Other technical standards and specifications used</li> <li><input type="checkbox"/> Identification and signature of the person empowered to bind the supplier</li> <li><input type="checkbox"/> Specific precautions for assembly, installation and maintenance</li> <li><input type="checkbox"/> Results of measurements for technical parameters (Storage Volume V in Litres / Standing Loss S in Watts)</li> </ul>				
SD 7.1	Product Label, Technical, and Fiche data is consistent throughout for sampled products				

**FACTORY PRODUCTION CONTROL RELATED REQUIREMENTS:**

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 8.1	Evidence of Factory Production Control (FPC) procedures and records will be required for sampled products		
SD 8.2	<p>As a minimum, FPC procedures and records contain:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> a) Material specifications and batch references</li> <li><input type="checkbox"/> b) Production testing including any pressure testing of the vessel and, where applicable, electrical safety tests</li> <li><input type="checkbox"/> c) Insulation thickness, type, and, if using PU foam, its density. Thickness is measured at a minimum of 3 positions. Products using the injection foaming technique can be assumed to have an insulation thickness equal to the dimension between the vessel and casing</li> <li><input type="checkbox"/> d) Serial numbers and/or date of manufacture</li> <li><input type="checkbox"/> e) Any accessories or safety components supplied</li> </ul>		
SD 8.3	The frequency of any tests and/or measurements is recorded		



**SPARE PARTS AND WARRANTY RELATED REQUIREMENTS:**

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 9.1	Spare Parts available for a period of at least 5 years (non-functional) and 8 years (functional)		
SD 9.2-9.5	Product warranty includes clear terms and conditions, such as: <input type="checkbox"/> a) The level of cover or limitations <input type="checkbox"/> b) The period of should be no less than 12 months from installation, or 15 months from manufacture <input type="checkbox"/> c) The procedure for use and the availability of extended warranty		

**INSTALLER / CUSTOMER SUPPORT REQUIREMENTS:**

SD/DG	Audit Item	C, NC, MNC, NA	Ref
SD 10.1	Provide easy access to help and advice for installers and customers, including the provision of technical and safety critical advice by telephone as a minimum during normal working hours		
SD 10.2 DG 1,2	Adequately cover the HWA Charter in any training delivered in support of installers		
SD 10.3, 10.7	Documented procedure and training to enable staff to provide help and advice to installers and customers. Including what actions can be advised or taken, and any conditions that apply if engineers visit site.		
SD 10.4	Staff training includes the HWA Charter in relation to the supplier's products		
SD 10.5	Documented procedure for issuing safety warnings, fault notification or product recalls		
SD 10.6	Offer technical support in the field		
SD 10.8 DG 1	Documented procedure for receiving and resolving complaints about products, installers, or the HWA Charter		
SD 10.9	Record all instances of claims made against product guarantees / warranty and analyse such records for trends or evidence of product problems.		

