

SCHEME DOCUMENT

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The HWA Charter is managed and promoted by:

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1. INTRODUCTION AND PURPOSE

The HWA Charter puts in place all those elements that are required in order to ensure that hot water products are supplied in a way that they meet the terms set out in the Code of Practice. The Charter receives widespread support from heating appliance manufacturers and the suppliers of related products. It is managed and promoted by the Hot Water Association (HWA).

The HWA Charter's Code of Practice requires that all members adhere to the following:

- To supply fit for purpose products clearly and honestly described
- To supply products that meet, or exceed appropriate standards and building and water regulations
- To provide pre and post sales technical support
- To provide clear and concise warranty details to customers

The elements of the Charter which combine to deliver these benefits under a clearly branded banner are:

- Product suppliers, by meeting the requirements of the Scheme, supply products which meet all required standards and provide support to installers and customers in the supply and after-sales service related to their product.
- Product suppliers are independently audited to ensure that they meet the rules of the Charter.
- Installers can be confident that the product they are installing is as described and meets all current UK legislation and required standards for efficiency and durability.
- Customers can be confident that the product they have had installed meets quality and efficiency standards and that manufacturers can provide relevant after sales support.

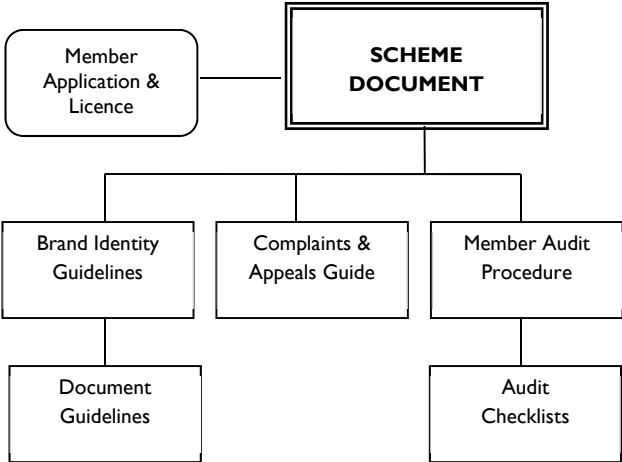
All of these elements are underpinned by independent governance and regular auditing, as well as clear and effective complaint handling procedures that are in place for all Charter members.

2. SCOPE

The HWA Charter is focussed on hot water storage equipment and related products (controls that are integrated in or pre-plumbed, to hot water vessels).

3. SCHEME STRUCTURE

This Scheme Document sets out the principles and requirements of the HWA Charter and refers to a hierarchy of other documents designed to deliver against the aims of the Charter. The following figure indicates the overall documented structure and the linkage between the various documents.



The Scheme is operated by the Hot Water Association (HWA), who may sub-contract specific functions to one or more suitable bodies.

Product suppliers may become members of the Charter provided that they are members of HWA, supply products within the scope of the HWA Charter and adhere to all of the Charter Requirements.

The management system operated by HWA for the Charter is based on the general requirements of the quality management systems standard ISO9001 but has been adapted specifically to apply to the operation of the Scheme.

4. SCHEME METHODOLOGY

The Scheme is designed by HWA with oversight and governance by the Energy and Utilities Alliance (EUA) Board. EUA are the parent body of the HWA.

In order to become and remain a member of the HWA Charter, a product supplier must satisfy the following scheme requirements of Sections 5 to 11 at all times. This includes a requirement for the supplier to be periodically audited against the relevant requirements to ensure compliance. Because of the nature of some products not all the following requirements may apply to every member.

Controls manufacturers will undergo a reduced desktop audit as some of the original audit criteria cannot be practically evidenced. An audit visit may be arranged where this proves ineffective.

Applicants / members are required to declare at the request of the auditor what range or category of current or proposed products are to be in scope for the scheme on the product listings sheet. Where a member employs installers they must comply with the requirements in Section 10.

In order to promote the use of the HWA Charter brand to promote customer confidence, any organisation using the logo will be required to adhere to the HWA Charter Brand Identity Guidelines.

5. SCHEME ADMINISTRATION REQUIREMENTS:

- 5.1 Provide contact details for an individual responsible for the day to day implementation of the HWA Charter and inform HWA of any change to the individual or their details.
- 5.2 The supplier must sign the HWA Charter Licence Agreement included in the Application / Renewal document for product suppliers to commit to the aims and requirements of the Charter.
- 5.3 Promote the HWA Charter to installers and customers.
- 5.4 Ensure that where a documented or certificated Quality Management System (such as ISO 9001) is in place, its use to deliver the requirements of the HWA Charter is consistent with these requirements. Records of internal audits, management review records and corrective/preventative actions should be made available within the audit where they relate to the HWA Charter

6 PRODUCT DOCUMENTATION RELATED REQUIREMENTS:

- 6.1 Comply with the HWA Charter Brand Identity Guidelines for promotional materials, published literature, packaging, vehicles and general use of the Charter logo.
- 6.2 Provide products which comply with all relevant legislation and standards, and where third party product certification is applicable, evidence of this must be provided. If a company uses CE marking on their products, this will require written evidence.
- 6.3 Provide, with each product, clear and complete instructions for the use of the product by installers (e.g. installation, commissioning, servicing, dosing, disposal, calibration etc.) as relevant to the product type.
- 6.4 Provide, with each product, clear instructions and information for the use of the product by customers if relevant to the product type.
- 6.5 Ensure that installer and customer instructions comply with the Brand Identity Guidelines and Document Guidelines

- 6.6 Ensure that installer and customer instructions include contact details for relevant regulatory bodies and after-sales support
- 6.7 Make available replacement documentation on request (including installer and user instructions). If made available electronically this must be consistent with that supplied originally with the product concerned.

7 ENERGY RELATED PRODUCTS REQUIREMENTS:

- 7.1 For compliance with ERP (ref. labelling directive 812/2013) it will be required that the auditors review a sample of products selected at random. The member company will need to provide the auditors the product fiche, technical file including test reports/results and supporting calculations on which claims are based. These requirements are in line with the reporting requirements for ERP and CE Marking. Suppliers and dealers' responsibilities will also be verified where applicable as per Articles 3 and 4 of the labelling directive 812/2013.
- 7.2 The sampled product labels will contain all the information required as per labelling directive 812/2013 Annex III for water heaters or hot water storage tanks as appropriate.
- 7.3 The sampled product fiches will contain all the information required as per labelling directive 812/2013 Annex IV for water heaters, hot water storage tanks and solar devices as appropriate.
- 7.4 The sampled product technical documentation will contain all the information required as per labelling directive 812/2013 Annex V for water heaters, hot water storage tanks and solar devices as appropriate.

8 FACTORY PRODUCTION CONTROL RELATED REQUIREMENTS:

- 8.1 The Product Supplier shall provide evidence of Factory Production Control (FPC) procedures and records to demonstrate products covered by the Charter continue to be produced as per the originally tested and/or certificated product.
- 8.2 As a minimum, FPC procedures shall detail and record:
- a) Material specifications and batch references
 - b) Production testing including any pressure testing of the vessel and, where applicable, electrical safety tests
 - c) Insulation thickness, type, and, if using PU foam, its density. Thickness should be 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
 - d) Serial numbers and/or date of manufacture
 - e) Any accessories or safety components supplied
- 8.3 The frequency of any tests and/or measurements shall also be recorded.

9 SPARE PARTS AND WARRANTY RELATED REQUIREMENTS

- 9.1 Make spare parts available. Spare Parts should be made available for a period of at least 5 years from the cessation of a product or range of products for cosmetic components, and for a period of at least 8 years for safety related components.
- 9.2 Give clear terms and conditions for product warranty, including:
- 9.3 The level of cover or limitations
- 9.4 The period of warranty (which should be no less than 12 months from installation, or 15 months from manufacture)
- 9.5 The procedure for use and the availability of extended warranty.

10 INSTALLER / CUSTOMER SUPPORT REQUIREMENTS:

- 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.
- 10.2 Adequately cover the HWA Charter in any training delivered in support of installers.
- 10.3 Have a clearly documented procedure and trained staff for the provision of help and advice to installers and customers. The procedures should make it clear what actions can be advised or taken, and if the supplier is to act (despatching an engineer, issuing replacements etc) the conditions for this must be clearly documented.
- 10.4 Staff training for the above should cover in detail the HWA Charter in relation to the supplier's products.
- 10.5 Have a clearly documented procedure for issuing safety warnings, fault notification or product recalls.
- 10.6 Offer technical support in the field.
- 10.7 Ensure in giving advice that if a recommended course of action may result in a charge being made to a customer this is clearly explained.
- 10.8 Have a clearly documented procedure for receiving and resolving complaints about products, installers, or the HWA Charter.
- 10.9 Record all instances of claims made against product guarantees / warranty and analyse such records for trends or evidence of product problems.

11 SCHEME AUDIT REQUIREMENTS:

- 11.1 Submit to periodic audits to demonstrate compliance with the requirements of the HWA Charter.
- 11.2 Cooperate with HWA or their agents in arranging audit visits and recognise that a failure to agree to an audit may invalidate membership of the Charter.
- 11.3 Complying with all reasonable requests for information during audits or from HWA.
- 11.4 Carry out any improvement actions arising from the audit within agreed timescales, providing evidence by correspondence or undergoing an additional visit if necessitated by a substantial failure. Non-compliance for ERP issues should be addressed and accepted by the auditor within a 1 month period. Non-compliance for other issues should be addressed and accepted by the auditor within a 3-month period. Where this relates to a future document print run beyond 3 months, then a plan should be agreed with the auditor within the 3 months.