

benchmarkTM



**Why should
it be
important
to me?**

Central heating systems today are extremely sophisticated, designed to be energy efficient and provide a reliable, quality service to their owners. So long as it has been installed by a competent installer and to the manufacturer's instructions, it should provide 'worry-free' service for many a day.

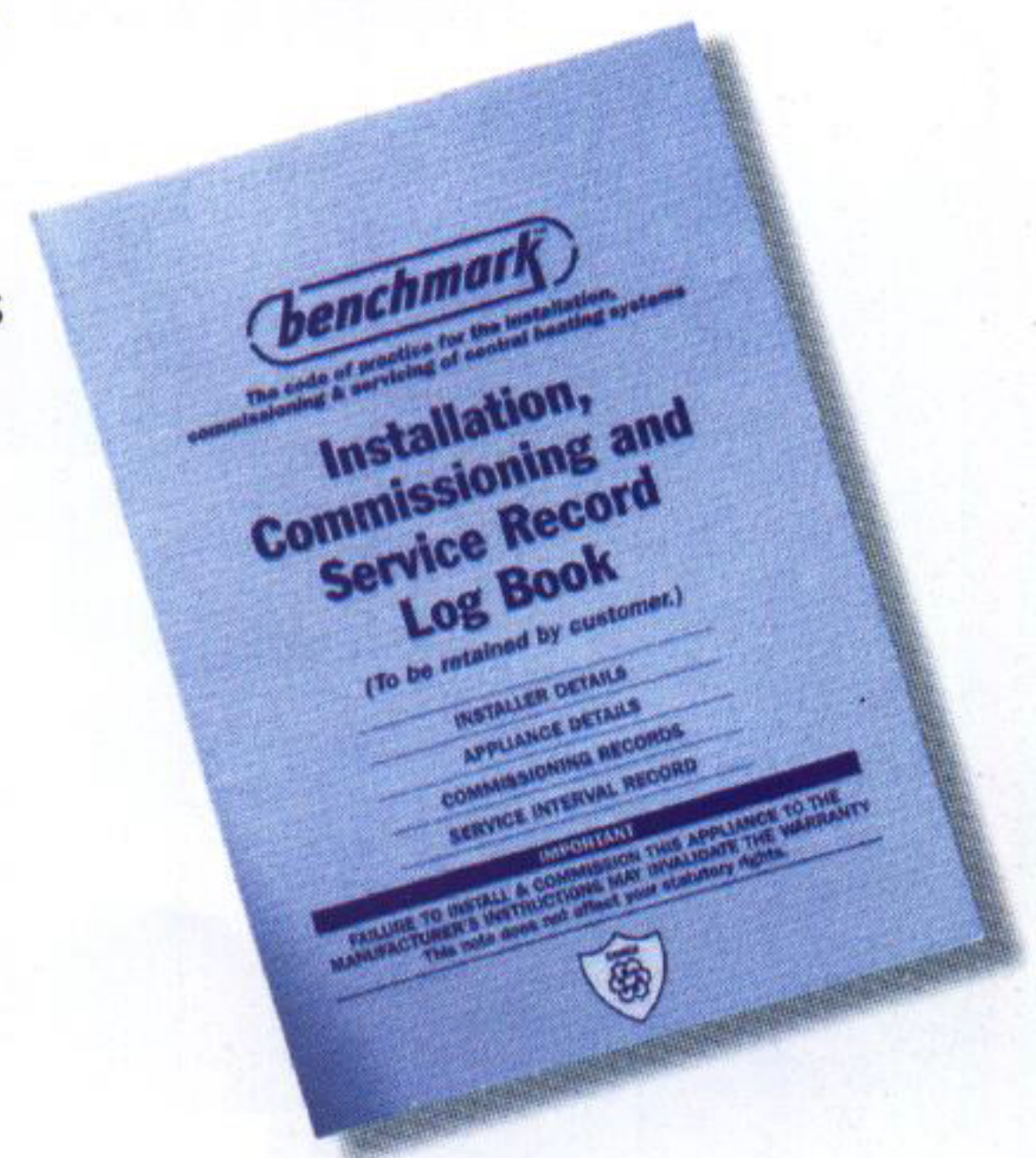
The most important few words in the introduction to this leaflet are 'so long as it has been installed by a competent installer and to the manufacturer's instructions'. There are still too many 'cowboy' installers out there who are neither competent or capable of installing a central heating system to manufacturers' instructions.

The domestic heating industry has gone a long way towards putting its house in order. With much better training available, most plumbers and installers are doing a good job. The number of complaints about shoddy workmanship and faulty or dangerous central heating or replacement domestic boiler installations have, thankfully, begun to reduce in recent years.

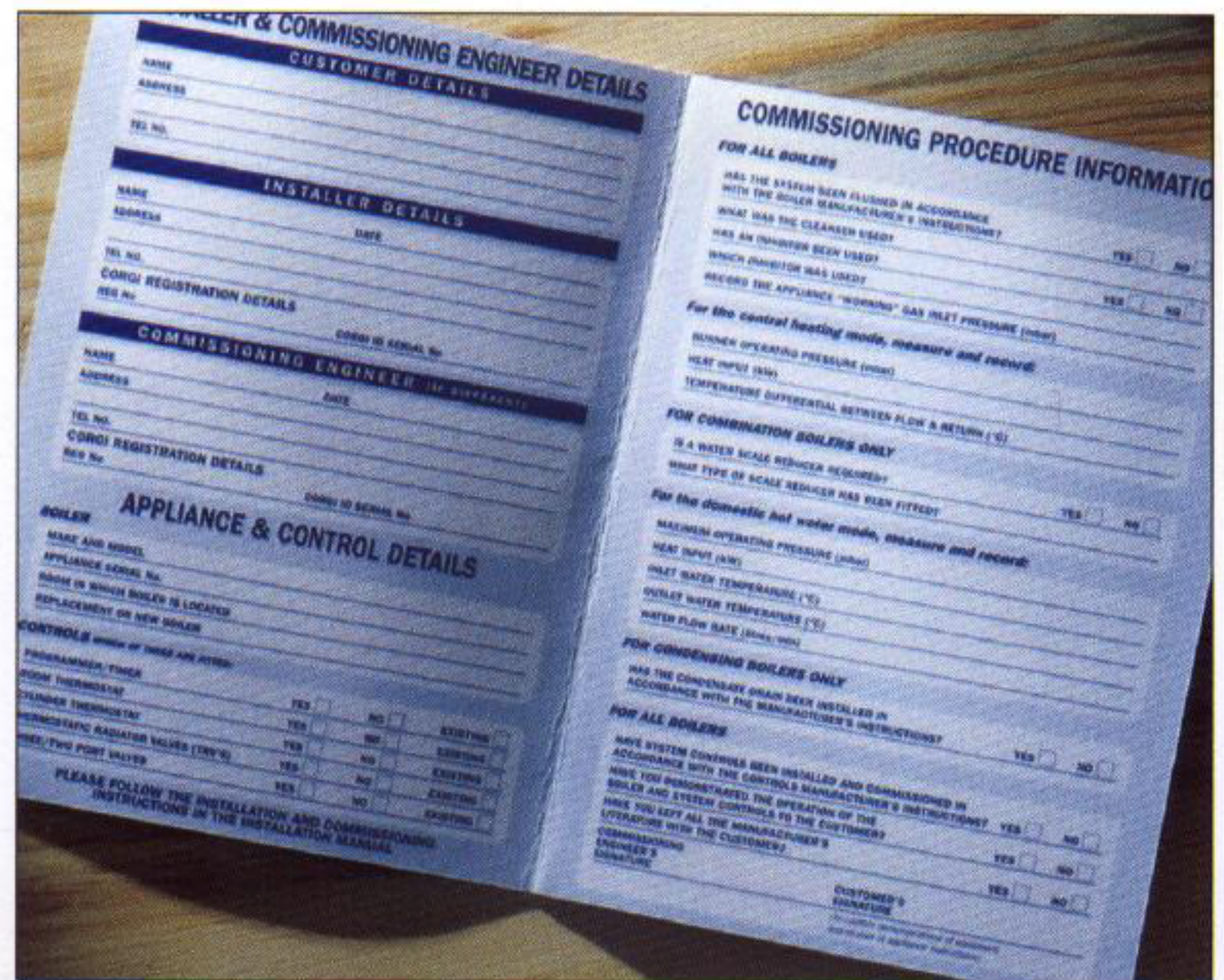
But this is not enough.

To improve things still further, the industry has introduced 'Benchmark', a new code of practice for the installation, commissioning and servicing of central heating systems. Its aim is to reduce the number of emergency call outs customers have to make to installers and equipment manufacturers when their systems fail - often due to poor quality workmanship on behalf of the installer.

From now on, every new boiler made by one of the supporting manufacturers - and this accounts for more than 95% of all boilers sold in the UK - will come with its own Central Heating Log Book. It will look like the one shown here.



It's *vital* you have this document and that it's completed properly by the person who does the work. He will sign it and you must sign it too - to confirm he has done everything he should have done. This includes explaining how to operate the system - if he hasn't explained it - don't sign it until he has! You'd be surprised how many call outs could be avoided if only the installer had taken the customer through how the controls worked!



The installer who does the work has to insert his CORGI

registration number in the Log Book. Remember, it's illegal for anyone who is not CORGI registered to work on a gas fired central heating system or appliance. All CORGI registered installers carry a CORGI identification card which you should ask to see, before he starts work. You can always check an installer's details by calling CORGI for confirmation that he is who he says he is and that he's qualified to do the work you want him to do. Simply call 01256 372300.



From now on, if there's a problem with the central heating system and the 'log book' hasn't been completed properly - or at all - you will have to get the installer back to rectify the problem or risk paying the manufacturer to put it right. The warranty on the boiler may be invalid if the log book is not completed properly.

From now on, we want to encourage you to make sure the person you employ in your home to work on any part of a central heating system or boiler is up to the job.

Here's a checklist you should run down before you even select the installer who you want to do the work:

When you call asking for a quote to install central heating system or a replacement boiler, ask the following questions:

- Are you CORGI registered?
- Are you aware of Benchmark?
- If you are selected to do this work, will you abide by the Benchmark code of practice and supply me with a fully completed Central Heating Log Book?

If he answers 'yes' to all these questions, and from his reputation he seems likely to be a reputable installer, you can be confident that he will do a good job or that if there's a problem, he will come back and sort it out for you.



If he answers 'no' to any of these questions - don't risk it. Find someone else who is prepared to meet the Benchmark standard.

After all, Benchmark only asks installers to do what they should be doing - to install the equipment to the manufacturer's instructions. Quality installers will do this, and will have attended courses to make sure they know how to undertake the work. Unfortunately, 'cowboy' installers want to rush in, fit the equipment, get paid and disappear. They'll be very difficult to get back if anything goes wrong.

So protect yourself. Ensure that the installer you select is qualified to do the job. That he knows about Benchmark and will guarantee to provide you with a fully completed Central Heating Log Book.

Should you require any further information on Benchmark call 0845 6002200.



***The code of practice for the installation,
commissioning & servicing of central heating systems***



Checklist

Use this 'easy to use' grid to note down details of the quotes you obtain, when you consider employing someone to undertake work in your home.

Name of firm/installer:			
Telephone number:			
CORGI registered?:			
CORGI registration number:			
Aware of Benchmark?:			
Will he supply a Benchmark Central Heating Log Book?:			
When can he call to provide a quotation?:			
Will he confirm his price in writing as a quotation, not merely an estimate?:			
If successful, when could he make a start on the job?:			

**THE BENCHMARK INITIATIVE IS
SUPPORTED BY THE FOLLOWING**

ALPHA BOILERS,
BAXI,
CHAFFOTEAUX,
FERNOX,
FERROLI,
GRUNDFOS,
HALSTEAD,
HEPWORTH,
IDEAL,
MTS (GB) ARISTON,
POTTERTON,
RANGE,
RAVENHEAT,
SENTINEL,
SIME,
VAILLANT,
VOKERA,
WORCESTER,
DOMESTIC HEATING CONTROLS
MANUFACTURERS (TACMA) AND WATER
HEATER MANUFACTURERS (WMA)



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