



Working Together for a Cleaner, Safer and More  
Sustainable Environment

**HETAS Approved Biomass Maintenance Scheme**  
**Conditions of Registration and Guidance**

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## Introduction

These Conditions of Registration apply to the HETAS Approved Biomass Maintenance Scheme. The scheme meets the requirements of the MCS standard MCS 040 for the Planned and Preventative Maintenance of Biomass Appliances. Maintenance businesses registered with the scheme can provide the routine maintenance requirements for biomass boilers receiving RHI funding for the installation categories for which they are competent.

By registering with HETAS you agree to comply fully with the following Conditions of Registration.

## Definitions

**The Approved Biomass Maintenance Company** ~ The company, (or sole trader), who has the capability to undertake maintenance in accordance with the requirements of the boiler manufacturer requirements, these Scheme conditions, MCS 040 Standard and any appropriate codes of practice.

**PPM** ~ Planned and Preventative Maintenance covered under the MCS 040 Standard.

**RHI** ~ Renewable Heat Incentive. A Government incentive scheme for domestic and non-domestic installations

**HETAS** ~ The certification body awarded to carry out certification approvals against the requirements of the MCS 040 standard.

**Forms** ~ Means the Forms which document information used by HETAS to manage the application and on-going certification process.

**Registration Fee and Renewal Fee** ~ Mean the charges set out to cover the approval and certification process for Registration for operatives and the business respectively.

**Additional Charges** ~ Means any charge resulting from work necessary and agreed by the Installer company over and above that allowed in the calculation of the Certification Fee

For further definitions refer to the "Definitions and Normative Reference" section in the MCS 040 standard.

## Scope

The scheme provides the framework for maintenance businesses offering routine and planned maintenance for a range of biomass boiler categories for which they can provide competence. Breakdowns, diagnoses and repairs may require the boiler manufacturers' specific engagement. A registered maintenance business must be able to provide such information.

For a full introduction to the scheme with reference to meeting the RHI maintenance requirements, please see the "Scope" section in the MCS 040 standard.

## 1 Conditions of Registration

- 1.1 Businesses may only apply and register for the HETAS Approved Biomass Maintenance Scheme where they have proven competence through experience, training and/or assessment.
- 1.2 Businesses must only carry out work in categories of work they are competent and registered to complete.
- 1.3 Registered Businesses must nominate a responsible individual who will be fully responsible for ensuring the business complies with these conditions and communicates with HETAS.
- 1.4 You agree to HETAS ongoing and periodic competence surveillance of maintenance work and when requested will provide an appropriate site for inspection within a reasonable period.
- 1.5 If a planned surveillance visit is cancelled by the registrant, a fee will be levied. Details of current fees and charges are available on request through [info@hetas.co.uk](mailto:info@hetas.co.uk).
- 1.6 All maintenance work completed must adhere to the manufacturers' requirements, all relevant Standards for the country or region, Health and Safety legislation, and any other relevant legislation.
- 1.7 Only registered Businesses including the named responsible person/operatives can access the HETAS Biomass Maintenance notification system.
- 1.8 The insurance cover shall be appropriate to the risk, nature and scale of the work undertaken. The business shall hold a minimum of £2 million of public liability insurance covering all of the work that it carries out within the scope of their Competent Person Scheme certification. HETAS will require a completed annual declaration and the policy schedule to confirm the above PLI requirements are met.
- 1.9 The Registered Business must operate and maintain a documented Quality Management System, in line with MCS 040 standard and be able to evidence this in part or while upon request. It must cover the areas stated in the standard.
- 1.10 The Registered Business must have a written process for complaints systems and a safe system of work e.g. risk assessment and method statements.
- 1.11 Registered Businesses must pay all subscription fees and any other fees due to HETAS by the due date.
- 1.12 HETAS reserves the right to refuse or remove the registration of any applicant or registrant, and to refuse re-registration to any business where they fail to meet and/or to comply with the requirements of these conditions of registration or for one or more of the following:
  - i. Work is found to be of a standard which HETAS considers unacceptable.
  - ii. Businesses fail to comply with the scheme Conditions of Registration
  - iii. Businesses fail to co-operate with the scheme Complaints Process
  - iv. Businesses become insolvent or cease trading.
  - v. Businesses act in such a manner so as to bring HETAS and/or the Scheme into disrepute. This includes aggressive and/or violent behaviour
  - vi. Business and/or Operative misuse the HETAS logo or trademarks
- 1.13 HETAS reserves the right to amend or extend these scheme Conditions of Registration at any time.
- 1.14 It is the responsibility of Registrants to keep themselves updated on the scheme Conditions of Registration.
- 1.15 The maintenance engineer shall be competent to provide the routine planned maintenance required by the boiler manufacturer for the appliance being worked upon. When carrying out maintenance, reference to manufacturers routine PPM requirements, including schedules of maintenance, records kept, and measurements made/checked shall be verified against manufacturers guidance and any required measurements recorded.

- 1.16 Registered Businesses must adopt a duty of care to their customers to highlight and bring to their attention any issues relating to their existing installation that could impact on safety or efficient operation. The maintenance engineer should have a level of competence to recognise where something is not correct and recommendation that further investigation is needed to their customer.

## **2 Business Registration**

- 2.1 The word “HETAS” shall not be used as or as part of the name of any Business, any website domain name or email address operated by the Business, or any product or service.
- 2.2 Registered Businesses must inform HETAS within ten business days of any circumstance relating to:
- i. changes in contact details
  - ii. changes to banking details which will affect payment to HETAS
  - iii. changes in business name or legal status
  - iv. changes relating to any of their Registered Service Operatives including termination/ withdrawal of employment or of sub-contract arrangements
  - v. the addition and/or removal of work categories
  - vi. any change that will affect the competency of individual operatives and /or business as a whole
  - vii. changes that effect the ability to comply with MCS040

HETAS may charge an administration fee for any changes in scheme, business name and/or business address.

- 2.3 HETAS will handle personal data given to it by Registered Businesses and applicants in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR). The HETAS Privacy Notice is published online at: [www.hetas.co.uk/privacy-policy](http://www.hetas.co.uk/privacy-policy).
- 2.4 Please ensure that only the appropriate logo is used. If for any reason the business ceases to be registered, this must be removed from all documentation and social media sites immediately and you must return ID cards, any unused servicing certificates and business certification.
- 2.5 Businesses will be listed on the HETAS website under the appropriate search option.

## **3 Registration of Biomass Maintenance Operatives**

In the absence of any formally accepted competence framework, engineers must provide relevant evidence of competence for the categories of installation/appliance they wish to maintain. Those presenting evidence of experience only may require additional assessment of competence.

Where routine maintenance identifies further work is required or system diagnosis, the engineer must be able to advise the customer that additional investigation is needed.

- 3.1 Individuals seeking HETAS registration as an operative must work for/sub-contract to a HETAS Registered Business.
- 3.2 HETAS ID cards should be available for inspection by any customer and HETAS at any time.
- 3.3 Maintaining Competence – Registered operatives and businesses must keep themselves up to date with any changes to relevant Standards.
- 3.4 Where the registered maintenance business uses subcontractors there must be a process in place to validate their competence and ensure that their part in meeting the Standard is met. There must be a sub-contract agreement in place agreed by both parties recognising the requirements of this Standard.

- 3.5 The registered maintenance business assumes responsibility for the work undertaken by the subcontractor and for the maintenance report (see section 6.1.1) if that is provided by the subcontractor.

Note: It is a requirement that any maintenance business only provides suitably competent operatives for the type of work being undertaken. The maintenance activity must be assessed prior to any contract agreed and the work being carried out. For some systems such as steam installations there are additional competence and legal requirements including insurance requirements. The standard, nor the scheme, cover the additional legal or competence requirements for safe operation of steam systems or HTHW.

## **4 Registration Fees**

- 4.1 HETAS reserves the right to amend the scheme fee schedule and will advise registrants in writing either via email or letter.
- 4.2 Should a registration be cancelled, no refunds will be made by HETAS. If you wish to cancel your registration, 28 days notice must be given. Payments for the complete year must continue if paying by Direct Debit to the Scheme end date of that year.

## **5 Approval process**

- 5.1 A desk audit of the submitted application, evidence of competence and supporting documents will be carried out by the HETAS registration department prior to approval. Where an office or installation audit is required prior this will be arranged.

The Responsible Person will be the main point of contact during the whole application and approval process and should be available for clarification of any matters arising so that every opportunity is afforded for the applicant to correct any issues arising prior to the office and installation inspection.

- 5.2 Once initial review confirms that the business has systems in place with reference to the requirements of MCS040 and evidence of competency requirements, an audit schedule will be communicated. This may include one or all of the following (depending on competence evidence presented);
- Remote desk-based audit
  - On site competence visit

A remote desk-based audit may be required (depending on documentation received during application) to verify the business Quality Management System in relation to MCS 040 standard.

The on-site inspection shall verify the working activities of the installer business against the MCS 040 standard and confirm satisfactory competence/practice is demonstrated in relation to this.

- Should the applicant not provide sufficient documentation to demonstrate compliance with the Standard or competence is not demonstrated at the installation audit and further reassessment is considered necessary, then this shall be charged at the relevant daily rate.
- The number of site inspections will depend on the number of operatives and the size of the operation.
- Registration covers one on-site assessment per business. Additional site assessment(s) as required may be chargeable

## **6 Regulation or Grant Funding Requirements**

- 6.1 Routine surveillance audits or reviews will be undertaken annually. A site visit may be required based on a risk assessment conducted by HETAS.

Where an inspection visit has been requested by a HETAS appointed inspector, the Registered Business will be liable to a postponement fee where:

- i. If it cancels or fails to fulfil any arranged appointment in writing to the inspector, unless it gives at least five clear business days' notice.
  - ii. Where a second appointment date is arranged and the business fails to provide a suitable confirmation and site details to the inspector within the requested time.
- 6.2 For RHI and other Government funded incentives that require proof of maintenance, the registered maintenance business shall provide evidence of maintenance to their clients which details any PPM carried out. Any maintenance work carried out for this purpose should be notified to HETAS.
- 6.3 HETAS will offer an electronic maintenance visit notification system as an option which will be made available to OFGEM as third-party evidence of compliance.
- 6.4 Notification of maintenance will be completed by the named responsible person/operatives within 30 calendar days of the date of the maintenance work.
- 6.5 Following PPM, the business shall issue the appliance owner with a maintenance report (digital or hard copy) of confirmation of manufacturers PPM outcome, including any actions or improvements noted if appropriate.
- 6.6 This report should be available to HETAS on request and businesses required to hold a list of PPM activities (sites) carried out under the scheme available for review. The HETAS notification system will fulfil this requirement.

## **7 Rules for Refusal, Suspension or Removal of Registration, Disciplinary Action and Appeals**

- 7.1 Where a scheme registrant is in breach of the Conditions of Registration, does not meet the required Standards, or HETAS is in receipt of information for example from a trade association or enforcement agency, HETAS may refuse, defer or suspend registration .
- 7.2 Appeal: Where a registrant or applicant wishes to appeal a decision by HETAS (removal of Registration or rejection of an application), HETAS will review the evidence presented and advise whether there are reasonable grounds to proceed with an appeal. If so, HETAS will arrange an Appeal Hearing, subject to receipt of a deposit – Details of current fees and charges are available on request through [info@hetas.co.uk](mailto:info@hetas.co.uk).
- 7.3 Where the appeal is found in favour of HETAS then the deposit is not refundable. Where the appeal is found in favour of the appellant, then the deposit is returned. No other costs or fees will be paid by HETAS to the appellant or anyone acting on their behalf.
- 7.4 During the period of an appeal the business will remain suspended and works covered by the scheme must be suspended.

## **8 Complaints Process**

- 8.1 The HETAS complaints process is published online and available to Registered Businesses and consumers. This details complaints that fall within the remit of the policy and scheme as well as expectations of both parties.
- 8.2 In line with MCS 040 (3.1.7), the Registered Business is responsible for maintaining a written complaints procedure for managing complaints (justified or otherwise.)

- 8.3 Complaints about the work of HETAS Registered Operatives may arise from time to time. The complainant should first inform the Registered Business of the problem, allowing them a reasonable period of time in which to respond to the complaint. Emphasis will be on the Registered Business to resolve the concerns with the complainant in the first instance.
- 8.4 Registered Businesses should keep and be able to evidence as required records of all complaints received and the response made for a period of 6 years.
- 8.5 HETAS reserves the right to require a registered business to re-attend the site referred to in the complaint and to be observed by an Inspector appointed by HETAS.

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