

MCS040 Clause	Requirements
3.1 - Quality Management System	<p>Please provide a documented Quality Management System which demonstrates maintenance activities of the business.</p> <p><b>This should include the following areas as a minimum:</b></p> <ul style="list-style-type: none"> <li>• Limitations of the Maintenance Business</li> <li>• Management of Subcontractors</li> <li>• Maintenance Contracts</li> <li>• Document Control</li> <li>• Test and Measurement Equipment</li> <li>• Complaints</li> <li>• Health and Safety</li> </ul>
3.1.5 - Document Control	<p>Please confirm that the documents produced and used by the company, including any procedures, template forms, contracts, policies etc. are listed and controlled.</p> <p>Please confirm how records are kept and that they are kept for a minimum of 6 years.</p> <p><b>Records to be kept relevant to the Quality Management System include:</b></p> <ul style="list-style-type: none"> <li>• Record of the Planned and Preventative Maintenance Activity</li> <li>• Any Maintenance Contracts</li> <li>• Formal evidence of engineer competence, including assessed experience or qualification</li> <li>• Records of calibration of testing equipment, including software if used</li> <li>• Complaint Records</li> <li>• Sub-Contract Agreements</li> </ul>
3.12 - Limitations of Maintenance Business	<p>Please confirm that your business recognises its scope and extent.</p> <p>Please confirm there is a structure of responsibilities (named people) for the various activities within the business, along with detailing any qualifications they may possess and any expiry dates (including sub-contractors) carrying out Planned and Preventative Maintenance</p>
3.1.3 - Subcontractors	<p><b>Please provide evidence of a subcontractors agreement (<i>if applicable</i>), ensuring that:</b></p> <ul style="list-style-type: none"> <li>• The MCS standard is referenced</li> <li>• Competence requirements stated</li> <li>• Considerations of equipment &amp; calibration (if it is the responsibility of the subcontractor)</li> </ul>
3.14 - Maintenance Contracts	<p><b>Please provide us with a maintenance contract. This can be either or both:</b></p> <ul style="list-style-type: none"> <li>• Consumer</li> <li>• Business to Business service contracts</li> </ul> <p>Please state if the model contract provided alongside MCS040 is used.</p>

# HETAS HABMS Application Requirement Guidance Form cont...

3.1.4 - Maintenance Contracts cont...	<p><b>If the model contract <i>is not</i> being used, please provide a copy (including any terms) to confirm the contract is fair and reasonable, and includes the following:</b></p> <ul style="list-style-type: none"> <li>• Urgent Repair or a Planned Service Visit</li> <li>• Statement of Compliance to Standard (MCS040)</li> <li>• Acceptance of Proposal (Referring to Terms and any rights of cancellation)</li> <li>• Use of Sub-Contracts</li> <li>• Obligations, including cost of work breakdown</li> <li>• Cost &amp; Payment terms</li> <li>• Consequence of delay</li> <li>• Unexpected work</li> <li>• Supply of Services (if not in Terms)</li> <li>• Breach of Obligations</li> <li>• Dispute Resolution</li> </ul>
3.3.1 - Domestic Consumer Protection	Please advise how you advertise business.
	Please advise how you would deal with vulnerable consumers.
	Please state you offer any Manufacturer Guarantees?
	Please confirm you are aware of Consumer Contracts Regs 2013/The Consumer Rights Act 2015.
3.1.6 Test & Measurement Equipment	Please confirm suitable equipment is available to ensure testing, measurement and commissioning of the installation takes place.
	Please evidence a record of all equipment kept, including its calibration status.
3.1.7 - Complaints	Please confirm that written procedures are in place to ensure complaints received are controlled and actioned in a timely manner, and the outcomes recorded.
	Please confirm if your procedure refers to Dispute Resolution.
	Please confirm and evidence that analysis takes place after a complaint, to prevent recurrence.
3.1.8 - Health & Safety	Please confirm the company has a Health & Safety policy and procedure in place.
3.2 - RHI Requirements	Please confirm that copies of any Maintenance Sheets/Certificates and Records are being provided to consumers.
	Please confirm you will use the HETAS Planned and Preventative Maintenance Notification Portal once registered.
4.2.2 - Annual Planned & Preventative Maintenance	Please provide copies of any Maintenance Sheets/Certificates and Records are being provided to consumers. This can be your own template, Appendix A of MCS 040 or the HETAS Biomass Planned and Preventative Maintenance Form
	Please confirm/ensure all items within Appendix A are included on your maintenance form.
6.1 & 6.2 - Reporting & Findings	Please confirm that the Planned and Preventative Maintenance Record Sheet records any safety defects and that these are reported to the operator.