

Biomass Maintenance Standard

HETAS Explanation of Scheme & Quality Manual Evidence

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Foreword by MCS (taken from the Standard)

The aim of this Standard is to encourage the maintenance of Biomass appliances. Poorly maintained appliances are known to emit particulates that damage air quality. The Department for Business, Energy and Industrial Strategy (BEIS) research paper delivered by KIWA and published in 2019 into the 'measurement of the in-situ performance of solid biomass boilers', identified that a lack of operator knowledge and boiler maintenance as the primary reasons for poor Biomass Boiler operation and associated emissions.

The development of this Standard will recognise competent maintenance businesses that can carry out manufacturers' required appliance maintenance and raise the importance to burn the correct fuel. An effective and more efficient appliance performance will increase efficiency and reduce the levels of emission released.

Foreword by HETAS

HETAS Recognises the MCS 040 standard as the criteria for businesses to enter the registration scheme in order to be recognised formally by a certification body (HETAS) as a competent organisation to undertake the described work in a way that meets the standards.

As an accredited certification body HETAS employs the principles of certification to its schemes. The guiding principles of business certification is EN ISO 17065 Product & Services Certification. Whilst this scheme is not formally operated under this standard and audited by the UK Accreditation Service the principles will be applied

This guide details the sections of MCS040, their clauses and guidance and what evidence HETAS may expect a business to supply for review. It is not an exhaustive list, but a guide to assist in the audit process.

Many businesses will be familiar with MCS Audits and the requirements for meeting MCS Standards. However all businesses operate in different ways and will apply the principles differently.

1 - SCOPE

This Standard sets out the requirements for maintenance businesses providing planned and preventative maintenance (PPM) as scheduled by the appliance manufacturer.

There will also be a requirement for routine non-PPM maintenance and the maintenance of the connected heating system and its components. Those requirements are not covered under this Standard but may be considered as part of the service offered by the maintenance business.

Under this Standard maintenance engineers will be able to meet the requirements placed on RHI recipients to prove their RHI funded appliance is maintained. The Standard will be developed as required to meet any further biomass grant aided schemes.

The Standard considers the broad range of biomass appliance types and output capacity. It recognises maintenance businesses that may only provide maintenance services within a specific range of competence, such as limitations to appliance models / manufacturers or limitations to installation size / complexity.

Competence shall be covered under 4 installation categories:

- Domestic Installations
- Small Non-domestic Installations (<200kW)
- Medium Non-domestic Installations (200 to 1,000kW)
- Large Non-domestic Installations (1,000+kW)

The Standard recognises the categories of maintenance offered based on the demonstrated competence of the business, for example this may limit maintenance offered to defined categories such as:

- Individual appliance manufacturers / models
- Appliance types (for example pellet only or walking floor fuel systems)
- Installation or appliance output ranges
- Domestic / small commercial
- LTHW and steam systems

Note;

- 1) For 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. It is a requirement that any maintenance business only provides suitably competent operatives for the type of work being undertaken.
- 2) Definitions and normative references are covered by the standard MCS 040.

Scheme requirements for HETAS Registration Scheme to support MCS 040

Planned and Preventative Maintenance of Biomass Appliances – Requirements for Maintenance Engineers carrying out Maintenance Activities

The registration scheme is based on the competence and ability of the business/sole trader etc to undertake all of the necessary work to satisfy the requirements of the standard. That is to say the scheme/HETAS will seek evidence of competence across the business, that adds up to the overall competence that the business applies for in terms of registration categories:

- Domestic Installations
- Small Non-domestic Installations (<200kW)
- Medium Non-domestic Installations (200 to 1,000kW)
- Large Non-domestic Installations (1,000+kW)

Where appropriate the scheme will recognise and list registrants in areas of speciality, such as specific boiler manufacturer maintenance, where evidence of manufacturer training can be verified. If a business is competent in a wide number of boiler types and output ranges a simple general listing may describe the wider range of competences e.g.:

- Individual appliance manufacturers / models
- Appliance types (for example pellet only or walking floor fuel systems)
- Installation or appliance output ranges
- Domestic / small commercial
- Fuel Delivery Systems (Pneumatic / Walking Floor)

Requirements for the maintenance business APPLYING FOR REGISTRATION

At the time of application and periodically, by way of ongoing surveillance, evidence of the applicants Quality Management System will be requested as evidence that the applicant complies with the scheme requirements. This can be provided electronically. It must cover the areas stated in MCS 040 Section 3

A quality management system (QMS) is a system that documents the policies, business processes, and procedures necessary for an organization to create and deliver its products or services to its customers, and therefore increase customer satisfaction through high product quality

This could be an electronic system or paper based, simple or complex depending on the size of the business

2 - QUALITY MANAGEMENT SYSTEM

The following explains the areas of the QMS that will need to be demonstrated as part of your application. We encourage you to read this guide alongside the Standard to ensure correct processes/documentation can be evidenced.

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3.1.1 The Maintenance Business must have in place a maintained and documented quality management system proportionate with the needs of the business maintenance activities and as a minimum, detail how the requirements of the relevant activities detailed below are met.

There may be additional contractual requirements by the client for additional management systems.

A QMS can be paper based or electronic and should include details about how it is kept current and up to date. It is essentially a document that includes information about a businesses' working procedures and how records are held.

Documents could be written in detail, or it could be a flow diagram, a table, chart etc. The document does not have to be in a set format, providing it contains the information required.

Each document should include **Dates** and **Version Numbers** on them. If there is an update, this can then be traced.

HETAS will look to see evidence of a QMS in place to cover the following areas:

- Limitations of the Maintenance Business
- Management of Subcontractors
- Maintenance Contracts
- Document control
- Test and Measurement Equipment
- Complaints
- Health and Safety

2.1 - Document Control

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3.1.5 The Maintenance Business shall manage or have access to relevant standards, appliance instructions defining the PPM required, guidance etc. to ensure relevant information is available to perform a thorough maintenance activity.

A copy of any PPM carried out, or maintenance contract must be retained for at least 6 years.

A record of the PPM activity will be provided (see section 3.2.1 and 6.1.1).

Records to be kept relevant to the quality management system include:

- Records of calibration of testing equipment, including software if used.
- Formal evidence of engineer competence including assessed experience or qualifications
- Compliant records
- Sub-contract agreements

Each document or record that is used as part of your business activities and included in your QMS should be clearly numbered with a version or issue number and date. It could also include a status. We need to review each of the sections/records.

Ideally, there will be a master document list (electronic or hard copy) which includes all documents/processes within the QMS. This itself should be referenced and dated, for example;

MDL V1.0 12/09/2021 – (Master Document List; Version 1.0; Date 12/09/2021)

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3.1.2 Limitations of the maintenance business

The maintenance business must recognise the scope of competence and capability of the business within the categories of PPM defined under this Standard.

The combined competence of the maintenance business will be a collective of the registered maintenance engineers (employed and contracted). Each will hold appropriate core technical qualifications or provide aligned knowledge through experience.

The **Competency Matrix** will provide information on what competencies can be considered.

The application form will request detail for each operative and we have provided an operative Declaration Form. Here you can record competencies/qualifications for each operative (including sub-contractors.)

As part of the QMS, we will look for a structure of responsibilities (named people) for the various activities within the business. The business should list as a minimum the responsible persons and detail their qualifications and any expiry (including sub-contractors) carrying out PPM.

We would expect to see some way of controlling/managing areas of competence your business holds. Appendix D "HETAS Approved Biomass Maintenance Scheme Operative List Form" may help with this.

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3.1.3 Management of Subcontractors

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.

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.

Any work, within the scope of the scheme, that is sub-contracted must be managed through written sub contract agreements between the parties involved.

We will request to review any sub-contract agreements in place and also require that competencies are managed in a similar way to employed contractors, such as copies of qualifications held and competencies listed/controlled.

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3.1.4 Maintenance Contracts

The extent of any maintenance or contractual requirements will likely depend on the complexity and size of the system.

For routine PPM in domestic properties, a formal and fair written contract is required setting out the terms of the agreement and that the service will meet the requirements of the Standard. The detail of maintenance activities carried out, and where relevant, the confirmation of manufacturers PPM scheduled maintenance must be recorded.

Note: A model contract template for domestic consumers is available on the MCS, HETAS and RECC websites.

For commercial systems and service agreements a formal business to business contract may be required as part of the agreement. The extent of any agreement should be agreed by both parties.

We need to review the copies of contracts that consumers/businesses are provided with.

The MCS Standard 040 helps here. There are model contracts that can be utilised available on the MCS website that can be specifically used for completing maintenance work.

See the MCS Website: www.mcscertified.com/standards-tools-library

Find it under 'Other Standards ; Model Contract options for Biomass Maintenance Services

We will request that you provide contract templates, or confirm you will utilise templates within the Standard.

We will also ask for you to clarify whether you use Consumer contract or Business to business service contracts or both.

Template contracts are separated into 2 areas, based on the different consumer protection requirements for;

- a) Urgent repairs or maintenance outside of any prior agreement. (Note: you cannot sell any other goods or services at the same time without providing cancellation terms)
- b) Planned maintenance work/ non urgent repair/or if the contract refers to recurring maintenance visits, for example, on an annual basis.

If you utilise your **own contracts** we require copies to check that this covers the main points within the template (See MCS 040 Section 3.3 – Domestic Consumer Protection).

It is important to note that there are specific Regulations such as the Consumer Contracts (information, Cancellation and Additional Charges) Regulations 2013 and Consumer Rights Act 2015, that apply to any service provided (including Biomass Maintenance.) Your obligations to meet these depend on the scope and how the contract is agreed.

We are not legal experts, but the Standard requires the contracts are appropriate and cover the main points listed.

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3.1.6 Test and Measurement Equipment

Any test and measuring equipment used must be maintained in good condition and records of calibration kept.

Equipment should be listed, identified and marked with its calibration status.

A record (log/list & status) of all equipment should be kept.

We will ask for you to confirm this and look for evidence of a record (see Document Control).

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3.1.7 Complaints

The maintenance business must have a written procedure for managing complaints and shall keep records of any complaint received (justified or otherwise), including the actions taken to satisfy the complaint.

This is fairly self explanatory. We will request evidence of a complaint log or file where you record complaints (up to 6 years) and confirm a written procedure is in place on how you accept, investigate, resolve and review complaints.

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3.1.8 Health and Safety

The requirements for health and safety are not covered by this Standard, but maintenance businesses must declare they are meeting any regulatory requirements appropriate for the size of the business.

This is included within the HETAS HABMS application. We ask you to confirm the company declares they are meeting any regulatory requirements and upload any Health & Safety Policy (depending on the size of the Business) and/or Risk assessments.

We will seek verification that the business understands your obligations for appropriate H&S requirements.

3.2 Regulation or Grant Funding Requirements

3.2.1 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.

HETAS Registered Businesses will have access to an electronic notification system which will provide an electronic certificate to the client. This can be shown to OFGEM as third-party evidence of compliance.

A record of maintenance should also be left with the appliance user on the day (e.g. the PPM form provided by HETAS).

We will ask you to confirm and provide copies of any Maintenance Sheets/Certificates and confirm records are being provided to consumers.

3.3 Domestic Consumer Protection

3.3.1 A contract for maintenance shall be entered into between the maintenance business and the customer. Contracts or order documents should be clear, written in plain English and any exclusions of liability must be highlighted...

3.3.3 ... The maintenance business shall comply with the following when dealing with domestic customers:

- Customers shall be treated fairly and with respect. Additional precautions should be taken when dealing with customers who may be considered vulnerable.
- Sales agents shall not place customers under pressure to sign orders or contracts at any meeting in the customer's home by, for example, overstaying their welcome or offering excessive discounts off inflated prices.
- All claims made in relation to the delivery and benefits of maintenance in marketing material (including website and company brochures) shall be based on a reputable source and verifiable.
- Manufacturer's guarantees associated with any replacement parts resulting from maintenance are to be made available to the consumer where possible.
- Comply with all relevant consumer protection legislation currently in force. Particular attention is drawn to the consumer contracts (information, cancellation and additional charges) regulations 2013 and the Consumer Rights Act 2015.

At the time of application, HETAS will need to see a sample of what the applicant will use to meet this part of the standard.

We will look to ensure any contract covers the following points:

- a) Clear that contract covers Urgent repair (model 1) or is a Planned service visit (model 2) ?
- b) Statement of Compliance to Standard (MCS040)
- c) Acceptance of Proposal (Referring to Terms and any rights of cancellation)
- d) Use of Sub-contractors
- e) Obligations Including Cost of work breakdown
- f) Cost & Payment terms
- g) Consequence of delay
- h) Unexpected work
- i) Supply of Services (If not in Terms)
- j) Breach of Obligations
- k) Dispute resolution

3.3 Domestic Consumer Protection...

3.3.2 ... A maintenance business must have appropriate insurance to cover potential liabilities to customers or third-party damage, which may be caused by their maintenance activities. The insurance must be adequate to cover all liabilities which might reasonably be expected to arise from their activities.

We will ask you to confirm and declare that you hold appropriate and adequate insurance for the activities relevant to your business and may request a copy.

We are not insurance experts and the liability remains with the business to ensure they have appropriate business insurance cover relevant to their activities and scope of works.

Note; for 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.

It is a requirement that any maintenance business only provides suitably competent operatives for the type of work being undertaken.

4.1 Maintenance Activity

4.1.1 Compliance with this Standard only considers PPM activity to meet the service requirements specified by the appliance manufacturer for the biomass appliance equipment only (i.e. the biomass appliance, integral control panel and fuel feed system).

4.1.2 The maintenance engineer may suggest additional maintenance, repair or adjustment of controls to improve appliance performance with consideration of any intelligence gained from:

- Operational discussion with the appliance operator or appliance owner, especially where the opportunity to observe the appliance in operation is not feasible
- Any previous maintenance records
- The original handover documents and the expected performance given
- Interrogation of system control and captured performance data including fault codes
- Fuel being burnt against the fuel required (see manufacturer's instructions and / or the emission certificate).

This section is covered primarily by the documentation used to record the maintenance activities completed.

We would consider the use of the PPM form within the standard (Appendix A), or a variant of (such as the HETAS PPM form) alongside a method to record observations or considerations handed to the end user.

We will require a copy of your PPM record form to be submitted for review. Part of this may also be observed during an on-site audit (See 4.2.2 & section 6).

Additional information, to form part of the onsite maintenance activity report should consider:

- 1) Any operational comments from the end user
- 2) Any previous maintenance records available
- 3) System Performance information – any concerns?
- 4) Any performance data/fault codes?

We would also look for an observation on the fuel being used:

- 5) Correct type/quality and storage.

4.2 Annual Planned and Preventative Maintenance

4.2.1 The maintenance engineer shall be competent to maintain 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 recorded. In the absence of manufacturers own prescribed maintenance records, the engineer shall have their own maintenance record verifying checks and actions taken.

An example maintenance checklist is available in Appendix A recognising key appliance PPM checks, and safe operation requirements.

4.2.2 Once maintenance is complete a record of PPM shall be provided.

Note: Any feedback that could improve efficiency or effective operation may be given.

4.2.3 Additional routine maintenance including cleaning is likely to be required, which may be carried out by the appliance owner or operator. Such requirements are not covered under this Standard and may not be covered by any annual agreement under this standard. Owners should make the necessary arrangements to comply with manufacturers' instructions.

This clause may be satisfied by the onsite inspection observation of task. Documentation, such as the PPM record will be required to be submitted for review, however specific findings or recommendations will be reviewed on site.

The Registration Scheme is concerned with the maintenance visit that is undertaken in order to satisfy the RHI/DRHI maintenance requirement.

We acknowledge that other visits and activities may form part of an overall maintenance programme designed by the manufacturer, service/maintenance company or the boiler operator etc. Where an on-site inspection visit is undertaken, the HETAS assessor will want to see or application of the standard and competence to undertake the activities listed in Appendix A – example maintenance checklist / service report.

5 Role and Competency Requirements

5.1 The maintenance business must specify a names individual, the nominee, who will be the main point of contact in relation to this Standard. The business shall recognise who is responsible for the key roles within the business including:

- The Nominee who is the main contact in relation to this Standard
- The administration of formal quality system procedures, including management of contracts, reporting and managing complaints.
- The competent maintenance engineer(s), and their qualifications

Dependant on the size of the business this could be the same person. Where roles are covered by multiple employees, or sub-contractors, individual responsibilities will be recorded.

Identified maintenance engineers will be assessed as Competent for the work they can do. Core knowledge of plumbing and heating can be verified by formal qualification, or the assessment of experience, or prior knowledge.

There is an expectation that certain appliance manufacturers will require the attendance of their own manufacturer training before maintaining their appliances. When this has been undertaken, records of the assessment and manufacturers training should be recorded

The maintenance business will list the areas of their combined competence, listing limitations to individual appliance manufacturers, models, system controls and the extent of complex systems. The registered competence will be summarised on the consumer search facility looking for maintenance businesses.

This is a requirement for us to review competence of individual engineers, however it is the business that is awarded overall competency.

There are few recognised qualifications accepted by educational authorities (e.g. mapped against the National Occupational Standards) although the HETAS H005 Biomass installation course is one.

Competence is generally a combination of learning and experience enabling an individual to meet an agreed standard of skill in undertaking their work safely and effectively.

Where there is a lack of formal training, assessment, and verification of experience over time, we must recognise any reasonable evidence that can be demonstrated to us along with a declaration to verify that the individual has been observed as working effectively and safely by his/her employer etc.

In the case of the biomass sector, we have experienced a range of evidence offered to demonstrate competence, including:

- The employer/contractor has used the engineer over time and has experience of them working effectively. This may include some internal or external training. In this case, and at the early stages of the scheme, we must accept a declaration of experience and competence from the employer. Without evidence of training/assessment, we would see this engineer as posing more risk than an independently qualified and assessed, experienced engineer.
- Where at application, the business can provide evidence via QC records, training course certificates, assessment records etc, we would see these engineers as lower risk due to a higher degree of evidence
- A Declaration Form [HABMS OpDec V1.0 Oct21] can be used to submit and declare each operatives competence, signed by the Nominated Technical Person.

We will risk assess businesses and those deemed higher risk will be inspected sooner (possible more often) than the lower risk businesses. The inspection visit outcome may then be used to recalculate risk and could move the business in to a lower risk category.

Founded complaints and major changes to the business may increase perceived risk resulting in additional inspection visits if appropriate.

HETAS will require a list of operatives and technical people within the business. An example of a list is the HETAS HABMS Operative List Form.

Please ensure that you provide relevant qualifications/evidence of training as appropriate for each operative.

Note that we can only award 'specialist' competency training (for a specific manufacturer for example) where supported by manufacturer evidence of training.

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6 Handover and Reporting

6.1 Reporting and Issuing findings

6.1.1 Following PPM, the business shall issue the appliance owner with a maintenance report (digital or hard copy) of conformation of manufacturer's PPM outcome, including any actions or improvements noted if appropriate.

An example service report is available in Appendix A.

HETAS will require evidence of your ppm record to be submitted for review We will check the contents within your PPM record to the items listed in the Appendix A example contained within MCS 040.

If you use your own format or version to record maintenance activities completed, please ensure all points (as a minimum) are detailed.

***Note** – there may be additional information required for the Notification of PPM, such as RHI number. It may be necessary to ensure this is included on any PPM Record for the engineer. (See section 6.3).

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6.2 Issuing Warning and Faults Identified

6.2.1 Appliances should be left safe and in a satisfactory working operation. Where appliance safety issues or faults affecting safe operation are found these should be assessed and reported to the appliance owner. The HETAS HUSP procedure can be adopted as a means to determine risk and outcome.

Where there is an unsafe situation a warning to the operator must be issued.

HETAS need to see evidence of how other safety related findings are provided to the consumer/end user. Ideally, operatives will carry relevant warning notices, but a procedure and document should be available to demonstrate how these findings are recorded. This could be contained within your PPM Report.

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6.3 OFGEM Notification

6.3.1 For the purpose of Government funded incentives such as RHI, details of the appliance PPM activity must be provided to the consumer who is the recipient of RHI Payments. This ensures that the consumer can provide evidence of PPM activity to Ofgem to satisfy payment obligations if requested.

HETAS will offer a maintenance activity notification system where the registrant has access to a list of all jobs reported to us. The list may be used for statistical purposes and may be made available to OFGEM.

We will ask you to confirm that this will be utilised, and may request to see how information used for this purpose is captured on site.

HETAS Service Report/Checklist for Biomass Appliance
Planned & Preventative Maintenance (PPM)

Your
company
logo here

Ensure specific appliance manufacturer maintenance procedures are followed as well as required checks below:

REQUIRED CHECKS		Check y/n	COMMENT
1	Damage to Grate or Refractory Material Surrounding Combustion Chamber		
2	Wear to Biomass Appliance Components		
3	Doors/Lids/Seals/Gaskets		
4	Lining/Insulation/FireBricks		
5	System Water Content/Levels		
6	Condensation Drains		
7	Motors & Gearing		
8	Flue Draught Regulator		
9	Air Pressure		
10	Air Inlets/Vents		
11	Flue/Chimney/Flue Pipe/Gasket/Fans		
12	Fuel Store		
13	Heat Exchanger		
14	Heat Exchanger Cleaning Mechanism		
15	Flue Gas Temperature Sensor		
16	Lambda Sensor		
17	Combustion Controller (pcb)		
18	Air Filtration System/Filters		
19	Unburnt Material/Clinker removed		
20	Mechanical Components Lubricated		
21	Extraction Systems		
22	Burn Back Flaps & Fire Protection Features		
23	Leaks (Flue Gas or Water)		
24	Ignition/Igniter		
25	Boiler settings/controls		
26	Flue Gas Reading – (Requirement to be taken once system running in normal mode.)		
27	Safety Valves/Pressure Relief Valves		
28	Other Valves operational		
<i>Wood Pellet Specific</i>			
29	Fuel Supply system – Suction and Drive Feed		
30	Automatic Ignition		
31	Automatic Heat Exchanger/Flue Cleaning Mechanism		
32	Automatic Ash Removal System		

HETAS Operative Competency Declaration Form




Section 1. Business Contact Details *Indicates required field.

*Business / Trading Name:	Existing HETAS ID Number (if applicable):
*Responsible Person:	
*Business Address:	* Postcode:
*Email:	

al Business", otherwise fill in go to Section 5 - Declaration.

Section 2. Operative Details

Please note: The Nominated Technical Engineer (NTE) is responsible for all operatives and any sub-contractors. They must be present at the first inspection. If adding more than one Engineer, we need one completed application per individual. Their email address must be different to the business email address. Please provide one ID photo for the operative. **Photos can be taken on a phone and need to include their head and shoulders against a plain background.**

*Operative name:	NI number:
Address with postcode:	 ADD PHOTO HERE
Use same address as business: <input type="checkbox"/>	
*Main contact number:	
*Email:	

ys Bank).

Section 3. Training & Experience Please provide the below information for the operative.

*Appliance Output Ranges	Confirm	Specific Manufacturer's/Model Training - with evidence <i>We may require additional evidence of training in order to award all manufacturer competencies. Please state what evidence can be provided ie. training certificates/ confirmation of training; manufacturer declarations; testimonials; detail of experience)</i>
Domestic Installations	<input type="checkbox"/>	
Small Non-Domestic Installations (<200kW)	<input type="checkbox"/>	
Medium Non-Domestic Installations (200 to 1,000kW)	<input type="checkbox"/>	
Large Non-Domestic Installations (1,000kW+)	<input type="checkbox"/>	

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on	<input type="checkbox"/>

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Date:

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Ready to submit?

- Are all sections complete and has the Responsible Person signed the declaration?
- Have you included an ID photo?

What happens next?:

- Once complete, please submit to schemes@hetas.co.uk for review.
- If we need additional information, we will get in touch within 48 hours, otherwise your application will be processed and your HETAS Inspector notified. They will contact you to arrange your assessment within 3 months.

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HETAS Approved Biomass Maintenance Scheme Operative List



Position	Name	Address	NI Number	Employee/ Worder/ Contractor?	HETAS Qualifications? (Y/N)	Manufacturer Qualifications / Training? (Y/N)	Declaration Form (HABMS OpDec) Completed? (Y/N)
Nominated Technical Person							
Operative 1							
Operative 2							
Operative 3							
Operative 4							
Operative 5							

SAMPLE

Biomass Maintenance Standard

HETAS Explanation of Scheme & Quality Manual Evidence

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