



HETAS Approved Retailer Scheme

Requirements and Conditions of Registration

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1 HETAS Approved Retailer Scheme - Conditions of Registration

- 1.1 Registered "Approved Retailers" must pay all fees due to HETAS in full by the due date.
- 1.2 The Approved Retailer Scheme is available to businesses that retail solid fuel heating appliances.
- 1.3 HETAS Approved Retailers must inform HETAS within ten working days of any circumstance relating to:
 - i. Changes in contact details
 - ii. Changes in business name or legal status
 - iii. Changes relating to the listing details of their Approved Advisors
 - iv. Any on-going inability to meet the rules of the scheme.

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

- 1.4 As part of the approval process retailers must have current relevant training or complete the Hetas Retailer Course. The approval will 'go live' on completion or proof of training.
- 1.5 Approved Retailers must be able to advise on appliance efficiency according to:
 - (1) Building Regulations (second tier document of ADL) applicable to the locality where the work is undertaken.

The HETAS Guide to Approved Solid Fuel, Wood and Biomass Products and Services and the HETAS website list gross efficiencies for HETAS Approved appliances, available on the HETAS website.

- 1.6 Approved Retailers should be able to explain the advantages of a HETAS Approved or Eco Design Products and a HETAS Registered Installer service and promote the benefits of HETAS.
- 1.7 Approved Retailers should be able to advise how to find HETAS Approved Technician.
- 1.8 The word "HETAS" shall not be used as or as part of the name of any Business.
- 1.9 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 on-line at www.hetas.co.uk/privacy-notice. Where Registered Business or applicants act as Data Controller in giving personal data of customers or third parties to HETAS, HETAS will act as Data Processor in accordance with the attached Data Processing Annex to this document.
- 1.10 Registration as a HETAS Approved Retailer does not include registration for any other HETAS scheme.

- 1.11 The following are not permitted under any HETAS scheme:
 - i. Insisting that a non-HETAS-approved installer is employed by the consumer, as a condition of sale
 - ii. Requesting that an installer withholds or delays notification of completed solid fuel installation, in contravention of Building Regulations
 - iii. An Approved Retailer business falsely claiming that they (or their appointed sub-contractor) hold HETAS Registered Installer approved status when they do not hold current registration on the installer (Competent Person) scheme
 - iv. Offering to organise or enable Competent Person Scheme self-certification of an installation by any person who did not properly carry out or personally supervise that installation.

Registered Businesses must nominate a responsible individual who will be fully responsible for HETAS Retailer Scheme Registration requirements and compliance for the business and for communications.

- 1.12 Registered Businesses will be able to promote the business as being HETAS registered for the Retailer Scheme and use of the relevant scheme logo.
- 1.13 Trained Advisors maintain the status in the scheme whilst they are employed by or working for the associated HETAS Approved Retailer business.

- 1.14 HETAS reserves the right to monitor HETAS Approved Retailers Scheme. Monitoring may take one or more of the following forms:
- i. A visit by a HETAS nominated person
 - ii. Postal, email or telephone questionnaire (formal)
 - iii. Secret shopper' telephone call.

Where monitoring reveals opportunities for improvement, the Retailer will be contacted to discuss required and/or recommended actions.

- 1.15 For purchase and be able to advise on safe and compliant installation and efficient / safe continued use.

Appliance Labelling

It is recommended that each appliance should clearly display information detailing:

- Output
- Efficiency
- Fuel type

Fuel

Retailers are required to advise customers of the benefit of burning the right fuels and purchasing an approved fuel such as; Ready to Burn. Retailers are to advise customers that fuel should be stored appropriately and if stored outside it is contained to ensure it cannot be affected by the weather

It is recommended that Retailers selling solid fuels display the following information:

- Intended purpose Accreditation status – state if it is part of a quality assurance scheme that is checked by a third party e.g.
 - » Woodsure for firewood, briquettes and wood chip
 - » Ready To Burn Logs or briquettes
 - » ENplus for pellets

2 HETAS Advice

- 2.1 Retailers must enable free access to the range of HETAS consumer advice sheets. Customers must be able to view, print or take away hard copy prints of any of the advice sheets.

HETAS provides a Technical Helpline for the support of its registrants on the following terms:

- i. Help given to registrants is based on information provided to HETAS by or on behalf of the registrant.
- ii. HETAS cannot assess or control the interpretation or application of its advice by the recipient
- iii. HETAS may not be aware of project specific conditions such as (but not limited to) building construction, fabric, specific local Building Control requirements, properties and quality control of building materials, or the specifications and configuration of other building components
- iv. HETAS does not accept any liability for losses and/or damages of whatever kind (and sustained by whomever) that might result from the above

3 Registration Fees

- 3.1 The annual registration fees and other charges will be set by HETAS. The applicable scale of fees and charges is given on the scheme application form on the HETAS website.
- 3.2 Registration is to be renewed annually in order to maintain your status as a HETAS Approved Retailer.

4 Withdrawal of Approval from Retailers

- 4.1 If for any reason the registration of a HETAS Approved Retailer is withdrawn or the business wishes to leave the scheme, no refund of any fees will be made by HETAS.
- 4.2 Businesses may be removed from the scheme register where HETAS believes on the balance of probability there is a significant reason to do so. This may include for example (not an exhaustive list):
- i. The business becomes insolvent or ceases to trade
 - ii. Failure by the business to qualify for, or comply with, the rules of the scheme
 - iii. The business or Approved Advisors act in such a manner so as to bring HETAS and/or the scheme into disrepute
 - iv. Failure to pay any fees or subscriptions by the due date
- 4.3 HETAS reserves the right to publish details of any withdrawal of approval/registration and the reasons for doing so.
- 4.4 Businesses whose registration is removed can appeal against the decision in writing within 15 days of the notice of withdrawal being served.
- During the period of an appeal i.e. from the date of the initial loss of registration to the date of notification of the results of the appeal, businesses will be suspended from the register.
- 4.5 Registrants must not bring HETAS into disrepute.
- 4.6 HETAS reserves the right to alter the Terms and Conditions of any of its schemes without giving notice or reason. In this event a new copy of the Terms and Conditions will be issued and displayed on the HETAS web site.

HETAS Approved Retailer Scheme

Registration Schemes for Businesses
with Showrooms which Retail
Solid Fuel/Wood/Biomass
Appliances and Equipment

Requirements and Conditions of Registration

