

# HETAS Approved Servicing



Application Form



# HETAS Approved Servicing Scheme



## Application Form Completion Guidelines

### Section 1. Business Contact Details

- Please complete your business contact details as they will be shown on the HETAS website search.
- Name the person responsible for HETAS registration matters, this is who we will address all correspondence to.
- Only one landline telephone number, one email address and one mobile number will be accepted.
- Provide your company's HETAS registration number if you are already registered with HETAS.

### Section 2. Technician Contact Details

- Use additional forms if applying for more than one technician.

### Section 3. Mandatory Business Procedures Declaration

- This area checks that you have all compulsory operational procedures in place to meet requirements.
- Example forms can be found on the HETAS website at; [www.hetas.co.uk/forms-documentation](http://www.hetas.co.uk/forms-documentation)

### Section 4. Public Liability Insurance

- This is different from Employer Liability Insurance and MUST include the wording to cover your particular business activities i.e servicing/assessment of solid fuel/biomass appliances.
- Please enclose a copy of your Public Liability Insurance schedule, in date, showing cover for at least £2m.
- Ensure your insurance covers you specifically for any working at heights and any specialist equipment.
- You can call HETAS insurance for a quote and advice on 01905 892378.

### Section 5. Registration Fees & Payment

- £460 (+VAT) for new application and first year's registration with one operative (£200 + £200 + £60).
- £60 (+VAT) per extra technician - to add additional technician(s) to HETAS registered businesses.
- £10 (+VAT) admin fee will be added if you pay in regular instalments by Direct Debit.

### Section 6. HETAS Registration Guidance Notes

- Please read this section including the notes at the end. The table shows you which courses you need for each category of registration in Section 7 and which must be refreshed every five years.
- When you apply to register with HETAS you are confirming that you will only work in areas that fall within the scheme rules and where you are able to demonstrate experience & competence in the areas of work that you offer. To guide you, please see the table in Section 6 for the items of work and the common training courses which, when successfully completed, demonstrate to HETAS you have the relevant competence. Current HETAS courses are denoted by an 'H00' prefix. Withdrawn (legacy) courses are acceptable if the qualifications have not expired.

### Section 7. Categories of HETAS Registration

- Please enclose full details of qualifications and experience relating to each category of registration you are applying for.
- Please include copies of any relevant non-HETAS training and course certificates with this application.

### Section 8. Categories of HETAS Registration

- Tick the relevant boxes if you wish to consent to receive additional marketing and/or insurance information.

### Section 9. Declaration

- Both the responsible person and the technician should sign this. If both apply to you please sign both.
- Please enter your name(s) in both fields.
- Please complete the checklist and send it all to us at the address given.
- Failure to include all required documents will delay your application.

## Section 1. Business Contact Details \*Indicates required field.

<b>*Business / Trading Name:</b>			
<b>HETAS Registration No. (if applicable):</b>			
<b>*Responsible Person Name:</b>			
<b>*Position in Company</b>			
<b>*Business Address:</b>			
<b>*County:</b>		<b>* Postcode:</b>	
<b>*Telephone:</b>		<b>*Mobile:</b>	
<b>*Email:</b>			
<b>Website:</b>			
<b>* Sole Trader</b> <input type="checkbox"/> <b>Partnership</b> <input type="checkbox"/> <b>Limited Company</b> <input type="checkbox"/> <b>PLC</b> <input type="checkbox"/> <b>Local Authority</b> <input type="checkbox"/>			
Please tick this box if you do NOT wish your business details to appear on the HETAS online search. <input type="checkbox"/>			

## Section 2. Technician Contact Details

<b>*Technician name:</b>			
<b>Address:</b>			
<b>County:</b>		<b>Postcode:</b>	
<b>*Telephone:</b>		<b>*Mobile:</b>	
<b>Email:</b>		<b>*NI Number:</b>	

## Section 3. Mandatory Business Procedures Declaration

All these boxes MUST be ticked.

<b>Please confirm you respond to all customer complaints and keep records for six years?</b>	<input type="checkbox"/>
<b>Please confirm you provide your customers with a written contract for work to be undertaken?</b>	<input type="checkbox"/>
<b>Please confirm you have a Risk Assessment Procedure in place?</b>	<input type="checkbox"/>

## Section 4. Public Liability Insurance

Please enclose a copy of your insurance schedule.

<b>I enclose a copy of my Public Liability Insurance Schedule - minimum £2m cover.</b>	<input type="checkbox"/>
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## Section 5. Registration Fees & Payment

a) New Business application fee including inspection (one-off) - £200.00	£
b) Business registration fee (annual) - £200.00	£
c) Technician registration (annual) - £60.00 per operative	£
d) VAT (at current applicable rate)	£
<b>Promo Code:</b>	<b>Total Fees:</b> £

### Payment Details. Please tick your preferred payment option below;

- Direct Debit  Please complete the attached Direct Debit form. Additional £10.00 (+VAT) admin fee applies.  
Card  We will contact you upon receipt of your application to arrange card payment.  
BACS  Barclays Bank. Sort code: 20-20-15. Account number: 63478262.

## Section 6. HETAS Registration Guidance Notes

### Categories of accreditation:-

**(1-14) CORE** – HETAS requires that all Technicians applying for the scheme are able to carry out these tasks

**(15-19) OPTIONAL** – Businesses must state on the application if these additional services are offered to customers

**(20-23) WET SYSTEMS** – if Technicians have the relevant qualifications, Businesses may also apply for registration in servicing of solid fuel boilers and heating/hot water systems

Ref	Work to notify	See Note	Current Courses available to demonstrate competence	Requires five yearly requalification
<b>CORE SERVICE &amp; MAINTENANCE TASKS - solid fuel appliances</b>				
1	Risk assessment of site and identify potential hazards	-	H003 or H005DE or H009	Yes
2	Safe preparation of equipment (including isolation where applicable)	-		
3	Ask about current operation of solid fuel appliance, flue &/or heating system	-		
4	Visual appraisal of installation safety standard	-		
5	Check ventilation to room and/or appliance	-		
6	Test CO alarm(s)	-		
7	Test smoke alarm(s)	-		
8	Check fuel is of correct type and quality	-		
9	Test flue	-		
10	Test dry combustion appliance (solid fuel/wood/multifuel)	(1)		
11	Evaluate use of an appliance	(1)		
12	Evaluate effectiveness (frequency & actions) of maintenance by user	(1)		
13	Completion of safety record for landlord/householder	-		
14	Advice to owner/occupier/company (includes safety warning if applicable)	-		
<b>OPTIONAL - HETAS Approved Servicing businesses may choose to offer these additional services:</b>				
15	Clean appliance and/or flue	(1)	H003 or H005DE or H009	Yes
16	Fault diagnosis	(1)		
17	Adjust settings and/or controls	(1)		
18	Replacement of parts, e.g. glass in doors, seals, fixings	-		
19	Other (please state in tick box list on facing page)	-	Applicant to evidence relevant training	
<b>WET SYSTEMS - these additional activities may be applied for, if Technicians are suitably qualified:</b>				
Test boiler appliances and heating systems:				
20	a Test the solid fuel boiler appliance and flue [see items 1-14 above]	-	NVQ2 plumbing & either H003 and H004 or H009 and H004 or H005DE	No
	b Check whether Primary Circuit controls match manufacturers' requirements	-		
	c Check and maintain Primary Circuit safety controls (heat leak radiator size/suitability; any discharge/venting pipework or methods)	-		
	d Check operation of electrical controls and of heating system. Examine for leaks.	-		
	e Check heating water storage system (incl. storage tanks/thermal stores/buffers/accumulators) size, suitability and position	-		
	f Connected heating circuits (operation; control; maintenance)	-		
	g Other (please state in tick box list on facing page)	-		
Check hot water supply and storage:				
21	a Check water supply system (flow rate/water condition)	-	NVQ2 plumbing & either H003 and H004 or H009 and H004 or H005DE	No
	b Check hot water storage (incl. storage tanks) size, suitability and position	-		
	c Vented systems - check and maintain hot water system/storage vessel safety devices and controls	-		
	d Other (please state in tick box list on facing page)	-		
Check unvented hot water storage systems:				
22	a Unvented systems - check and maintain hot water system/storage vessel safety devices and controls	-	NVQ2 Plumbing & hot water storage to Approved Document G3	No
Test biomass boilers and/or fuel supply systems:				
23	a Test the biomass combustion appliance & flue [see items 1-14 above]	(2)	NVQ2 plumbing and H005DE	No
	b Check the Heating Circuit and controls in accordance with manufacturers' requirements	(2)		
	c Check Primary Circuit safety controls (incl. discharge/venting pipework or methods)	(2)		
	d Check operation of electrical controls and of heating system. Examine for leaks.	(2)		
	e Check fuel storage system (suitability & safety requirements)	(2)		
	f Other (please state in tick box list on facing page)	-		

**Notes:-**

- (1) For servicing of pellet-fuelled dry stoves, H008 course is recommended to supplement H003/H009
- (2) Biomass Technicians should have due consideration of manufacturer's requirements for commissioning and maintenance, especially for complex systems and/or specialist equipment

## Section 7. Categories of HETAS Registration.

Tick relevant activities for which:

- Your business offers solid fuel Service and Maintenance services to customers, and
- Your Technician has the relevant courses/qualifications (see table on opposite page)

Ref	CORE SERVICE & MAINTENANCE TASKS - <i>solid fuel appliances</i>	Tick	
1	Risk assessment of site and identify potential hazards	Please confirm all 14 of these <b>mandatory</b> services are offered  <input type="checkbox"/>	
2	Safe preparation of equipment (including isolation where applicable)		
3	Ask about current operation of solid fuel appliance, flue and/or heating system		
4	Visual appraisal of installation safety standard		
5	Check ventilation to room and/or appliance		
6	Test CO alarm(s)		
7	Test smoke alarm(s)		
8	Check fuel is of correct type and quality		
9	Test flue		
10	Test dry combustion appliance (solid fuel/wood/multifuel)		
11	Evaluate use of an appliance		
12	Evaluate effectiveness (frequency and actions) of maintenance by user		
13	Completion of safety record for landlord/householder		
14	Advice to owner/occupier/company (including safety warning if applicable)		
<b>OPTIONAL - HETAS Approved Servicing businesses may choose to offer these additional services:</b>			
15	Clean appliance and/or flue	<input type="checkbox"/>	
16	Fault diagnosis	<input type="checkbox"/>	
17	Adjust settings and/or controls	<input type="checkbox"/>	
18	Replacement of parts, e.g. glass in doors, seals, fixings	<input type="checkbox"/>	
19	Other (please state):	<input type="checkbox"/>	
<b>WET SYSTEMS - these additional activities may be applied for, if Technicians are suitably qualified:</b>			
<b>20</b>	Test boiler appliance and heating systems:		
	a	Test the solid fuel boiler appliance and flue [see items 1-14 above]	<input type="checkbox"/>
	b	Check whether Primary Circuit controls are correct to manufacturers' requirements	<input type="checkbox"/>
	c	Check and maintain Primary Circuit safety controls (heat leak radiator size/suitability; any discharge/venting pipework or methods)	<input type="checkbox"/>
	d	Check operation of electrical controls and of heating system. Examine for leaks	<input type="checkbox"/>
	e	Check heating water storage system (incl. storage tanks/thermal stores/buffers/accumulators) size, suitability and position	<input type="checkbox"/>
	f	Connected heating circuits (operation; control; maintenance)	<input type="checkbox"/>
	g	Other (please state):	<input type="checkbox"/>
<b>21</b>	Check hot water supply and storage:		
	a	Check water supply system (flow rate/water condition)	<input type="checkbox"/>
	b	Check hot water storage (incl. storage tanks) size, suitability and position	<input type="checkbox"/>
	c	Vented systems - check and maintain hot water system/storage vessel safety devices and controls	<input type="checkbox"/>
	d	Other (please state):	<input type="checkbox"/>
<b>22</b>	Check unvented hot water storage systems:		
	a	Unvented systems - check and maintain hot water system/storage vessel safety devices and controls	<input type="checkbox"/>
<b>23</b>	Test biomass boilers and/or fuel supply systems:		
	a	Test the biomass combustion appliance and flue [see items 1-14 above]	<input type="checkbox"/>
	b	Check the Heating Circuit and controls in accordance with manufacturers' requirements	<input type="checkbox"/>
	c	Check Primary Circuit safety controls (incl. discharge/venting pipework or methods)	<input type="checkbox"/>
	d	Check operation of electrical controls and of heating system. Examine for leaks	<input type="checkbox"/>
	e	Check fuel storage system (suitability & safety requirements)	<input type="checkbox"/>
	f	Other (please state):	<input type="checkbox"/>

### Additional Categories of HETAS Registration (outside scope of Approved Servicing scheme)

<b>Other Registration Category</b>
<b>Approved Retailer</b> (separate application form; email <a href="mailto:info@hetas.co.uk">info@hetas.co.uk</a> , call us or see the HETAS website.)
<b>Approved Chimney Sweep</b> (separate application form; email <a href="mailto:info@hetas.co.uk">info@hetas.co.uk</a> , call us or see the HETAS website.)

## Section 8. Personal Data

HETAS will handle personal data given to it by Servicing Technicians and applicants in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR).

I understand that the information I have given on this form and in support of my application will be recorded and retained by HETAS, in accordance with GDPR. It may be used for the following purposes: to process my application and manage my registration in accordance with the Rules and Conditions of Registration; to publish my contact details as a HETAS Approved Servicing Technician; to send me any material that I may be entitled to; to alert me about expiring/expired qualifications; to compile aggregated statistics; to assess my eligibility to join courses and other schemes. My personal information will be kept securely and within the boundaries of the UK and/or the EU. The HETAS Privacy Notice is published online at: [www.hetas.co.uk/privacy-notice](http://www.hetas.co.uk/privacy-notice)

I also want to receive additional information from HETAS about registration schemes, training courses and/or industry events, at the contact details above. I can unsubscribe from marketing communications at any time:

Yes  No

I would like to receive additional information from **HETAS Insurance Services** (a trading name of **Jelf Insurance Brokers Ltd**) about industry-specific insurance and risk products which may be suitable for my business.

I consent to HETAS Insurance Services contacting me directly at the contact details above to receive such information via:

Email  Post  Telephone   
(tick where applicable)

I can unsubscribe from marketing or change my preferences at any time by contacting HETAS Insurance at [hetas@jelf.com](mailto:hetas@jelf.com) or on 01905 892378. For further details of how HETAS Insurance Services handle individuals' personal information, and how those individuals may exercise their rights in respect of that information, please refer to the Jelf privacy notice at: [www.jelf.com/info/privacy/](http://www.jelf.com/info/privacy/)

## Please don't forget your photos!

For your ID cards, we need one photo of each technician. It should be passport type, against a white background. We can accept photos taken on a smartphone.

**Add one photo of technician OR Upload an image to your email.**



## Section 9. Declaration *If submitting this form online please type your full name in both fields.*

I, \_\_\_\_\_ (full name of responsible person) hereby confirm that all the information provided is accurate and that I have read and agree to abide by the Rules and Conditions of Registration.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

I, \_\_\_\_\_ (full name of technician) hereby confirm that all the information provided is accurate and that I have read and agree to abide by the Rules and Conditions of Registration.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### Next steps:

- Complete and return your application form to us by post or email with the requested supporting documents.
- We will then check that you have the correct insurance and procedures in place.
- Following receipt of your payment, we will contact your local HETAS inspector with your contact details, who will then liaise with you directly for an on-site inspection.
- They will arrange to inspect a visit carried out by you, covering the relevant servicing activities (see Section 7).

### Final Check list

- |  |   |
|--|---|
| <input type="checkbox"/> Completed application form          | <input type="checkbox"/> Copies of any relevant training certificates |
| <input type="checkbox"/> Two Photos on a white background    | <input type="checkbox"/> Completed Direct Debit advice if applicable  |
| <input type="checkbox"/> Copy of your PLI insurance schedule |   |

**Please sign Section 9 & email [registration@hetas.co.uk](mailto:registration@hetas.co.uk) or post all necessary information and fees to:**  
HETAS Ltd, Severn House, Unit 5, Newtown Trading Estate, Green Lane, Tewkesbury, GL20 8HD

Need further support? – Please feel free to email us at [registration@hetas.co.uk](mailto:registration@hetas.co.uk) or call us on **01684 278170** (Option 2)  
Lines are open Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4.30pm, closed bank holidays.

Please return to:

**HETAS Ltd**

Severn House,  
Unit 5, Newtown Trading Estate,  
Green Lane, Tewkesbury  
GL20 8HD



**Instructions to your bank or building society to pay Direct Debits:**

Name(s) of account holder(s):

Originators Identification Number:
Reference

Bank or Building Society Account number
Bank Sort Code

Name and full postal address of your bank or building society

Signature (s)
Date

**Please ensure your bank or building society account can accept Direct Debit instructions.**

If submitting this form online please type your full name in the signature field.

Please be aware by signing/typing your name in the signature box you are confirming you are the account holder

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.
- The Guarantee covers Direct Debit payments. It cannot be used to address contractual disputes between you and the billing organisation.

<b>Approved Servicing Scheme Supplementary Fee Information</b>	
<b>Please note prices are subject to change.</b>	
<b>Direct Debit Payment Option Subscription Fee</b>	
Direct Debit payment option annual subscription (first scheme only)	£10.00 (+ VAT)
<b>Additional Inspection Fees (up to ½ day)</b>	
<b>Justified Complaint Inspection</b>	£250 (+ VAT & expenses)
<b>Additional Routine Inspection</b>	£150 (+ VAT & expenses)
<b>HETAS appeals procedure deposit</b>	£250.00 (+ VAT)



**HETAS Limited**

Severn House, Unit 5, Newtown Trading Estate,  
Green Lane, Tewkesbury, GL20 8HD

01684 278170 [registration@hetas.co.uk](mailto:registration@hetas.co.uk) [www.hetas.co.uk](http://www.hetas.co.uk)