



## **HETAS Ireland Registered Installer Scheme**

Registration Schemes for Businesses and Installers Involved  
in the Installation and Maintenance of  
Wood, Biomass and Solid Fuel Burning Equipment  
Solar Thermal, Plumbing and Sanitary Ware

### **Conditions of Registration**

Republic of Ireland  
and Northern Ireland

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## Introduction

These are Conditions of Registration and Guidance for HETAS Registered Installers in the Republic of Ireland and Northern Ireland.

In order to operate safely and efficiently, solid fuel, multi-fuel wood burning and biomass appliances, associated systems, and plumbing systems need to be correctly installed and maintained by competent individuals. Appliances and systems must operate in a safe and energy efficient manner as described in the various Building Regulations, Guidance Documents, codes of practice and standards.

To achieve this objective, HETAS has developed training and registration schemes that support installers and businesses involved in these types of work, helping them to work safely and efficiently and in compliance with the various regulations and laws that apply to the work involved. These Conditions of Registration and Guidance define a Registered Installer Scheme operated by HETAS.

HETAS is recognised as the specialist wood-burning, biomass and solid fuel safety and standards organisation.

The HETAS Ireland Registered Installer scheme aims to ensure that users of solid fuel, wood and solid biomass burning equipment as well as any plumbing and heating works have work and installations undertaken/supervised by a competent installer working for a Registered Business, and can expect that the work will be carried out safely and to a good workmanship standard. The scheme includes the monitoring of work undertaken by Registered Installers to ensure that standards are maintained.

Only a competent and Registered Installer can issue a HETAS certificate for their installation work stating compliance with relevant regulations and standards.

### **Explanation of Terms used in these conditions**

The Scheme ~ the Ireland Registered Installer Scheme operated by HETAS

Registered Business ~ A business accepted by HETAS as meeting requirements for the Scheme

Registered Installer ~ A competent individual associated with a Registered Business

Notifiable Work ~ Building work for which a Regulatory Notice is required

HETAS Commissioning Certificate ~ a certificate issued for installation work certifying that work within scope of The Scheme has been completed by a HETAS-registered business in compliance with regulations and/or with the requirements of The Scheme

Building Regulations ~ the statutory Building Regulations in the relevant jurisdiction (Ireland or Northern Ireland)

Guidance Documents ~ Technical Guidance Documents (Republic of Ireland) or Technical Booklets (Northern Ireland) and other official written guidance supporting the Building Regulations

Regulatory Notice ~ document, such as a Building Notice or Commencement Notice or Certificate of Compliance on Completion, issued to a regulatory body in respect of installation work to satisfy Building Control procedures

Smokeless Zones ~ areas designated by relevant environmental authorities with controls on the use and/or combustion of solid mineral and/or wood fuels, such as Specified Areas under the Air Pollution Act (Republic of Ireland) or Smoke Control Areas in the Local Air Quality Management regime (Northern Ireland)

## Conditions of Registration

### 1 Summary requirements

1.1. Registered Businesses may apply for HETAS listing in categories of work where they have proven competence through training and/or assessment. The Registered Business can only carry out work under the HETAS Scheme in categories where they have demonstrated their competence and have approval from HETAS. Registrants can check their listed areas of competence at <http://www.hetas.co.uk/find-installer/>

1.2. The Registered Installer must only undertake work for which they and the business are competent. The Registered Installer must demonstrate their competence against HETAS requirements and local occupational/technical standards and where required prove their competence on a 5 year re-assessment cycle (refer to 3.6 below). Completion of HETAS training (or equivalent) can satisfy this requirement. <http://www.hetas.co.uk/professionals/training-courses>.

1.3. Installation work within their scope of Registration by the Registered Business for a customer must be specified in a formal contract, including any work sub-contracted to a third party by the Registered Business.

1.4. The Registered Business must ensure that any work carried out under their HETAS registration in any of their categories of competence is covered by the relevant contract, adheres to the statutory requirements of the Building Regulations, Health and Safety at Work obligations, and any other relevant legislation and standards as required by the country, state or region where the work is carried out, and is carried out in a safe, professional and workmanlike manner.

1.5. Any Notifiable Work within scope of their registration and/or work for which a HETAS Commissioning Certificate is offered must be carried out by a competent Registered Installer on behalf of the Registered Business. The Registered Business must ensure that the approving Registered Installer is competent in all the categories relevant to that work. For any work that requires testing, adjustment or commissioning to achieve safe and/or efficient operation, those activities must be done and verified by the competent Registered Installer. Any person involved in the work who is not registered with HETAS, or who is working outside the competencies for which they are registered, must be properly and adequately supervised by a Registered Installer with all the relevant competencies.

1.6. A Registered Business must maintain Public Liability Insurance cover appropriate for its activities and to at least €2.6m (if based in the Republic of Ireland) or £2m (if based in Northern Ireland).

1.7. On completion of installation work within scope of their registration, the Registered Businesses may issue a HETAS Commissioning Certificate to their customer. A HETAS Commissioning Certificate affirms that the equipment has been installed in accordance with these HETAS Conditions of Registration, and that the work complies with relevant Regulations and manufacturers' instructions.

1.8. The Registered Business must have systems in place to ensure where a complaint is received there is a process to receive record and deal with the complaint. Where a complaint cannot be resolved by the Registered Business, their customer can raise it with HETAS where our complaints policy will be followed <http://www.hetas.co.uk/consumer/complaints-policy/>

1.9. Registered Businesses must pay all subscription fees and any other fees due to HETAS by the due date. New applicants must agree to undergo a period of probationary registration.

1.10. HETAS reserves the right to refuse or remove registration to any applicant, and to refuse re-registration to any business seeking renewal of registration, where they fail to meet and/or to agree with the requirements of these conditions.

## 2 Business Registration

2.1. Business Registration is only available to those businesses which employ or sub-contract work to a competent Registered Installer listed under their Business Registration. This may be a sole trader.

2.2. Where the Registered Installer supervises others, the Registered Installer must as a minimum be present during all 'critical' points of the installation, typically:

- Inspection prior to installation, including testing of existing systems (or chimney if applicable).
- Lining of the chimney or installation of system chimney (if applicable)
- Fitting the register plate, and connecting the flue to the appliance.
- Installation and/or testing of key safety components
- Testing & commissioning.

The Registered Installer should consider what additional supervision to apply, e.g. written instructions, where they are not present for long periods or the work is complex.

2.3. Business Registration may be applied for in one or more areas of competence, provided competent installer(s) work within the business. The current areas of work are listed on the Ireland Registered Installer Application Form and available on the HETAS website.

2.4. The Registration Scheme includes the inspection and monitoring of Registered Businesses to ensure that standards are maintained. Businesses and a sample of Installers will be inspected/assessed following application and you must agree to on-going inspections as requested by HETAS. An application fee is charged to cover this together with an annual registration fee. See current scale of charges.

2.5. The Registration Scheme requires the Registered Business to have systems in place to ensure:

- i. work is carried out under a formal contract between the business and their customer
- ii. any work sub-contracted to a third party is covered under a sub-contract agreement, confirming competence of the contractor
- iii. any complaints received are actioned appropriately
- iv. all complaints received over at least the previous six years concerning compliance with Building Regulations, together with the details of the action taken to resolve these complaints, are recorded and made available to HETAS on request.

Template documents can be found here <http://www.hetas.co.uk/forms-documentation/>

2.6. HETAS reserves the right to refuse registration to any applicant if it feels there is a substantial reason to do so. HETAS reserves the right to reject applications to register for business names which HETAS considers inappropriate or could potentially prevent clear distinction from or between other businesses. The word "HETAS" shall not be used as or as part of the name of any Business or any product or service.

2.7. Registered Businesses will, at the request of HETAS, provide installation information relating to their customers to enable quality control checks.

2.8. Registered Businesses must inform HETAS within ten Business Days of any circumstance relating to:

- i. changes in contact details
- ii. changes in business name or legal status
- iii. changes relating to any of their Registered Installers including termination/withdrawal of employment or of sub-contract arrangements
- iv. the addition and/or removal of work categories.
- v. significant changes in workload, e.g. increasing the number of sub-contractors or taking on larger contracts.

2.9. HETAS Registered Businesses must submit records regularly of all applicable solid fuel/biomass installation work carried out under the HETAS Registered Installer scheme. For the Ireland scheme, this can be done either through the HETAS online notification system or in a different format advised by HETAS.

2.10. Even if an item of solid fuel/biomass work is identified on a Regulatory Notice submitted directly to Building Control, HETAS still require that details are included in the installation record submitted to HETAS.

2.11. Registered Businesses must ensure that they only install appliances that meet the efficiency requirements as laid down in the current Guidance Documents covering Building Regulations applicable to the locality where the work is undertaken. The HETAS Guide and website lists gross efficiencies for HETAS Approved appliances to assist in complying with requirements.

2.12. CE marking. Regulations require that any solid fuel heating appliance placed on the market since 1<sup>st</sup> July 2013 and manufactured in small batches or in continuous production must have a CE mark and the availability of a Declaration of Performance.

2.13. Registered Businesses should, where appropriate, recommend the use of HETAS Approved Products and Services if such a product or service meets their customers' needs. Any appliance on the HETAS Approved list complies with the relevant standards and regulations.

2.14 In Smokeless Zones, the only appliances installed should be ones which qualify for use in Smokeless Zones when operated correctly and when burning a fuel specified by the appliance manufacturer.

2.15. For installation work under The Scheme, Public Liability Insurance cover appropriate for the activities of the business must be at least €2,600,000 (for Businesses based in the Republic of Ireland ) or £2,000,000 (for Businesses based in Northern Ireland). It must be clearly stated on the policy the activities of the business e.g. Installation of solid fuel appliances. Where they offer a design service or give professional advice, businesses should also hold adequate Professional Indemnity insurance appropriate to their scope of work for at least €325,000 or £250,000. All Registered Businesses employing Registered Installers must maintain the legally required insurance cover to person and property.

2.16. Registered Businesses must ensure that all work undertaken complies with the statutory requirement of the Building Regulations for the country or region, Health and Safety legislation, and any other relevant legislation. Additionally any works undertaken should comply with the appropriate national standards and Code(s) of Practice and/or any European Codes and Regulations which may apply.

2.17. Registered Businesses will be expected to have available for use by their Registered Installers the latest versions of the following (as applicable):

- i. latest version of the HETAS Guide to Approved Products and Services
- ii. appropriate sections of the relevant Guidance Documents
- iii. any relevant national or European Standards and Codes of Practice
- iv. any domestic heating compliance guide or equivalent for the locality
- v. HETAS Technical Handbook
- vi. copies of HETAS Technical Bulletins
- vii. [Water Regulations handbook](#).

2.18. Any business seeking registration must fully complete an Application Form and submit it together with any application and registration fees due. A further fee will be payable on annual renewal of Registration.

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

2.20. Businesses who meet the conditions outlined above will be issued a Certificate of Registration to cover their registration with the scheme. This remains the property of HETAS, and must be returned to them if for any reason registration ceases.

2.21. Registered Businesses will be able to promote their business as being HETAS registered. They also have the benefit of the use of the relevant scheme logo. Use of the logo must be clear and never misleading. All businesses must comply with rules and guidelines for logo use issued by HETAS. The HETAS logo must not be used so as to imply applicability to other trades carried out by a business which are not covered by its registration with HETAS.

2.22. Businesses will be listed on the HETAS website through the “Find Installer” search. Those with relevant accreditation may also be listed through the “Find Servicing” search. Businesses not wishing to be listed on these searches must make the request in writing giving their reasons for being hidden from the search facility.

2.23. The Registered Installer scheme is separate from the HETAS Approved Chimney Sweep scheme. Businesses will only be registered as HETAS Approved Chimney Sweeps, and will only be listed on the HETAS website through the “Find Chimney Sweep” search, where they qualify for Approved Chimney Sweep registration and subscribe to the HETAS Approved Chimney Sweep Scheme.

2.24. Registration on The Scheme relates only to installations in Ireland (Republic of Ireland and/or Northern Ireland) and does not include any accreditation for work in other regions or countries.

2.25. It is essential that Registered Businesses have access to adequate insurance and products. HETAS Insurance may contact registrants/applicants with insurance offers which are tailored to their needs. HETAS may invite selected registrants and/or applicants to participate in other benefits or offers from selected industry partners.

### **3 Registration of Competent Installers**

3.1. Individuals seeking HETAS registration as installers under The Scheme must work for or operate a bona fide HETAS Registered Business.

3.2. Installers may apply to be registered for one or more areas of competency under their HETAS Registered Business. HETAS offers categories including solid fuel, biomass, solar thermal, heating systems, plumbing and sanitary ware. The full list of competences currently within scope of The HETAS Scheme is shown on the Application Form and available on the HETAS website.

3.3. An annual fee is charged for the registration of each installer within the HETAS Registered Business. See current scale of charges.

3.4. The Registration Scheme includes the inspection and monitoring of both the Registered Installer and the Business to ensure that standards are maintained. Installers may be inspected/assessed following application and/or at subsequent inspection visits.

3.5. Applicants/registrants must possess appropriate qualifications/experience as listed in the application form for The Scheme for solid fuel/biomass work this can be met by the relevant HETAS courses. Demonstration of competence may be supported by other qualifications, eg apprenticeships. Evidence of other qualifications for additional competencies, or suitability to request an “experienced worker route” assessment, will need to be provided, and must be agreed by HETAS.



3.6. Registered Installers for combustion appliances must successfully complete the appropriate HETAS Training Course and Assessment (or equivalent) every 5 years, to ensure that they are up to date with appropriate Building Regulations and safety related subjects.

3.7. Applicants seeking registration must fully complete an Application Form. The Registered Business must submit this form along with any fees due.

3.8. Registered Installers will be issued with a personal HETAS ID Card. The card is valid for 12 months and will indicate which categories of competence the installer is registered for. It should be available for inspection by any customer. The card remains the property of HETAS and must be returned to HETAS if the individual and/or business registration ceases for any reason.

3.9. Registered Installers must inform HETAS of any changes to their employer within 10 days. The new employer must contact HETAS, provided the business is already registered, to add the installer to their registration and pay the required fees. If a Registered Installer is no longer engaged by a Registered Business and does not register as a sole trader Registered Business, the Installer's HETAS Registration will terminate immediately.

3.10. Work on un-vented systems, and other specialist areas of competence requires additional training and/or assessment not covered by standard HETAS courses. Anyone intending to undertake these categories of work must be competent to do so. HETAS may require the Registered Installer to demonstrate competence by some form of certification or assessment.

3.11. Maintaining Competence – Registered installers must keep themselves up to date with any changes to Building Regulation, Standards or Technical Revisions. HETAS provides routine information through newsletters, technical bulletins, on-line and technical handbooks. Registered installers must keep up to date with legislation and changes to standards etc in between their 5-yearly re-assessment for combustion appliances.

3.12. HETAS provides a Technical Helpline for the support of its registrants. This service is subject to the following restrictions:

- i. Help given to Registered Installers is based on information provided to HETAS by or on behalf of the registrant. The support given is based on the information provided to us. The installer is on site and must utilise the information competently in relation to site conditions
- ii. HETAS cannot assess or control the correctness of the information provided to it, and 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.

3.13. A Registered Installer may only apply that Registration to work carried out within a customer contract held by the corresponding Registered Business. If an individual operative has been registered with two or more businesses as a Registered Installer, the individual must state clearly on all documents which of their registrations is applicable. HETAS will, on request from a Registered Business, supply details of installations submitted to HETAS in their name by their Registered Installers.

#### **4 Business and Installer Monitoring**

4.1. To ensure that the standards of workmanship provided to customers by Businesses and their Installers are maintained, an inspection of a representative installation relating to the business's areas of registration will be undertaken at intervals to be specified by HETAS from

time to time. Application to join the HETAS Ireland Registered Installer scheme will require approval of an initial installation prior to full registration, followed by at least one further annual inspections of relevant installations. Frequency of routine inspection beyond 1 year will be under a risk-based approach with at minimum an inspection every 3 years. In any case, applicants and registrants must consent to be inspected as often as HETAS requires.

4.2. The risk-based monitoring will consider the following where available:

- i. results from site installation visits by a HETAS nominated inspector
- ii. complaints received
- iii. feedback from HETAS Technical and Training staff
- iv. visits to the Registered Business premises
- v. postal, email or telephone questionnaire to individual customers.
- vi. information received by HETAS that has a bearing on the risk presented by the business.

4.3. Additional inspections may be undertaken if there are complaints or significant changes to the way the business operates. Any of these are additional inspections not covered by the standard registration fees and will be charged at the rate set by HETAS to cover additional costs. Details of the current charges are given in the document "Fees and Charges".

4.4. Businesses must supply names and contact details of customers, and the type of work they have undertaken involving solid fuel, biomass or other areas of competence, as requested by HETAS. HETAS may also use installation data to contact customers. This information will be used to monitor the performance of the Registered Business.

4.5. For the purposes of routine or Pre-Registration Assessment (PRA) inspections, the business must make available completed installations which were undertaken in the last 6 months and no earlier than the date of initial application to join the HETAS scheme.

4.6. The Registered Business is responsible for ensuring access to the property selected for inspection. The Registered Business is responsible for the attendance of the Registered Installer who carried out and commissioned the installation, unless HETAS confirm in advance that the Installer is not required to attend.

4.7. Businesses will be informed of any defects found during any monitoring of their work carried out by HETAS.

4.8. Any work found to be below standard must be rectified to the satisfaction of HETAS and must comply with the relevant regulations and standards within a stated time period and without charge to the customer.

4.9. Failure to provide an appropriate installation for inspection within the monitoring period will result in a review of the Business Registration and/or Installer Registration category. If the Business has not carried out any recent installations of work within the scope of their HETAS registration, HETAS may at its discretion accept inspection of equivalent work in other categories, such as solid fuel or biomass appliances or heating systems in projects not subject to Building Regulations.

4.10. Where an existing Registered Business is not currently carrying out installations, HETAS may choose to apply one or more of the following:

- i. Reduce or change competencies allocated to the Registered Installers and the Registered Business
- ii. Apply conditions to continued Registration
- iii. Transfer Registration to an alternative HETAS scheme
- iv. Suspend or cancel Registration.

4.11. Where an inspection visit has been scheduled and confirmed by a HETAS appointed inspector, the Registered Business will be liable to a postponement fee if it cancels or fails to fulfil the appointment, unless it gives at least five clear Business Days' notice to the inspector.



## 5 Application and Registration Fees

5.1. Businesses applying for registration with the HETAS Ireland Registered Installer scheme must complete an application form, provide evidence of at least one suitably qualified installer (and in any case, all competent installers that will undertake work), provide evidence of appropriate public liability insurance, and declare acceptance of the rules for registration. A completed form must accompany the following fees (or, if payment in instalments has been agreed by HETAS, a mandate for continuing instalments):

- i. an initial application fee, plus
- ii. the first year's registration fee, plus
- iii. the operative fee for each associated competent installer

5.2. Once the business has demonstrated that it meets the requirements for registration, the applicant will be allocated a business number and will be listed as 'Awaiting PRA' This is awaiting a pre-registration assessment (for a probationary period) whilst the business offers an appropriate installation for site inspection. Following a successful site inspection, a final approval decision will be given to the new business. The business will now be "live" and the date of inspection recorded by HETAS for renewal purposes as the scheme start date.

Note: should the application process result in a decision not to register, or the application be cancelled for any reason, only the first year's Business fee and installer fee will be returned. The applicant has the right to appeal the decision, see section 8.

5.3. A new Business Registration fee plus a fee for each Registered Installer must be received before the renewal date, to ensure continued registration with the HETAS scheme.

5.4. Any additional Registered Installers, employed or sub-contracted, that join under the business must pay the additional annual operative fee, with further subscriptions to be paid annually on the anniversary of business registration thereafter.

5.5. Where there are complaints from the customers of HETAS registrants, HETAS may, at its discretion, inspect the installation to confirm whether there are grounds for complaint, and to see if the work is in compliance with regulations and standards and is safe. Where defects are found, HETAS may charge the registrant a reasonable sum for that inspection and any subsequent inspections, as these are considered additional inspections not covered by the normal registration fees. Invoices for additional inspections must be paid in full. Should payments remain overdue at the time of annual registration, renewal cannot be processed until outstanding invoices have been paid in full.

5.6. If for any reason the Registration of a Business is withdrawn, following a non-compliant inspection visit for example, no refund of any fees will be made by HETAS.

5.7. If for any reason a Business or an installer wishes to resign from the Scheme, no refund of any fees paid will be made by HETAS.

5.8. If for any reason an application to add an Installer to an existing Business Registration is refused, the fee paid for that additional operative at the time of application will be refunded.

5.9. The annual subscription fees and other charges will be set by HETAS and may be varied at any time. The current applicable scale of fees and charges are given in the HETAS document "Fees and Charges" see <https://www.hetas.co.uk/professionals/installers/join-now/>

5.10. HETAS may choose to carry out credit checks on new applicants and existing registrants. Registered Businesses agree to provide evidence of creditworthiness if requested by HETAS. Credit information will be held confidentially by HETAS.

5.11. If HETAS permits a business to pay its annual Registration fees in instalments, the business is still liable to pay the remaining instalments even if Registration ceases part way through without completing twelve months Registration. Payment arrangements for the remainder of that Scheme year must be left in place.

5.12. Entitlement to additional registrant benefits (from HETAS or from industry partners) received from being enrolled with the HETAS scheme may be withdrawn if fees and charges are not paid or if registration with HETAS ends for any reason.

## **6 Resignation from the Scheme**

6.1. Businesses or Installers may resign from the scheme, provided 28 days' notice is given in writing to HETAS. No refund of any subscriptions already paid to HETAS will be made. Outstanding fees (e.g. for complaints inspections) must be paid in full.

6.2. In the event of an outstanding customer complaint, Businesses must undertake any remedial work identified by HETAS before their resignation becomes effective.

6.3. Following resignation from the Scheme, Businesses and Installers must not describe themselves as being HETAS Registrants, and must not display Certificates of Registration and/or HETAS logos.

6.4. Businesses and Installers must return their Certificates of Registration and ID Cards along with any unused certificates of compliance to HETAS within 15 days of their resignation.

## **7 Withdrawal of Registration**

7.1. Businesses and/or their registered Installers may be removed from the Register where HETAS believes there is a significant reason to do so. This may include for example:

- i. Businesses and/or Installers failing to comply with the statutory requirements of the Building Regulations, health and safety laws and any other relevant legislation
- ii. Work undertaken by the Business or Installers, or on their behalf, is found to be of a standard which HETAS considers unacceptable, e.g. does not meet the requirements of a standard or approved guidance.
- iii. Businesses fail to rectify work found to be defective during inspection or complaints investigation
- iv. Businesses become insolvent or cease trading.
- v. Business and/or Installers 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 Installers misuse the HETAS logo or trademarks or wilfully misrepresent their Registration scope and obligations
- vii. Failure to pay any fees or subscriptions or outstanding invoices by the due date.

7.2. HETAS reserves the right to publish details of any withdrawal of Registration and the reasons for doing so.

7.3. Businesses and Installers, whose Registration is withdrawn for any reason by HETAS, can appeal against the decision. An appeal must be made in writing to HETAS within 15 days of the notice of withdrawal being served. Appeals against withdrawal of Registration will be considered under the Appeals Procedure. Refer to Section 8 below.

7.4. 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 or Installers will be considered to be suspended from the Register. During such a period, the Business or its Installers must abide by the obligations of membership but must not describe themselves as being HETAS Registered, use their Scheme ID cards, or display HETAS Registration Certificates and/or Logos. Certification of installations cannot take place during this period unless directly related to the suspension and with the written agreement of HETAS.

7.5. In respect of applicants, registrants and appellants, HETAS may use probationary or conditional registration where there are circumstances it feels warrant such restrictions. Any such period will be time limited and a reason for such action will be given in writing.

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

8.1. Where it appears to HETAS that a scheme registrant or applicant may be in breach of the rules of Registration, does not meet the required standards, or HETAS is in receipt of relevant information for example from another scheme or enforcement agency, HETAS may refuse, defer or suspend registration by notice whilst it investigates the matter. Where a suspension is in respect of any registration competency, it may also apply to other related competences and/or other registrations held by the business/installer with HETAS.

8.2. Compliance: Applicants, Registrants and their employees must meet the required standards and comply with the HETAS rules and relevant industry standards in respect of any work carried out by them, under their management, direction, or supervision, through their sub-contractor or agent, or inspected by them. Applicants and Registrants should understand that an inspection may be carried out by HETAS (or its agent) and the Applicant/Registrant must provide to HETAS such documents and other information as it shall require.

8.3. Complaints: Where HETAS receives a justified customer complaint and the Registrant refuses to remedy as requested, HETAS may take disciplinary action. Where this is the case and it results in suspension or removal of registration, the disciplinary process applies. Note; HETAS will charge for inspection visits in relation to justified complaints at a rate determined by HETAS from time to time.

8.4. Deferral of application: Applications may be deferred by HETAS if they are submitted while the applicant or any business in its control:

- i. is the subject of an investigation into their work or conduct or
- ii. is suspended from the scheme or
- iii. is the subject of any pending or threatened prosecution or
- iv. is the subject of a pending first stage review or
- v. is the subject of an appeal panel hearing.

8.5. Probationary Registration: HETAS may, at its discretion, register an applicant or registrant for a probationary period. This can be for all or some categories of Registration or areas of work. HETAS may terminate or extend probation at any time. At the end of the probationary period, the Applicant shall cease to be a Registrant and be removed from the Register unless HETAS extends the probationary period. Probationary Registration may be stated on the Applicant's Certificate of Registration and ID Card. Probationary registration may only be granted for a period of up to six months (at the discretion of HETAS) after which they must comply with the requirements or cease Registration.

8.6. Conditional Registration: HETAS may, at its discretion, impose Conditional Registration. This may apply to applicants or existing registrants and in respect of all or some categories of Registration or work. If the conditions are not met within the specified time, registration may be removed or refused. Conditional Registration may be stated on the Certificate of Registration and ID Cards. Conditional Registration may only be granted for a period of up to six months (at the discretion of HETAS) after which they must comply with the requirements or cease Registration.

8.7. Decisions following a breach of Registration conditions: HETAS will decide a course of action where an Applicant, Business or Registered Installer has failed to meet the required Standards, or fails to carry out remedial work to an acceptable standard. In making those decisions HETAS may take into account all matters of which it is aware including (without limitation) those relating to periods prior to the date of the Application and any other records. HETAS shall give written Notice to the Applicant of its decision stating:

- i. the reasons for the decision including details of any records taken into account;
- ii. the effect of the decision; and
- iii. the procedure for applying for an appeal.

8.8. Appeal: HETAS's objective is to administer The Scheme in a fair and unbiased way whilst complying with all relevant scheme standards, legislation and regulations. Where a registrant

or applicant wishes to appeal a decision by HETAS (removal of Registration or rejection of an application) the following process will be offered:

- i. First Stage Review of the decision. A first stage review will include at least two senior HETAS employees, of whom one at least will not have been involved in the decision making process so far. This review will decide whether correct procedures have been followed by HETAS in making decisions to date. The outcome of this first review is not limited to upholding a previous decision or not. It may offer alternative suggestions or outcomes thus avoiding the need for a full appeal hearing.
- ii. Appeal Hearing. Where the first stage review upholds the original decision, and the appellant wishes to continue with their appeal, and HETAS accepts an appeal on reasonable grounds, it will set up an Appeal Hearing.

8.9. Appeal Hearing: Where HETAS accepts an appeal on reasonable grounds, subject to receipt of the relevant deposit (see 8.12 below), within 15 Business Days of receipt of the First Stage Review decision it will set up an Appeal Hearing at its offices where an Appeal Panel will meet and hear the case. The panel will include:

- i. a Technical expert (who may be a HETAS member of staff, or an agent of HETAS) whose role is to offer and demonstrate by reference to normative documents if necessary, technical clarification for the benefit of all parties. The expert will not be directly involved in the final decision
- ii. a representative from HETAS not previously involved in the case
- iii. two other persons with sufficient experience to hear the case
- iv. the appellant may bring legal or other professional representation and HETAS may be represented by an appropriate person where necessary.

8.10. Each party will present its case and each may be cross examined. A decision will be arrived at by the panel, based on what it sees as most probable bearing in mind the information provided to it. The panel members may be guided on matters relating to the rules of registration by a HETAS registration representative in order to facilitate a final decision. The decision of the Appeal Panel is final and will be notified to the appellant within 10 business days in writing.

8.11. The result of the appeal may not be limited to a decision on registration status alone and will be binding on all parties. The decision may include directions as to remedial work. The parties will be notified of the result of the Appeal Panel's deliberation within 10 Business Days of the hearing.

8.12. Appeal Panel Costs: The cost of appeal is considerable and HETAS will only accept an appeal where a deposit is paid. Details of the current deposit required are given in the HETAS document "Fees and Charges". 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.

8.13. Advertisement. HETAS reserves the right to publish, advertise, or share with other competent person schemes, such details of the results of its disciplinary and/or appeals procedures it considers necessary to protect the image of HETAS and the industry.

## **9 Complaints Process**

9.1. HETAS is concerned with the safety, efficiency, technical standard and compliance with relevant Building Regulations of the work carried out by its Registrants. A requirement for continued HETAS registration is that the work of Registrants must comply with relevant Building Regulations, Guidance Documents, national and EU Standard and general Regulations as applicable to the region or country where the work is carried out and/or relevant Industry Codes of Practice. If the work of any Registrant is found to be below these standards, HETAS requires the Registrant to remedy any defects at no additional cost to the customer and to ensure that relevant standards are achieved.

9.2. Complaints about the work of HETAS Registrants 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. If this does not resolve the problem satisfactorily or, the Registrant fails to respond to the complaint within a reasonable period of time, the complainant may (subject to any applicable exclusions) invoke the HETAS Complaints Policy. Refer to the current publically available policy available on request or via the HETAS website: <http://www.hetas.co.uk/consumer/complaints-policy/> .

9.3. Where the Registrant refuses to co-operate in the complaints policy and is subsequently removed from the register, HETAS may offer appropriate support to assist the parties in resolving any of the issues outside of the HETAS process.

9.4. Even if a complaint about the work of a HETAS Registrant falls outside the scope of the HETAS complaints process, or the complainant chooses to pursue their case through a different route, HETAS may still assess the information received and its relevance to monitoring of the Registrant.

## **10 Certification of installations**

10.1. Regulations for some categories of installation require a Regulatory Notice to be submitted to the relevant authorities. HETAS recommends that HETAS Ireland Registered Installers use the HETAS Commissioning Sheet to document compliance of their installation work.

10.2. Registered Businesses must submit regular records to HETAS of all applicable installation work undertaken, either through the HETAS on-line system or in a different format as advised by HETAS.

10.3. Registered Businesses shall safeguard their stock of HETAS forms and documents against improper use and shall notify HETAS in writing immediately they become aware of any loss or misuse.

10.4. Registered Businesses and their Registered Installers can only certify their own installations commissioned by their own Registered Installer(s). If a separate HETAS Registered Business is used as a sub-contractor, there must be a contract and suitable controls in place. All Notifiable Work must be self-certified by the Registered Business whose Registered Installer commissions that work and who has all the relevant competencies. Each Registered Business must ensure that all work certified is signed off by the designated Registered Installer who has supervised the work and including details of the Registered Business taking responsibility for the installation.

10.5. Registered Businesses must ensure that customers and householders are provided with safety and operating instructions for their installations. General safety leaflets are available to installers through the HETAS shop and further details are available to view on the HETAS website. HETAS may choose to contact customers and/or householders with additional information.

## **HETAS Ireland Registered Installer Scheme**

Registration Schemes for Businesses & Installers  
Involved in the Installation and Maintenance  
of Wood, Biomass and Solid Fuel Burning  
Equipment Solar Thermal, Plumbing  
and Sanitary Ware

### **Conditions of Registration and Guidance**

