

# AUDIT CHECKLIST HOT WATER STORAGE PRODUCTS



<b>Product Supplier</b>	
<b>Audit Location</b>	
<b>Audit Date</b>	
<b>Representative</b>	
<b>Product Range To Be Audited</b>	

**AUDIT OPENING MEETING CHECKLIST:**

- Confirm that the audit is on behalf of HWA under a contract that includes strict confidentiality of information
- Confirm that no documents will be removed from site, without agreement, unless to evidence an audit finding
- Confirm the details on the Pre-Audit Questionnaire, especially the contact point
- Confirm the products “in scope” listed on the Pre-Audit Questionnaire
- Explain the use of the audit report sheet and any reported findings or agreed actions
- Check that any actions from previous audits have been cleared

**Documents Sampled:**

1:
2:
3:
4:
5:
6:
7:
8:

*HWA Scheme Document (SD) Clause reference*

**SCHEME ADMINISTRATION REQUIREMENTS:**

SD	Audit Item	C, NC, OBS, NA	Ref
5.1	Inform HWA and Auditors of any changes of details of responsible person for the day to day implementation of the HWA Charter		
5.3	Demonstrate how the HWA Charter is promoted to installers and customers		
5.4	If a Quality Management System (such as ISO 9001) is in place, and it is used to deliver the requirements of the HWA Charter, is it consistent with these requirements		

**PRODUCT DOCUMENTATION RELATED REQUIREMENTS:**

SD	Audit Item	C, NC, OBS, NA	Ref
6.1	Promotional materials, published literature, packaging, vehicles and general use of the Charter logo, should be compliant with the HWA Charter Brand Identity Guidelines		
6.2	Refer to the HWA Charter and detail the requirements of the HWA Charter Code of Practice at least on any company website. This requirement may also be repeated on published literature and technical documentation where appropriate.		
6.3	Provide evidence of CE and or third party product certification		
6.4	Provide clear and complete instructions for the installation, commissioning, servicing, dosing (if applicable), maintenance, removal and disposal of the product		

6.5	Provide clear and complete instructions for the use of the product by installers and users		
6.6	Installer and user instructions comply with the Brand Identity Guidelines and Document Guidelines		
6.7	Installer and user instructions include contact details for after-sales support		
6.8	Replacement documentation available on request (including installer and user instructions) Electronic copies must be consistent with the original		

## ENERGY RELATED PRODUCTS REQUIREMENTS (WATER HEATERS)

SD	Audit Item	C, NC, OBS, NA	Ref
7.1	<p><b>Suppliers and dealer responsibilities</b> as per Articles 3 and 4 of the labelling directive 812/2013</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Product Fiche to be included in the product brochure or other literature provided with the product</li> <li><input type="checkbox"/> Product advertisement with energy-related or price information shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Product technical promotion describing specific technical parameters shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Products offered for sale or hire and where the product can't be displayed should be marketed with the following information (Declared Load Profile / Energy Efficiency Class / Energy Efficiency in % / Annual Electricity Consumption in kWh)</li> </ul>		
7.2	<p><b>Product labels</b> contain all the information required as per labelling directive 812/2013 Annex III</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Water Heating Function and Declared Load Profile</li> <li><input type="checkbox"/> Water Heating Energy Efficiency Class</li> <li><input type="checkbox"/> Annual Electricity Consumption in kWh / Annual Fuel Consumption in GJ</li> <li><input type="checkbox"/> Sound Power in dB (HP only)</li> </ul>		

7.3	<p>The sampled <b>product fiche</b> contains all the information required as per labelling directive 812/2013 Annex IV?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Declared Load Profile</li> <li><input type="checkbox"/> Water Heating Energy Efficiency Class</li> <li><input type="checkbox"/> Water Heating Energy Efficiency in %</li> <li><input type="checkbox"/> Annual Energy Consumption in kWh / Annual Fuel Consumption in GJ</li> <li><input type="checkbox"/> Thermostat Temperature Settings</li> <li><input type="checkbox"/> Sound Power Level in dB (heat pump only)</li> <li><input type="checkbox"/> Indication if working only during off peak hours</li> <li><input type="checkbox"/> Specific Precaution for assembly, installation and maintenance</li> </ul>				
7.4	<p>The sampled product <b>technical documentation</b> will contain all the information required as per labelling directive 812/2013 Annex V?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name and address</li> <li><input type="checkbox"/> Water Heater model description for identification</li> <li><input type="checkbox"/> References of harmonised standards / Other technical standards and specifications used</li> <li><input type="checkbox"/> Identification and signature of the person empowered to bind the supplier</li> <li><input type="checkbox"/> Specific precautions for assembly, installation and maintenance</li> <li><input type="checkbox"/> Results of measurements for technical parameters (Daily Electricity Consumption (Qelec) in kWh / Declared Load Profile / Fuel / Electricity consumption (day or week)?</li> <li><input type="checkbox"/> Results of calculations for the technical parameters (Water Heating Energy Efficiency <math>\eta_{Wh}</math> in % / Annual Electricity Consumption in kWh / Annual Fuel Consumption in kWh)</li> </ul>				

7.5	The sampled products will meet the minimum energy performance requirements as required by the eco-design regulation 814/2013			
7.6	Product Label, Technical, and Fiche data is consistent throughout for sampled products			

## ENERGY RELATED PRODUCTS REQUIREMENTS (STORAGE TANKS)

SD	Audit Item	C, NC, OBS, NA	Ref
7.1	<p><b>Suppliers and dealers' responsibilities</b> as per Articles 3 and 4 of the labelling directive 812/2013</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Product Fiche to be included in the product brochure or other literature provided with the product</li> <li><input type="checkbox"/> Product advertisement with energy-related or price information shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Product technical promotion describing specific technical parameters shall include a reference to the Energy Efficiency Class</li> <li><input type="checkbox"/> Products offered for sale or hire and where the product can't be displayed should be marketed with the following information (Energy Efficiency Class / Standing heat loss in Watts / Storage volume in litres)</li> </ul>		
7.2	<p><b>Product labels</b> contain all the information required as per labelling directive 812/2013 Annex III</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Water storage function pictogram</li> <li><input type="checkbox"/> Energy Efficiency Class</li> <li><input type="checkbox"/> Standing heat loss in Watts</li> <li><input type="checkbox"/> Storage volume in litres</li> </ul>		



7.3	<p><b>Product fiche</b> contain all the information required as per labelling directive 812/2013 Annex IV</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name or Trade Mark</li> <li><input type="checkbox"/> Supplier's Model Identifier</li> <li><input type="checkbox"/> Energy Efficiency Class</li> <li><input type="checkbox"/> Standing heat loss in Watts</li> <li><input type="checkbox"/> Storage volume in litres</li> </ul>			
7.4	<p>Product <b>technical documentation</b> will contain all the information required as per labelling directive 812/2013 Annex V</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supplier's name and address</li> <li><input type="checkbox"/> Storage tank model description for identification</li> <li><input type="checkbox"/> References of harmonised standards / Other technical standards and specifications used</li> <li><input type="checkbox"/> Identification and signature of the person empowered to bind the supplier</li> <li><input type="checkbox"/> Specific precautions for assembly, installation and maintenance</li> <li><input type="checkbox"/> Results of measurements for technical parameters (Storage Volume V in Litres / Standing Loss S in Watts)</li> </ul>			

7.5	The sampled products will meet the minimum energy performance requirements as required by the eco-design regulation 814/2013			
7.6	Product Label, Technical, and Fiche data is consistent throughout for sampled products			

**HWA HEAT PUMP CYLINDER SPECIFICATION REQUIREMENTS:**

SD	Audit Item	C, NC, OBS, NA	Ref
8.1	<p><b>Technical File</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Is there a Technical File detailing tests and results required by HWA 002-2020?</li> <li><input type="checkbox"/> Evidence of testing and the results obtained to HWA 002-2020 Annexes A and B</li> <li><input type="checkbox"/> Evidence of calculations required by HWA 002-2020 Annexes A.5, A.6, B1 and B.2</li> </ul>		
8.2	<p><b>Product Fiche</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Is a Product Fiche included in the technical literature provided?</li> <li><input type="checkbox"/> Is HWA 002-2020 referenced?</li> <li><input type="checkbox"/> Are performance parameters obtained using HWA 002-2020 conditions clearly identified?</li> <li><input type="checkbox"/> Are the markings/information as required by HWA 002-2020 Clause 10 included? <ul style="list-style-type: none"> <li>Class of cylinder</li> <li>Reheat performance in kW for each primary heat exchanger</li> <li>Volume of water heated by each heat pump primary heat exchanger</li> <li>Volume of mixed water above 40°C</li> <li>Dedicated solar volume (for cylinders intended for solar thermal use)</li> <li>Electrical energy and reheat time associated with each immersion heater fitted</li> <li>Hot water draw off profile following heating by heat pump</li> <li>Hot water draw off profile following heating by immersion heater(s)</li> <li>Hydraulic flow resistance of the heat pump heat exchanger at 0.15 to 0.75 l/sec in 0.15 l/sec increments</li> <li>Position and specification of immersion heater(s)</li> <li>Position and specification of thermostats or thermal sensor pockets</li> </ul> </li> </ul>		

8.3	<b>Use of HWA “Heat Pump Ready” logos</b> <input type="checkbox"/> Where is the logo used? On product, technical literature, promotional literature? <input type="checkbox"/> Does the use of the logo meet HWA Brand Guidelines?

**FACTORY PRODUCTION CONTROL RELATED REQUIREMENTS:**

SD	Audit Item	C, NC, OBS, NA	Ref
9.1	Evidence of Factory Production Control (FPC) procedures and records will be required for sampled products		
9.2	<p>As a minimum, FPC procedures and records contain:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> SD 9.2.1 Material specifications and batch references</li> <li><input type="checkbox"/> SD 9.2.2 Production testing including any pressure testing of the vessel and, where applicable, electrical safety tests</li> <li><input type="checkbox"/> SD 9.2.3 Insulation thickness, type, and, if using PU foam, its density. Thickness is measured at a minimum of 3 positions. Products using the injection foaming technique can be assumed to have an insulation thickness equal to the dimension between the vessel and casing</li> <li><input type="checkbox"/> SD 9.2.4 Serial numbers and/or date of manufacture</li> <li><input type="checkbox"/> SD 9.2.5 Any accessories or safety components supplied</li> </ul>		
9.3	The frequency of any tests and/or measurements is recorded		

**SPARE PARTS AND WARRANTY RELATED REQUIREMENTS:**

SD	Audit Item	C, NC, OBS, NA	Ref
10.1	Spare Parts listed in Technical Documentation and on website		
10.2	Spare Parts shall be available for a period of at least 5 years (non-functional) and 8 years (functional)		
10.3	Product warranty includes clear terms and conditions, such as: <input type="checkbox"/> SD 10.3.1 The level of cover and any limitations <input type="checkbox"/> SD 10.3.2 The period of should be no less than 12 months from installation, or 15 months from manufacture <input type="checkbox"/> SD 10.3.3 The procedure for use and the availability of extended warranty		

**INSTALLER / CUSTOMER SUPPORT REQUIREMENTS:**

SD	Audit Item	C, NC, OBS, NA	Ref
11.1	Provide easy access to help and advice for installers and customers, including the provision of technical and safety critical advice by telephone as a minimum during normal working hours		
11.2	Adequately cover the HWA Charter in any training delivered in support of installers		
11.3	Documented procedure and training to enable staff to provide help and advice to installers and customers. Including what actions can be advised or taken, and any conditions that apply if engineers visit site.		
11.4	Staff training includes the HWA Charter and principles in relation to the supplier's products		
11.5	Documented procedure for issuing safety warnings, fault notification or product recalls		
11.6	Level of technical support in the field and how it can be arranged stated.		

11.7	Level of any charges and cover for technical support in the field are clearly explained.		
11.8	Documented procedure for receiving and resolving complaints about products, installers, or services		
11.9	Record all instances of claims made against product guarantees / warranty and analyse such records for trends or evidence of product problems.		



**NON-CONFORMANCES AND AGREED IMPROVEMENT ACTIONS**

Ref No	Non-conformances / Recommended Improvements / Observations

**AUDIT SUMMARY**

Number of:		Clearance Method (delete)	Timescale
<b>Major Non-conformances</b>		By correspondence / visit	
<b>Non-conformances</b>		By correspondence / visit	
<b>Observations</b>			
		<b>Signature</b>	<b>Date</b>
<b>Auditor</b>			
<b>Product Supplier</b>			
<b>Audit Cleared</b>			