

AUDIT CHECKLIST HOT WATER CONTROLS MANUFACTURERS



Product Supplier	
Audit Location	
Audit Date	
Representative	

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 checklist sheet and any reported findings or agreed actions
- Check that any actions from previous audits have been cleared

Documents and web pages 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			

FACTORY PRODUCTION CONTROL RELATED REQUIREMENTS:

Note: The following requirements apply should some degree of manufacturing or assembly be undertaken at the suppliers premises

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"> <input type="checkbox"/> SD 9.2.1 Material specifications and batch references <input type="checkbox"/> SD 9.2.2 Production testing including any pressure testing of the vessel and, where applicable, electrical safety tests <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 <input type="checkbox"/> SD 9.2.4 Serial numbers and/or date of manufacture <input type="checkbox"/> SD 9.2.5 Any accessories or safety components supplied 		

9.3	The frequency of any tests and/or measurements is recorded		

SPARE PARTS (WHERE APPLICABLE) 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: <ul style="list-style-type: none"> <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.		

