

SCHEME DOCUMENT

HWA Charter



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1. INTRODUCTION & PURPOSE

The HWA Charter puts in place all the elements that are required in order to ensure that hot water products are supplied in a way that they meet the terms set out in the Charter Code of Practice. The Charter receives widespread support from water heating appliance manufacturers and suppliers of related products. It is managed and promoted by the Hot Water Association (HWA).

The HWA Charter Code of Practice requires that members of the Scheme:

- Supply fit for purpose products clearly and honestly described
- Supply products that meet, or exceed, appropriate standards and building and water regulations
- Provide clear instructions for the installation, commissioning, use, removal and disposal of products
- Provide pre and post sales technical support
- Provide clear and concise warranty details to customers

The elements of the Charter that combine to deliver these benefits under a clearly branded banner are:

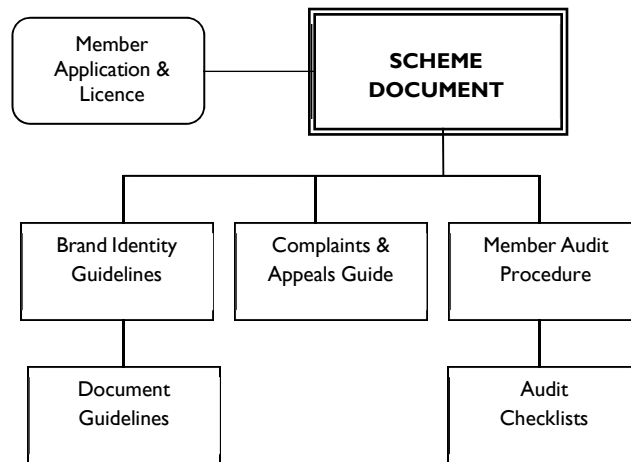
- **Product suppliers** by meeting the requirements of the Scheme supply products which meet all required standards and regulations and provide support to installers and customers in the supply and after sales service related to their products
- **Regular audits.** Product suppliers are subjected to regular independent audits and governance to ensure they continue to meet the requirements of the HWA Charter
- **Installers** can be confident that the products they are installing is as described and meets all current UK legislation and required standards for efficiency and durability
- **Customers** can be confident that the products they have installed meets quality, safety and efficiency standards and that manufacturers can provide relevant after sales support
- **All members** provide a clear and effective complaints handling procedure

2. SCOPE

The HWA Charter is focused on hot water storage equipment and related ancillary products (electrical, electronic or hydraulic controls that are integrated in, supplied with, or pre-plumbed onto hot water storage vessels).

3. SCHEME STRUCTURE

This Scheme Document sets out the principles and requirements of the HWA Charter and refers to a hierarchy of other documents designed to aid in delivering the aims of the Charter. The following figure indicates the overall documented structure and the link between the various Scheme documentation.



The Scheme is operated by the Hot Water Association (HWA) who may sub-contract specific functions to one or more suitable bodies.

Members of the HWA may become Charter Members provided that they supply products within the Scope of the Charter and fully adhere to all relevant Charter requirements.

The management system operated by the HWA for the Charter is based on the general principles of the quality management systems standard ISO 9001 but has been adapted specifically to apply to the operation of the Scheme.

4. SCHEME METHODOLOGY

The Scheme is designed by the HWA with oversight and governance by the Energy and Utilities Alliance (EUA) Board. EUA are the parent body of the HWA.

In order to become and remain a Member of the HWA Charter a product supplier must satisfy the requirements of the following sections, numbered 5 to 12 at all times. This include a requirement (Section 12) for the supplier to be periodically audited against the relevant requirements of the Scheme to ensure continued compliance. Audits may be conducted remotely (via video conferencing) or by an arranged visit. Because of the nature of some product types not all the requirements may apply to every Member.

Controls and ancillary equipment manufacturers and suppliers will undergo a reduced audit procedure as many of the requirements for hot water storage equipment are not relevant and cannot be practically evidenced.

Applicants / Members are required to declare at the request of the auditor the ranges or categories of current or proposed products are to be in scope for the Scheme by completing a Pre-Audit Questionnaire& Product Listing form. When a Member employs installers they must comply with the requirements of Section 11.

In order to promote customer confidence Charter Members are encouraged to display the HWA Charter Member logo on customer accessible media such as promotional materials, technical documentation, product and packaging labelling, etc. Customer accessible media should also display the principles of the HWA Charter Code of Practice. Where the HWA Charter Member logo is used it must adhere to the requirements of the HWA Brand Identity Guidelines document.

5. SCHEME ADMINISTRATION REQUIREMENTS

- 5.1. Provide contact details for an individual responsible for the day-to-day implementation of the HWA Charter and inform the HWA of any changes
- 5.2. The supplier must commit to the aims and requirements of the Charter
- 5.3. Promote the HWA Charter to installers and customers where appropriate

- 5.4. Ensure that where a documented or certificated Quality Management System (such as ISO 9001) is in place its use to deliver the requirements of the HWA Charter is consistent with these requirements and its scope covers Charter Marked products. Records of internal and external audits, management review records and any corrective / preventative actions should be made available to the auditor where they relate to the HWA Charter.

6. PRODUCT DOCUMENTATION RELATED REQUIREMENTS

- 6.1. Comply with the HWA Charter Brand Identity Guidelines for promotional materials, published literature, packaging and general use of any of the Charter logos.
- 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 products which comply with all relevant legislation and standards, and where third-party product certification is applicable, evidence of this must be provided. UKCA or CE marked products require a Technical File detailing how compliance is demonstrated and a Declaration of Conformity to the relevant mark containing the information as required in the relevant legislation. Declarations of Conformity must list all applicable legislation and the standards to which the products comply to.
- 6.4. Provide, with each product, clear and complete instructions for the installation, commissioning, servicing, dosing (if applicable), maintenance, removal and disposal as relevant to the product type.
- 6.5. Provide, with each product, clear instructions, and information on the use of the product including any user adjustable features relevant to the product type. Should it be deemed inappropriate for users to make adjustments this should be made clear and alternative actions advised (eg. use of a trained installer or maintenance engineer).
- 6.6. Ensure that installer and customer instructions comply with the Brand Identity Guidelines and Document Guidelines.
- 6.7. Ensure that installer and customer instructions include contact details for after sales support from the manufacturer, supplier, or authorized agents.
- 6.8. Make available replacement documentation on request (including installer and user instructions). Replacement documentation, whether physical or electronic, must be available that is consistent with those supplied originally with the product concerned.

7. ENERGY RELATED PRODUCTS REQUIREMENTS

- 7.1. Water heating products must comply with Energy Related Products legislation in force at the time of placing the relevant product on the market. This will require compliance to the ErP Directive as implemented by Delegated Regulation 812/2013 (Energy labelling) and 814/2013 (Eco-design requirements). The auditors will review a randomly selected sample of products for compliance. Due to the different requirements for Directly heated and Indirectly heated water heating products, if both are produced a sample of each type will be reviewed. The Member company will be requested to provide evidence of the product fiche, product energy label and technical file. The technical file must include test reports and results and supporting calculations demonstrating the basis on which ErP claims are made. These requirements are in line with the reporting requirements for ErP and UKCA or CE Marking. Suppliers and dealers responsibilities will also be verified where applicable as per Articles 3 and 4 of the labelling regulation 812/2013.
- 7.2. The sampled product energy labels will contain all the information required by the labelling regulation 812/2013 Annex III for water heaters, hot water storage tanks and solar devices as appropriate.
- 7.3. The sampled product fiches will contain all the information required by labelling regulation 812/2013 Annex IV for water heaters, hot water storage tanks and solar devices as appropriate.
- 7.4. The sampled product Technical Files will contain all the information required by the labelling regulation 812/2013 Annex V for water heaters, hot water storage tanks and solar devices as appropriate.
- 7.5. The sampled products will meet the minimum energy efficiency performance requirements as required by eco-design regulation 814/2013.
- 7.6. Information regarding the energy rating and performance parameters as required by either regulation 812/2013 or 814/2013 must be consistent for the relevant product across all documents and media where the information is reproduced.

8. HWA HEAT PUMP CYLINDER SPECIFICATION REQUIREMENTS

- 8.1. To demonstrate compliance with Hot Water Association Specification HWA002:2020 "Hot water storage vessels for Domestic Purposes for use with Heat Pumps" it will be required that the auditors review a sample, selected at random, from the Members range of Heat Pump ready cylinders. The Member company will need to provide the auditors the product technical literature, technical file including test reports, results and supporting calculations on which compliance with HWA 002:2020 is claimed.

- 8.2. The sampled product Technical Literature will contain the information required as per HWA 002:2020 Clause 10 Marking. This information will be in addition to any constructional, safety and performance information required by product approval standards and relevant legislation. Performance information relating to HWA 002:2020 must be clearly identified as being so.
- 8.3. Where the Member company chooses to label the cylinder and/or product Technical Literature with the HWA "Heat Pump Ready" logo the logo must meet the HWA Brand Guidelines for the use of said logo. Evidence will be required to demonstrate the correct use of the logo.

9. FACTORY PRODUCTION CONTROL RELATED REQUIREMENTS

- 9.1. The Product Supplier shall provide evidence of Factory Production Control (FPC) procedures and records to demonstrate products covered by the Charter continue to be produced as per the originally tested and/or certificated product.
- 9.2. As a minimum FPC procedures shall detail and record:
 - 9.2.1. Material specifications and batch references for materials used in the production of the storage vessel
 - 9.2.2. Production testing including any pressure testing of the vessel and, where applicable, electrical safety tests
 - 9.2.3. Insulation type. If using PU foam the density and shot times should be regularly checked. Products using PU foam injected between the vessel and an outer casing will be assumed to have a thickness of foam equivalent to the void dimensions. PU spray foamed vessels should have the foam thickness after curing measured at a minimum of 3 positions around the circumference.
 - 9.2.4. Serial numbers and/or date of manufacture shall be recorded for every product. This may be in the form of an individual unique code that embodies this information.
 - 9.2.5. Any accessories or safety components supplied.
- 9.3. The frequency of any tests and/or measurements shall also be recorded.

10. SPARE PARTS AND WARRANTY RELATED REQUIREMENTS

- 10.1. The manufacturer or supplier shall make spare parts available. The list of spare parts available for each product range shall be included in the technical documentation supplied with the product together with details of how to obtain them. Spare part information should also be accessible via Members websites.
- 10.2. Spare parts should be made available for a period of at least 5 years from the cessation of a product range for cosmetic components and for a period of 8 years for technical and safety related components.

- 10.3. The manufacturer or supplier shall give clear terms and conditions for product warranties or guarantees, including:
- 10.3.1. The level of cover given and any limitations. Where the validity of the warranty is dependent on certain installation, water supply or maintenance requirements, these should be clearly stated.
 - 10.3.2. The period of the warranty. This should be no less than 12 months from installation, or 15 months from manufacture.
 - 10.3.3. If an extended warranty is offered the procedure for activating it, the level of cover given, any limitations to it and the period of the extension shall be clearly stated.

11. INSTALLER / CUSTOMER SUPPORT REQUIREMENTS

- 11.1. Easy access to help and advice for installers and customers shall be provided. This shall include the provision of technical and safety critical advice. Such help and advice should be available, at least, by telephone during normal working hours.
- 11.2. If installer training is provided the HWA Charter and its principles should be covered in any training delivered.
- 11.3. Staff providing technical help and advice should be adequately trained to do so. A documented procedure for such training shall be available together with a list of employees who have had the necessary training. The procedures should make it clear what actions can be advised or taken including the circumstances for sending a service engineer or authorized service agent and/or issuing replacement parts in the event of a product fault.
- 11.4. Any staff training as required in 11.3 shall include the HWA Charter and its principles in relations to the Members products.
- 11.5. The manufacturer / supplier shall have a clearly documented procedure for issuing safety warnings, fault notifications or product recalls.
- 11.6. The level of field technical support shall be clearly stated. Where the manufacturer / supplier does not employ their own field service engineers, how after-sales field service is to be provided shall be clearly explained.
- 11.7. Should a recommended course of action result in an additional charge to the installer or customer the level of charges and what actions are covered shall be clearly explained to customers.
- 11.8. A clearly documented procedure for receiving, recording, and resolving complaints about a Members products or services shall be available.
- 11.9. Warranty claims, product or component returns should be recorded. The nature of any claims or faults shall be noted and results analysed on a regular basis to show any trends or evidence of product problems.

12. SCHEME AUDIT REQUIREMENTS

- 12.1. Existing Charter Members shall be submitted to periodic audits to demonstrate on-going compliance with the requirements of the HWA Charter. Audits shall be repeated every two years.
- 12.2. Non-Charter members wishing to join the Charter Scheme shall meet an initial audit to ensure the requirements of the Charter Scheme are being met. On gaining Charter Member status, repeat audits shall be conducted every two years on or around the anniversary of gaining Charter status.
- 12.3. Members shall co-operate with the HWA or their agents in facilitating the audit. Any reasonable request for information relating to the Charter Scheme shall be complied with. Failure to agree to an audit may invalidate membership of the Charter Scheme.
- 12.4. Any non-compliances or actions arising as a result of an audit shall be resolved within an agreed timescale. Evidence of actions taken can be advised by correspondence, however, when necessary, additional follow-up calls or meetings may be arranged. Non-compliance with ErP issues shall be addressed and accepted by the auditor within 4 working weeks of the audit date. Non-compliance with other issues shall be addressed within 6 working weeks of the audit date. This period can be extended at the discretion of the auditor, but shall not exceed a period of 12 working weeks from the initial audit date. Where changes to printed documentation are necessary and lead-times and/or stocks mean that an issue cannot be resolved within these timescales an action plan shall be agreed between the Member and the auditor.