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approved installers

uklpg



**! You need to act
■ by 12th February**

it's changing...

what?

**'a dramatic overhaul'
of the Approved
Installer scheme**

**what you asked
us for...**

who's involved

to be a part of this

**when is this
happening?**

Is underway and will be ready to launch this summer. It is dramatically different based on the requirements identified by Approved Installers. As one of our Approved Installers this change will **directly affect you** and your operation so read on to make sure you know all the facts.

The need for a scheme with more "bite":

- Stronger enforcement of standards
- More support in dealing with customer complaints
- Greater engagement with insurance companies
- An independent consumer accreditation to strengthen the branding and consumer recognition
- Marketing support to help you promote the scheme and your business
- Exclusive use of the UKLPG vehicle register

Already UKLPG autogas and equipment members are **signed up and contributing** significantly towards this initiative. Gas suppliers include Calor, Flogas, and BP and equipment suppliers: Autogas Worldwide, BRC GB, Jaymic Systems, Millbrook, National Autogas, Nicholson McLaren Engines and Prins Autogas UK.

You need to act now.

Ensure you read all the documents enclosed and if you still have questions then contact Mike Chapman. Then complete and return the enclosed post card to sign up to be a part of this new initiative.

The review has already taken place, and the business proposal has been agreed by the UKLPG Board. Next is the development of the UKLPG vehicle register that is a fundamental element of this change. Other aspects are also being developed and will be ready to **go live in summer 2010!**

why?

UKLPG Vehicle Register

- An online central register of new and existing Approved Installer converted and inspected vehicles.
- The sole source of information on vehicles installed or inspected by UKLPG Approved Installers.
- Easily accessible to insurance companies to enable them to check that a vehicle has been converted and/or inspected by a UKLPG Approved Installer
- An online register that should generate an increased number of inspections and potential remedial work that could follow

stronger enforcement of standards

- ✓ Identification and action against installers not complying to standards through a more rigorous inspection regime
- ✓ Obtaining independent accreditation from the Office of Fair Trading
- ✓ Increased support in dealing with customer complaints including the adoption of an independent arbitration service

market support

New modern branding, coupled with consumer targeted materials as part of a **comprehensive awareness campaign.**

Also included is the development of an **LPG motorists club.**

how?

**to continue as an
Approved Installer**

To be part of the development and to have exclusive use of the UKLPG vehicle register, you need to agree to pay an initial contribution of £75 (+VAT) now and a further £75 (+VAT) when training and access to the register is provided to you.

**i'm in!...
what do I need to do?**

Read the Question and Answer document to make sure you are aware of what's involved and the changes that are coming.

Then complete the enclosed reply card and post or fax it to us on 01425 278591 by **Friday 12th February 2010**. Alternatively you can sign up by email by going to the Approved Installer Area of www.uklpg.org and emailing your reply to mike.chapman@uklpg.org

**do you want to be
involved?**

We also **need volunteers** to help specify the design of the register, as well as test the system, workshop dates will be advised with the first being held in February.

more questions?

Please take the time to read the **questions and answers document**.

If you have any further questions then please call Mike Chapman:
E mike.chapman@uklpg.org
T 02476 711601, selecting option 1