

L P G A
APPROVED
INSTALLER
SCHEME

LPG Vehicle
Equipment Supplier and Trainer
Code

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INTRODUCTION

The LPGA Approved Installer Scheme is operated by UKLPG and provides consumers with the assurance that all participants in the Scheme have received training and been examined and inspected by the UKLPG to demonstrate their ability to undertake conversions in a safe and satisfactory manner.

If the equipment supplier is to undertake conversion of vehicles and issue LPG Conversion Certificates or Safety Check Reports then it will be necessary for the company to become full participants in the LPGA Approval Scheme prior to applying to become an approved equipment supplier and trainer and member of the Association.

This Code sets out the terms that equipment supply companies agree to comply with.

An equipment supplier must agree to comply with the Code to become a member of UKLPG

These terms are in addition to and do not supersede any legal or statutory requirements of trade.

The Scheme and this Code are open to sole traders, partnerships and limited companies registered in the United Kingdom.

An equipment supplier must provide the Association with written confirmation from the equipment manufacturer that:

- The equipment supplier is an authorised importer of the manufacturers equipment into the UK
- The equipment carries full manufacturers warranty
- The equipment supplier is authorised to train in the installation of the equipment

In addition the nominated trainer employed by the equipment supplier will need to undergo an assessment process and demonstrate:

- a thorough understanding of the UKLPG Technical Fundamentals and the current Code of Practice 11;
- a clear understanding of the appropriate sections of the Road Vehicles (Construction and Use) Regulations 1986;
- a pass mark in the UKLPG Technical Assessment Questionnaire;
- a vehicle converted by the trainer to a satisfactory standard as evidenced by a UKLPG inspection.
- A satisfactory level of training as assessed during a UKLPG inspection

The Association will then finalise the membership application and provide a Certificate with a unique number, confirming the nominated trainer at the equipment supplier and the specific equipment for which the trainer has been authorised.

The Association does not accept any liability for any work undertaken by an equipment supplier or nominated trainer

TERMS

The equipment supplier agrees to comply with the terms of this Code at all times in respect of non OEM homologated conversions. Failure to meet these undertakings will result in the equipment supplier's continuing membership of the Association and any participation in the LPGA Approved Installer Scheme being reviewed.

The equipment supplier agrees to:

Equipment:

- Supply only equipment which has been authorised by the manufacturer and carries full manufacturers component warranty for a minimum period of 12 months;
- Supply only equipment which meets the requirements of ECE67/01 or equivalent and the LPGA COP 11;
- Use best endeavours to ensure that the equipment supplied works entirely satisfactorily on the vehicle to which it is to be fitted, taking account of UKLPG published cautionary notices and other information received;
- Supply only equipment which will give an improvement in tailpipe emission levels after conversion as required in the Terms and Conditions of the LPGA Approved Installer Scheme;
- Provide a Drivers Operation Manual meeting the requirements of COP 11 with each kit sold;
- Ensure full records are maintained of major components sold to aid traceability in the event of any faults or manufacturer recalls;
- Not sell equipment for a DIY installation unless the vehicle is returned to the equipment supplier for commissioning, set up, emission tests and full inspection to COP 11 standards. In this case the equipment distributor will also need to be a full participant in the LPGA Approved Installer Scheme.
- Not to sell equipment to parties who are known to sell DIY kits without ensuring the vehicle is returned to them for commissioning, set up, emission tests and full inspection to COP 11 standards

Training:

- Assess each installer as to their competency as vehicle technicians, and in undertaking a conversion in accordance with COP 11. The equipment supplier has a duty to ensure that the installer can reliably install equipment to this standard and also to ensure satisfactory running of the vehicle. This is important for both the reputation of the equipment distributor and the industry.
- If appropriate, provide full training for an installer to undertake a conversion in accordance with COP 11. Such training should be for the equivalent of minimum of 4 days for new entrants to the industry. On completion of this training, the equipment supplier will provide the installer with a training certificate specifying that the installer has "received full training and found to be competent to convert a vehicle to run on LPG in accordance with COP11"
- Where an installer has been assessed as already competent to undertake a vehicle conversion in accordance with COP11 then to provide training just on the installation of the equipment supplied. In this case the training certificate provided will specify "received training in the installation of (make) equipment" ;
- Advise the Association in cases where supply to an installer is withdrawn so that the Association may remove the make of equipment from the LPGA Approved Installer Scheme register and take appropriate action in cases of unsatisfactory installation standards.

Installers:

- Supply only to LPGA Approved Installers or installers or individuals whom they deem to be competent.

Technical Support:

- Provide full technical support to installers to whom they have supplied equipment, both at premises of the equipment supplier and when appropriate at the premises of the installer and assist them in resolving running problems and customer complaints.

Insurance:

- Hold adequate business insurance including public and product liability of at least £1,000,000 for each and every claim. The insurance certificate must be shown to the LPGA on request.

Warranty:

- Provide a minimum of 12 months / 10,000 miles full parts warranty on the equipment;

Business Practices:

- Carry out business in a way so as not to prejudice the welfare, purposes, character or reputation of the Approved Installers Scheme or the LP Gas Association.
- Pay membership and other fees due to the Association without delay.

TRAINERS

If an existing equipment supplier adds a new trainer then that trainer will need to complete the assessment process.

If a registered trainer leaves an equipment supplier the Association must to be notified immediately.

CHANGE OF NAME

Limited companies, partnerships and sole traders are all legal entities. The equipment supplier can have a separate trading name which can be changed without affecting its legal status. In such cases where evidence is provided that the new trading name is for the original business then the records of the Association are changed and new Certificates issued for each of the registered trainers.

However if the company changes, then the old equipment supplier will be removed from the Association and replaced by the new company on completion of an application, a Company Declaration (confirming the names of the trainers and agreeing to the terms of the Code) and an undertaking to meet all financial obligations and warranties of the old equipment supplier. New Certificates will be issued to the equipment supplier and there is no administration charge.

Where an equipment supplier is unable to meet all the above requirements, and to avoid the industry being tarnished with “Phoenix” situations, consideration will be given to the application being referred to the Board of the Association to consider all relevant technical and reputational issues before agreeing to accept the application.

COMPLAINTS

The role of the Association is to facilitate a solution to a complaint between the equipment supplier and an installer.

The complainant should write to the Association with full details which the Association will send a to the equipment supplier for comments and proposed action. If after a further letter is received there is still no response then the matter will be treated as “unresolved”.

If after further correspondence the complaint is still not resolved to the complainant’s satisfaction then the matter will be treated as “unresolved”.

If 3 “unresolved” complaints against one equipment distributor are logged within a 3-year period the Association would in normal circumstances withdraw membership of the Association. If the equipment supplier wishes to appeal then the matter will be referred to Executive Committee of the Association to consider continued membership of the Association.

The equipment supplier will be advised in writing, with copies of correspondence, of the submission to the Committee. The equipment supplier is given 15 working days to submit written comments. Normally the Committee will reach a decision based on the written evidence but in addition, and on the specific request, the equipment supplier will be given the opportunity to present their case in person to the Committee.

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DEFINITIONS

Scheme	The “LPGA Approved Installer Scheme” operated by UKLPG
Association	UKLPG (formed by a merger of the LP Gas Association and ALGED)