

L P G A  
APPROVED  
INSTALLER  
SCHEME

TERMS  
and  
CONDITIONS

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# INTRODUCTION

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

UKLPG operates the Scheme to set and maintain satisfactory operating standards and assist participating installers achieve these for all conversions.

The operating standards relate to the conversion of vehicles to run on LPG and cover safety, emissions and customer service (which includes the installation on vehicles of the appropriate equipment). These terms and conditions are in addition to and do not supersede any legal or statutory requirements of trade.

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

To become a participant in the Scheme an installer and its nominated technicians must complete the approval process for which application details and forms are available separately. On completion of the approval process the following will have been demonstrated:

- the installer has satisfactory workshop premises, facilities and management procedures as evidenced by an UKLPG inspection.
- the approved technician has:
  - Certification by an LPG equipment manufacturer, or his agent in the UK, as having received full training and found to be competent to convert a vehicle to run on LPG in accordance with the LPGA COP11 and also the to install that manufacturers equipment;
  - a thorough understanding of the UKLPG Code of Practice 11, revised June 2001(plus amendments);
  - 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;
  - converted a vehicle to a satisfactory standard as evidenced by a UKLPG inspection.

On successful completion of the application process, an installer agrees to comply with these Terms and Conditions. UKLPG will then provide an “approval certificate” with a unique number, confirming LPGA Approved Installer Scheme status for the nominated technician at the installer and for the specific equipment that the technician has been trained upon.

Following approval an installer is entitled to participate in the LPGA Approved Installer Scheme and whilst the installer remains in the Scheme to use the Scheme’s Logo on documentation, letterheads, promotional material and advertising.

Approval of an installer and technician is valid for a maximum period of five years subject to all conditions of the Scheme continuing to be met, following which a re-inspection is undertaken.

UKLPG does not accept any liability for any work undertaken by an Approved Installer or technician.

# STANDARDS and UNDERTAKINGS

The installer fully accepts these Terms and Conditions and agrees to comply with them at all times. Failure to meet these undertakings will result in the installer's continuing participation in the Scheme being reviewed.

The installer will:

1. Approval:

- only make claims of, or imply, LPGA Approved Installer Status and issue LPG Conversion Certificates when work has been carried out at the declared premises of operation by, or supervised by, a technician who holds an LPGA Approval Certificate for the installer and using only equipment listed on that certificate. In other circumstances the installer will advise the customer in writing that the installer does not hold Approval for the installation;
- advise UKLPG immediately regarding any change of technicians or trading premises.

2. Equipment:

- use only equipment recommended by the equipment manufacturer or his agent for the vehicle and which is covered by the manufacturers component warranty;
- only fit systems which will give an improvement in tailpipe emission levels after conversion which achieve a 10% improvement in CO<sub>2</sub> and hydrocarbons.

3. Insurance:

- hold adequate business insurance including public liability in respect of the installer's work, the vehicles it manufactures or equipment that it fits to vehicles of at least £1,000,000 for each and every claim. The insurance certificate to be shown to UKLPG on request.

4. Warranty:

- provide a minimum of 12 months / 10,000 miles full warranty on the conversion and equipment;
- where a vehicle is covered by an existing warranty, to advise the customer of areas that may be invalidated by the conversion and discuss the risks and options of additional insurance cover if available (there is a Powershift approved list of companies / policies available).

5. Conversion:

- ensure all vehicles are converted in accordance with the requirements of the UKLPG Code of Practice 11 (revised June 2001 plus amendments) and issue LPG Conversion Certificates signed only by a technician who holds approved certification for the company;
- carry out and record emissions checks on vehicles as follows:
  - a) An initial check prior to conversion on petrol to ensure that the vehicle is in a suitable condition for conversion and that emissions meet MOT requirements for the vehicle;
  - b) Following conversion, a check on petrol that, allowing for the repeatability of tests, demonstrates emissions have not deteriorated;
  - c) Following conversion, a check on LPG for CO<sub>2</sub> and Hydrocarbons. Bearing in mind the need to demonstrate a reduction of 10% when running on LPG these tests can be taken at tickover or fast tickover (2500-3000rpm) whichever provides the most reliable information. For Hydrocarbons an equipment tolerance of + or - 10ppm is acceptable.

The tests should preferably be undertaken immediately following conversion but if necessary they can be completed at the post “running in” check to allow time for the system to bed in.

- not sell equipment for a DIY installation unless commissioning, set up, emission tests and full inspection to COP 11 standards is undertaken by an LPGA Approved technician.
- Maintain records of all conversions and retain for subsequent inspection by UKLPG

6. Customer Service:

- before commencing work, advise customers of all options available, clearly establish their requirements and use best endeavours to ensure their complete satisfaction;
- for every conversion issue the customer with an LPG Conversion Certificate;
- for every conversion issue the customer with a Drivers Operation Manual covering at least all the points in the appendix to COP 11;
- in the event of any complaints advise customers of the LPGA Approved Installer Scheme complaints procedure, promptly review and respond to complaints received and seek to resolve to customers satisfaction. Correspondence relating to complaints to be available to UKLPG if requested.

7. Quality Assurance Programme

- Agree to provide the Association with customer information as required under the Quality Assurance programme (see below)

8. 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 Association.
- pay renewal and other fees due to the Association without delay. The Approval Certificates and LPG Conversion Certificates remain the property of UKLPG and must be returned to the Association on the company leaving the Scheme.

## **CERTIFICATES of CONFORMITY**

UKLPG provide LPG Conversion Certificates which are to be used by installers for the above. These Certificates are only available to LPGA Approved Installers and incorporate a number of unique features:

- A5 size old MOT style, each with its own number
- silver security embossing to prevent reproduction by a photocopier
- logo of the LPGA Approved Installer Scheme

These certificates are promoted throughout the insurance industry and, together with the Logo, to the media and public.

## **MAINTAINING STANDARDS THE QUALITY ASSURANCE PROGRAMME**

The Scheme includes a programme of inspections to check ongoing compliance with the Scheme. The Association aims to inspect a conversion of an installer within 6 months of approval and then on a two yearly basis. A conversion is selected at random by the Association who then contact the customer direct to arrange for the inspection at the customers convenience (this is often at the customers premises).

To facilitate this, and to comply with the Data Protection Act, customers will need to agree that the installer can provide the Association with their contact details. Forms are provided for this purpose and full details of the arrangements are available separately on request.

If standards are not up to the required level, advice will be given to help improve the work undertaken by the installer and further inspections undertaken.

However if a major breach of safety standards is discovered then the continuing participation of the installer within the Scheme will be reviewed (see removal from the Scheme).

## **TECHNICIANS**

If an existing technician receives training in additional equipment, the training certificate should be forwarded to UKLPG. No further inspection will be required, and the installer will be issued with a replacement "approval certificate" showing the existing and new equipment. There is no charge for this new certificate.

If an existing Approved Installer adds a new technician then that technician will need to complete the approval process. He should provide Certification by an LPG equipment manufacturer, or his agent in the UK, as having received full training and found to be competent to convert a vehicle to run on LPG in accordance with the LPGA COP11 and also the to install that manufacturers equipment. He will need to achieve a pass mark in the UKLPG Technical Assessment Questionnaire and have a converted vehicle inspected by a UKLPG inspector. The installer will pay the appropriate fee which is lower than for a new application

If a registered technician leaves an installer UKLPG must to be notified immediately.

If, within 12 months, that technician joins another LPGA Approved Installer then a new Certificate is provided (unless covered by the change of name arrangements – see below). There is no administration charge.

If, within 12 months, that technician joins a new installer, and that installer wishes to become approved, then a full application will need to be made. However it will not be necessary for a converted vehicle to be inspected and a reduced fee shall apply.

## **CHANGE OF BUSINESS PREMISES**

If an installer moves premises the Association needs to be satisfied that the new ones meet all requirements. Where possible the need for an inspection is avoided by the submission of plans and photographs as per the "Change of Trading Address" request form. An administration fee may be payable.

## **CHANGE OF NAME**

Limited companies, partnerships and sole traders are all legal entities. The installer 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 installer then the records of UKLPG are changed and new Certificates issued to each of the registered Technicians.

However if the installer changes, then the old installer will be removed from the Scheme and replaced by the new installer on completion of an application form, a Company Declaration (confirming the names of the technicians and agreeing to the Terms and Conditions of the Scheme) and an undertaking to meet all financial obligations and warranties of the old installer. New Certificates will be issued to the Installer and there is no administration charge.

Where an installer is unable to meet all the above requirements, and to avoid the industry being tarnished with "Phoenix" situations, the application will be referred to the Review Panel to consider all relevant technical and reputational issues before agreeing to accept the application. If declined the installer may re-apply after 12 months.

## **COMPLAINTS**

The role of UKLPG is to facilitate a solution to a complaint between the customer and the installer.

The complainant should complete a Vehicle Defect Report form (obtainable from UKLPG) and send direct to the Association who send a copy to the installer and equipment supplier (if known) 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 complainants satisfaction then the matter will be treated as "unresolved".

If 3 "unresolved" complaints against one installer are logged within a 3-year period, the installer and approved technician(s) are normally removed from the Scheme. If the installer / technician(s) wish to appeal then the matter is referred to the Review Panel.

## **REVIEW OF CONTINUED PARTICIPATION IN THE SCHEME**

The incidence of one of the following will normally lead to an installer being removed from the Scheme.

- three complaints "unresolved" / failed Quality Assurance Programme inspections within a 3 year period;
- one or more complaints are considered sufficiently serious or dangerous to warrant immediate removal;
- a major breach of safety standards is discovered in an inspection;
- any written notification of a Court Case outcome against an Installer;
- any written notification of conduct which is considered prejudicial to the welfare, purposes, character or reputation of the Approved Installers Scheme or the L P Gas Association;
- an installer wishes to change name and is unable to meet all the requirements for a change of name.

In the event of one of the above occurrences the installer will be advised in writing that the business has been removed from the Scheme. Details will also be given of the arrangements for an appeal of the decision to the Review Panel. If an appeal is sought, then pending a decision the business is suspended from the Scheme.

The installer is given 15 working days to submit written comments. Normally the Panel will reach a recommendation based on the written evidence but in addition, and on a specific request from the installer, the installer will be given the opportunity to present their case in person to the Panel.

## REVIEW PANEL

The Panel reviews the status of an installer or technician whose situation is referred to the Panel. The Panel comprises a representatives from each of:

- UKLPG ;
- Autogas Working Group – the current Chairman or, if there is a potential conflict of interest, his nominated representative;
- Energy Saving Trust, Powershift. Team

The Panel will recommend to the Chief Executive of UKLPG which one of four options should apply:

- to continue within the Scheme with no “mark” against the Installer;
- formal warning in writing;
- suspension from the Scheme for a period considered by the panel to be appropriate;
- expulsion from the Scheme.

The decision is advised in writing to the installer. If participation in the LPGA Approved Installer Scheme is terminated and the installer is also a member of the Association then, the installer will be advised that membership of the Association is suspended and will be reviewed at the next meeting of the Board.

## DEFINITIONS

Autogas Working Group	The Autogas Working Group of UKLPG
Installer	Sole trader, partnership or limited company
LPG / LP Gas	Liquefied Petroleum Gas
Association	UKLPG (formed by a merger of the LP Gas Association and ALGED)
Powershift	Department of the Energy Saving Trust which operates the Powershift Register
Scheme	The “LPGA Approved Installer Scheme” operated by UKLPG