



UKLPG  
APPROVED  
AUTOGAS  
INSTALLER

TERMS  
and  
CONDITIONS

# INTRODUCTION

UKLPG provides consumers with the assurance that UKLPG Approved Autogas Installers have received independent training and been examined and inspected by UKLPG to demonstrate their ability to undertake conversions in a safe and satisfactory manner.

UKLPG sets and assists installers maintain satisfactory operating standards 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.

Sole traders, partnerships and limited companies registered in the United Kingdom are eligible to become UKLPG Approved Autogas Installers.

To become approved an installer and its nominated technician(s) 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(s) 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 UKLPG Code of Practice 11 and also the to install that manufacturers equipment;
  - a thorough understanding of the UKLPG Code of Practice 11, revised June 2001(plus subsequent amendments / editions);;
  - a clear understanding of the appropriate sections of the Road Vehicles (Construction and Use) Regulations 1986 and any other applicable legislation in force from time to time;
  - 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(s)” with a unique number(s), confirming UKLPG Approved Autogas Installer status for the nominated technician(s) at the installer and for the specific equipment that the technician has been trained upon.

Following approval an installer is entitled to claim UKLPG Approved Installer status and whilst the installer remains approved to use the 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 continuing to be met, following which a re-certification is undertaken.

UKLPG does not accept any liability for any work undertaken by a UKLPG Approved Autogas Installer or Technician(s) any liability for any work undertaken remains with that installer

## 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 approval being reviewed.

The installer will:

1. Approval:

- only make claims of, or imply, UKLPG Approved Autogas Installer status in respect of work carried out at the declared premises of operation by, or supervised by, a UKLPG Approved Autogas Technician. In any other circumstances the installer will advise the customer in writing that the installer does not hold Approval for the installation;
- Comply with the requirements of the UKLPG Approved Autogas Installer Consumer Code and ensure all staff are trained in its requirements;
- 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 at all times in respect of the installer's work and the equipment that it fits to vehicles and including public liability of at least £1,000,000. The insurance certificate to be shown to UKLPG on request.

4. Warranty:

- provide a minimum of 12 months / 10,000 miles full parts and labour 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 available

5. Conversion:

- ensure technician(s) convert vehicles in accordance with the requirements of the UKLPG Code of Practice 11 (revised June 2001 plus amendments) and 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 a UKLPG Approved Autogas Technician.
- Ensure all conversions undertaken and vehicles which have been fully inspected and found to be compliant by technicians are placed by them on the UKLPG Vehicle Register

#### 6. Customer Service:

- Undertake to accept the UKLPG Approved Autogas Installer Consumer Code in its entirety and to ensure that their staff are trained and aware of their responsibilities under the Code.
- for every conversion ensure the details are placed accurately on the UKLPG Vehicle Register;
- 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 UKLPG Approved Autogas Installer Consumer Code, promptly review and respond to complaints received and seek to resolve to customers satisfaction.

#### 7. Quality Assurance Programme

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

#### 8. Business Practices:

- cooperate fully with UKLPG to facilitate timely annual inspections of premises, equipment and compliance with these Terms and Conditions including the UKLPG Approved Autogas Installer Consumer Code;
- 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;
- agree to pay by Direct Debit to the nominated bank account renewal, conversion / inspection registration fees and other fees due to the Association when due.
- agree to accept disciplinary action based on any failures in respect of the above business practices

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

UKLPG undertakes a programme of inspections to check ongoing compliance with standards. UKLPG 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 UKLPG who then contact the customer direct to arrange for the inspection at the customers convenience (this is often at the customers premises).

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 approval of the installer 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 who has not been previously approved by UKLPG, 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 UKLPG COP11 and also 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 UKLPG Approved Autogas Technician leaves an installer UKLPG must to be notified immediately.

If, as a result of a UKLPG approved technician leaving, the installer has no UKLPG approved technicians then the installer will not be eligible to claim UKLPG Approved Autogas Installer status. The listing will be removed from the Association's website(s) and our logos should be removed from any advertising, literature or documentation.

Should the installer wish to become eligible as a UKLPG Approved Autogas Installer then it will be necessary to arrange for an existing UKLPG Approved technician to work for the installer or for one or more of your existing non approved technicians to become approved. A full inspection will be required but this will not incur the full application costs provided the arrangements are completed within 3 months.

If, within 12 months, an approved technician joins a new installer, and that installer wishes to become approved, then a full application will need to be made.

## **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 approved Technicians.

However if the installer changes then the old installer will be removed from the UKLPG listings. The new installer will need to apply to UKLPG to become a UKLPG Approved Autogas Installer by completing a "Request to Change Name" form (confirming the names of the technicians and agreeing to the Terms and Conditions of the Scheme). This includes 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 declined. An appeal can be referred to the Review Panel to consider all relevant technical and reputational issues before agreeing to accept the application.

## **COMPLAINTS**

Full details of the action to be taken by the installer are incorporated in the UKLPG Approved Autogas Installer Consumer Code.

In the first instance the customer should refer to the installer verbally with any complaints.

Where an installer and the customer are unable to satisfactorily resolve matters, UKLPG provides a Dispute Conciliation service 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 UKLPG will investigate the complaint which may include writing to the installer and / or the equipment supplier (when known) to facilitate a resolution to the problem.

If after further correspondence a solution to the complaint is not achieved then the matter will be treated as "unresolved".

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

The customer has the option of referring the matter to arbitration. The installer agrees to comply with Arbitrators award without delay and where awarded to meet the cost of the arbitration process.

## REVIEW OF CONTINUED APPROVAL

The incidence of one of the following will normally lead to an installer and or the technician having their approval removed.

- More than two complaints “unresolved” or 3 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 received from HM Courts Service of a judgment against an installer [relating to the installation, service or repair of an LPG system];
- The addition or insertion of any incorrect, misleading, inaccurate or scurrilous information onto the UKLPG Vehicle Register by a technician;
- Failure to adhere to the UKLPG Approved Autogas Technician Terms and Conditions;
- any written notification of conduct which is considered prejudicial to the welfare, purposes, character or reputation of the UKLPG Approved Autogas Installers or UKLPG;
- 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 and technician will be advised in writing of removal from the UKLPG listings. 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 and technician(s) approval is suspended.

The installer / technician(s) are 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 the opportunity will be given to present their case in person to the Panel.

In addition to the above UKLPG will take into account any breaches of the Consumer Code that are identified by its own monitoring, brought to its attention or referred by an Arbitrator and make appropriate sanctions in line with the four options open to the Review Panel (see below). The sanctions will be commensurate with the nature of the breach and repetition/frequency of breaches.

The installer will be advised in writing of the sanctions and will also be given details of the arrangements for an appeal of the decision to the Review Panel. If an appeal is sought, then pending a decision the approval of the installer and technician(s) is suspended.

The installer / technician(s) are 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 the opportunity to present their case in person to the Panel will be given.

## 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 Management Team (the current Chairman or, if there is a potential conflict of interest, his nominated representative).
- Energy Saving Trust, Powershift. Team. This independent body, funded by the government, promotes alternative fuels and energy saving (see [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) ).

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

- to continue approval with no “mark” against the Installer;
- formal warning in writing;
- suspension of approval for a period considered by the panel to be appropriate;
- Removal of approval

The decision is advised in writing to the installer and technician(s). If approval 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 Management Team	The Autogas Management Team of UKLPG appointed by the Board of UKLPG
Installer	Sole trader, partnership or limited company whose business is to undertake the installation of an LPG system on a vehicle.
Technician	An individual who undertakes the work of the installation of an LPG system on a vehicle.
UKLPG	Trade Association formed by a merger of the LP Gas Association and ALGED). A company limited by guarantee, Registered in England no 977549, at Camden House, 201 Warwick Road, Kenilworth, Warwickshire, CV8 1TH
Powershift	Department of the Energy Saving Trust which operates the Powershift Register
In writing	Can be at the discretion of UKLPG by post or e-mail to the email address supplied for username / password purposes