



UKLPG
APPROVED
AUTOGAS
TECHNICIAN

TERMS
and
CONDITIONS

INTRODUCTION

UKLPG provides consumers with the assurance that UKLPG Approved Autogas Technicians 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 technicians maintain satisfactory standards for all conversions.

The 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 applicable to the Technician.

To become approved a technician 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 technician works for an installer who has satisfactory workshop premises, facilities and management procedures as evidenced by a UKLPG inspection.
- the 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 UKLPG Code of Practice 11, revised June 2001 (plus subsequent amendments / editions) and also the to install that manufacturer's 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, a technician agrees to comply with these Terms and Conditions. UKLPG will then provide an "approval certificate" with a unique number, confirming UKLPG Approved Autogas Technician status at the named installer and for the specific equipment that the technician has been trained upon.

Following approval a technician is entitled to claim UKLPG Approved Autogas Technician status only at the named installer and the installer (if also meeting the requirements of UKLPG) can 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 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 Technician fully accepts these Terms and Conditions and agrees to comply with them at all times. Failure to meet these undertakings will result in the technician's approval being reviewed.

The technician will:

1. Approval:

- only make claims of, or imply, UKLPG Approved Autogas Technician status in respect of work carried out at the declared installer's premises of operation. In any other circumstances the technician will advise the customer in writing that the technician does not hold Approval for the installation;
- comply with the requirements of the UKLPG Approved Autogas Installer Consumer Code;

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 CO₂ and hydrocarbons.

3. Warranty:

- where a vehicle is covered by an existing warranty, to ensure the customer is advised of areas that may be invalidated by the conversion and has had the risks and options of additional insurance cover available discussed.

4. Conversion:

- ensure vehicles are converted 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 CO₂ 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 technician(s) record all conversions on the UKLPG Vehicle Register.

5. Registration:

- keep private for your use only the user id and password given to you by UKLPG and accept full responsibility for all information placed on the UKLPG Vehicle Register through this username and password;
- ensure all information placed on the UKPG Vehicle Register is accurate
- ensure all conversions undertaken and vehicles which have been fully inspected and found to be compliant are placed on the UKLPG Vehicle Register whilst complying with the requirements of the Data Protection Act
- Ensure “Safety Alerts” are raised on the database where these have been identified on a vehicle;
- use information you have access to on the UKLPG Vehicle Register only in respect of work or potential work for the customer. Providing information to third parties is strictly forbidden.

6. Customer Service:

- ensure all requirements of the UKLPG Approved Autogas Installer Consumer Code are met;
- for every conversion ensure the customer is issued 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

- Fully co-operate with UKLPG in operating the Quality Assurance Programme

8. Changes:

- to advise UKLPG If training in additional equipment is undertaken and forward the training certificate 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 for that technician. There is no charge for this new certificate.
- to advise UKLPG immediately if the technician leaves the nominated installer.
- to ensure UKLPG are advised immediately if the installer changes premises;
- to advise UKLPG immediately if there is a change of name by the installer (see separate section below)

9. Business Practices:

- act in a way so as not to prejudice the welfare, purposes, character or reputation of UKLPG Approved Autogas Installers or UKLPG.
- agree to take full responsibility for the standard of all conversions and inspections which have been entered on the UKLPG Vehicle Register using your individual username and password;
- agree to accept disciplinary action based on any failures in respect of the above business practices

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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 technician and installer and further inspections undertaken.

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

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;
- 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).

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