

Renewable Energy Consumer Code



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Part of Renewable Energy Assurance Ltd





The Renewable Energy Consumer Code is approved by Chartered Trading Standards Institute www.tradingstandards.gov.uk

The Code dovetails with the Microgeneration Certification Scheme (MCS), an important quality assurance mechanism that certifies installers and products in the sector www.microgenerationcertification.org

Certification to the MCS standards is a requirement of the Government's Feed-In Tariffs scheme. See: www.gov.uk/feed-in-tariffs

Certification to the MCS standards is also a requirement of the Government's Domestic Renewable Heat Incentive. See: www.gov.uk/domestic-renewable-heat-incentive

The principles set out in the Code are not intended to interpret, replace or restrict the law, and none of the conditions of the Code will affect consumers' rights under any existing consumer protection law.

Company Name and Address

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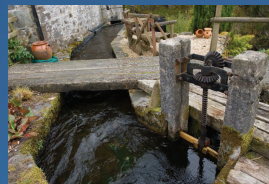


**Thinking of generating
heat or power
in your own home?**



Look for the RECC Logo

Your assurance of the highest standards of service





Only responsible businesses display the RECC logo

They carry it proudly to show their commitment to the highest standards of service.

We want you to have full confidence in businesses that sell or lease small scale renewable heat or power generating systems. We recognise that most people are not experts in these technologies and will need help in working out which is the most suitable system and how to get the best from it.

That is why the Renewable Energy Consumer Code sets out clearly what you are entitled to expect from a responsible company that you can have confidence in.

The Code recognises that you have a right to expect that goods and services supplied will perform properly, and meet the quality standards you would reasonably expect. You have the right to complain if standards are not met.

A full list of RECC members is available on the website:

www.recc.org.uk/search



The Code covers all these technologies

- ☒ solar power for electricity and hot water
- ☒ wind and hydro power for electricity
- ☒ biomass, such as wood, for heat
- ☒ heat pumps (from all sources) for heat
- ☒ combined heat and power (from biomass, gas or oil)

The Code is relevant to you no matter whether

- ☒ you're buying or leasing a system
- ☒ you're looking at a system using a renewable or other low carbon energy source

The Code is administered by Renewable Energy Assurance Ltd, a subsidiary of the Renewable Energy Association (REA).

The REA is the UK's leading trade association representing members active in the renewable energy industry including electricity, heat and transport fuels.





The Code covers your contacts with the company

Pre-sales activity

- ✓ advertising and promotion
- ✓ behaviour of sales staff
- ✓ performance information and predictions
- ✓ proposals, estimates and quotes
- ✓ permission and approval

Contracts

- ✓ terms of business
- ✓ cancellation rights
- ✓ deposits and prepayments
- ✓ timetable and any preparation needed

Completing the order

- ✓ responsibility for the work
- ✓ design, delivery and installation
- ✓ testing and commissioning

After-sales activities

- ✓ guarantees
- ✓ fuel supplies
- ✓ maintenance & service agreements
- ✓ service and repair.

Some of the important provisions set out in the Code

Sales staff must not use any high-pressure selling techniques, including:

- ✓ staying in your home for an unreasonably long time
- ✓ offering you a high initial price followed by a discount
- ✓ offering you a discount for signing on the day
- ✓ withholding price information from you until the end of the visit
- ✓ claiming that there is limited availability of a product.

Members must give you a written estimate of how the heat or power generating system will perform in an accepted format. The estimate must make clear whether it is specific to the property or based on some standard or 'average' premises instead.

Any proposal a member makes to you must give a clear description of the system being offered and how it will work. It must also explain any 'side effects' of the system in terms of noise, heat radiation, electro-magnetic radiation, or anything else.





Cancelling the contract

Members must explain how you can cancel the contract within the 'cooling off' period. At the time you sign the contract members must provide you with a cancellation form as well as the name and address of the person to contact without penalty. The laws that govern the length of the 'cooling off' period differ according to how and where the agreement takes place.

If you sign an order form or contract with a sales rep in your home you have the right to cancel the contract from when you signed the contract up to 14 days from the date the goods are delivered to you without penalty. If you want the installation to start during the 14-day 'cancellation' period you must give your express written consent to the member. A tick box or a pro forma is not sufficient. If you later cancel the contract you will have to pay for any work completed.

If you do not sign an order form or contract with a sales rep in your home you still have the right to cancel the contract within 14 days from when you signed the contract without penalty. If you are being offered finance by the member you have 14 days from the date you receive the documentation from the finance provider in which to cancel the agreement without penalty.

If things go wrong

Businesses who sign up to the Code are committed to providing you with high standards of service and expertise. Occasionally, however, problems can develop.

Members are obliged to protect the money you pay them in advance of an installation, including the deposit, in case they should go out of business. Members must also protect the workmanship guarantee in case they should go out of business. You can find details at

www.recc.org.uk/consumers/insurance

www.recc.org.uk/members/insurance-providers

How to complain

If you want to complain about the advice given, the standard of service or any other aspect of your contact with a member you should use the procedure set out in the Code. If you are unable to resolve your problem with a member the Code offers a complaints handling service and an independent arbitration service.

You can find details at

www.recc.org.uk/how-to-complain