

Customer information: Benchmark checklist for new boiler installations



Benchmark

What is Benchmark?

Benchmark places responsibilities on both manufacturers and installers. The purpose is to ensure that customers are provided with the correct domestic heating and hot water product(s) for their needs; that the product(s) is installed, commissioned and serviced in accordance with the manufacturer's instructions by competent persons in a way that they will be safe, perform with optimum efficiency, and meet the requirements of the appropriate Building Regulations.

The Benchmark Checklist – important for Building Regulations and Warranty

Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

All installations must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to you. Please ensure that you write the Notification Number on the Benchmark Checklist.

The product should be serviced regularly to optimise its safety, efficiency, and performance. The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service.

The Benchmark Checklist will be required for warranty purposes.

Code of Practice

Installers are required to carry out installation, commissioning and servicing work in accordance with the Benchmark Code of Practice, which covers requirements in relation to Standards of Work and Customer Service.

Standards of Work

- Be competent and qualified to undertake the work required.
- Install, commission, service and use products in accordance with the manufacturer's instructions provided.
- Ensure that where there is responsibility for design work, the installation is correctly sized and fit for purpose.
- Meet the requirements of the appropriate Building Regulations. Where this involves notifiable work be a member of a Competent Persons Scheme or confirm that the customer has notified Local Authority Building Control (LABC), prior to work commencing.
- Complete all relevant sections of the Benchmark Checklist/Service Record when carrying out commissioning or servicing of a product or system.
- Ensure that the product or system is left in a safe condition and, whenever possible, in good working order.
- Highlight to the customer any remedial or improvement work identified during the course of commissioning or servicing work.
- Refer to the manufacturer's helpline where assistance is needed.
- Report product faults and concerns to the manufacturer in a timely manner.



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Customer Service

- Show the customer any identity card that is relevant to the work being carried out prior to commencement or on request.
- Give a full and clear explanation/demonstration of the product or system and its operation to the customer.
- Hand over the manufacturer's instructions, including the Benchmark Checklist, to the customer on completion of an installation.
- Obtain the customer's signature, on the Benchmark Checklist, to confirm satisfactory demonstration and receipt of manufacturer's instructions.
- Advise the customer that regular product servicing is needed, in line with manufacturers' recommendations, to ensure that safety and efficiency are maintained.
- Respond promptly to calls from a customer following completion of work, providing advice and assistance by phone and, if necessary, visiting the customer.
- Rectify any installation problems at no cost to the customer during the installer's guarantee period.

Scope

Benchmark covers all aspects of installation, not simply those directly covered by Building Regulations. As a result, the Benchmark Scheme delivers the following benefits:

- Installations carried out competently to manufacturer's instructions ensuring maximum safety and performance.
- Demonstrating compliance with the Building Regulations.
- Products that work correctly under normal circumstances, and customer advice and protection where this is not the case.
- Support for competent installers and increased isolation of unregulated, unregistered or illegal installers.

- A means for members of Competent Persons Schemes to notify local authorities about commissioning.
- For product suppliers, increased assurance that installers will correctly fit or use their products, such that there is a reduction of in-warranty call-outs and an improvement in after-sales support.
- Contributing to the reduction of energy consumption and carbon emissions.

The elements of the Scheme which combine to deliver these benefits under a clearly branded banner are:

- Product suppliers, by meeting the requirements of the Scheme, supply products which meet all required standards and provide support to installers and customers in the supply and after-sales service related to their product.
- Product suppliers are independently audited to ensure that they meet the rules of the Scheme.
- Installers are supplied with the means (documentation, training and technical support) to competently carry out and notify (where appropriate) installation, commissioning and servicing work, in accordance with manufacturer's instructions.
- Installers work to a clear, effective Code of Practice with regard to the work and support to the customer.
- Customers receive documented evidence that their product has been correctly installed and is left operating at maximum efficiency.
- Customers receive clear information about how to continue to ensure optimum performance from the product supplied; any servicing requirements and gain access to effective advice and assistance from installers and product suppliers.



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All of these elements are underpinned by independent governance and regular auditing, as well as clear and effective complaint handling procedures that are in place for all scheme participants.

Products within the scope of Benchmark
The Benchmark Scheme is focussed on heating and hot water equipment and related products. Its scope of activities currently covers, as appropriate, the installation, commissioning, servicing and use of heating and hot water products associated with the following types of heating system.

- Gas-fired space heating and hot water systems
- Hot water storage cylinders
- Water treatment products
- Solar Thermal systems
- Heat Pumps (Ground Source, Air to Water and Exhaust Air)
- Oil & Gas Cooker/Boilers
- Warm Air Heating Systems
- Micro CHP

GAS BOILER SYSTEM COMMISSIONING CHECKLIST

This Commissioning Checklist is to be completed in full by the competent person who commissioned the boiler as a means of demonstrating compliance with the appropriate Building Regulations and then handed to the customer to keep for future reference.

Failure to install and commission according to the manufacturer's instructions and complete this Benchmark Commissioning Checklist will invalidate the warranty. This does not affect the customer's statutory rights.

Customer name:	Telephone number:		
Address:			
Boiler make and model:			
Boiler serial number:			
Commissioned by (PRINT NAME):	Gas Safe register number:		
Company name:	Telephone number:		
Company address:		Commissioning date:	

To be completed by the customer on receipt of a Building Regulations Compliance Certificate*
Building Regulations Notification Number (if applicable):

CONTROLS (tick the appropriate boxes)			
Time and temperature control to heating	Room thermostat and programmer/timer		Programmable room thermostat
	Load/weather compensation		Optimum start control
Time and temperature control to hot water	Cylinder thermostat and programmer/timer		Combination Boiler
Heating zone valves	Fitted		Not required
Hot water zone valves	Fitted		Not required
Thermostatic radiator valves	Fitted		Not required
Automatic bypass to system	Fitted		Not required
Boiler interlock			Provided

ALL SYSTEMS

The system has been flushed and cleaned in accordance with BS7593 and boiler manufacturer's instructions Yes No

What system cleaner was used? _____

What inhibitor was used? _____ Quantity _____ litres

Has a primary water system filter been installed? Yes No

CENTRAL HEATING MODE Measure and record:

Gas rate	m ³ /hr	OR	ft ³ /hr
Burner operating pressure (if applicable)	mbar	OR Gas inlet pressure	mbar
Central heating flow temperature	°C		
Central heating return temperature	°C		

COMBINATION BOILERS ONLY

Is the installation in a hard water area (above 200ppm)? Yes No

If yes, and if required by the manufacturer, has a water scale reducer been fitted? Yes No

What type of scale reducer has been fitted? _____

DOMESTIC HOT WATER MODE Measure and Record:

Gas rate	m ³ /hr	OR	ft ³ /hr
Burner operating pressure (at maximum rate)	mbar	OR Gas inlet pressure at maximum rate	mbar
Cold water inlet temperature	°C		
Hot water has been checked at all outlets	<input type="checkbox"/> Yes	Temperature	°C
Water flow rate	l/min		

CONDENSING BOILERS ONLY


The condensate drain has been installed in accordance with the manufacturer's instructions and/or BS5546/BS6798 Yes No

ALL INSTALLATIONS

Record the following:	At max. rate:		AND	At min. rate: (where possible)	
	CO	ppm		CO/CO ₂	Ratio
The heating and hot water system complies with the appropriate Building Regulations					<input type="checkbox"/> Yes <input type="checkbox"/> No
The boiler and associated products have been installed and commissioned in accordance with the manufacturer's instructions					<input type="checkbox"/> Yes <input type="checkbox"/> No
The operation of the boiler and system controls have been demonstrated to and understood by the customer					<input type="checkbox"/> Yes <input type="checkbox"/> No
The manufacturer's literature, including Benchmark Checklist and Service Record, has been explained and left with the customer					<input type="checkbox"/> Yes <input type="checkbox"/> No

Commissioning Engineer's Signature _____
Customer's Signature _____
(To confirm satisfactory demonstration and receipt of manufacturer's literature)

*All installations in England and Wales must be notified to Local Authority Building Control (LABC) either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer.

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