

# Glow-worm

## Glow-worm Installer Register Code of Conduct

The Glow-worm register is dedicated to raising standards, promoting professionalism and improving customer satisfaction. When you select to choose an Installer from the Glow-worm Register, you have the knowledge that the member has agreed to these shared aims.

**As a Glow-worm registered installer, the member has agreed :**

- To act in a polite, professional, courteous, lawful and ethical manner, maintaining the highest levels of customer service and after-sales care at all times.
- Provide you with a clear and accurate quotation on price, installation specification, payment terms and contract duration. This will be in written format.
- To show company identification including appropriate Gas Safe Registration card, demonstrating which types of gas work the installer is approved to carry out. The installer will provide you the opportunity to validate their identification through the Gas Safe Register: online at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk), or by telephoning 0800 4085500. For homeowners in Northern Ireland, engineer details can be checked at CORGI ( telephone number 0800 9150480)
- Provide you with a written guarantee covering workmanship for a minimum period of one year, in conjunction with a two year guarantee on the Glow-worm products used within the installation.
- Maintain all necessary registrations, licenses, insurances and consents for the performance of the works, and third party public liability insurance cover of at least £1m. Gas Safe (or Corgi in Northern Ireland) membership will be maintained
- To maintain all necessary work-skills and knowledge, accepting responsibility for the actions of employees, sub-contractors and other appointed representatives.
- To conform to all relevant Building Regulations legislation, including notification to Gas Works Notifications following completion of work.
- To Install, Commission and Service products in accordance with Glow-worm's published instructions.
- To Complete all product benchmark and registrations as required.
- Give you a full and clear explanation and demonstration of the product or system and its operation. You will be asked to sign the Benchmark Booklet to confirm that this has taken place.
- Hand over and explain to you the manufacturer's instructions, including the Benchmark Checklist, on completion of the installation.
- Advise you of the product servicing requirements, in line with Glow-worm's recommendations, to ensure that safety and efficiency is maintained.
- Agrees to provide you with names of references if requested.
- To offer any suitable services following installation such as a suitable extended warranty policy.
- Keep mess and disruption to your home to a minimum
- Provide you with their contact details in case you need to contact them for further work
- To deal with any requests that you may have promptly and efficiently, and provide you with their contact details in case you need to contact them.
- Agree to you being contacted by Glow-worm to request feedback on the quality of service that you received.

**The necessary Small print:** The above Code of Conduct is a voluntary agreement made by the installer member and the customer. The member has agreed to conform to the aims of the Glow-worm Installer Register Code of Conduct, nevertheless Glow-worm cannot accept any liability on behalf of the installer, the legal obligations relate to the Installer and customer. Glow-worm takes the listing of members on Glow-worm Installer Register extremely seriously and any member installing Glow-worm products and is shown to not demonstrate the aims of the code will be removed from the Register.