

Your guarantee of quality and reliability



The APHC Workmanship Warranty



Domestic Plumbing and Heating

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Introducing the APHC Competent Persons' Scheme

Competent Persons' schemes were introduced by the Government to allow individuals and companies to self certify that their work complies with the Buildings Regulations. The schemes are an alternative to other more costly and time consuming options of submitting a building notice or using an approved inspector.

Self certification has been designed to enhance compliance with the requirements of the relevant regulations, reduce costs for companies joining recognised schemes and promote training and competence within the plumbing industry. It also helps tackle the problem of rogue traders and assists local authorities with the enforcement of the Buildings Regulations.

Introducing the APHC

Established in the 1920's the Association of Plumbing and Heating Contractors (APHC) is, today, the leading employers' trade association for the plumbing and heating industry in England and Wales. In addition to representing its members' interests at national and European level the APHC works to encourage high standards of quality, workmanship and service.

Peace of Mind

By choosing an APHC accredited Competent Persons' Scheme Contractor to carry out your domestic plumbing contract, you can choose to purchase an insurance backed warranty to protect you against the costs of rectification of defective workmanship, where the work has been carried out in a residential dwelling.

The warranty, which is for six years following notification of the completion of the contract to APHC by the domestic installer (the contractor), provides you with protection against the contractor ceasing to trade, and guarantees that any defects for which the contractor is responsible will be rectified – provided that the work is within the scope of the Buildings Regulations Approved Documents parts J, L, P, G, and H and that the contractor was qualified and registered to undertake the work in the first place.

Qualifying Criteria

You can purchase an APHC Competent Persons' Scheme Workmanship Warranty if the plumbing contract you have entered into meets the criteria set by the Scheme's insurers, namely:

- 1 You are a domestic customer and the work is carried out on a residential dwelling within the United Kingdom.
- 2 The work carried out is work which the contractor is registered to undertake with the APHC Competent Persons' Scheme

What the APHC Competent Persons' Workmanship Warranty Scheme includes Warranty cover

Protection for the cost of rectification of defective workmanship up to a maximum sum of £10,000, where such work is within the scope of the Buildings Regulations Approved Documents parts J, L, P, G and H. The warranty is for a period of six years from the notification of the completion of the contract to APHC by the contractor.

The warranty covers defective workmanship directly attributable to the installation work. It does not cover service and maintenance, manufacturers' defects, damage to third party property, death or injury to third parties or any other loss or damage including consequential and inconsequential loss or damage. In addition damage to appliances installed by the contractor would not be covered.

Transferable Protection

If you sell your property you will be able to pass the remainder of your APHC Competent Persons' Scheme Workmanship Warranty protection on to the subsequent owners.

Making a Claim

If the contractor ceases to trade and you believe you have a valid claim under the warranty you must first advise the APHC Certification manager Mike Phoenix on 02476 470626.

Should a defect become apparent within the warranty period, you must notify the contractor within 14 days of discovery of the defect. The contractor should have responded, made arrangements for the remedial works and advised you when these will take place, within 16 days of you notifying them.

If the contractor fails to meet its obligations you should report the matter to APHC who will arrange dispatch of a complaint form for your completion and subsequent evaluation of the complaint. There may be the necessity for APHC to make a site visit for assessment purposes and obtain estimates for rectification if the complaint is upheld.



Further Information

When you sign a contract with a Plumbing and Heating contractor who is a member of the APHC Competent Persons' Scheme you should automatically be offered warranty protection through the provision of this leaflet to you. You must make it clear to the contractor that you wish to purchase the warranty and s/he will advise APHC. APHC will issue a warranty certificate at the same time that it issues a certificate for the works undertaken and will send these to you within seven days.

The APHC Competent Persons' Workmanship Warranty provided by APHC is backed by a contract of insurance provided by an insurer regulated by the Financial Services Authority (FSA).

Please note that under the conditions laid down by the FSA the contractor is not authorised to provide advice on this warranty. If you require further information or clarification then please contact The Certification Office of APHC.

Important Notice

This leaflet is only designed to provide you with a basic summary of how the APHC Competent Persons' Workmanship Warranty Scheme works and the protection that it provides.

For full information you should contact The Certification Office of APHC or refer to your APHC Competent Persons' Scheme certificate.

