



UKLPG APPROVED  
AUTOGAS INSTALLER  
CONSUMER CODE

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## Glossary of Terms:

*Conversion*

Alternative term referring to the installation of an LPG system on a vehicle

*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 Approved Autogas Installer*

Installer who has been approved by UKLPG

## INTRODUCTION

### UKLPG

Is the trade association for the LPG industry in the UK.

UKLPG ensures that all UKLPG Autogas Approved Installers have received training and been examined and inspected by UKLPG to demonstrate their ability to undertake LPG system installations on vehicles in a safe and satisfactory manner.

UKLPG set standards relating to the installation of LPG equipment on vehicles so they may run on LPG and the inspection of vehicles already converted. These standards cover safety, emissions and customer service.

This Code sets out the customer service standards which all UKLPG Autogas Approved Installers have undertaken to comply with in their dealings with consumers and covers:

- Advertising
- Quotations
- Work
- Warranties
- Registration
- Complaint Handling
- Dispute Resolution and Arbitration
- Disciplinary Action
- Monitoring

These standards are in addition to and do not supersede any legal or statutory requirements of trade. They have been drawn up by the LPG autogas industry so that consumers may buy with confidence in the knowledge that individual installers are assisted by UKLPG to operate in a consumer friendly way, and for the consumer to have a speedy and low cost resolution should problems occur.

A consumer who feels dissatisfied with the service they receive from an installer under any item covered by this Code may submit their grievance to UKLPG who operate an advice and conciliation service. If a resolution is not possible then UKLPG have arranged for customers to have access to a low cost and speedy independent and professional arbitration service.

In addition to annual monitoring of installers performance in complying with the standards set out in this Code, UKLPG ensures that:

- The UKLPG Approved technician(s) of the installer 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 amendments) and also to install that manufacturers equipment;
  - a thorough understanding of the UKLPG Code of Practice 11, revised June 2001(plus amendments);
  - a pass mark in the UKLPG Technical Assessment Questionnaire;
  - converted a vehicle to a satisfactory standard as evidenced by a UKLPG inspection.

- Standards of workmanship are maintained by undertaking periodic random inspections of vehicles they have converted to run on LPG autogas usually within six months following initial approval and then at two yearly intervals.

UKLPG does not accept any liability for any work undertaken by an Approved Installer or technician, any liability for any work undertaken by an Approved Installer remains with that installer.

### **This Consumer Code**

This Code is drawn up to ensure that clear standards are in place to deal with consumer enquiries at all stages of their transaction for an LPG installation on a vehicle or servicing / repairing that installation by the Installer. These include:

- Before an installation has been agreed
- Quotation requirements
- On completion of the work on their vehicle
- During the period of the warranty

It does not cover any other services provided by the installer's business.

Other than the UKLPG Dispute Conciliation Service, this Code only applies to UKLPG Approved Autogas Installers. Full information on these installers can be found on [www.drivelpg.co.uk](http://www.drivelpg.co.uk) together with a copy of this Code. A printed copy of the Code will also be provided free of charge to consumers on direct application to UKLPG by post.

All UKLPG Approved Autogas Installers undertake to accept this Code in its entirety and to ensure that their staff are trained and aware of their responsibilities under this Code.

Installers will bring to their customers attention this Code and the above website on all Registration Receipts and on request provide free of charge a copy of an explanatory leaflet "The Consumer and the UKLPG Approved Autogas Installer Consumer Code"

It is also recommended to UKLPG Approved Autogas Installers that where possible their adherence to this Code appears in their advertising and point of sale material.

## ADVERTISING

Consider re-wording the opening statement along the lines 'This section covers any form of advertising, promotion or statement by a UKLPG Approved Autogas Installer relating to the installation, servicing or repair of an LPG system.

This will include, but not exclusively:

- Advertising on television
- Advertising on radio
- Advertising in the press or other publications
- Advertising on the internet
- Any e-mail messages sent
- Any printed material produced
- Any statements on documents (letterheads, quotations, invoices etc)

- 1.a All advertising will be honest and clear and will not contain any information likely to be misleading.
- 1.b All advertisements will comply with the requirements of all applicable the relevant legislation and Industry Codes
- 1.c Any prices quoted will be inclusive of vat (where applicable) and consumers informed where it is not.
- 1.d Information on warranties or guarantees by UKLPG Approved Autogas Installers will either be clearly stated in the advertising or reference made as to from where it may be obtained.
- 1.e Consumers will not be subject to high pressure selling techniques
- 1.f It is recommended that all advertising will make reference to adherence to this Code.

## QUOTATIONS FOR INSTALLATIONS

All UKLPG Approved Installers will provide a quotation (in writing if requested) before an installation is commenced. They will fully explain and give clear practical information to ensure that the consumer fully understands the work being undertaken.

- 2.a In the quotation or prior to the quotation being prepared the consumer will have been informed on the following issues:
- i. The consumer guide to LPG Autogas in the UK available at [www.drivelpg.co.uk](http://www.drivelpg.co.uk)
  - ii. The make of LPG equipment to be fitted (including any options) and whether or not the equipment supplier is UKLPG Approved
  - iii. Specifics relating to the installation including:
    - The position of the LPG filler
    - The size of the LPG tank
    - The location of the LPG tank and any modifications required to the vehicle to accommodate the tank
    - The position of the LPG switch inside the vehicle
  - iv. Details of warranty options
    - A minimum of 12 months parts and labour warranty will be provided by the installer. In some cases extended periods can be made available and any charge for this will be made clear
    - If a vehicle is subject to an existing manufacturers warranty. Where this is the case then the manufacturers warranty is likely to be void in respect of items affected by the installation or running on LPG and the installer can discuss the warranty options available to cover those parts which would not be covered by the manufacturer and the cost thereof.
  - v. Details on how long the work is likely to take and options for dates
- 2.b A quotation from a UKLPG Approved Autogas Installers will include:
- i. Details of the installers name and address
  - ii. The make of LPG equipment to be fitted and specifics relating to the installation as agreed
  - iii. Details of warranties included
  - iv. A price inclusive of vat (where applicable) or consumers informed where it is not
  - v. The Terms and Conditions of Trade of the installer, or the offer to provide a copy, These will comply with all applicable consumer protection legislation.
  - vi. Requirements for any deposit and whether and in what circumstances this may be refundable to the consumer.
    - It is considered reasonable for a deposit to be taken as the installer may have to buy in parts ahead of the installation date.
    - If the consumer cancels the installation then it is reasonable for the installer to retain sufficient to cover the costs associated with the cancellation
    - If the installer fails to carry out the work then it is considered reasonable for any deposit to be refunded in full
  - vii The timing of work and method of payment
  - viii Details of any cancellation arrangements, including timescales and rights, which shall be in addition to, not in lieu of your statutory rights

## CARRYING OUT THE WORK

UKLPG Approved Installers undertake to carry out the following procedures;

- 3.a Agree with the consumer the extent of any existing damage or defects of the vehicle when it is presented to the installer.
- 3.b Provide information on the arrangements should delays in the work be incurred
- 3.c If, during the installation, it becomes apparent that additional time, labour or parts will be necessary in respect of unforeseen consequential or additional work, before commencement the consumer will be contacted to agree to the new work, costs and revised completion times thereof or have the opportunity to decline for further work to be undertaken
- 3.d On completion of an LPG installation provide:
  - i. A Registration Receipt confirming that the vehicle has been entered on the UKLPG Vehicle Register
  - ii. A Drivers Operation Manual (to include details of the make of equipment fitted and the equipment supplier)
  - iii. Warranty Information
  - iv. Information on servicing requirements
  - v. Instructions on filling up your vehicle with LPG
  - vi. Information on their complaint handling process for the customer, or an intermediary on their behalf, to include:
    - Who to contact
    - What information is required
    - Timescales for responding
  - vii. Details of this Code
  - viii. An invoice on receipt of payment

## UKLPG DISPUTE CONCILIATION SERVICE AND ARBITRATION

### Complaints

In the event that the customer and the installer cannot reach agreement on how to resolve a complaint then the customer will be advised of the UKLPG Dispute Conciliation Service and Arbitration arrangements encompassed in this Code.

- 4.a In all cases, whether or not the conversion is by an UKLPG Approved Autogas Installer:
- i. When a customer has concerns about the safety or performance of their conversion the problem should always be referred to the Installer verbally first of all in accordance with the installer's complaint handling procedure.
  - ii. In the event of dissatisfaction, the customer should always put their complaint to the installer in writing (keeping a copy), outlining the complaint and specifying what action they require / basis of any claim. (If the installer has ceased trading the equipment supplier will usually be able to help rectify running problems. The make of the equipment installed will be required and details of equipment suppliers can be found on [www.drivelpg.co.uk](http://www.drivelpg.co.uk) Service and Repair section).
  - iii. If satisfaction is not obtained from the installer, then:
    - If it is a running problem with the vehicle, the equipment supplier (see above) should be contacted who may be able to assist or can advise of an alternative installer who may be able to resolve the problem.
    - If the customer wishes to have a separate professional assessment of the safety of the conversion then most UKLPG Approved Autogas Installers can undertake an inspection to a common standard and give general advice regarding the installation. The original installer should be given the opportunity to attend this inspection. The cost will be born at the outset by the customer who should enquire as to what fee would be charged for this service.
    - If satisfaction is not obtained following either or both the above, the matter should be reported to UKLPG by completing and returning a Vehicle Defect Report form (this can be downloaded from [www.drivelpg.co.uk](http://www.drivelpg.co.uk) –
    - a printed copy can be obtained by applying direct to UKLPG by post) and enclosing a copy of the letter to the installer.

### Dispute Conciliation Service

UKLPG operates this service for customers of both UKLPG Approved Autogas Installers and installers who have not been approved by UKLPG.

UKLPG approves installers in good faith to try and maintain good standards of workmanship and safety. Neither the Department for Transport nor UKLPG accepts any liability for any work undertaken by approved installers which shall at all times remain a liability of the installer. However where there is a problem with a conversion the UKLPG endeavours to facilitate a satisfactory solution for the customer.

- 4.b On receipt of a Vehicle Defect Report form, 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.
- 4.c If the installer is UKLPG Approved:
- i. UKLPG will assist the customer and installer to reach a satisfactory solution to the complaint. Under the terms and conditions UKLPG has with its approved installers, if UKLPG receives more than two unresolved complaints about an approved installer within a three year period the approved status of the installer is usually removed.
  - ii. UKLPG will advise the customer of the Arbitration service available
- 4.d If the installer is not a UKLPG Approved Installer:
- i. UKLPG will advise the installer, request that the complaint is resolved to the customer's satisfaction and that failure to resolve the complaint could lead to the installer being precluded from becoming "UKLPG approved" in the future.
  - ii. If a satisfactory response is not achieved, the customer is advised to request the help of their local Trading Standards Office who will advise on their legal position and give practical advice. The Trading Standards office local to the installer (if different) may also be contacted and consider if further action is warranted and possibly would take forward action against the installer. The customer, after advice from the Trading Standards Office, may also wish to take forward a private prosecution in the courts.
  - iii. The local Trading Standards Office should be asked to contact UKLPG in the case of any difficulties.

## Arbitration

If UKLPG is unable to facilitate a satisfactory solution then a complaint about a UKLPG Approved Autogas Installer can be referred to the arbitration service available via IDRS Ltd. This is only applicable to current UKLPG Approved Autogas Installers.

This service is operated by the Chartered Institute of Arbitrators (see [www.ciarb.org](http://www.ciarb.org)) and provides an experienced, independent, speedy and low cost dispute resolution service.

- 4.e A UKLPG Approved Autogas Installer undertakes to allow a complaint to go to arbitration if the customer so chooses and to accept the decision of the of the Arbitrator which is legally binding on both parties. There are only limited circumstances where a complaint already considered under the Arbitration Act can then proceed to Court.
- 4.f Details of the Cost Controlled Arbitration Rules issued by IDRS Ltd are available on [www.drivelpg.co.uk](http://www.drivelpg.co.uk) (a printed copy can be obtained on application to UKLPG by post)
- 4.g Once a customer chooses to take advantage of the arbitration service UKLPG will provide the customer with a "Request for Arbitration" form to be completed and signed. UKLPG will then submit to IDRS all documentary evidence held.
- 4.h The Arbitrator appointed by IDRS will advise the parties to submit further evidence as it considers necessary. As the service is designed to be low cost to allow it to be

accessible any hearing will normally rely on documentary evidence unless the Arbitrator agrees to conduct an oral arbitration. Legal representatives may only be present with the prior agreement of the Arbitrator

- 4.g The service is free to the customer. However a deposit of £500 + vat has to be lodged by the customer with UKLPG which will be held in escrow pending the arbitrators decision.

The award of the Arbitrator will include direction as to his costs and on these being awarded to the customer the £500 + vat deposit will be returned to the customer. In the event that the award goes to the installer then the deposit will pass to UKLPG.

The Arbitrator will also consider and recommend appropriate Disciplinary Action to be undertaken by UKLPG.

- 4.h The award of the Arbitrator will be published in writing to all parties involved in the dispute and is enforceable in the Courts by any party.

## DISCIPLINARY ACTION

- 5.a The incidence of one of the following will lead to an installer having their UKLPG Approved Autogas Installer status reviewed and normally removed.
- i. three complaints “unresolved” / failed Quality Assurance Programme inspections within a 3 year period;
  - ii. one or more complaints are considered sufficiently serious or dangerous to warrant immediate removal;
  - iii. a major breach of safety standards is discovered in an inspection;
  - iv. 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];
  - v. any written notification of conduct which is considered prejudicial to the welfare, purposes, character or reputation of UKLPG Approved Autogas Installers or UKLPG
  - vi. an installer wishes to transfer his UKLPG Approved Installer status to a new legal entity (i.e. change of ownership) and is unable to meet all the UKLPG requirements for a Change of Name.

In the event of one of the above occurrences the installer will be advised in writing that the business has been removed from Approved Autogas Installer listing. 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 installer is suspended from the Scheme.

The installer is 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 from the installer, the installer will be given the opportunity to present their case in person to the Panel.

## 5.b 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:

- i. UKLPG ;
- ii. Autogas Management Team (the current Chairman or, if there is a potential conflict of interest, his nominated representative). This Team reports to the Board of UKLPG and is responsible to promote the maintenance and improvement of the highest conversion standards to ensure that converted vehicles are safe, comply with the appropriate standards and give improved emission levels;
- iii. Energy Saving Trust, Powershift. Team. This independent body, funded by the government, promotes alternative fuels and energy saving (see [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) ).

The Panel will recommend to the Chief Executive of UKLPG which one of four options should apply:

- i. to continue as a UKLPG Approved Autogas Installer with no “mark” against the Installer;
  - ii. formal warning in writing;
  - iii. suspension from being a UKLPG Approved Autogas Installer for a period considered by the panel to be appropriate;
  - iv. Removal of UKLPG Approved Installer Status. In this event an application for re-entry will only be considered after a period of 12 months and taking into account the events which led to the removal of their status and any interim events.
- 5.c In addition to the above UKLPG will take into account any breaches of this 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 5.b. The sanctions must be commensurate with the nature of the breach and repetition/frequency of breaches.

## **MONITORING**

UKLPG ensures that this Consumer Code is effectively implemented by carrying out regular checks. These include:

- Annual visits to UKLPG Approved Autogas Installers to review their compliance with the Code
- Surveys of customers who have had their vehicles converted
- Information received from customers on complaints