

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.

Installers should:

- 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.

Installers are required to carry out installation, commissioning and servicing work in accordance with the Benchmark commissioning checklist for warranty purposes.

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**HEATING & HOTWATER
INDUSTRY COUNCIL**

Benchmark

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.
- A means for members of Competent Persons Schemes to notify local authorities about

commissioning.

- 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 work to a clear, effective checklist.
- Customers receive documented evidence that their product has been correctly installed and is left operating at maximum efficiency.



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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 Fires

GAS BOILER SYSTEM COMMISSIONING CHECKLIST & WARRANTY VALIDATION RECORD													
Address:													
Boiler make and model:													
Boiler serial number:													
Commissioned by (PRINT NAME):					Gas Safe registration number:								
Company name:					Telephone number:								
Company email:					Company address:								
Commissioning date:													
Heating and hot water system complies with the appropriate Building Regulations? <input type="checkbox"/> Yes													
Optional: Building Regulations Notification Number (if applicable):													
Time, temperature control and boiler interlock provided for central heating and hot water <input type="checkbox"/> Yes													
Boiler Plus requirements (tick the appropriate box(s))													
Boiler Plus option chosen for combination boiler in ENGLAND													
Weather compensation			Smart thermostat with automation and optimisation										
Load compensation			Flue Gas Heat Recovery										
Time and temperature control to hot water			Cylinder thermostat and programmer/timer			Combination boiler							
Zone valves			pre-existing			Fitted			Not required				
Thermostatic radiator valves			pre-existing			Fitted			Not required				
Automatic bypass to system			pre-existing			Fitted			Not required				
Underfloor heating			pre-existing			Fitted			Not required				
Water quality													
The system has been flushed, cleaned and a suitable inhibitor applied upon final fill, in accordance with BS7593 and boiler manufacturers' instructions <input type="checkbox"/> Yes													
What system cleaner was used?					Brand:		Product:						
What inhibitor was used?					Brand:		Product:						
Primary water system filter			pre-existing			Fitted			Not required				
CENTRAL HEATING MODE measure and record (as appropriate)													
Gas rate (for combination boilers complete DHW mode gas rate)					m ³ /hr		or		ft ³ /hr				
Central heating output left at factory settings?					Yes		No						
If no, what is the maximum central heating output selected? <input type="text"/> kW													
Dynamic gas inlet pressure <input type="text"/> mbar													
Central heating flow temperature <input type="text"/> °C													
Central heating return temperature <input type="text"/> °C													
System correctly balanced/rebalanced? <input type="checkbox"/> Yes													
COMBINATION BOILERS ONLY													
Is the installation in a hard water area (above 200ppm)? <input type="checkbox"/> Yes <input type="checkbox"/> No													
Water scale reducer/softener			pre-existing			Fitted			Not required				
What type of scale reducer/softener has been fitted?					Brand:		Product:						
Water meter fitted?			pre-existing			Yes			No				
If yes- DHW expansion vessel			pre-existing			Fitted			Not required				
Pressure reducing valve			pre-existing			Fitted			Not required				
DOMESTIC HOT WATER MODE Measure and record													
Gas rate					m ³ /hr		or		ft ³ /hr				
Dynamic gas inlet pressure at maximum rate <input type="text"/> mbar													
Cold water inlet temperature <input type="text"/> °C													
Hot water has been checked at all outlets					Yes		Temperature		°C				
CONDENSATE DISPOSAL													
The condensate drain has been installed in accordance with the manufacturers' instructions and/or BS5546/BS798 <input type="checkbox"/> Yes													
Point of termination					Internal		External (only where internal termination impractical)						
Method of disposal					Gravity		Pumped						
ALL INSTALLATIONS													
Record the following		At max rate:		CO		ppm		CO ₂		%	CO/CO ₂	Ratio	
		At min rate (where possible)		CO		ppm		CO ₂		%		CO/CO ₂	Ratio
Where possible, has a flue integrity check been undertaken in accordance with manufacturers' instructions, and readings are correct? <input type="checkbox"/> Yes													
The operation of the boiler and system controls have been demonstrated to and understood by the customer <input type="checkbox"/> Yes													
The manufacturers' literature, including Benchmark Checklist and Service Record, has been explained and left with the customer <input type="checkbox"/> Yes													
Commissioning Engineer's signature													
Customer's signature													
(To confirm satisfactory demonstration and receipt of manufacturers' 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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