

SUPPLY OF SPARE PARTS

Introduction

All members of the HHIC* are committed to the principle of producing and selling products which are safe and satisfactory for use by consumers in their homes. If a product becomes defective it is essential that the appliance is quickly restored to full working order, with a minimum of inconvenience to the user and the supply of spare parts is an integral part of this commitment.

In the event that the appliance manufacturer undertakes to provide Spare Parts as a part of their business operation, the business practices set out in this Code of Practice for the Supply of Spare Parts have been designed and agreed by the members of the HHIC to indicate the MINIMUM levels of supply to which they will commit, to support their own service organisations and those of other service providers.

This Code of Practice does not detract from, nor affect, the legal rights of the User of the appliance.

**The Heating and Hot Water Industry Council (HHIC) is a member organisation committed to supporting and promoting the sustained growth of the UK domestic heating and hot water industry and is a division of SBGI.*

Operating Principles

1. Spares Availability & Period of Supply

Spare parts will be available throughout the production life of an appliance and, following cessation of production, will continue to be available for a further period of:

FUNCTIONAL PARTS*	8 YEARS**
NON-FUNCTIONAL PARTS	4 YEARS

** Functional parts are those which affect the operation of the appliance*

*** In extreme cases (e.g. the manufacturing facility is no longer available at the equipment supplier) there may be occasions when the manufacturer is unable to honour this undertaking. In those cases the manufacturer will offer an alternative option considered as meeting the spirit of this Code of Practice as described in the first paragraph of its introduction.*

A list of spares which will include all functional parts will be available at the launch of any new appliance. This will form the basis of the manufacturer's Terms of Supply. In the interests of continued product improvement the manufacturer reserves the right to amend the specification of any appliance during its period of production.

2. Minimum Performance Levels

Despatch of goods will normally be within 3 working days of receipt of order for functional parts and 10 working days for non-functional parts, with the exception of volume consignments, which will be the subject of separate mutually agreed arrangements.

Orders will not normally be acknowledged, except when the manufacturer is unable to supply the parts ordered within the specified period.

The manufacturer reserves the right to impose a minimum order charge on any order.

Whenever possible the manufacturer will provide an overnight despatch service for urgent orders, subject to an additional charge.

The manufacturer reserves the right to provide assemblies and minimum packs, and to de-list any common fasteners.

The manufacturer will ensure that all goods supplied shall be:

- i. Of sound design and of good materials and workmanship.
- ii. Be of merchantable quality and fit for purpose.
- iii. Conform to the quantity and type specified in the order.
- iv. Operate in such a manner as to ensure and perform the functions of the original equipment.
- v. Comply with all statutory requirements.
- vi. Be free from any defect in title.

3. Distribution

Distribution of spare parts will normally be effected through specialist distributors.

4. Packaging & Identification

All consignments will be suitably packaged to protect the goods during transport, and be labelled with all necessary information.

5. Spare Parts – Warranty Periods

Without prejudice to the legal rights of customers, the manufacturer will provide a 12 month warranty for any spare part.

The manufacturer reserves the right to require the return of parts that are claimed to be faulty in the warranty period for quality monitoring purposes, and to require detailed information to support each claim for replacement or credit.

Code of Practice

6. Returns

For the manufacturer to process returns, some or all of the following criteria apply, dependent on the particular situation.

The manufacturer must be notified within 72 hours if any parts found to be faulty or damaged on delivery, or which have been incorrectly supplied, and these must be returned as soon as possible and, in any case, within 14 days, giving full details of the reason(s) for return, before the manufacturer will consider credit or replacement.

Goods which the customer finds to be in excess of his requirements, or which have been ordered incorrectly, may only be returned with the express and prior agreement of the manufacturer. Such goods accepted for return must be in a condition fit for use and the manufacturer reserves the right to refuse to accept returns which are not in such a condition. Any credit given against such returns shall be subject to a restocking charge.

7. Use of Approved Parts

The use of spare parts not approved by the manufacturer may invalidate the manufacturer's appliance warranty. The use of spare parts which have been reworked or repaired by an outside agency not approved by the original equipment manufacturer may also invalidate the manufacturer's Warranty.

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