



Members Handbook Incorporating
**iKBBI Standards &
Guidelines 2011.**

VERSION: 0111

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Section 3: Introduction

This document will help you understand the requirements we expect from our members as well as providing clear and easy terminology that will help you manage your membership with is effectively and successfully.

This document is a two way tool of communication. Our members are encouraged to contribute to this document, and therefore any suggestion or comment can be forwarded to us by post, or by email.

3.1 Welcome

The industry has most certainly entered uncharted territory over the last 6-8 months as the economic climate takes hold worldwide. Huge retailers closing their doors for the last time and others looking and restructure to survive the downturn is effecting literally thousands of installers nationally.

The Institute is supporting more and more installation businesses across the UK and is having a positive impact for most.

That said, 2011 will be challenging for many and the economic environment takes a hold on our industry. We will support and encourage our members to do the right thing and separate themselves from their competition. A competitive edge will make a positive difference and a step up around service will demonstrate excellence to consumers and encourage those looking for a professionally sold and installed kitchen, bedroom or bathroom to buy with confidence.

As ever, the iKBBI is only as good as those ambassador members who have committed to change. 2010 marked the largest intake of new members since our launch in 2007 and we will work with these businesses to surpass these economic woes and to build onto the foundation blocks already constructed.

Yours sincerely,



Damian Walters
Operations Director





iKBBI Mission Statement

“To support reputable installers and retailers of kitchen, bedroom and bathroom products with their business aspiration, whilst raising installation standards and providing UK consumers with a more informed choice”.

iKBBI Purpose

“To become the UK’s recognised professional body for KBB installers and retailers offering an installed product”.

The KBB industry is reported to consist of around 60,000 fitting businesses, installing approximately 3 million projects per year, with an estimated value of around £3bn.

Of this 3 million, 20% of installations are covered by the retailer, 15% by themselves (including friends, family & colleagues) and the remaining 65% are selected through recommendation or advertising - yell.com & the internet search engines etc. These customers generally have no way of differentiating between the quality installer and the “rogue trader”, which is essentially our marketplace.

There is a lot of legislation and changes that are relevant to the consumer that they may not be aware of (e.g. Gas Safe Register Gas, Part P of The Building Regulations (electric), and the forthcoming introduction of the new “Homeowner Information Pack”). We will help them by certifying (verifying) that all our members are able to meet all of the requirements and have a proven track record of quality workmanship.

The industry also needs us to create a register of quality installers, as there is currently no record of these estimated 60,000 installers. This will enable better training, potential regulation, research and development opportunities.

“The plan is for the iKBBI to become the recognised quality standard for the consumer, the reputable installer and the industry as a whole, leading the way to continual improvement for all concerned”.

The iKBBI will serve the long-term needs and aspirations of its members by taking a holistic view of the market-place and adding value to all stakeholders – Our members (the installers), the industry (training bodies, technical organisations (NICEIC / GAS SAFE REGISTER etc), retailers) and most importantly the consumer (UK householders).



Something else that gives this institute its fresh and up to date approach is ‘the board’ who are industry experts with a passion for quality service, who have made it their mission to make a positive difference by improving customer choice and industry standards. Our aim is to ensure that the industry remains focused on delivering the service the stakeholders want and deserve.

Section 4: Useful Contact Details

This section will provide an easy one-stop point of reference for most contacts within the industry, as well as the iKBBBI:

4.1 iKBBBI Contacts



Head Office Address:

iKBBBI
29th Floor, One Canada Square
Canary Wharf
London
E14 5DY

Main Telephone Enquiries: 020 7712 1558

Facsimile: 020 7712 1501

To enable us to deal with your enquiry as quickly as possible, the best route for enquiries is via email. Therefore please address your email enquiry, including your membership number (found on your ID card) to the appropriate inbox below:

General Enquiries	info@ikbbi.org.uk
Accounts Enquiries	accounts@ikbbi.org.uk
Customer Complaints	customer@ikbbi.org.uk
Membership Enquiries	member@ikbbi.org.uk
Members Website	http://www.ikbbi.org.uk/members-area.asp

4.2 Industry Contacts

Gas Safe Register	0800 408 5500	
	www.gassaferegister.co.uk	
NAPIT	0870 4441392	www.napit.org.uk
NICEIC	020 7565 2323	www.niceic.org.uk
JIB	020 8302 0031	www.jib.org.uk
ECA	020 7813 4800	www.eca.co.uk
Construction Skills	01553 776 677	www.citb.co.uk
Health and Safety Executive	020 7717 6000	www.hse.gov.uk



Environment Agency 0800 607 060

www.environment-agency.gov.uk

Local Authority Building Control 020 7641 8737

www.labc.co.uk

Section 5: Institute Image

It is important members of The Institute understand their responsibilities regarding upholding the image and credibility of the institute.

This section will help members understand those responsibilities:

5.1 Use of the iKBBI Name & Logo



Only current retail and installer members may use the iKBBI logo.

Upon successful application, members have access (via the member's website) to an electronic file which they can use. The logo can be used on official company property (letterheads, vehicles and premises). It may also be used in printed or broadcasted advertising.

Please refer to our Terms & Conditions for further conditions of usage.



5.2 Uniforms

Members do not need to wear uniforms. Appropriate trade recognised clothing is acceptable, or clothing that is supplied by their retailer (if applicable).

Members can exclusively purchase iKBBBI branded T-Shirts, sweaters and polo shirts from the iKBBBI online Members Shop. Members are encouraged to display the iKBBBI logo with pride and to use this to separate themselves from their competition.

5.3 Identification & Certification



Members will be issued with a valid iKBBBI Membership ID Photocard which can be presented to customers. This card simply confirms membership. Customers can log onto the iKBBBI website to verify membership so it is important that you ensure membership is valid – see: <http://www.ikbbi.org.uk/consumer-validatemember.asp>

The iKBBBI Membership card is the property of iKBBBI. If membership expires or is withdrawn the ID card must be returned to our head office address.

Lost or Stolen ID Cards must be reported to the Police and the iKBBBI immediately. Replacement cards are available at an administrative cost of £10 per card.



A Certificate of membership will also be issued upon successful registration.



5.4 Transport / Company Vehicles

Vehicles must be clean, tidy and maintained to a road legal standard with all appropriate tax and insurances. Where company vehicles are used to transport customers (for whatever reason) additional appropriate insurances are required (check with your insurer for further details).



Section 6: Code of Conduct

This simply is an overview document that accompanies the Members Standards & Guidelines, Installer Charter and Declaration, which is more about the way members should conduct themselves, in order to maximise the benefits of membership.

6.1 Commitment to Improve Skills & Knowledge

Part of this institutes constitution is to ensure the promotion of “up-skilling” and further training & education is met.

Bylaws and Building Regulations constantly change. In addition to this, products are continually evolving to provide a better experience to the consumer and installer.

The iKBBBI will do its up most to keep members abreast of any relevant change’s, however it is the **member’s responsibility** to ensure he/she is aware of these changes themselves.

6.2 Research Participation

In order to understand and truly represent our members, it is vital that the iKBBBI investigate, understand and publish the thoughts and opinions of its members.

Periodically, we will ask members for their opinions and comments about a variety of subjects that are relevant to the industry we work in. Members are obliged to participate in these exercises, by providing honest, clear and direct information.

In return the iKBBBI will collate the results, and address them accordingly either by taking members comments to the source of the issue, or by publishing the findings on the internet, or within printed iKBBBI research publications – The kbbinstaller magazine as an example (see: <http://www.kbbinstaller.com>)



6.3 General Participation

It is important that members understand that without two-way participation (between the institute and its members), members certainly will not reap the benefits and rewards of membership. iKBBI is committed to representing its members collectively, but can only do so if this two-way participation is met.

To ensure members are fully updated with relevant information, the iKBBI is committed to providing members with as many routes to this information as possible. Therefore, regular updates will be posted on the iKBBI website.

To aid better communication, there are several ways in which installers can feed information back to the iKBBI, as well as share information between each other:

- iKBBI Members Website
- iKBBI Members Online Forum
- Direct to the Operations Director (See useful contacts for details)

Section 7: Institute Charters



We have created 2 simple charters that will help customers and members understand and manage expectations. These charters are published within our literature and website, so the general public may be aware. It is advisable to have copies on hand, and could be used to gain credibility with customers, whilst setting expectations direct. Copies can be downloaded from the members' website.

7.1 Installer Charter

Contract

- A written estimate / contract must be signed and agreed before work starts
- All work quoted must be 'required or requested' and charged at a fair market rate
- Timescales for work to be completed must be agreed before work starts
- Days/hours of access for work to take place must be agreed before work starts
- No more than 70% deposit shall be requested before completion of work
- Members must explain the iKBBI complaints resolution process prior to starting the project



Workmanship

- Produce finished work to a satisfactory standard
- Members should take responsibility for all work you are charging for e.g. plastering, tiling etc
- Members must abide by the iKBBBI standards and guidelines

Service

- Members should be honest, courteous and polite in all dealings with the customer
- Members should clear the rubbish from the room each evening
- Members should clear the rubbish from the site at the end of the project (unless otherwise agreed)
- Members must behave in a way that maintains the high standards and integrity of the iKBBBI

Safety and Law

- Members must maintain a safe working site until the job is complete
- Members must comply with all relevant laws, regulations, standards and codes e.g. WEEE and COSHH Regulations
- Members must check that any tradesmen they bring onto an installation comply with the relevant legislation. Associate members registered with iKBBBI have been vetted, however it is still the iKBBBI members and consumers responsibility to ensure they are confident in their ability to carry out agreed work
- Members must issue the customer with their GAS SAFE REGISTER Certificate for all the gas work carried out. This must be issued before the last day of their installation
- Members must issue the customer with their Part-P Certificate for all the electrical work carried out. This must be issued before the last day of their installation

After Sales and Complaint Resolution

- Any changes to the price, timescales or finish on the original estimate must be explained as they occur – not at the end of the project
- Members must complete the work to the standard agreed in the written estimate
- Members should remain polite and friendly even in a dispute
- Members should follow the iKBBBI Complaints Resolution Process in the event of a dispute



7.2 Customer Charter

The Customer Charter has been developed over many years of working with consumers and installers to help the customer understand the important role they play in ensuring their installation goes smoothly, they end up with the results they were aiming for and they create a great working relationship with their installer. It is important to note these are 'generic minimal standards'. There may be other specific agreements with your installer:

Contract

- Ensure you have a written signed contract between you and your installer before the work commences
- Read your contract carefully before agreeing. Never assume that you're getting something for nothing, if it's not on the contract, check. Installers are generally very flexible but there's no point in getting into a conflict later down the line on the basis of 'I thought you would...'
- Give the installer access to the property during the days/hours of access you agreed
- Be clear about the standard of finish you require. Be careful not to assume the installer knows your standard and remember that everything is possible, it's just a matter of time and money (i.e. most customers may be happy to work with the finish standard on their current walls, other customers may want every wall to be plastered for an "as new" finish). This is a matter of personal choice where neither is right or wrong

Payment

- Agree a clear payment structure before the installation starts and stick to it. Agree how much will be paid before the work starts, what payments are required and when, and if the price includes VAT (if applicable)

Working Together

- Be honest, courteous and polite in all your dealings with the installer
- Be available to make decisions. Installations are exciting, dynamic projects with a 100 small decisions to be made in every one. Whilst you can leave this to your installer it's often difficult to undo these without adding time and cost
- Ensure other work you are undertaking is completed before the installation starts, as it's not unusual to be undertaking other work at the same time. In this situation you must ensure it is completed to the agreed standard and timescale to avoid delays and additional cost



- Ensure products you are supplying are on-site before the installation starts, as it's not unusual to be supplying some or all of the products. In this situation please ensure that you have them on site before the installation starts to avoid delays and additional cost

Contingencies

- Plan for additional time. No-one's happy when a job runs over, we know it doesn't suit you or the installer but it's sensible to have additional time as a contingency. It's often difficult to know exactly what's required before a job starts. There are many reasons for this but it's generally that the work cannot be fully ascertained until you remove the old product. Remember your installer cannot predict what's behind your units until they're removed (condition of walls/electrics/plumbing etc)
- Budget for additional work as it is perfectly normal for things to change during an installation, but changes must be agreed by both parties and may require additional payment

Complaint Resolution

- Remain polite and friendly even in a dispute. This can be difficult but it increases the likelihood of reaching an amicable solution. Once you "lose it", you could lose the dispute. Most instances can be resolved with an amicable result
- Follow the iKBBBI **Complaints Resolution Process** in the event of a dispute - it's good advice, and it's free of charge



Section 8: Working Environment

This section relates to domestic installations of kitchens, bedrooms and bathrooms which works in conjunction with The Building Regulations, Health & Safety Law, and any current legislation. The content does not supersede the law, but merely sets some additional context for iKBBBI members to adhere to.



8.1 Fulfilling Customer Expectations

It is important to recognise that most customers are not fully aware of the complexities and challenges of an installation. Most may not have even had an installation before at all.

Therefore it is imperative that our members ensure that they best prepare their customer with as much information about the installation as possible.

Written Quotations for all planned works to include prices and work specifications. Where possible, convert this into a contract for works, by signing it, inviting the customer to sign, and providing the customer with a copy.

If there are any changes to the required work, ensure they are captured and the customer signs to confirm agreement.

Installation Duration – Provide the customer with an idea of how long the installation will take – Include details of your working practices (what time you start and finish, will you work on Bank Holidays & Weekends if required). Remember to work in additional time for unexpected issues / work – Its better to over estimate how long something will take, rather than underestimate.

Loss of Facilities – Make the customer aware they may lose use of water / electric / heating at some point – Prime the customer to seek alternative facilities if necessary – even better, is the customer prepared to move out during the installation?

Noise – Make the customer aware that there will be a raised level of noise during the installation – Do they need to warn neighbours in advance?

Health & Safety – In addition to *section 9.9* hereafter, it is the members responsibility to make the customer aware of the risks to themselves and fellow householders / visitors during the installation. What dangers will be present (tools / electricity / heavy stock / wet floors / gas etc). This task is called a “Risk Assessment” – For sample copies of a standard Risk Assessment, members can visit the “useful documents” section on the members website.



8.2 Cleanliness & Respect Policy

It is the institute's policy to ensure "the basics" are adhered to, as well as the complexities of KBB installations.

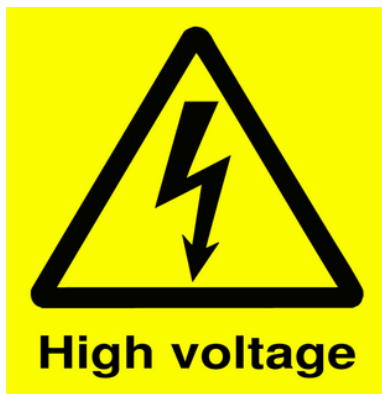
With this in mind, and understanding the customer, members must remember to respect customer's homes and property at all times.

Cleanliness – Ensure mess & tools are tidied throughout the installation (each day), including the room in which the installation is taking place, any routes within the house and the exterior.

Members must ensure that all external waste is correctly covered, not obstructing any access routes (unless otherwise agreed with the customer).

Respect – Members must recognise that they are working within someone's home, and therefore should respect the situation they are in. Small tokens of respect such as taking shoes off before entering the home (until the installation commences), then covering all floors with protection really demonstrates respect.

8.3 Electricity



All electrical work carried out within a kitchen or bathroom must be completed and certified by a competent and registered electrician, in accordance with:

- The Building Regulations, Approved Document P (Part-P, 2005)
- BS 7671 (Scotland)

There are no exceptions to this.

All electrical work carried out in a room other than a kitchen or bathroom (a bedroom for example) must be completed in accordance with *British Standards BS7671*, and certified upon completion either by the person conducting the work, or a suitably competent person.

Legal Responsibilities

It is the installer's responsibility to ensure that the above is complied with, both within law, and in compliance with iKBBBI Standards & Guidelines. Failure to adhere to the Building Regulations can result in a penalty. The maximum penalty on conviction in a magistrate's court is £5,000 plus a £50 per day clause until the breach is rectified.

It is the responsibility of the member to ensure they only use electricians that have been registered with the iKBBBI, during the membership application process. If there are any changes to contractors being used written confirmation must be submitted to the iKBBBI (*see section 9.2 for details*).



8.4 Water



All plumbing work undertaken must be carried out in accordance with:

- British Standard BS5572 Sanitary Pipe work;
- British Standard BS6700 Design, Installation, Testing and Maintenance of The Water Supply (Water Fittings) Regulations (1999) England & Wales;
- Local Water Authority Bylaws (Scotland & Northern Ireland);
- Building Regulations;
- Services supplying water for domestic use within buildings and their cartilages;
- Other regulations and/or guidance as issued or amended from time to time.

All fittings and pipe work used must be of quality manufacture and carry the appropriate kite mark, *CE Mark and BS number (BS864 for fittings and BS2871 for copper pipe work)*.

All soldered joints must be made using lead free solder. Where joining compound is used it must be suitable for the purpose (i.e. meet the appropriate standard for hot, cold and potable drinking water).

Connection to an outside tap shall incorporate a check valve to prevent the backflow or back-siphoning of water.

All installed water pipe work and fittings shall, as far as is reasonably practicable, be protected from damage whether it is freezing, mechanical or otherwise. Suitable insulation should be used on all outside pipe work.

The use of appropriate plastic pipe work (flexi-pipe) is acceptable for use on hot & cold water services. Ensure the manufacturer's installation instructions for earth bonding requirements are consulted.

All visible pipe work must be uniform in manufacture and colour.

All pipe work shall be adequately supported using clips & ties in regular intervals.

Where the mains water supply is altered or a stopcock is fitted / relocated, a drain cock tap is to be fitted in all cases.

Every new stopcock or servicing valve installed on hot and cold supplies shall be placed where it can be readily examined, maintained and operated, so far as is reasonably practical. The customer should always be made aware of the location of such taps during the sign off process.



Sinks & Taps

A deep seal trap (75mm water seal) of a tubular type 40mm in diameter is to be fitted to the sink. Branch discharge pipes from the sink must be 40mm in diameter, fitted with the correct fall, up to a maximum of 4m in length. Above 4m in length, the diameter must be increased to 50mm.

Where a food water disposal unit is fitted, the discharge pipe gradient must be increased to 135mm per meter.

Water purifiers and softeners must be installed in accordance with manufacturers' guidelines.

Washing Machines, Dishwashers and Condensing Dryers

Refer to the Manufacturers instructions.

Alternatively, the machine hose can be connected to a special sink trap fitted with an anti-siphon hose connection or fitted to an independent waste.

All appliances must be tested once the installation is complete to establish the correct discharge and function.

Where a condensing dryer is installed in a kitchen or utility room, always check that there are sufficient ventilations so as to prevent the build up of condensation on worktops or surrounding units. Failure may result in member liability.

Discharge Pipes

Clips 0.5m apart for horizontal pipes, and 1.2m apart for vertical pipes must support discharge pipes, normally of plastic material. Discharge pipes must be installed using access points as necessary. Access to all traps must be provided without exception.

Where new and existing waste pipes discharge into an underground gully, they must terminate below the grid level, and above the water level, with appropriate grid protection to prevent externally caused blockages.



8.5 Gas

No person whether employed or self employed shall undertake gas work unless:

- That person is GAS SAFE REGISTER Registered;
- That person is competent to carry out the work in hand and holds Certification of Competence in the area(s) of work undertaken.

All work carried out is to be done in accordance with The Gas Safety (Installation and Use) Regulations (inc. the Northern Ireland Regulations), Manufacturers Installation Instructions and British Standards as updated from time to time.



All gas installers must be in possession of valid certification of competence in the areas of work undertaken. For the purposes of kitchen installation work, this will mean that they hold:

- ACoP 1-5 or ACS CCN1 Core Competence Unit Natural Gas;
- ACoP 11 or ACS CKR1 Competence in Cooker Installations;
- ACoP 15 or ACS CCLP1 Core Competence unit LPG.

Any mixtures of ACoP or ACS qualifications are acceptable as long as core competence, cookers and where appropriate LPG is covered.

Any other form of work undertaken outside the scope of kitchen installation work will also need to be supported by the appropriate Certification of Competence.

Removal of an existing cooker fitted on a bayonet connection for other installation work (i.e. installing new cabinets) and reconnection of the same cooker on the same bayonet connection is not considered work and as such, this is the only time a non-GAS SAFE REGISTER registered engineer may remove a gas appliance. Therefore no gas certificate needs to be issued under such circumstances.

Legal Responsibilities

Any person who installs pipe work that is intended for use to convey gas MUST be GAS SAFE REGISTER registered.

It is the responsibility of the registered installer to ensure the above criteria is complied with. Failure to adhere to the Gas Safety Regulations can result in a penalty. The maximum penalty on conviction at a magistrate's court is £5,000. The maximum penalty under the Health & Safety at Work Act etc. 1974 is a £20,000 fine and/or 6 months imprisonment.

The most serious cases can be heard on indictment in a Crown Court who holds greater powers. In such cases an unlimited fine can be imposed, and in certain circumstances imprisonment for up to 2 years.

It is the responsibility of the member to ensure they only use GAS SAFE REGISTER engineers that have been registered with the iKBBI, during the membership application process. If there are any changes to persons being used, written confirmation must be submitted to the iKBBI (*see section 9.2 for details*).

All GAS SAFE REGISTER registered persons are to be fully conversant with the industry standard relating to unsafe procedures and be in a position to demonstrate they can actively manage such situations using the correct documentation at all times. Any situations that are found to be Not to Current Standard, at Risk or Immediately Dangerous are to be immediately brought to the attention of the reasonable person and documented accordingly.

All installations are to be tested for soundness prior to and after work has been carried out. Where an escape of gas is not indicated and a smell continues to exist, the gas



supplier must be informed immediately. The installer is to remain on site until the gas supplier has arrived and formally takes control of the situation.

8.6 Cooker Installation

The appliance must be stabilised from front to back and side to side. Additionally, a device must be fitted that prevents the appliance from accidentally tilting forward.

The two most common practices for anchoring cooking appliances are the use of a stability bracket and stability chain. Please note that the securing of cooking appliances extends to "Range Cookers" unless Manufacturers Installation Instructions state otherwise.

Where a free standing cooking appliance is connected via a flexible connection, an appropriate level surface must be provided to allow the appliance to be brought forward for disconnection and cleaning purposes.

If the appliance is positioned on a plinth, consideration is to be given so that adequate plinth depth is provided to stop the appliance from falling forward when disconnected.

It is imperative that the appliance is checked to ensure that it is suitable for the gas to be used. For example, an LPG appliance cannot be installed for use when the supply is Natural gas and vice versa.

The gas supply to the appliance shall be of a sufficient size installed to the appliance connection point in accordance with BS 6891 or BS 5842 pt 1 or 2.

Freestanding cooking appliances are to be connected to the supply via a flexible hose and a bayonet (plug in) isolation valve that complies with BS669 pt 1. Other cooking appliances are to be connected using rigid pipe work unless the Manufacturers Installation Instructions state otherwise.

LPG appliances require a type of connector specifically designed for use on LPG. This should be marked accordingly and may have a red band around it.

In a domestic situation, the installation pipe work should terminate approximately 0.75m above ground level behind a freestanding cooker. The bayonet isolation valve is to be secured to the wall using a back plate adapter or an appropriate alternative and facing in a downward direction. Manufacturers Installation Instructions may determine an exact height.

The flexible hose is to hang in a natural 'U' shape when the cooker is pushed back into place, this is to avoid any undue pressures and strains on the hose. A bayonet plug in adapter is suitable for use as an isolation valve for disconnection purposes.

Fixed appliances such as hobs, grills and built in ovens/grills are to be connected by rigid pipe work fitted with a suitable isolation valve.

Extractors are to be installed in accordance with manufacturer's installation instructions.



An isolation valve must be fitted on all appliance installations, this is a requirement of The Gas Safety (Installation & Use) (Amendment) Regulations 1996, regulation 26(6). It must be situated in an accessible position and be visible where practicable.

Always ensure that the Manufacturers Installation Instructions are left with the customer.

Specific attention must be paid at the pre installation stage to determine whether the installation compromises the requirements of BS 5440 pt1 and 2. Additionally, consideration shall be given to other fuel burning appliances and the boxing in of appliances and pipe work.

Appliances in compartments require ventilation (e.g. kitchen cabinets), to support combustion (for open flued appliances) as well as keep cool (open flued and room sealed appliances). Generally speaking this will be actioned via an air vent provided at high and low level. Internal surfaces of a compartment are to be a minimum of 75mm away from the appliance. Where this is not the case a non-combustible barrier shall be provided. This barrier is to be a minimum of 25mm thickness with 30 minutes fire resistance e.g. Superlux.

There are many specific requirements applicable to the boxing in of appliances in compartments and to a certain extent gas pipe work. Where you are uncertain as to your responsibilities or what to do, seek specialist advice!

All appliances must be commissioned in accordance with The Gas Safety (Installation & Use) Regulations and Manufacturers Installation Instructions.

Appropriate documentation should be issued once all gas work has been completed. The installer should hold a copy with the second copy given to the customer.

Due to the wide scope and complexity of gas work, detailed guidance on best installation practice cannot be given. Reference can be obtained from the following (non exhaustive list):

Statutory Instruments and Other Documents

- The Gas Safety (Installation & Use) Regulations 1998 as Amended (inc. Northern Ireland regulations);
- National Accreditation Scheme for gas fitting operatives;
- Approved code of practice in the gas safety (installation and use) regulations;
- Liquefied Petroleum Gas Association (LPGA) codes of practice;
- Approved Documents to the Building Regulations;
- British Standard codes of practice;
- Building Regulations 1991;
- Building Standards (Scotland) Regulations 1990.



Documents Relevant to Kitchen Installation

- BS5440 Specification for installation of flues and ventilation for gas appliances of rated input not exceeding 60kw (1st, 2nd And 3rd Family Gases).
Part 1: 2000: Flues
Part 2: 2000: Ventilation
- BS5482 Code of practice for domestic butane and propane gas burning installations.
Part 1: 1994: Specification for installations at permanent dwellings;
Part 2: 1977: installations in caravans and non permanent dwellings.
- BS 6172 2004: Installation and maintenance of domestic gas cooking appliances (2nd and 3rd family gases);
- BS6798 2000: Specification for installation of gas fired hot water boilers of rated input not exceeding 60kw.
- BS6891 1998: Specification for installation of low pressure gas pipe work of up to 28mm (R1) in domestic premises (2nd family gases).

8.7 General

Ensure you familiarise yourself with the manufacturers instructions prior to commencing the installation. Units must be assembled to the specifications laid down in the Manufacturers Instructions.

- i) Decor end panels must be assembled using concealed fittings (supplied with kitchen);
- ii) All exposed edges must be sealed with a water-resistant material;
- iii) Ensure that all units are levelled both horizontally and vertically, using hidden screw levellers or tapered wedges where necessary;
- iv) Adjacent units must be securely joined together using metal/plastic bolts, or screws. The uniformity must be maintained throughout the installation;
- v) When customising, or constructing non-standard items, care must be taken to build the units to the same standard as purchased items;
- vi) Holes cut in the back panel of the units to allow for accessibility of waste pipes and isolation valves must be cut using a round hole cutting tool;
- vii) Tray space construction is to consist of bottom, sides, back and top.
- viii) When installing any unit onto the worktop, a silicone bead must be applied between the worktop and the underside of the unit to prevent water penetration.



Worktops

- i) All worktops should be fitted in accordance with manufacturers instructions;
- ii) All worktop cut-outs and exposed chipboard edges must be sealed with a water-resistant sealant;
- iii) Laminate edging strips applied on site shall be bonded with contact adhesive or ironed on in accordance with manufacturers' recommendations;
- iv) The front edge of the worktop should protrude 25mm - 45mm beyond the carcass;
- v) The underside front edge of the worktop protruding beyond the carcass must be sealed with water-resistant sealant where necessary;
- vi) Joints between worktop sections are to be positioned at least 600mm from the perimeter of a sink or hob where practicable;
- vii) A jig and router must be used to cut all mason mitre joints for all worktop corners and secured by a minimum of two toggle bolts (preferably three);
- viii) Butt joints must be routed and secured with a minimum of two toggle bolts;
- ix) All routed edges of the mason mitre joints must be pre-sealed with a water-resistant material. A continuous bead of adhesive must be applied to one edge, or both, before the joint is pulled together;
- x) Worktop lipping must be fixed securely and be level with the worktop;
- xi) Worktop lipping must be mitred at all joints. When tiled worktops run up to the side of a tall unit, lipping must be angled to form a return;
- xii) Solid wood, granite and resin worktops should be fitted by suitably trained installers. Contact the supplier for training opportunities.



Accessories

- i) Cornice and light pelmet must be fitted using KD blocks at a maximum of 500mm centres, or by screw fixing through the cornice or light pelmet into the carcass. No screws are to be seen from inside the units;
- ii) In areas of limited access, i.e. low ceiling, screwing through the carcass into the cornice is permitted if screws are vertical, countersunk and cover caps fitted. This must be discussed with the customer at the time of the initial survey;
- iii) The bottom face of the cornice must be fitted flush with the front of the doors and on the return must be fitted flush with the unit side panels;
- iv) Light pelmet should be fitted flush with the carcass. A seal of silicone to prevent light showing through must be applied between the wall unit and the pelmet;
- v) Cornice, light pelmet and bedroom plinth joints must be mitred and secured together using adhesive;
- vi) Cornice and light pelmet in contact with walls must be sealed with an appropriate water-resistant material;
- vii) The cut edges of plinths that are in contact with the floor must be sealed with a water-resistant material;



- viii) Under unit light cables must be secured with sufficient cable clips, ensuring that the pins do not penetrate the inside of the unit. Additionally, a bead of silicone is to be applied behind the pelmet should light shine through;
- ix) Discuss with the customer suitable locations for the installation of accessories (e.g. bins, towel rails, shoe racks and tie rails etc).

8.8 Tiling



- i) The bottom row of the tiles must finish approximately 3mm above the worktop. This gap is to be sealed with a bead of colour matched silicone (to the grout), and wiped to a smooth finish;
- ii) Tiles to be separated using professional tile spacers;
- iii) Tiles must be professionally cut around obstructions;
- iv) Where appropriate colour matched tile edging must be installed on all exposed edges (e.g. windowsills, tiles leading to decorated surfaces etc.), and mitred where applicable;
- v) Where tile worktops are fitted, epoxy grout (or equivalent) that is suitable for food preparation must be used;
- vi) Positions of picture tiles must be discussed with the customer prior to commencement of tiling;
- vii) Tiles must be installed to a smooth flat finish, and the grouting must be wiped to a smooth, clean finish;
- viii) Any work carried out on the exterior wall i.e. cutting holes for waste pipes, must be "made good" in all instances;
- ix) Skirting boards, picture rails etc. must be replaced or "made good" where necessary.

8.9 Certification



In all instances where gas and/or electrical work has been completed, and in accordance with current legislation and the Building Regulations, certification must be provided to the customer immediately after the work is complete. Under no circumstances must the installer leave the customer without appropriate certification.

Certificates must then be lodged with Building Control either directly, or via the regulatory body (i.e. GAS SAFE REGISTER / NICEIC / NAPIT / ECA etc).



8.10 Final Day

Thoroughly clean the site, to include flooring, worktops, tiling & units (inside & out) – Debris must not be left inside, behind or underneath units.

Discuss the location and use of the following with the customer where applicable:

- Electrical fused connection units, and sockets;
- Water Isolation Valves;
- Stop Cock;
- Discharge & Access Points;
- Gas Isolation Valves;
- Accessories;
- Appliance Operation (Shower / Cooker / Oven / Dishwasher etc).

Explain the operation and maintenance of all newly installed appliances and units, issues the customer with all the relevant documentation and instruction manuals. With new appliances, encourage the registration of the appliance with the manufacturer to validate the warranty.

Ensure the customer has details of how to contact you, in the event of a question or query, or indeed for any remedial work in conjunction with your 12 month workmanship guarantee.

8.11 Waste Disposal & Environmental Pledge



Storage of waste should be segregated, stored securely and labelled appropriately. Ideally it should be kept under cover, and recyclable materials processed through a recycling station.

Handling and transportation of waste must only be carried out by an authorised body such as your local authority, or contractor registered with your environmental regulator. Ask your contractor of evidence of their registration prior to authorising them to dispose of the waste. If registration cannot be confirmed, you should not use the contractor, as

legal responsibility will fall with you, if the waste is not disposed of in a correct and legal way.

Disposal or recovery of waste must only be treated by businesses authorised to do so by a waste management licence, a Pollution Prevention and Control permit, and Integrated Pollution Control authorisation or an exemption from the requirement to hold a licence.

Records of disposal must be kept for all transfers. A Waste Transfer Note must be completed when handing over your waste, or a valid season ticket exempting you from individual transfer notes. You are required to hold transfer notes for no less than 2 years minimum.



Waste electrical and electronic equipment (WEEE)

What is WEEE?

There are ten categories of WEEE.

- Large household appliances
- Small household appliances
- IT and telecommunications equipment
- Consumer equipment
- Lighting equipment
- Electrical and electronic tools
- Toys, leisure and sports equipment
- Medical devices
- Monitoring and control equipment
- Automatic dispensers

The WEEE Regulations apply to electrical and electronic equipment (WEEE) in the above categories with a voltage of up to 1000 volts AC or up to 1500 volts DC. Schedule two of the WEEE Regulations provides a list of products falling within these categories.

What this mean to our members:

- Producers of the above electrical equipment are legally responsible to dispose of the product, to include all financial and logistical costs.
- Members must dispose of the above equipment with other general KBB waste.

For more information on WEEE, visit <http://www.environment-agency.gov.uk> or call 08708 506 506 (Mon-Fri 8-6).



Reducing Your Carbon Footprint

iKBBI is committed in supporting the reduction of carbon emissions we and our members produce in their daily life.

Carbon is produced when fossil fuels are burnt to produce power.

Reducing your carbon footprint is simple, and can be achieved by making the smallest of changes:

- Ensure your battery powered tools are removed from charge as soon as the charge is complete – Un plug, and switch off the electric charger as soon as you can;
- Ensure your drive sensibly with non-erratic acceleration & braking, and that your tyres are fully inflated to the tyre manufacturers recommended specifications;
- Only carry on your vehicle, tools and equipment needed for the job that day;
- Use bio-fuels where possible.



These small steps will help protect the world we live in, and safeguard our planet for future generations.

For further information and to calculate your carbon emissions, visit DirectGov at: www.direct.gov.uk/actonco2 or call The Carbon Trust on 0800 085 2005 (Mon-Fri 9am-5pm).

8.12 Health & Safety

All items must be moved / lifted using the correct handling techniques (Kinetic Handling).

In accordance with the current Health and Safety regulations a first aid kit containing the following items must be on site at all times (minimum):

- Guidance sheet;
- Individual wrapped sterile adhesive dressings (plasters);
- Sterile eye pads with attachments (standard dressing number 16 B.P.C.);
- Triangular bandages;
- Safety pins;
- Medium size sterile un-medicated dressings (standard dressing number 8 and number 13 B.P.C.)
- Large sterile un-medicated dressings (ambulance dressing number 3)

All self-employed installation teams must have an approved accident book available at all times. All employers must have an accident book to cover all employees.

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Always ensure that a dry powder fire extinguisher is available at all times. When using naked flames, the fire extinguisher must be near the place of work (NOT IN THE VAN).

All electrical equipment must be 110-volt. However, when installing in residential properties 230-volt power tools can be used provided it is protected by an approved R.C.D. (Residual Current Device).

All portable electrical equipment must be tested and logged yearly, if over 12 months old (PAT Testing)

Circular saws are not to be used by any person under the age of 18, unless he or she has been fully instructed as to the dangers and the precautions to be observed. In addition, sufficient training must have been carried out in working the machine or there is adequate supervision by an experienced person.

All machinery used must conform to the appropriate regulations and particular attention must be paid to The Provision and use of Work Equipment Regulations 1998 and numbers 42 and 43 of The Construction (Health, Safety and Welfare) Regulations 1996 (as applicable).

All stepladders must be inspected before they are put into use, to ensure that they are in a safe working condition. When they are not in use they must be rendered inoperative.

All contractors are to abide by any instructions from the Company health and safety department with respect to the Control of Substances Hazardous to Health (COSHH Regulations) 1999.

In accordance with COSHH the following items are required on site at all times:

- 2M face mask (type 8652), disposable mask for use against dust and vapour;
- Sterile eye wash, 'one use' only eye wash in order to irrigate the eye;
- Protective gloves, to protect the hands from abrasion and chemicals;
- Vacuum cleaner, to extract excessive dust from the working environment.

All contractors are to follow the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) 1995.

Installers shall hold all relevant documentation for their employees and/or sub contractors, and have it available for inspection within reasonable notice.

Where appropriate, installation businesses are to employ adequate supervision and quality control mechanisms.

Installers are to ensure that they and their operatives are fully conversant with all applicable legislation and are responsible for keeping themselves abreast of changes as and when they occur.



Section 9: Terms & Conditions

Simple, no nonsense Terms & Conditions of Membership are as follows:

1. Application Process

- I. Membership to the iKBBBI is subject to accreditation set against published entry criteria, details of which can be found at www.ikbbi.org.uk
- II. The iKBBBI reserve the right to amend entry criteria at any time
- III. Membership to iKBBBI is subject to acceptance, in writing and on issue of iKBBBI membership credentials (ID card & certificate of membership)
- IV. Applicants must not use the iKBBBI name, logo or association until membership is achieved as per 1(iii)
- V. A decision relating to a membership application is usually made within 30 days of receipt of a completed FA.02 form. Receipt of this form will be made electronically via email
- VI. In the event a decision cannot be made, the applicant will be informed in writing detailing reasons within 30 days of receipt of a completed FA.02 form
- VII. In the event an application is refused, a partial refund will be made, less an administrative charge as per the iKBBBI refund policy (See 7(ii))
- VIII. Applicants can appeal an application refusal, within 30 days of the application refusal notification. (See appeals procedure 6)

2. Information & Circumstances

- I. Membership is granted (or refused) based on information provided by the applicant at the point of application, and subsequent verification of such information
- II. It is the applicants / members responsibility to provide accurate information when requested
- III. It is the members responsibility to update the iKBBBI, in writing, of any change in circumstances or information, not limited, but inclusive of:
 - a) Contact information
 - b) Gas & Electrical credentials
 - c) Public liability insurance
- IV. It is the members responsibility to ensure that credentials set out in section 2(iii)(a)(b)(c) above remain valid throughout membership, and that no gaps of invalidation occur
- V. Applicants must disclose any non-motoring criminal conviction within 10 years prior to the application, or renewal.
- VI. Applicants must disclose any criminal conviction that involves an offence relating to ViSOR (The Violent & Sex Offenders Register)
- VII. In the event a criminal conviction is incurred during the membership duration, it is the responsibility of the member to inform the iKBBBI at the earliest opportunity

3. Membership

- I. Membership is valid for 1 year from the date membership is granted, or renewed
- II. Members are free to use the iKBBBI name, logo and association as part of normal commercial activity throughout their membership duration



- III. Members agree that restricted contact information about their business may be shared with carefully selected third party organisations, and only in connection with products, services or opportunities that may form part of the iKBBBI members benefits package. Members may opt out, by request

4. Expiration

- I. Members will be notified in writing, or electronically up to 30 days prior to expiry
- II. It is the members responsibility to renew membership before expiry is reached
- III. Permission to use the iKBBBI name, logo and association (in any format) is withdrawn upon expiry. iKBBBI will initiate immediate action against any breaches of this clause supported by misrepresentation and Trademark law
- IV. It is the responsibility of the Member to ensure that any customer, supplier or other company / organisation already engaged in business with the Member, that membership to the iKBBBI has ceased
- V. The iKBBBI will not be held responsible for any costs incurred by the expired member, eg. Removal of name, logo and association from any company property / adverts / vehicles etc

5. Member Expulsion Policy

- I. The iKBBBI reserve the right to suspend membership in the event:
 - a) Members bring the name or reputation of the iKBBBI into disrepute either through behaviour, continual negligent workmanship or improper management of business affairs
 - b) iKBBBI standards are not met (See our Standards & Guideline Document)
 - c) iKBBBI terms and conditions are breached
 - d) if Clause 2(iii) is not adhered to
- II. Members will be informed in writing of any intentions of expulsion
- III. It is the responsibility of the Member to ensure that any customer, supplier or other company / organisation already engaged in business with the Member, that membership to the iKBBBI has ceased
- IV. Members must return all iKBBBI property (ID card / Membership Certificate / Stationery) within 14 days of expulsion. A charge of £100.00 + VAT will be applied on the 15th day for each missing item
- V. Permission to use the iKBBBI name, logo and association (in any format) is withdrawn upon expulsion. iKBBBI will initiate immediate action against any breaches of this clause supported by misrepresentation and Trademark law
- VI. The iKBBBI will not be held responsible for any costs incurred by the expired member, eg. Removal of name, logo and association from any company property / adverts / vehicles etc

6. Appeals Process

- I. Members have the right to appeal against an expulsion decision made by The iKBBBI
- II. Any such appeal must be made in writing detailing suitable grounds for appeal, together with any evidence within 14 days of expulsion
- III. An appeal administration fee of £50.00 + VAT is applied, and must be enclosed with the appeal documents. This administration fee is fully refundable if expulsion is overturned



- IV. iKBBI will not be held accountable or liable for any costs incurred regardless of the appeal outcome
- V. The Appeal Committee's decision is final

7. Refund Policy

- I. Applicants are entitled to a refund as defined, and is determined by the date a written request is received by the iKBBI:
 - a) Within 7 days of the application, a full refund of the application fee will be provisioned
 - b) Within 30 days of the application, a refund, less a £35+VAT administrative fee, will be provisioned
 - c) After 30 days from the date of the application, no refund will be provisioned
- II. Refused applications will be entitled to a refund less a less a £35+VAT administrative fee
- III. Once membership is granted, no refund will be provisioned



Visit our website for further details
www.ikbbi.org.uk

www.professionalfitters.org

professionalfitters.org