

Kensa's Underground Network consists of MCS and non-MCS installers that have demonstrated continued expertise, service and quality to exceptional standards determined by Kensa Heat Pumps. The Underground Network strengthens our industry by recognising and supporting quality ground source heat pumps installers, and providing customers with a means to identify appropriate installation companies using criteria other than just accreditations. As a partner of the Kensa Underground Network you are committed to ensuring these standards.

As a Kensa Underground Network Partner you agree to:

1. Be the point of contact with the customer.
2. Perform professionally, competently and responsibly .
3. Reply to customer enquiries in relation to Kensa Heat Pumps' products in a quick and proficient manner.
4. Provide customers with a formal written quotation on price, installation specification, payment terms and contract duration.
5. Carry company identification at all times.
6. Maintain all necessary registrations, licenses, insurances and consents for the performance of the works, and third party public liability insurance cover of at least £1m.
7. Maintain membership of the Microgeneration Certification Scheme (Gold & Gold+ Partners).
8. Maintain all necessary work-skills and knowledge, including training by Kensa Heat Pumps.
9. Keep up to date with developments in the Kensa Heat Pumps product range and UK plumbing and heating industry.
10. To Install, Commission and Service products in accordance with Kensa Heat Pump's published instructions.
11. Comply with all relevant UK regulations, standards and codes of practice.
12. Complete all registrations as required and provide copies to the customer where relevant.
13. Demonstrate the operation of the heat pump and system controls to the customer and provide a handover pack.
14. Commit to installing a minimum number of Kensa Heat Pumps on an annual basis (2 for Partners, 5 for Gold Partners, 10 for Gold+ Partners).

The above Code of Conduct is a voluntary agreement made by the installer member. The member has agreed to conform to the aims of the Kensa Underground Network Code of Conduct, nevertheless Kensa Heat Pumps cannot accept any liability on behalf of the installer, the legal obligations relate to the Installer and customer. Kensa Heat Pumps takes the listing of members on the Kensa Underground Network extremely seriously and any member installing Kensa products and is shown to not demonstrate the aims of the Code will be removed from the Network.

