



Hot Water Installers Code of Conduct

This code of conduct has been prepared by Electrify Bouddi to provide local residents with confidence that suppliers of hot water systems and related equipment will adhere to the highest legal and ethical standards.

Signatories to this code of conduct can expect Electrify Bouddi to list their services on its public website and undertake other activities to promote the services of Signatories.

The Signatory agrees to:

- Adhere to the highest standards of professional behaviour and ethics.
- Be transparent, honest and fair in dealings with customers.
- Comply with all laws and industry standards applicable to any work undertaken for customers, including all safety legislation.
- Provide potential customers with clear cost estimates or quotes,
- Ensure that any customer's warranty and other rights and obligations under any contractual arrangement are clearly explained.
- Ensure that installers, subcontractors and employees are appropriately qualified.
- Maintain a high standard of work and comply with agreed plans or specifications in the completion of work undertaken for customers.
- Ensure that all work is completed in a timely fashion, all materials involved in the installation are removed and the customer's property is left clean and tidy.
- Respond to callbacks in a timely manner and make an effort to schedule callbacks during a convenient time for the customer.
- Make every effort to reduce waste generation. Dispose of waste materials in an environmentally sensitive manner.

Company:
Signed by:
Signature:
Date: