

Would you like to become an approved SUNPIPE® Installer?

Supporting our highly skilled Installation Team is a network of accredited Monodraught Approved Installers, who carry out domestic SUNPIPE® installations across the UK to the highest standard.

In order to maintain the high standards synonymous with Monodraught Ltd, we ask all potential Approved Installers to undertake full training and provide evidence of a professionally run operation; from enquiry through to client handover.

Once accepted as a Monodraught Approved Installer you will receive a Certificate of Approval and sales, technical and marketing support. Through visits to active and completed sites, we will carry out assessments for quality and auditing purposes.

To become an Approved Installer, the following sets of requirements have to be satisfied:

Company:

- The company must have a background in an associated trade or business area, for example roofing, with new build and site operational experience.
- The company must have facilities for all scheduling, surveys, storage, installation and supervision processes to ensure timely and safe site installation of Monodraught products.
- All staff involved in installation must have adequate training, i.e. a recognised installation qualification from Monodraught Ltd, provided free of charge. Training records must be held for each employee, detailing the training received, and be signed by the employee.
- The company must have customer specific sign-off and client handover procedures.
- The company must maintain suitable insurance cover – employee/public/product liability.

Health & Safety

- The company must have a Health & Safety Policy.
- All works must be carried out in accordance with CDM 2015 regulations and any other site specific health and safety requirements, accreditation, certification, compliance or similar.

- The company must produce job / site specific method statements and risk assessments on for each activity involved in the installation procedure
- Conformance with all necessary Method Statements, Health & Safety documentation and procedures, accreditations, risk assessment and insurance liabilities required to work on site.

Customer care

- Corrective & Preventive Action - The Company must have a procedure for remedial rectification, corrective and preventive action for problems that arise via e.g. complaints, health & safety, non-conforming products etc.
- Complaints - The Company must have a procedure for managing complaints. Records of complaints and progress on resolving, corrective & preventive actions must be maintained e.g. in a complaints register.
- The Company must provide a warranty for installation works to run parallel to Monodraught's own product warranty.
- Records – The Company shall retain key records for a minimum 10 years. Installation records shall contain quotes, orders/contracts, check sheets and customer sign off.

If you meet the criteria required to become an Approved Installer, please contact us to register your interest and to begin the approval process.

