GUIDANCE NOTES FOR SUBMISSIONS TO UK GOVERNMENT'S PRODUCT CHARACTERISTICS DATABASE

(MICRO CHP ONLY)

Summary

1. Submission Pack Version Number

The Guidance Notes are routinely updated to reflect changes to the submission process. The submission pack provides means for manual submission of data. You will find comprehensive guidance notes and instructions.

The Submission Pack is available on the Product Characteristics Database website (www.sedbuk.com or www.boilers.org.uk). You should ensure that the version you are using correlates with that available at the website prior to making a submission. GASTEC at CRE may not accept submissions made using old versions of the Submission Pack.

As an aid to those submitting data for validation the following tables identify the latest version number and indicate the changes made.

Submission Pack Revision Table

Version Number	Issue Date	Amendment details
1.0	July 2009	N.A.
2.0	October 2010	Updates resulting from SAP 2009

(Note: Current version number details are shown in bold for clarity)

2. General Points about the Product Characteristics Database

1. The database is intended for domestic micro-CHPs only, and there is a cut-off at 70kW. No modulating or "on/off" micro-CHPs will be accepted where the power output is greater than 70kW. Range rated micro-CHPs may have an upper limit in excess of 70kW provided that the lower limit is below 70kW.
2. The database is kept up to date on a monthly cycle with deadlines for data submission as shown in the following table:-

Programme for micro-CHP efficiency data submission	
Completed data entries required by:-	**For database update on:-**
15 calendar days before last working day of each month	Last working day of each month
Note: Entries may be submitted at any time, but cannot be guaranteed for inclusion after the 15 day deadline	

3. Independent certification of efficiency test results is required as explained in SAP 2005 and section 1.1 of these submission notes.
4. All entries in the database are subject to technical audit.
5. Product names in the database must be unique, and it is not possible to have two entries with the same conjunction of brand name, model name and qualifier and fuel type. The way in which product names are validated has changed; photographs are now required to help in this process (please see section 1.2 for more details).
6. You are required to submit an actual example of a data plate for each micro-CHP submitted.
7. If any product on the database becomes obsolete (i.e. goes out of production) you must inform us. The data will continue to be held for SAP assessor's use.

Because precise identification of your products is a vital part of the SAP procedure (and the Home Information Packs), we urge you to pay particular attention to the naming of your product. If a SAP assessor/home inspector is unable to identify your micro-CHP beyond doubt, he will simply assign a default value, which will always be lower than can be achieved through testing. This may not present your product in its best light. We appreciate that in the domestic micro-CHP industry it is commonplace to sell virtually identical products under a range of different trademarks/brand names or other identifiers sometimes specified by bulk purchasers; usually known as 'Badged Products'. We

draw your attention to the section in the guidance notes calling for a separate entry for each of these products. In order to enable you to validate such information without repeating the entire data entry process, you will find a simple form [Appendix 2], which helps us to cross reference to the original model.

We have attempted to make the process of gathering and validating your micro-CHP efficiency data as easy as possible in order to make the database as accurate and useful as possible. Our quality control procedures have been designed to question any data which do not conform to the government's high standards, but we will work hard to ensure that minor misunderstandings and difficulties are resolved as quickly as possible to the satisfaction of all interested parties.

Contents

Micro-CHPs in the Product Characteristics Database [PCDB]

1. Introduction

The primary purpose of the Product Characteristics Database is to support the UK Government's Standard Assessment Procedure (SAP) for energy rating of dwellings by providing reliable data on the efficiency and other relevant characteristics of a range of heating products. This document is concerned with data submission for Micro-cogeneration, also known as micro-CHP.

Micro-CHP is the process of heating water and generating electricity simultaneously, on a sufficiently small scale to suit a single dwelling.

For entries in the database it is GaC's role to verify that the efficiency test data submitted have been produced or accepted by an appropriately qualified laboratory (an accredited test house subject to European standards for quality control and operations) according to the Publicly Available Specification PAS 67.

Whilst we are happy to be the company selected to check the compliance of this information and compile it into a useable Internet format, the ultimate resolution of queries is the responsibility of BRE as the Government's operating agent.

Subsets of data extracted from the definitive database will be published in two forms; one for SAP Assessors as a computer-readable file, and the second as publicly available product information – all on an Internet web site (www.sedbuk.com). The published data will be updated at monthly intervals.

Manufacturers may continue to submit further data on new products at any time. GaC will deal with these applications within an agreed time target, and will also investigate and correct any errors reported.

When micro-CHP's published on the database go out of production, GaC should be notified so that the entry can be updated. The data will still be held so that SAP assessors can make reference to it as required.

You should be aware that once data relating to a particular micro-CHP has been published, any modifications to that product which may affect its seasonal efficiency rating must be submitted in the form of a clearly identifiable "new" entry complete with a modified model identity. Product names in the database must be unique, and it is not possible to have two entries with the same conjunction of brand name, model name and qualifier and fuel type. This is to enable a SAP assessor to differentiate between the modified and un-modified products in the marketplace.

1.1 ANNUAL ENERGY PERFORMANCE DATA

The purpose of the database with respect to micro-CHP's is to hold Annual Energy Performance data for domestic micro-CHP's fuelled by natural gas, LPG, oil or solid fuels. Although the database will contain other descriptive and technical details as well, all entries must include Annual Performance data (intermediate results) as generated by suitable test laboratories in accordance with PAS 67. This data will be used to calculate a seasonal performance index. You may submit data that can be used to calculate the seasonal performance index based upon both SAP 2005 and SAP 2009 requirements.

Validity and accuracy of the data within the database are paramount. Careful scrutiny of the data submitted by manufacturers is essential. To avoid any doubt or misunderstanding as to the accuracy or validity of any of your Annual Performance data (intermediate results), a declaration form is available [Appendix 4] which **must** be completed and signed by an authorised signatory from whichever Laboratory carried out the Annual Performance Method required to satisfy PAS 67. At the time of writing no formal protocols (e.g. Notified Bodies/ Approved Test Laboratories etc) are in place regarding micro-CHP testing. Until further notice results will only be accepted from laboratories accredited to ISO 17025 working in suitable disciplines (e.g. boiler testing).

It should be noted that in certain cases we are required to seek additional clarification of submitted

results (e.g. where very high efficiency results have been reported). We would be required to seek further explanation of the methods used to produce this data. In such circumstances we would expect to see confirmation that the test laboratory has carried out sufficient checking of measurements and calculations to ensure consistency of results.

The database also provides a field to hold the energy efficiency class, expected to be defined later in a European Council directive for energy labelling. This field is to be left blank until the European labelling scheme has been defined.

1.2 PRODUCT IDENTIFICATION

It is essential that descriptions obtained from the database allow a SAP assessor or home inspector to identify an installed micro-CHP reliably. Assessors and inspectors are not heating experts, and will examine only the information on micro-CHPs that is readily visible to the householder. The route to micro-CHP identification should be viewed as follows: -

1. The product must have a unique description (i.e. distinct from any other product entered, or about to be entered, in the database). The description is made up of Brand Name, Model Name and Qualifier and Fuel type.
2. It must be possible for the SAP assessor or home inspector to identify the specific product from readily visible information.
3. Readily visible information is considered to be markings/labels on the outer case that can be seen. In addition markings/labels that can be read by means of a user moveable panel. A user moveable panel is considered to be one that may be hinged (e.g. flap or door) or a panel that can be removed without the use of tools and is intended to be used by the householder.
4. In order to demonstrate that product information is readily visible photographs will need to be supplied clearly demonstrating how the unique product description can be derived as described in 3 above. No submissions will be accepted where this evidence cannot be supplied.
5. In the case of a micro-CHP that may be converted from one gas type to another in situ (e.g. NG to LPG) it is not necessary for the fuel type to be clearly visible. It is considered possible for the SAP assessor/home inspector to determine the fuel type by other means.

The process by which a product description is verified is given in Appendix 3.

It should be noted that where a unique product description cannot be demonstrated (normally by means of photographs) an entry to the database will be denied.

2 Help and Advice on Supplying Micro-CHP Efficiency Data

2.1 How do I make a submission to the Database?

Submissions to the database are made using the forms contained within this guide. In addition to these forms you will also need to supply the results evidence from the testing laboratory. In order to calculate the Annual Performance Index a number of excel spreadsheet are available which the testing laboratory must use to provide the test results in accordance with PAS 67. These are:

1. PAS67 APM rev 4e v3.21 11-05-2010 (SAP 2005 PSR ½-1-/1½-4).xls.
   This is for all applications under SAP 2005, unless the applicant requests the higher range alternative (see (2)).

2. PAS67 APM rev 4e v3.21 11-05-2010 (SAP 2005 PSR 1-3-6-10).xls
   This is for all applications under SAP 2005 where the applicant prefers to be assessed with the higher plant ratios. Such requests will have to be approved by the UK Government.

3. PAS67 APM rev 4e v5.03 01-06-2010 (SAP 2009).xls
   This is for all applications under SAP 2009.

Please note that the above versions are subject to change. Please contact Gastec at CRE Ltd to check you are using the current version.

As well as the basic product data you will need to provide there are a number of accompanying forms and pieces of evidence you will also need to supply. To help clarify what this is a table is presented below listing the forms you will need in various submission scenarios. Although this cannot be guaranteed to be exhaustive in all cases it should cover most.

Micro-CHP Submission Scenarios and Forms/Evidence required

Forms/Evidence required	Micro-CHP submission scenario		
	Micro-CHP tested on fuel it burns	Badged micro-CHP	LPG micro-CHP supported by NG efficiency data
Manual Data Entry Form (1&2)	✓	✓	✓
Badged Micro-CHP Form (3)	*N.A.*	✓	*N.A.*
Product Identification Photographs (4)	✓	✓	✓
Data plate	✓	✓	✓
Intermediate Results Spreadsheet	✓	✓	✓
Micro-CHP PAS 67 compliant results declaration (5)	✓	✓	✓

Note: Numbers in brackets indicate the Appendix number where the appropriate form or further information can be found.

For each micro-CHP submitted there must be the accompanying paperwork as indicated in the above matrix. As a further aid a submission checklist is provided in Appendix 6.

It is important that all forms requiring signature (apart from the Testing Laboratory Declarations) be signed by the Technical Director of the submitting company.

2.2 Completing the Forms

A set of manual data entry forms is included from Appendix 1 onwards – please photocopy as many as you need for all of your product data. One complete set of forms should be completed for each micro-CHP.

Please take great care when writing in each of the boxes. Special care is needed when recording results from any testing body. Please note that the test data must be substantiated with appropriate copies of test reports/data and declarations (see Appendix 5). Failure to provide this evidence will prevent your product from receiving its full listing in the database. **Each form contains a signature**

box for the Technical Director or the equivalent person in your organisation to affirm the quality of the information supplied. Please note that you are also required to send an example of the data plate for each micro-CHP submitted.

The data entry form has been designed with subsequent data input in mind. Below are some explanatory notes to help you fulfil the Government's requirements.

SUBMISSION NOTES FOR SAP 2005 ENTRIES

NB MANDATORY ENTRIES FOR MICRO-CHPS ARE PRINTED IN BOLD

There is a requirement for consistency in naming (a) your Company (b) the brand and (c) the actual models submitted. We will be making amendments as and when required to both categories and you should pay particular attention to that when checking your confirmation reports.

Entry 1 Original Name [up to 50 characters]

This is the name of the micro-CHP manufacturer or company responsible for the micro-CHP in the UK at the time the micro-CHP was manufactured – as it appears on the micro-CHP casing and/or the owners' instruction leaflets. **Please omit punctuation marks and spaces between initials**. Once we have confirmed a manufacturer name this format will be used for all future micro-CHP entries appearing under that name.

Entry 2 Current Name [up to 50 characters]

This is the current name of the Manufacturer or Company responsible for this micro-CHP in the UK. This may be different to the original name – if not mark "as above".

NB If the same micro-CHP model is sold under more than one Manufacturer's name, then you should complete the Micro-CHP Identity Form in Appendix 3 giving the other identities so that separate entries can be included on the database.

Entry 3 Address [up to 365 characters in total]

This format is as recommended in BS7666: Part 3 Section 2 Table 1 – hence the terminology. If your company does not have a UK address, then please try to match the format as closely as possible.

- Secondary addressable object name [e.g. Design Division] - up to 60 characters
- Primary addressable object name [e.g. Big House] - up to 60 characters
- Designated Street name - up to 100 characters
- Locality name [if appropriate] - up to 35 characters
- Town/city name - up to 30 characters
- Administrative area name [e.g. County] - up to 30 characters
- Postcode - up to 20 characters
- Country – if not UK - up to 30 characters

Entry 4 Telephone number [up to 25 characters]

Entry 5 Website address [up to 75 characters]

This is the actual home website address for the manufacturer [in the usual www.****.co.uk or .com configuration]. It will be used to provide a hotlink from each micro-CHP record to the specific manufacturer's website.

Entry 6 Brand Name [up to 50 characters]

This is the name of the product brand. It is anticipated that this name will reflect the manufacturer name. It is intended that this field be used for the brand instead of including it in the Model Name (e.g. model name: ACME 123 would be Brand Name: ACME; Model Name 123).

Entry 7 Model Name [up to 50 characters]

This should be the name as it appears on the micro-CHP casing or leaflet of owners' instructions. For micro-CHPs that comply with EN483, or other appropriate European Norms, this should be "the trade name of the appliance" shown on the data plate, as specified in EN483 or other relevant standard.

NB As highlighted in Entry 2's notes, separate entries are required for each model if the same micro-CHP is sold under more than one model or brand name.

Entry 8 Model qualifier [up to 30 characters]:-

This is for recording any special qualifier to the model name, which may have been used to discriminate between different versions of the same model.

Entry 9 Micro-CHP Package ID [up to 40 characters]

This is the micro-CHP identifier which, when used in conjunction with the manufacturer's name, is unique for the model and all other characteristics affecting efficiency. Where known, this provides an effective short cut for identification. If not known, please leave blank.

Entry 10 First year of manufacture if known [up to 4 characters]

If you do not know, give your best estimate of the year or just leave blank.

Entry 11 Final year of manufacture [up to 8 characters]

Enter "current" if the model is still in production. If the model is no longer produced, but you do not know the final year of manufacture, then either enter your best estimate of the year or simply enter "obsolete".

Entry 12 Fuel [1 digit]

Fuel	Code	Notes
Gas	1	"Gas" means natural gas (mains gas) only
LPG	2	"LPG" means butane or propane
Oil	4	"Oil" means kerosene, or gas oil only
House Coal	11	
Smokeless Fuel	12	
Anthracite Nuts	13	
Anthracite Grains	14	
Wood Logs	20	
Wood Chips	21	
Wood Pellets	23	

NB If the same micro-CHP may be used for more than one type of fuel, then a separate entry is required for each fuel type.

Entry 13 Main Type [1 digit]

Definition	Entry code	Notes
Main micro CHP Type		Not used at this time

Entry 14 Condensing [1 digit]

Definition	Entry code	Notes
Non-condensing	1	As defined in SAP (2005) (see notes in Appendix 5) - Non-condensing means condensation is not expected [by design] within the micro-CHP.
Condensing	2	As defined in SAP (2005) (see notes in Appendix 5) - Condensing means a micro-CHP designed to make use of the latent heat in the combustion products by condensing water vapour within the appliance. The micro-CHP must allow the condensate to leave the heat exchanger in liquid form by way of a condensate drain.

Entry 15 Flue Type [1 digit]

Definition	Entry code	Notes
Open	1	Open flued: The micro-CHP will take its combustion air from the room, and discharge outside of the room
Room-Sealed	2	Room sealed: The micro-CHP air supply and point of discharge of the flue system are outside of the room in which the micro-CHP is installed.
Either	3	Where a micro-CHP can operate with both an open or room-sealed flue and the data plate makes no distinction.

Entry 16 DHW Service [1 digit]

Definition	Entry code	Notes
Unknown	0	
No DHW	1	The micro-CHP package is not intended to provide domestic hot water and has been tested accordingly as confirmed by test certificate.
DHW	2	The micro-CHP package is intended to provide domestic hot water and has been tested accordingly as confirmed by test certificate

Entry 17 Separate DHW Store [1 digit]

Definition	Entry code	Notes
Unknown/N.A.	0	
Internal DHW Store	1	Storage vessel for domestic hot water contained within the micro-CHP package. This must be confirmed by the test laboratory (e.g. on certificate)
Separate DHW Store	2	Storage vessel for domestic hot water separate to the micro-CHP package. This must be confirmed by the test laboratory (e.g. on certificate)

Entry 18 Separate Circulator [1 digit]

Definition	Entry code	Notes
Unknown	0	
Internal Circulator	1	Water circulator for the emission system contained within the micro-CHP package. This must be confirmed by the test laboratory.
Separate Circulator	2	Water circulator for the emission system separate to the micro-CHP package. This must be confirmed by the test laboratory.

Entry 19 Output Power to Water (bottom of range)

[number of up to 7 characters - e.g. nnn.nnn]

For a micro-CHP with a single rated output, this figure should be the nominal output power (to water) of the micro-CHP in kW. (Note: If the micro-CHP is modulating then this power **MUST** be the same as the Micro-CHP Power (top of range) as recorded in Entry 16)

For range rated micro-CHP this should be the minimum output power of the range declared by the manufacturer.

Entry 20 Output Power to Water (top of range)

[number of up to 7 characters - e.g. nnn.nnn]

For a single output micro-CHP this figure should be the nominal output power (to water) of the micro-CHP in kW i.e. the same as Entry 15.

For range rated micro-CHP this should be the maximum output power of the range declared by the manufacturer.

Micro-CHPs with heat outputs greater than 70kW are not permitted on the database.

Entry 21 Date

Date that form is submitted.

Entry 22-24 Name, Position & Signature of Person completing form

Is should be noted that this form must be signed by the Technical Director or equivalent of the company making the submission. If someone other than the Technical Director signs the forms it is a requirement that suitable documentary evidence of the authority of the signatory is provided.

SUBMISSION NOTES FOR SAP 2009 ENTRIES

NB MANDATORY ENTRIES FOR MICRO-CHPS ARE PRINTED IN BOLD

There is a requirement for consistency in naming (a) your Company (b) the brand and (c) the actual models submitted. We will be making amendments as and when required to both categories and you should pay particular attention to that when checking your confirmation reports.

Entry 1 Original Name [up to 50 characters]

This is the name of the micro-CHP manufacturer or company responsible for the micro-CHP in the UK at the time the micro-CHP was manufactured – as it appears on the micro-CHP casing and/or the owners' instruction leaflets. **Please omit punctuation marks and spaces between initials**. Once we have confirmed a manufacturer name this format will be used for all future micro-CHP entries appearing under that name.

Entry 2 Current Name [up to 50 characters]

This is the current name of the Manufacturer or Company responsible for this micro-CHP in the UK. This may be different to the original name – if not mark "as above".

NB If the same micro-CHP model is sold under more than one Manufacturer's name, then you should complete the Micro-CHP Identity Form in Appendix 3 giving the other identities so that separate entries can be included on the database.

Entry 3 Address [up to 365 characters in total]

This format is as recommended in BS7666: Part 3 Section 2 Table 1 – hence the terminology. If your company does not have a UK address, then please try to match the format as closely as possible.

- Secondary addressable object name [e.g. Design Division] - up to 60 characters
- Primary addressable object name [e.g. Big House] - up to 60 characters
- Designated Street name - up to 100 characters
- Locality name [if appropriate] - up to 35 characters
- Town/city name - up to 30 characters
- Administrative area name [e.g. County] - up to 30 characters
- Postcode - up to 20 characters
- Country – if not UK - up to 30 characters

Entry 4 Telephone number [up to 25 characters]

Entry 5 Website address [up to 75 characters]

This is the actual home website address for the manufacturer [in the usual www.****.co.uk or .com configuration]. It will be used to provide a hotlink from each micro-CHP record to the specific manufacturer's website.

Entry 6 Brand Name [up to 50 characters]

This is the name of the product brand. It is anticipated that this name will reflect the manufacturer name. It is intended that this field be used for the brand instead of including it in the Model Name (e.g. model name: ACME 123 would be Brand Name: ACME; Model Name 123).

Entry 7 Model Name [up to 50 characters]

This should be the name as it appears on the micro-CHP casing or leaflet of owners' instructions. For micro-CHPs that comply with EN483, or other appropriate European Norms, this should be "the trade name of the appliance" shown on the data plate, as specified in EN483 or other relevant standard.

NB As highlighted in Entry 2's notes, separate entries are required for each model if the same micro-CHP is sold under more than one model or brand name.

Entry 8 Model qualifier [up to 30 characters]:-

This is for recording any special qualifier to the model name, which may have been used to discriminate between different versions of the same model.

Entry 9 First year of manufacture if known [up to 4 characters]

If you do not know, give your best estimate of the year or just leave blank.

Entry 10 Final year of manufacture [up to 8 characters]

Enter "current" if the model is still in production. If the model is no longer produced, but you do not know the final year of manufacture, then either enter your best estimate of the year or simply enter "obsolete".

Entry 11 Fuel [1 digit]

Fuel	Code	Notes
Gas	1	"Gas" means natural gas (mains gas) only
LPG	2	"LPG" means butane or propane
Oil	4	"Oil" means kerosene, or gas oil only
House Coal	11	
Smokeless Fuel	12	
Anthracite Nuts	13	
Anthracite Grains	14	
Wood Logs	20	
Wood Chips	21	
Wood Pellets	23	

NB If the same micro-CHP may be used for more than one type of fuel, then a separate entry is required for each fuel type.

Entry 12 Condensing [1 digit]

Definition	Entry code	Notes
Non-condensing	1	As defined in SAP (2005) (see notes in Appendix 5) - Non-condensing means condensation is not expected [by design] within the micro-CHP.
Condensing	2	As defined in SAP (2005) (see notes in Appendix 5) - Condensing means a micro-CHP designed to make use of the latent heat in the combustion products by condensing water vapour within the appliance. The micro-CHP must allow the condensate to leave the heat exchanger in liquid form by way of a condensate drain.

Entry 13 Flue Type [1 digit]

Definition	Entry code	Notes
Open	1	Open flued: The micro-CHP will take its combustion air from the room, and discharge outside of the room
Room-Sealed	2	Room sealed: The micro-CHP air supply and point of discharge of the flue system are outside of the room in which the micro-CHP is installed.
Either	3	Where a micro-CHP can operate with both an open or room-sealed flue and the data plate makes no distinction.

Entry 14 Service Provision [1 digit]

Definition	Entry code	Notes
Unknown	0	
Space & Water Heating all Year	1	The micro-CHP package is intended to provide space & water heating all year.
Space & Water Heating during heating season only	2	The micro-CHP package is intended to provide space & water heating during the heating season only.
Space Heating	3	The micro-CHP package is intended to provide space heating only.
Water Heating	4	The micro-CHP package is intended to provide water heating only.

Entry 15 HW Vessel [1 digit]

Definition	Entry code	Notes
Integral	1	The micro-CHP package has an integral hot water storage vessel. This must be confirmed by the test laboratory (e.g. on certificate).
Separate Cylinder	2	Storage vessel for domestic hot water separate to the micro-CHP package. This must be confirmed by the test laboratory (e.g. on certificate).
None	3	The micro-CHP package has no hot water storage vessel. This must be confirmed by the test laboratory (e.g. on certificate).

Entry 16 Water Heating Efficiency (sch.2) [up to 4 digits]

This is the water heating efficiency from number 2 test schedule as defined in EN 13203-2 (% gross). This will be blank if service provision [Entry 14] is 3.

Please note that this figure must be supported by suitable evidence from an ISO 17025 accredited laboratory.

Entry 17 Net Specific Electricity Consumed (HW sch.2) [up to 5 digits e.g. nn.nnn]

This is the specific energy consumed (negative if generated) during water heating efficiency test number 2 schedule (kWh_e per kWh_h) [Entry 16]. This will be blank if service provision [Entry 14] is 3.

Please note that this figure must be supported by suitable evidence from an ISO 17025 accredited laboratory.

Entry 18 Water Heating Efficiency (sch.3) [up to 4 digits]

This is the water heating efficiency from number 3 test schedule as defined in EN 13203-2 (% gross). This will be blank if service provision [Entry 14] is 3.

Please note that this figure must be supported by suitable evidence from an ISO 17025 accredited laboratory.

Entry 19 Net Specific Electricity Consumed (HW sch.3) [up to 5 digits e.g. nn.nnn]

This is the specific energy consumed (negative if generated) during water heating efficiency test number 3 schedule (kWh_e per kWh_h) [Entry 18]. This will be blank if service provision [Entry 14] is 3.

Please note that this figure must be supported by suitable evidence from an ISO 17025 accredited laboratory.

Entry 20 Heating Duration [2 digit of "V"]

Definition	Entry code	Notes
Continuous	24	The micro-CHP package is intended to provide continuous heating.
16 hours/day	16	The micro-CHP package is intended to provide heating for 16 hours a day.
9 hours/week & 24 hours/weekend	11	The micro-CHP package is intended to provide heating for 9 hours in the week & 24 hours at the weekend.
Variable	V	The micro-CHP package is intended to provide heating only as per code 11 but switches to 16 or 24 hours on colder days.

Entry 21 Separate Circulator [1 digit]

Definition	Entry code	Notes
Unknown	0	
Internal Circulator	1	Water circulator for the emission system contained within the micro-CHP package. This must be confirmed by the test laboratory.
Separate Circulator	2	Water circulator for the emission system separate to the micro-CHP package. This must be confirmed by the test laboratory.

Entry 22 Output Power to Water (bottom of range)

[number of up to 7 characters - e.g. nnn.nnn]

For a micro-CHP with a single rated output, this figure should be the nominal output power (to water) of the micro-CHP in kW. (Note: If the micro-CHP is modulating then this power **MUST** be the same as the Micro-CHP Power (top of range) as recorded in Entry 16)

For range rated micro-CHP this should be the minimum output power of the range declared by the manufacturer.

Entry 23 Output Power to Water (top of range)

[number of up to 7 characters - e.g. nnn.nnn]

For a single output micro-CHP this figure should be the nominal output power (to water) of the micro-CHP in kW i.e. the same as Entry 15.

For range rated micro-CHP this should be the maximum output power of the range declared by the manufacturer.

Micro-CHPs with heat outputs greater than 70kW are not permitted on the database.

Entry 24 Date

Date that form is submitted.

Entry 25-27 Name, Position & Signature of Person completing form

Is should be noted that this form must be signed by the Technical Director or equivalent of the company making the submission. If someone other than the Technical Director signs the forms it is a requirement that suitable documentary evidence of the authority of the signatory is provided.

Appendix 1

Manual Data Entry

Form for SAP 2005

[one to be completed for each micro-CHP model submitted]

PRODUCT CHARACTERISTICS DATABASE
Micro CHP Data Entry and Declaration Form (SAP 2005)

(One to be completed for each micro-CHP type you wish to appear on the Micro-CHP Efficiency Database – please photocopy as many forms as you require.

Entry No	Entry Title	Entry Value									
1.	**Original Name**										
2.	**Current Name**										
3.	**Address**										
Second addressable object name											
Primary addressable object name											
Designated Street name											
Locality name											
Town/City name											
Administrative area name											
Postcode											
Country (if not UK)											
4.	**Telephone No**										
5.	Manufacturer's Website Address										
6.	**Brand Name**										
7.	**Model Name**										
8.	Model Qualifier										
9.	Micro CHP Package ID										
10.	First Year of Manufacture										
11.	**Final Year of Manufacture**										
12.	**Fuel**	**1**	**2**	**4**	**11**	**12**	**13**	**14**	**20**	**21**	**23**
13.	**Main Type**										
14.	**Condensing**	**1**					**2**				
15.	**Flue Type**	**1**			**2**			**3**			
16.	**DHW Service**	**0**			**1**			**2**			
17.	**Separate DHW Store**	**0**			**1**			**2**			
18.	**Separate Circulator**	**0**			**1**			**2**			
19.	**Output Power to water (Bottom-of-range)**				**kW**						
20.	**Output Power to water (Top-of-range)**				**kW**						

Entry No	Entry Title	Entry Value					
THIS SHADED SECTION MUST BE COMPLETED FOR ALL SUBMISSIONS							
Product Identification (please circle)*		**1a**	**1b**	**1c**	**2d**	**2e**	**2f**
21.	**Date of Submission**						
22.	**Name of Submitter**						
23.	**Position of Submitter**						
24.	**Signature of Submitter**						

NOTES * Please identify how product is identified (refer to Appendix 3 for criteria) and circle those combinations that apply

By signing this form I also declare that all the other information included in my returns are correct and that I am the Technical Director (or equivalent).

Appendix 2

Manual Data Entry

Form for SAP 2009

[one to be completed for each micro-CHP model submitted]

PRODUCT CHARACTERISTICS DATABASE
Micro CHP Data Entry and Declaration Form (SAP 2009)

(One to be completed for each micro-CHP type you wish to appear on the Micro-CHP Efficiency Database – please photocopy as many forms as you require.

Entry No	Entry Title	Entry Value									
1.	**Original Name**										
2.	**Current Name**										
3.	**Address**										
Second addressable object name											
Primary addressable object name											
Designated Street name											
Locality name											
Town/City name											
Administrative area name											
Postcode											
Country (if not UK)											
4.	**Telephone No**										
5.	Manufacturer's Website Address										
6.	**Brand Name**										
7.	**Model Name**										
8.	Model Qualifier										
9.	First Year of Manufacture										
10.	**Final Year of Manufacture**										
11.	**Fuel**	**1**	**2**	**4**	**11**	**12**	**13**	**14**	**20**	**21**	**23**
12.	**Condensing**	**1**					**2**				
13.	**Flue Type**	**1**			**2**			**3**			
14.	**Service Provision**	**0**	**1**		**2**		**3**		**4**		
15.	**HW Vessel**	**1**			**3**			**4**			
16.	Water Heating Efficiency (sch.2)								**%**		
17.	Net Specific Electricity Consumed (HW sch.2)								**kWh_e per kWh_h**		
18.	Water Heating Efficiency (sch.3)								**%**		
19.	Net Specific Electricity Consumed (HW sch.3)								**kWh_e per kWh_h**		
20.	**Heating Duration**	**24**			**16**			**11**			**V**

Entry No	Entry Title	Entry Value			
21.	Separate Circulator	0		1	2
22.	Output Power to water (Bottom-of-range)				kW
23.	Output Power to water (Top-of-range)				kW
THIS SHADED SECTION MUST BE COMPLETED FOR ALL SUBMISSIONS					
Product Identification (please circle)*		1a	1b	1c	2d	2e	2f
24.	Date of Submission						
25.	Name of Submitter						
26.	Position of Submitter						
27.	Signature of Submitter						

NOTES * Please identify how product is identified (refer to Appendix 3 for criteria) and circle those combinations that apply

By signing this form I also declare that all the other information included in my returns are correct and that I am the Technical Director (or equivalent).

Appendix 3

Badged Micro-CHP Form

[one to be completed for each badged micro-CHP submitted *& signed by Technical Director or equivalent]*

[Please note that an actual data plate for each model submitted is required]

PRODUCT CHARACTERISTICS DATABASE

"Badged" Micro-CHP Form

(Please photocopy as many as you require)

Declaration of Similarity for "Badged" Products		
This form confirms that the micro-CHP (termed the "Badged model") is the same in all material respects (excluding cover) including thermal performance as a micro-CHP (termed the "Master model") for which a BED Certificate is available from a Notified Body		
Name of "Master Brand"	**Name of "Master Model"**	**"Master Model" Qualifier.**
Name of "Badged Brand"	**Name of "Badged Model"**	**"Badged Model" Qualifier.**
Badged Model Micro-CHP Power	Lowest rating (kW)	Highest rating (kW)
Are the two micro-CHPs currently made in the same factory?		YES / NO
If NO, or if the "Master Model" is out of production please enclose details of any QA system that is in place to ensure product quality and similarity.		
I hereby confirm that the "Badged Model" listed above has the same thermal performance as the "Master Model".		
Signature	Date	
Name (Please print)	Position	

Appendix 4

Product Identification Route

[Please note that an actual data plate for each model submitted is required]

Route to Product Identification

As described in section 1.2 it is essential that SAP assessors can readily identify micro-CHPs. To this end a mechanism has been devised to assist in the confirmation that a micro-CHP can be easily identified.

Firstly the means of identifying the micro-CHP needs to be established. It is anticipated that the following sets of circumstances may apply to most micro-CHP products:-

1. What product information is shown on the micro-CHP case? Is it:
   a) Full brand and model name and qualifier, giving unique description of this product
   b) Partial brand and name information
   c) No brand and name information
2. What product information is visible (by means of a moveable or removable panel) and accessible (without the use of tools) to the householder? Is it:
   d) Full brand and model name and qualifier, giving unique description of this product
   e) Partial brand and name information which together with 1b gives unique description of this product
   f) No brand and name information, or insufficient to provide a unique description

"Unique" means distinct from any other product entered, or about to be entered, in the database.

In order to meet unique description requirements applications can only be accepted in the following circumstances:

1a OR 1b + 2d or 1b + 2e OR 1c + 2d

In any of the above cases photograph(s) should be provided to demonstrate that the product description can be verified by these routes.

In all other circumstances (i.e., 1b + 2f, or 1c + 2f) applications will be refused, as it will considered that in such cases the SAP assessor or Home Inspector will not be able to readily identify the product.

Appendix 5

Testing Body PAS 67 Declaration Form

[to be completed in addition to copies of actual technical report sheets]

Results Table 7 — PAS 67 Test Declaration	
Manufacturer's name:	
Unique package identifier:	

Test Laboratory Declaration:

The contents of Results Tables 2, 3, 4, 5 and 6 are a true representation of the thermal and electrical performance as measured in accordance with PAS 67.

The signals used to control the micro-cogeneration package (e.g. from a room thermostat, cylinder thermostat, programmer) are as representative as possible of those expected to occur in a typical installation. Particular care has been taken with regard to the time constants of any proportional, integral or differential controls such that on/off periods and levels of modulation witnessed during the tests are broadly in accordance with expected behaviour in real locations whilst meeting the required test criteria.

Signed	**Date**
Name	**Position**
Name of test laboratory	
Address of test laboratory	**Address where tests carried out**
Date when test started:	**Date when test completed:**

Manufacturer's Declaration:

The package tested was not modified either before or during the test program.

The signals used to control the micro-cogeneration package (e.g. from a room thermostat, cylinder thermostat, programmer) are as representative as possible of those expected to occur in a typical installation. Particular care has been taken with regard to the time constants of any proportional, integral or differential controls such that on/off periods and levels of modulation witnessed during the tests are broadly in accordance with expected behaviour in real locations whilst meeting the required test criteria.

Signed	**Date**
Name	**Position**

Appendix 6

Submission Check List

Micro-CHP Data Submission Check-list		
For each micro-CHP model you submit, please check that you have included all relevant data and supporting evidence as follows:-		
Form or method of data submission	**Where you can find it**	✔
Manual Data Entry and Declaration Form	**Appendix 1**	
Micro-CHP Identity Form - your declaration of similarity for "Badged" products	Appendix 2	
An actual example of the micro-CHP data plate (i.e. the plate or label fixed to the appliance)	**In your product's technical file**	
Photographic Evidence of micro-CHP identification (i.e. photos clearly showing how the product is uniquely identified by the SAP assessor or Home Inspector – making clear whether they are visible [on the case or via accessible control panel])	**See Appendix 3**	
Evidence of the Annual Performance Data (intermediate results) provided by a suitable test laboratory in accordance with PAS 67. This must be provided as a an authenticated Excel spreadsheet accompanied by suitable test certificate/declaration.	**In your product's technical file**	
A signed declaration of results from the Test Laboratory which carried out the tests	**Appendix 4**	
Please Note: The working language of the database is English – submissions from International Notified Bodies should include translations into English		

Note: Those items that are mandatory requirements for each micro-CHP application are highlighted in bold print

Terms and Conditions applicable to the listing of individual branded product performance data as an input to the National Calculation Methodologies for dwellings

Introduction

The UK Government's Standard Assessment Procedure for Energy Rating of Dwellings (SAP) and the incorporated version Reduced Data SAP (RDSAP) are the UK's National Calculation Methodologies (NCM) for dwellings. To assess a dwelling's energy performance data is needed that describes the dwelling in terms of the energy performance of the installed construction components and building services equipment. Such data is either generic, determined by the materials and type of product used ("type data") or specific, where validated individual branded product performance data has been made available ("product data").

Product data is held in either the SAP Appendix Q database or the Product Characteristics Database (PCDB). Since the incorporation of new technology types in the PCDB can only be undertaken when new versions of SAP are issued, product data for new technology types are held initially in the SAP Appendix Q database.

Appendix Q of SAP provides a means whereby validated individual branded product performance information can be accessed and used as an adjunct to the SAP calculation. A product's performance information is determined by testing against a specification that has been agreed by DECC's NCM contractor, the relevant manufacturer(s) and industry sector representatives. Product data that is listed in the SAP Appendix Q database may migrate to the PCDB when a new version of SAP, incorporating the relevant calculation process, is released. The data will also remain in the Appendix Q database until obsolete versions of SAP have been withdrawn or where it is impractical to include it within the PCDB.

Product's data will be used in preference to any default value to determine the energy performance of the dwelling, providing the product is installed in the dwelling being assessed and can be recognised and identified by the Dwelling Assessor. Acceptance of product data as an input to the NCMs does not denote any form of endorsement, nor does it imply that the dwelling's energy performance rating is better than that obtained using alternative products.

The Appendix Q database and PCDB are provided solely to support the NCMs; they are not intended to support the marketing efforts of manufacturers. To this end, these Terms and Conditions outline how product data listed in the SAP Appendix Q database or PCDB can be referenced in marketing and promotional material.

All manufacturers and suppliers who apply for their products to be recognised as product data must submit validated evidence of performance, produced by testing against an agreed test specification, and agree to be bound by these Terms and Conditions.

Purpose

The purpose of these Terms and Conditions is to set out the requirements relating to the provision of product data. They also set out the steps to be taken when a breach, or alleged breach, of Terms and Conditions has occurred that might cause false or misleading product data to be used in a dwelling assessment.

In order to recognise product data it is necessary that:

(i) The product has a unique and identifiable name that distinguishes it from all others, including seemingly identical products with different outputs;
(ii) The manufacturer or supplier of the product undertakes not to make any alteration to the product affecting its energy performance while continuing to supply it under the same unique name;
(iii) Product data has been obtained by testing against an agreed test specification for that category of technology or type or product;
(iv) Such tests and measurements are carried out fairly and impartially in accordance with the specified method, and are independently produced and/or certified by a third-party organisation with no association to the product manufacturer, other than the specific contract to undertake this work;
(v) Results from the tests and measurements are accurate and robust and have been accepted by DECC's NCM Contractor for use by the NCMs;
(vi) Where the method of analysis in SAP relies on certain assumptions that depend on certain design, installation and commissioning procedures, adherence to these procedures must be assured by the production of suitable instructions issued by the manufacturer or supplier.

Definitions

"**Brand name**" is the name used by the manufacturer or supplier for a product and forms part of the unique identifier for a specific product.

"Company" refers to any manufacturer or supplier that is responsible for placing the product on sale in the UK market and seeks to have product data recognised as an input to the NCMs.

"DECC" the Department of Energy and Climate Change in the UK.

"NCM Contractor" refers to the company that is contracted to maintain and develop the National Calculation Methodologies (NCM) on behalf of DECC**.**

"SAP" is the UK Government's National Calculation Methodology (NCM) for dwellings, known as the Standard Assessment Procedure for Energy Rating of Dwellings. It is used for assessing the energy performance of either new or existing dwellings.

"RDSAP" is a Reduced Data version of SAP. It is used to assess the energy performance of existing dwellings only. The methodology is incorporated within the SAP document.

"Dwelling Assessor" is an individual who is suitably qualified to undertake energy performance assessments on existing and or new-build dwellings.

"NCM (SAP) Identifier" is a unique identifiable name for a particular product that distinguishes it from all others.

"Model name" is the name chosen by the manufacturer or supplier for a product and forms part of the unique NCM (SAP) identifier for a specific product.

"Model qualifier" is chosen by the manufacturer or supplier to distinguish variants of a product model and forms part of the unique NCM (SAP) identifier for a specific product.

"Product" herein refers to a product, system, or material for installation in a dwelling that may affect the energy rating of the dwelling.

"Product Characteristics Database" (PCDB) is the database in which product data is stored and accessed by Dwelling Assessors for the purposes of SAP assessments.

"Product data" refers to the validated data that has been supplied by a manufacturer relating to a particular named product and accepted by DECC's NCM contractor.

"SAP Appendix Q database" is the database in which products and product data relating to new technology types and categories are stored and accessed by Dwelling Assessors.

"**Technology category**" is a sub-category of Technology Type and is used (if required) to fully define a product's operation, e.g. where several operational modes and/or methods may exist.

"**Technology type**" is a class of products having a particular function or operation.

Terms and Conditions

1. Product Data

a. Product data may be retained and displayed in websites and databases that support dwelling assessments, notably the SAP Appendix Q database and PCDB.
b. The manufacturer or supplier of the product (whoever made the application) accepts responsibility for the product data published pertaining to the product listed in those databases.
c. Neither DECC nor DECC's NCM contractor accepts responsibility for the correctness of the product data, however, as DECC has a duty of care to ensure that the information that it makes publically available is accurate and robust it will take steps to positively confirm the accuracy and robustness of the data provided, this may including product surveillance activities.
d. Once an entry has been made in a database for any product on sale in the UK it will not normally be removed unless found to be false (see section 10: "Investigation and rectification")
e. Where the manufacturer has given explicit consent, entries in the databases may be passed to other energy performance assessment schemes at the request of the scheme operators. (The only other scheme at present is in the Republic of Ireland.)

2. Product Labelling

a. The company agrees to affix a permanent label to uniquely identify the product. This should be placed where it is visible for the Dwelling Assessor without the need for dismantling the product or any adjacent systems. The position of the label must be notified to DECC's NCM contractor and this information made available to Dwelling Assessors. Changes to the positioning of the label must be notified and agreed by DECC's NCM contractor. If it is not possible to affix a permanent label to the product where it remains accessible and visible after installation, an alternative arrangement must be agreed with DECC's NCM contractor.

b. The wording on the label should adhere to the following format:

NCM (SAP) Identifier
Technology type: ……..…….
Technology category: ……..…….. (omit if not applicable)
Brand name: ……..……..
Model name: ……
Model qualifier: …… (omit if not applicable)

c. The combination of brand name, model name, and model qualifier (if any) in 2.b must be a unique identification of the product linked to the technical specification of the product tested and analysed for the purposes of listing in the SAP Appendix Q database and PCDB.

d. A sample label meeting the requirements 2.a-c must be submitted before a product can be listed in the SAP Appendix Q database and PCDB.

e. If a company does not affix a permanent label or affixes a non-compliant label to their recognised product(s), the offending company will be informed in writing of the non compliance and given 30 days, from the date of the letter, to prove that they are affixing a conforming label to the listed products. If the company has not resolved the non-compliance within 30 days, the product data relating to the product will be removed from the SAP Appendix Q database and/or PCDB. If the company later produces evidence that proves that it is affixing compliant labels and has done so for a period of time, at least three months, the product will be re-listed in the SAP Appendix Q database and/or PCDB. An administration fee will be charged for re-listing.

3. Product Manuals

a. In certain circumstances, the company may be requested to demonstrate that adequate provisions for system design, installation, operation and maintenance are available before product data is listed in the SAP Appendix Q database and/or PCDB. This arises where these factors are critical to energy performance, and is in addition to the standard requirement for installation/commissioning checklists and an installation certificate, which is to be signed by the installer. These documents must ensure an acceptable understanding of the requirements for all phases of design, installation, commissioning and ongoing maintenance are provided to the installer, the householder and DECC's NCM contractor. The company agrees to continue to issue stated documents without making substantive changes which could alter the energy saving performance of the product.

4. Alterations

a. **Product Identifiers**
The identifier of a product, known as the NCM (SAP) Identifier and shown in the SAP Appendix Q database and/or PCDB, cannot be altered. If the same product is to be sold under a new name then an additional entry in the SAP Appendix Q database and/or PCDB must be created with a new identifier. This can be requested by the manufacturer or supplier on the form *Application for an Additional Listing for a Product already listed in SAP*, which can be obtained from DECC's NCM Contractor. A new permanent label with the new identifier will be required and the Agreement between the company and DECC's NCM Contractor will be modified to include the new or additional name. The original SAP Appendix Q database and/or PCDB data entries will be retained to allow Dwelling Assessors to identify units listed in the database that were installed prior to introduction of the new name. An administrative fee for the additional listing will be charged. DECC's NCM Contractor will assess the reason(s) for the application and reserves the right to deny a new entry.

b. **Product data**
While selling the product under a specific identifier, the company agrees not to undertake any modifications to any of their products listed in the SAP Appendix Q database and/or PCDB that affects their energy performance (or other performance relevant to the product; e.g, leakages rates for MVHR units). The company agrees that a new identifier will be given to any product in which such modifications have occurred, whether or not the modified product is included in the SAP Appendix Q database and/or PCDB. If the modified product is to be included in the SAP Appendix Q database and/or PCDB, a new application must be submitted, and retesting will usually be necessary. If it is discovered that modifications have been made while continuing to supply the product under the same identifier, product data will be immediately removed from the SAP Appendix Q database and/or PCDB and the company notified of this action.

5. Database Maintenance

a. DECC's NCM contractor reserves the right to make modifications to the SAP Appendix Q database and/or PCDB as appropriate. These modifications may include:
   i. Changes to product data that are incorrect
   ii. Changes to the testing and calculation procedures
   iii. Changes to technology definitions
   iv. Any other relevant changes
   v. Removal of entries in cases where these terms and conditions have been breached.

6. Marketing and Promotion

Listing of a product in the SAP Appendix Q database and/or PCDB indicates that the product has been tested to a test standard that has been agreed by DECC's NCM contractor and, where appropriate, the relevant stakeholder and trade association(s). In certain circumstances, test standards are unavailable

and may require development or adaptation from an existing standard. This will be defined on a product specific basis.

Product data can then be accessed by Dwelling Assessors for the purposes of undertaking dwelling energy performance assessments. It should be noted:

a. Inclusion of a manufacturer's product data in the SAP Appendix Q database and/or PCDB does not represent any form of accreditation, certification, approval or recommendation by Government, its agents or contractors. Any form of language used in related promotional material or articles must not in any manner suggest otherwise.
b. Inclusion in these databases does not grant the manufacturer any right to use any Government, its agents or contractor's logos in any format.
c. Products in the database cannot be referred to in any marketing material as 'Appendix Q eligible', 'Appendix Q listed', 'PCDB eligible', 'PCDB Approved', 'SAP Approved', 'SAP Appendix Q Approved', 'SAP Q Approved' 'NCM Listed', NCM Approved' or any similar statement that indicates or suggests the product is so endorsed.
d. Promotional or other material relating to the product can make reference to the NCMs only by means of the NCM (SAP) Identifier. The following statement may be used in such material:

   "The NCM (SAP) identifier for this product is [xxx].

   No other statement referring to the NCM, SAP or RDSAP may be used in said material.
e. If a company's promotional materials or any other material does not conform to the requirements stated in 6.a-d, they will be informed in writing of the non-compliance and given 15 days, from the date of the letter, to comply. If the offending material has not been altered in accordance with the requirements in 6.a-d by the specified date, the product data will be removed from the SAP Appendix Q database and/or PCDB. The product data will not be re-listed until the marketing material has been amended. An administration fee will be charged for a re-listing.
f. Any company that promotes or indicates by any means its products are listed in the SAP Appendix Q database and/or PCDB when they are not will be referred to Trading Standards and the relevant trade association.

7. Compliance with Directives and Regulations

a. It is the sole responsibility of the company to ensure that the product meets all relevant safety and regulatory requirements. A statement to this effect must accompany any application to have their product listed in the SAP Appendix Q database and/or PCDB. This statement must also confirm any limitations on use and relevant instructions to ensure the product is safe to operate are included in the installation instructions. Products may be removed from the SAP Appendix Q database and/or PCDB or applications rejected if there are any concerns regarding product safety. Failure to remove them does not imply acceptance of responsibility for safety by DECC or DECC's NCM Contractor or any of their sub-contractors.

8. Changes to SAP, RDSAP and SAP Appendix Q

a. During the periodic revision process, situations may arise in which SAP, RDSAP and SAP Appendix Q and the associated calculation methodologies need to be altered. Such changes may affect the energy saved and/or consumed by a device or system listed in the SAP Appendix Q database and/or PCDB.

9. Incorporation of Appendix Q methodologies into SAP/RDSAP

a. When SAP is periodically reviewed and updated DECC's NCM contractor will endeavour to incorporate Appendix Q algorithms and calculation methodologies within the main body of SAP/RDSAP. If possible, product data and any required calculation procedure will be transferred from the SAP Appendix Q database to the PCDB. DECC's NCM contractor will take all reasonable steps to ensure that database records are accurate, and will investigate and correct any reported error, but will not be held liable for any consequence of such error.
b. In the circumstances described in 9.a, these terms and conditions continue to apply to the products and product data concerned.

10. Investigation and rectification

a. DECC's NCM Contractor may investigate any new or existing entry in the SAP Appendix Q database and/or PCDB. This may be undertaken as part of a product surveillance exercise, a technical audit to establish the technical integrity of the database, or where an entry has been challenged by a third party who has reasonable grounds to suspect it may be incorrect.
b. An investigation may call for further information on the naming of products, to establish whether a product currently offered for sale possesses the relevant characteristics that have already been defined for the NCMs.
c. An investigation may call for further information to verify product data, which may include further details of measurements carried out during tests.
d. If the manufacturer is able and willing to supply the further information requested this will be analysed by DECC's NCM Contractor or an independent expert appointed by them. If, in the opinion of DECC's NCM Contractor or the expert, the further information shows that there are material differences between the product on sale and the product listed in a database, or that there are errors in the product data liable to cause incorrect dwelling assessment results, then the rectification process will be initiated.
e. If the manufacturer is unable or unwilling to supply the further information requested, their reasons will be considered by DECC's NCM Contractor or an independent expert appointed by them. If, in the opinion of DECC's NCM Contractor or the expert, the lack of further information gives reasonable cause to believe that there are material differences between the product on sale and the product as listed in the SAP Appendix Q database and/or PCDB, or that there are errors in the product data liable to cause incorrect results from SAP, then the rectification process will be initiated.

f. If the manufacturer does not reply to a first or second request for further information, or refuses to co-operate with the investigation, then the rectification process will be initiated.
g. The rectification process will result in alterations to the SAP Appendix Q database and/or PCDB such that incorrect results from a dwelling assessment involving the product can no longer be obtained. The process will normally conclude with removal of the product from the SAP Appendix Q database and/or PCDB. This will always be the case where:
   (i) It has been discovered that a product has been offered for sale with a technical specification inferior (in terms of energy performance) to that which had been accepted at the time the application for listing in the SAP Appendix Q database and/or PCDB was made, or,
   (ii) It has been discovered that the product data is false or exaggerated or contains other errors liable to cause better results from a dwelling assessment than are justified. In other cases, at the sole discretion of DECC's NCM Contractor, the identifier or product data in the SAP Appendix Q database and/or PCDB may be changed instead of removed, and the costs of doing so will be charged to the company.
h. Before a product is removed from the SAP Appendix Q database and/or PCDB, the company will be informed and given the opportunity to make representations.
i. The names of products for which action has been taken under the rectification process will be published in the SAP Appendix Q database and/or PCDB.

11. Disclaimer

Neither DECC nor DECC's NCM Contractor nor any of their sub-contractors accept any responsibility for:

a. compliance with Directives, regulations, and other legislation relating to the sale and installation of products described in the SAP Appendix Q database or PCDB;
b. the accuracy of data concerning such products that has been supplied by manufacturers or test laboratories;
c. the fitness for purpose of such products;
d. the safety of such products;
e. the consequences of purchasing and installing any such products.

12. Terms and Conditions review and updates

These Terms and Conditions may be amended from time to time, in which case the details will be released on websites that support the SAP Appendix Q database and/or PCDB not less than 30 days in advance. Unless objections are received, companies will be deemed to have accepted the amended Terms and Conditions when they come into effect. If objections are received, companies may refuse to be bound by the new Terms and Conditions and continue to be bound by the previous ones; however, refusal may necessitate removal of the company's products from the SAP Appendix Q database and/or PCDB.