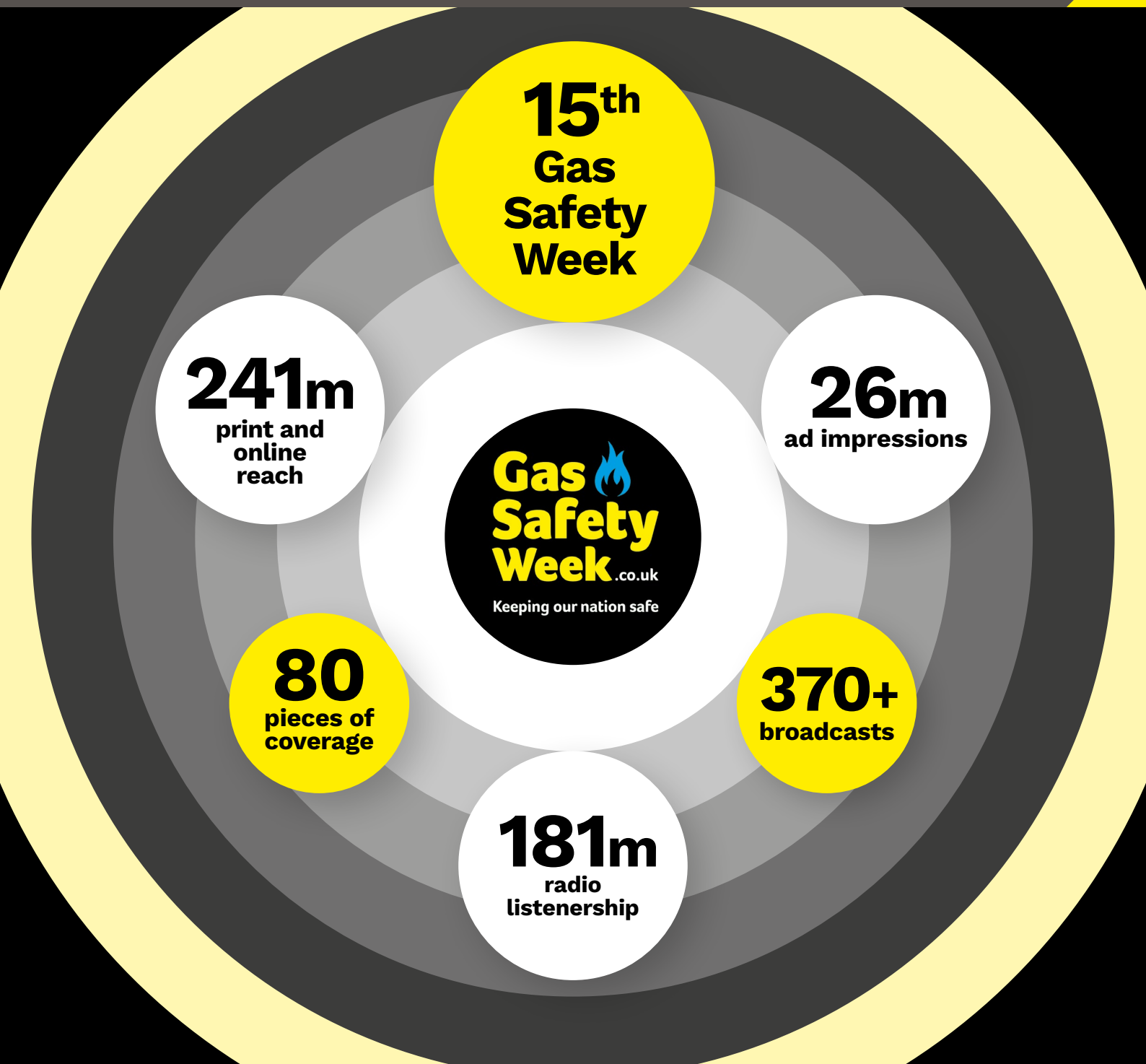


REGISTERED THE ONLY OFFICIAL INDUSTRY PUBLICATION

GasEngineer

Issue 188 November/December 2025



Technical

Update to TB14(B) – Working within scope of work categories
The rules on CO alarms

Gas Safety Week 2025

How did you get involved in the UK's biggest annual gas safety campaign?





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Editor's comment

How was Gas Safety Week for you? The annual gas safety campaign is over for another year and the final numbers are still being totted up, but it looks as though it has been a roaring success.

In the autumn, the Register worked with broadcaster Nick Knowles to amplify its campaign. Nick is well known for his work on programmes including DIY SOS, and the public have come to trust him when it comes to talking about matters relating to the home. It's that trust that made him so valuable to Gas Safe.

Trust is hugely important. So many registered engineers get most of their work from repeat custom or from personal recommendation by their customers that it is clear that your customers trust you to look after their gas appliances and, by extension, their homes.

It also means they are likely to trust your advice. So how can you use that to help them? One way is to make sure they have a working CO alarm. An alarm doesn't replace the need for regular servicing and safety checking of gas appliances – but it is a good second line of defence.

This issue, we are looking at the rules around CO alarms in the different UK nations, and how to respond to reports of activation. So it's a great opportunity to both refresh your own knowledge – and remind your customers of the importance of CO alarms. They'll appreciate it, trust me.

Scott Darroch,
managing editor

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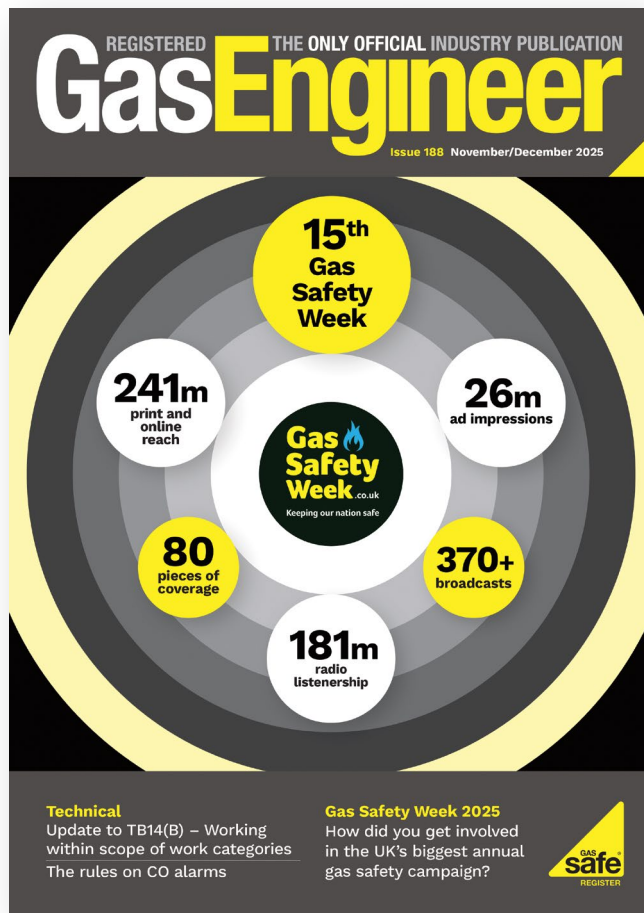
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Technical



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Technical Bulletin



Gas Safety Week marks 15 years with focus on family and friends

Gas Safe Register was at the heart of Gas Safety Week, as always, helping to drive home to consumers key messages around gas safety in as many ways as possible. This year's theme of looking after your homes, friends and family, was visible in a huge number of ways – from newspapers to radio, to online ads and in-person and pop-up events.

The Register teamed up with TV presenter Nick Knowles, known for the hit programme DIY SOS, to encourage people to only use a registered gas engineer. His advice came in support of new research by the Register, which found that overconfident DIY-ers are taking on difficult – and potentially dangerous – projects.

The survey showed that one in 20 adults (5%) think they could successfully fit a gas boiler when, of course, this can

and should only be done by a Gas Safe registered engineer.

Nick said: "Having confidence is great, but in the right circumstance. Through my time presenting, I've seen many instances where that 'do it yourself' mentality has worked.

"But being overconfident with certain elements of home improvement – particularly when it comes to things like gas or electrical appliances – can be deadly, probably illegal, and should only be done by professionals."

Gas Safe and Nick Knowles spoke to broadcast, local, regional and national media to help spread this key safety message.

Parliamentary pride

Official receptions in the English and Scottish Parliaments kicked off the week-long event in style. In London, Paul Davies, MP for Huddersfield,



hosted a reception for parliamentarians and industry partners. It was a platform for supporters to share some of the work they do, supporting the pan-industry campaign, and an opportunity to come together with one common goal.

Speakers included Rob Denman from Gas Safe

25.7
million

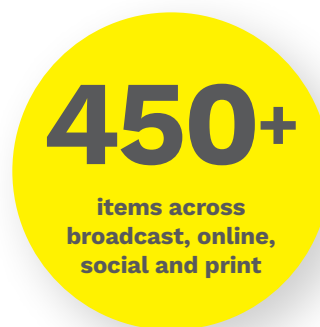
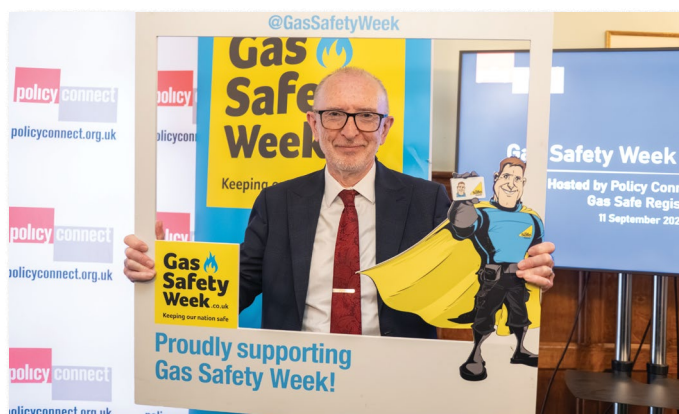
impressions
across all
channels

13.7
million

impressions on
Google Display
Network

5
million

people
reached via
Meta



Paul Davies MP: proud supporter of Gas Safety Week

Register, Gordon Lishman from the Gas Safe Charity and IGEM CEO Oliver Lancaster.

The Gas Safety Week message was echoed at Holyrood, where MSPs and gas industry experts joined an event organised by IGEM and hosted by Fulton MacGregor, MSP for Coatbridge and Chryston.

Ronnie McFarlane, the Register's Registration and Competency Manager, told attendees that the campaign theme of 'Looking after your home, friends and family' may sound simple but

reflects a complex reality.

John Richardson, head of Regulatory Business Plan Delivery at SGN, gave an update on the work the GDN is undertaking, particularly its CO strategy and how it is training its first-call operatives to identify risk, support customers and reduce harm.

Finally, Trevor Smallpeice took attendees through some of the work of the Large Business Forum, with a particular focus on the impact that the work of other tradespeople can have on gas safety.

Always at hand to help everyone share awareness of the importance of gas safety was Gas Safety Week's free toolkit. This year saw a fresh look, with more images, an easy-to-personalise press release and daily themes to use – all available in English and Welsh.

Getting ahead with advertising

Making sure that the campaign reached even further was a digital advertising campaign across Meta's social media platforms Facebook and Instagram.

Three campaigns targeted different UK demographics to maximise the impact of the ads. The first supported the week's daily theme and included important reminders on CO awareness, landlord and tenant responsibilities, and the signs of an unsafe gas appliance. The second was an infographic carousel that brought to life Gas Safe Register's latest survey on overconfidence in tackling home improvements.

Banner ads on the Google Display Network re-inforced the daily themes.

Gas Safe Week
Keeping our nation safe

Are you carbon monoxide aware?

Carbon monoxide (CO) is a silent killer: you cannot see, smell, or taste it. By understanding the symptoms of CO poisoning and the warning signs of unsafe gas appliances, you can ensure a safe living space for yourself and your loved ones.

GAS safe REGISTER

Support from across industry



Blue Watch, West Hull Fire Station, Humberside Fire and Rescue Service, held a community engagement event. "It was a huge success. We had lots of interest from the general public and also the local retail outlets," said WM Robin Puplett, Blue Watch.



RLMC Projects set up a stall at the local library as well as plumbing shop, Flow Direct, in Loughton, Essex, where they chatted to customers and landlords and tenants to share Gas Safety Week's messages.

Gas Safety Week
co.uk
Keeping our nation safe

Is your engineer Gas Safe registered?

- Illegal gas work puts everyone at risk.
- Gas engineers must be Gas Safe registered.
- Check the official Gas Safe Register online.

gas safe
REGISTER

JTL Training, the apprentice training provider, said: "Safety starts with the right training and so we're raising awareness about the importance of ensuring everyone only uses an engineer that is registered and qualified."

Liberty

Do you know how to stay gas safe?
Know the 6 signs of carbon monoxide poisoning

Smell gas?
Call 0800 111 999 immediately

Gas Safety Week
8-14 September

Property services business **Liberty** shared tips through pop-up events and advice sessions, and distributed leaflets to make sure no homes missed out on essential gas safety information.

New app launched to help frontline workers with carbon monoxide safety

The new **Think CO** app provides frontline workers with essential CO safety advice and resources.

Celebrating our gas safety heroes

Gas Safety Week
co.uk
Keeping our nation safe

Cadent celebrated its own gas safety heroes, asking colleagues to nominate a colleague for the accolade.

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Help the Register to help you

Tech Talk Episode 8

The latest in the Tech Talk broadcast series sees Gas Safe Register's Technical Team talking about the seasonal calls they've been receiving on the subjects of mobile catering, boats and holiday lets. They also share important updates on IGEM/UP/2 and IGEM/UP/13.

Tech Talk is a regular video series that helps you stay up to date with the topics that matter to you and your work.

You can find Episode 8 and all previous episodes on Gas Safe Register's YouTube playlists.

Gas Safe Register wants to know what we can do to support your business. We know that more than 98% of registered businesses are small or medium-sized enterprises (SME) with fewer than nine gas operatives. This brings its own challenges when it comes to identifying the issues you face.

To better represent SME views, the Register has now appointed an SME Champion to provide you with high-quality support, while maintaining safety, efficiency and high standards now and in the future. This will remain especially important as parts of the industry transition towards sustainable heating.

We are pleased to introduce Ronan Howard as the SME Champion. Ronan has been with Gas Safe Register since 2006 in several different roles. He says: "We want to identify and remove barriers facing the current and future workforce and understand how Gas Safe Register can help to better support you and your business."

"We know you're busier than ever. That's why our liaison and



support network wants to gather feedback from across the industry. Through your contact centre representatives, technical support officers and our inspectors, our Champions will work with you to share new resources and find out what's important to you."

What does that mean for you?

Ronan and his team will be working with you through surveys, focus groups and detailed research. This means the Register will ask you to complete surveys and talk to its network of champions regularly.

We all recognise the important role that the technologies of today will play in the future. Around 90% of

our homes rely on gas boilers, with up to 1.7 million domestic boilers fitted every year. Current government figures estimate that a further 10 million systems will be installed between now and 2035.

Gas Safe Register remains dedicated to improving gas safety across the industry. And making sure that consumers use high-quality engineers is crucial to achieving this. Some 98% of registered businesses are SMEs, so we are expanding our efforts to gather feedback to better understand how we can support your use of the Register and your businesses going forward.

To help us, please consider completing this short survey, which will help to tailor future support for SMEs. You can scan the QR code or go to: <https://forms.cloud.microsoft/e/FySZrSFcF>



If you have any specific areas of concern or suggestions for improvement, please email: **SME@GasSafeRegister.co.uk**

Digital licence cards: what you need to do

Digital licence cards are coming soon. A digital version is a secure and convenient alternative to the physical card and can be stored in the digital wallet on your phone.

It will display the same essential information as the physical version:

- Licence card number
- Registration number
- Engineer name and photo

- Start and expiry dates
- A unique QR code the customer scans to confirm your registration status.

Get ready

1. In your online account, make sure you add an email address for each engineer. This must be the address they use with the mobile device on which

they will store the card.

2. You may need to speak to your IT team about access on phones with workplace security enabled.
3. At launch, you will be set to receive both digital and physical cards. You can change this by logging into your online account and choosing the type of card you wish to receive.



Illegal gas work: what are the penalties and consequences?

Gas Safe Register is the official gas registration body for the United Kingdom, Isle of Man, Jersey and Guernsey, appointed by the relevant Health and Safety Authority for each area.

Any work that falls within scope of the Gas Safety (Installation & Use) Regulations 1998 must be undertaken by an appropriately registered business. If work is carried out otherwise, it is considered to be unregistered.

When unregistered gas work is reported, the Register carries out an investigation which, where possible, will include a site inspection of the work. Following this inspection, Gas Safe Register will complete a detailed technical report of the findings. The report will be shared with

Reporting illegal gas work

If you find work that you think may have been carried out illegally, you can report it by filling in the "Report Illegal Gas Workers" form at: www.gassaferegister.co.uk/gas-safety/concerns-reporting-illegal-gas-work/

You can also call Gas Safe Register on 0800 408 5577 or report concerns by email at: nonreg@gassaferegister.co.uk

- Carrying out gas work when qualifications have expired.

The Sanctions Policy outlines the sanctions that Gas Safe Register can apply to the registration of any registered business and/or engineer, where there is justification. The Sanctions Policy is designed to be corrective not punitive so that the Register robustly and proportionately manages the registrations of businesses and engineers as required.

The range of sanctions

including issuing a Notice of Contravention, an Improvement Notice and a Prohibition Notice. It can also prosecute, which may result in a fine and/or imprisonment of up to six months in a magistrate's court and/or up to two years in a Crown Court or Sheriff Court.

The HSE holds a public record of enforcement notices and convictions. It supports Gas Safe Register in implementing exclusion from the Register following sentencing for gas-related (criminal and health and safety) offences.

Following conviction, the business or individual will not be eligible to apply for registration until both the duration of the sentence and the rehabilitation period have been spent, as set out in the Rehabilitation of Offenders Act 1974. This Act and the Exceptions Order 1975 set out sentence/disposal and rehabilitation periods.

Where a business or engineer applies for a new Gas Safe Registration, they must inform the Register of any pending or actual enforcement action. Failure to do so may result in their application being delayed or refused. ■



You can read Gas Safe Register's Sanctions Policy at: <https://www.gassaferegister.co.uk/about-us/our-policies/>

"HSE will also review reports of unregistered gas work."

enforcement agencies as appropriate, which may include HSE, Environmental Health or Trading Standards.

In some cases, Gas Safe Register may receive reports of a registered business carrying out or supporting unregistered gas work. This may include:

- Using unregistered operatives
- Working out of scope of their gas qualifications
- Signing off unregistered gas work
- Work while suspended from the Register

that Gas Safe Register may apply includes:

- Removal from the Register
- Suspension from either the Register or work categories
- Fixed-term suspension of businesses or engineers from the Register
- Mandatory attendance at a theory-based inspection event
- Tightened inspection mode
- Special conditions
- Application of a penalty fee.

HSE will also review reports of allegations of unregistered work and may take action,



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Caught on camera

What's the worst gas work you've seen lately?

You can share your photos with the Gas Safe engineer community on our Wall of Shame by emailing us at: editorial@registeredgasengineer.co.uk

**FROM
HOLLIE WEBB**

Hollie attended a faulty gas fire only to find that the balanced flue had been boxed in when the property's cladding was renewed. Hollie capped off the gas fire and issued a warning notice.



**FROM
LEVI DE GROEN**

It didn't take long for Levi to diagnose why this boiler was faulty and showing flame failure: take a look at the flue! Levi made safe and quoted for a new boiler.



**FROM
ANTHONY RIGELSFORD**

If you've ever wondered just how corrosive condensate can be, Anthony has the answer. The condensate waste pipe had been leaking slightly, allowing the acidic waste water to drip on to a 15mm copper gas pipe below and causing a 12mbar drop in pressure.



**FROM
MICHAEL QUICK**

These photos really do highlight the importance of making sure that gas fires are serviced regularly. Michael says the fire was connected but he removed it.



**FROM
COLIN KIRK**

The burner in this caravan was failing to ignite. Colin wasn't surprised to learn that it hadn't been serviced in years.



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registeredgas
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Make your voice heard on gas safety

John Forrest

We hope we are able to introduce an opportunity for Gas Safe registered businesses, especially sole traders, to have a say and help shape the direction and future of our industry.

I am the current chair of the Gas Industry Liaison Group (GILG) and Steve Mullins is the vice-chair. GILG is a group that is intended to represent the views of everyone on the Register. The industry has a solid representation in the form of large businesses, company managers and directors, institutions and stakeholders – but few, if any, sole traders or small businesses.

The vast majority of gas engineers on the Register are sole traders or small businesses and we find ourselves in a dilemma where the majority of the Register's demographic is not directly represented. Our group has only been able to consider the view of the majority in their absence by adopting a 'best guess' approach.

“Our industry will change from what it looks like now and some of the changes being discussed are quite radical.”

The Gas Industry Liaison Group is facilitated by Energy & Utility Skills and consists of a broad section of industry representatives and training and assessment organisations.

The group debates the issues experienced by all sectors of the downstream gas industry and is accessible to anyone who has a valid contribution to make to its agenda.

The group feeds into the Standards Consultation Forum which is part of the Standards Setting Body responsible for maintaining the Matters of Gas Safety and IGEM/IG/1 training specifications.

Changes ahead

Our industry will change from what it looks like now and some of the changes being discussed are quite radical in concept, which could be exciting. But before anything progresses to the point of agreeing and implementing change, why not have your say?

Sole traders and small businesses are the lifeblood of our industry and everyone has the right to listen, speak and engage in our industry's future.

We understand that time and money are precious and that everyone works hard. But the commitment required to join us is quite small, user-friendly and considered. We do not meet in person at any point to hold national meetings because the cost to volunteers would be unreasonable. Instead, we hold all our meetings virtually and we have a 2-3 hour meeting each quarter, usually starting at 2pm.

GILG's role is varied and

includes reviewing standards before they enter a change process and helping in their development before roll-out. GILG also looks at ACS, Gas Safe Technical Bulletins and general standards concerns in our industry, among many other things.

The benefits of getting involved are varied and significant. You may be part of changing our industry standards for the better or helping to avoid implementing change for the majority of sole traders who are currently not represented at a national level.

This opportunity is open to any Gas Safe engineer, anywhere in the country, and your collective input is regarded as extremely important.

If you're interested in joining your industry representative group (GILG), please do not hesitate and register your interest by email to: **john.forrest@gasassess.co.uk**

Thanks for your interest so far and we look forward to getting some of you on board.



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New kid on the block

A young gas engineer from County Durham thinks he might be the youngest in the UK. Naturally, we wanted to find out more.

Isaac Ewart is just 16 but he's already working all over the UK, specialising in commercial catering, especially frying ranges. Alongside his father Ian, manager of family business Northern Catering Engineers, Isaac is proud of the work he does to keep people gas safe.

Are you working and studying at the same time?

I was home-schooled and when my parents and I felt my knowledge was adequate, we approached a technical college where I did my GCSEs in Maths, English and Science. I also have a GCSE in Engineering, and in System Designs, which helps with CAD and other computer systems.

What is the family business?

Twenty-five years ago, my father moved from refrigeration into the gas industry, doing domestic gas work, mobiles homes, catering units and equipment repairs and latterly specialising in frying range repairs, refurbishment and installation, where I now work alongside him.



When did you become registered?

I registered on 01/04/2025, when I was 16, although I did undertake all my ACS at 15.

Do you have any other competencies?

My current qualifications are COMCAT 1-5 in both natural gas & LPG, ICPN1, TPCP1 and TPCP1A (Pipework Install/Purge/Testing). I will be taking my domestic qualifications and looking to take meter installation, mobile homes,

repair work in takeaway establishments.

How does it feel to be a gas engineer at such a young age?

A lot of people are apprehensive to have someone so young. I always have to prove to customers that safety is paramount to me and that, regardless of my age, I can do a quality and safe job.

My father admits he can struggle with technology so my proudest point would probably be when I was able to train him on the software and programming of frying ranges. Being able to share my knowledge with him, after all the years of the knowledge he has put into me, is quite amusing for both of us. When an engineer with 47 years' experience has to ask a 16-year-old how to program something, we both often chuckle about it on jobs. ■

“When an engineer with 47 years’ experience has to ask a 16-year-old how to program something, we often chuckle about it.”

Why did you decide to become a gas engineer?

At a young age I was interested in the work my father was doing and the machines we had. I preferred to be in the workshop using machines and overhauling/repairing equipment rather than sitting in front of a TV or on my computer.

leisure accommodation vehicles and oil boilers.

What work do you do?

Our main line of work is specialising in all aspects of fish frying ranges (service, repair, installation and refurbishment) but we also fabricate, install and clean extraction systems and



Are you or do you know a gas engineer younger than Isaac? Let us know at: editorial@registeredgasengineer.co.uk

Liquid Gas UK CoP 22: 2025 – Design, Installation and Testing of LPG Piping Systems

Date issued: 24 July 2025



This Industry Standard Update provides an overview of the key areas of change arising from the revision of Liquid Gas UK CoP 22: Design, Installation and Testing of LPG Piping Systems – 2020 amendment 1.

Introduction

During July 2025, an updated Code of Practice: Liquid Gas UK CoP 22: 2025 Design, Installation and Testing of LPG Piping Systems⁽¹⁾ was published. This supersedes the previous version, Liquid Gas UK CoP 22 Design, Installation and Testing of LPG Piping Systems – 2020 amendment 1⁽²⁾. The revision to this standard comes into effect immediately.

General

A brief summary of the major changes to this document includes the incorporation of pipe sizing, regulators and regulator working pressures from Appendix G from the previous document into Section 4 of the updated standard.

Main parts of the pipework testing (Appendix I) have been combined with Section 7 from the old standard into Section 8 of the new document, with

additional references to the methodology used in IGEM/UP/1 Edition 2 Strength testing, tightness testing & direct purging of industrial & commercial gas installations (Reprint with Amendments August 2005)⁽³⁾.

Maximum permitted leak rate (MPLR) and temperature correction information and calculations have been added to Section 8. Various tables in Appendix H have also been added and amended to reflect these changes.

Appendix E has been updated to include additional definitions and acronyms that are relevant to the new information contained in the Code of Practice.

A new addition to the document is Section 2.4, which details the installation and operation of pump differential bypass valves and their requirement to be fitted with multi-stage and positive displacement pumps.

Reference to this is also addressed in the commissioning and records section.

Construction of pipework assemblies (Section 5) now specifies the application of setting sealants for threaded pipework, stating that the sealant must permit disassembly when required.

Appendix K:

The pressure equipment (safety) regulations flowchart has now been included to give guidance on categorising the equipment for its appropriate use. ■

Summary

This Industry Standard Update is a brief overview of the information contained in the amended standard. Gas Safe registered engineers/businesses should be aware that they have a responsibility to ensure that they are fully apprised of all the requirements of the whole published standard and their practical application.

Bibliography

- (1) Liquid Gas UK Code of Practice 22: 2025 Design, Installation and Testing of LPG Piping Systems
- (2) Liquid Gas UK CoP 22 2020 amendment 1 - Design, Installation and Testing of LPG Piping Systems
- (3) IGEM/UP/1 Edition 2 Strength testing, tightness testing & direct purging of industrial & commercial gas installations (Reprint with Amendments August 2005)



Liquid Gas UK Cop 22: 2025 is available at:
www.liquidgasuk.org/codes/cops/code-of-practice-22

Safety Alert 036 Developed with Morco Products

Morco open-flued water heaters

Date issued: 8 January 2025

Note: This Safety Alert replaces Safety Alert 033, originally published 22 April 2024, which is now withdrawn.

This Safety Alert provides guidance to Gas Safe registered businesses/engineers about a product safety concern related to some Morco open-flued water heaters.

Introduction

Gas Safe Register has been made aware of a safety concern regarding some Morco water heaters. This could result in the unintentional release of unburnt gas, causing fires and potential injuries.

Hazard

Morco are aware of a potential fire risk on the Primo 6 (MP6), Primo 11 (MP11), EUP6 and EUP11 open-flued water heaters, due to gas leaks igniting and causing the plastic bezel and control knobs to melt and catch fire.

These products were sold into the market between 2018 and 2023 and all serial numbers sold between these dates are included in this Safety Alert. These appliances are typically installed in static/caravan holiday homes, boats and mobile catering vehicles.

No other Morco appliance are affected by this issue.

Corrective actions

If you encounter one of these appliances installed (including those that have had the previous safety upgrade), the appliance should be deemed At Risk and isolated from the gas supply in accordance with IGEM/G/11, the Gas Industry

Unsafe Situations Procedure (GIUSP)⁽¹⁾.

If you are made aware of a potential appliance being installed and you are not on site, the customer should be advised to stop using the appliance immediately and to isolate the gas supply to the appliance using the isolation valve located under the appliance, as per the picture right. You do not need to be Gas Safe registered to isolate the appliance in this way. Please ensure you advise the customer not to attempt to check or test the appliance themselves.

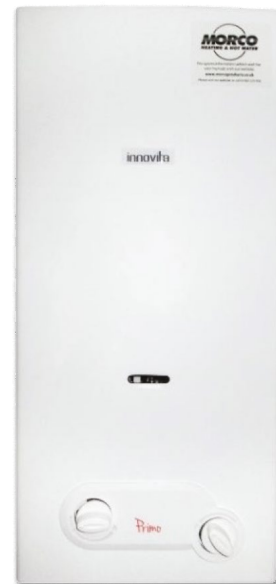
The customer should be advised to contact Morco Products Ltd on tel: 01482 325456 or via email at: gaswaterheaters@morcoproducts.co.uk so that they can discuss the next steps.

In addition, if you know the whereabouts of any affected appliances, please call Morco using the above contact details ASAP to inform them of the location and any contact details, so that an issue of 'Notice Not To Use' can be communicated to the customer if not already done.

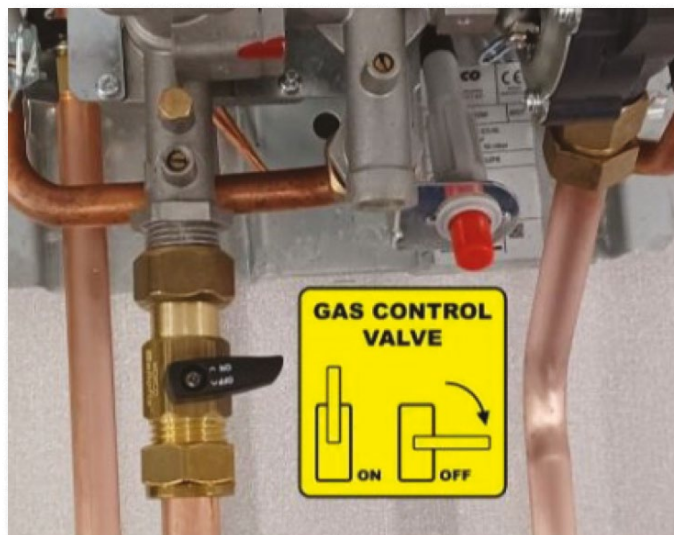
Affected appliances



EUP 6 & EUP11



Primo 6 (MP6) & Primo 11 (MP11)



Bibliography

(1) IGEM/G/11 Edition 2 with amendments July 2022 and June 2024, the Gas Industry Unsafe Situations Procedure

Edition 2 – Working within scope of work categories

Date issued: 22 September 2025



This TB provides guidance to Gas Safe registered businesses/engineers on industry standards and competence requirements that apply to gas work activities in different environments, to ensure all gas work is carried out by competent engineers holding the correct work categories.

Introduction

The Gas Safety (Installation & Use) Regulations 1998 (GSIUR)¹ require persons undertaking gas work to be competent to carry out the work. The regulations place a duty on the person undertaking the work, their employer and any other business in control of the work to ensure competence. All businesses working within the scope of the GSIUR must be registered with the Gas Safe Register.

For guidance, please see the Gas Safety (Installation & Use) Regulations 1998 (GSIUR) as amended and Approved Code of Practice and guidance (L56).

Gas Safe Register's Rules of Registration (Section 2) states the following:

Anyone carrying out gas work must:

- a) Be listed against the registered business as an engineer and hold the appropriate registration

Note

This version of Technical Bulletin 014 (B) Edition 2 replaces the version originally published on 29 April 2024, which is now withdrawn. This version has been reviewed and revised where appropriate to update references and ensure it remains current and relevant.

work categories for the work being carried out. They must have a recognised certificate of gas safety competence for registration in each work category.

- b) Ensure all gas work done meets the requirements of the relevant Health & Safety enforcement agency, in accordance with the current gas safety legislation that is in force in the relevant Health & Safety agency's jurisdiction, ie, Great Britain, Isle of Man, Northern Ireland, Guernsey and Jersey.
- c) Do so competently.

You can read and download Gas Safe Register's Rules of Registration at:

www.gassaferegister.co.uk/media/yhzbcpqu/rules-of-registration.pdf

Background

Gas Safe Register regularly receives enquiries to confirm if an engineer's work categories cover them to work in different environments. For example, can a domestic engineer with CKR1 install a domestic cooker in a non-domestic location such as a school?

This Technical Bulletin has been written to help clarify the gas work competency requirements for certain environments and provide a guide to determine if the environment in which an appliance is installed is representative of the appliance

design and safe operation.

It is important that when an engineer is working in different environments than normal that they recognise that regulations such as the Health and Safety at Work etc Act 1974 (HWSA)² will apply as well as the GSIUR, all of which need to be complied with. By holding the correct competence/work categories to match the environment, the engineer will understand how other regulations may overlap with GSIUR and how the manufacturer's instructions interact with applicable standards.

For example, an engineer holding competence in domestic cookers (CKR1), performing gas work on a domestic cookers in a school food technology (home economics) room, should do this work in line with the manufacturer's instructions, statutory instruments and with due consideration of

Risk assessment considerations

Do the installation instructions allow the appliance to be installed in the environment?

**Where an engineer is to install an appliance in an environment other than the type it is intended for, guidance must be sought from the manufacturer, and request for concession to manufacturers' instructions form may be required.*

Is the appliance installed on a stand-alone basis within the immediate environment?

(Eg, not part of an installation incorporating other appliances such as a modular boiler system, a commercial catering environment with other catering appliances etc).

Is the gas installation downstream of an isolation valve within the scope of the current IGEM/UP/1B Tightness testing and direct purging of small Liquefied Petroleum Gas/Air, Natural Gas and Liquefied Petroleum Gas installations⁴?

(Only applicable if it is necessary to interrupt the gas supply to the whole installation).

These risk assessment considerations are not exhaustive and other variables may need to be taken into account

Edition 2 – Working within scope of work categories

Date issued: 22 September 2025



Risk Assessment: Installing, servicing and maintaining domestic gas appliances in different environments

Use this flowchart to determine if the environment in which the domestic appliance is installed satisfies the domestic work category requirements.

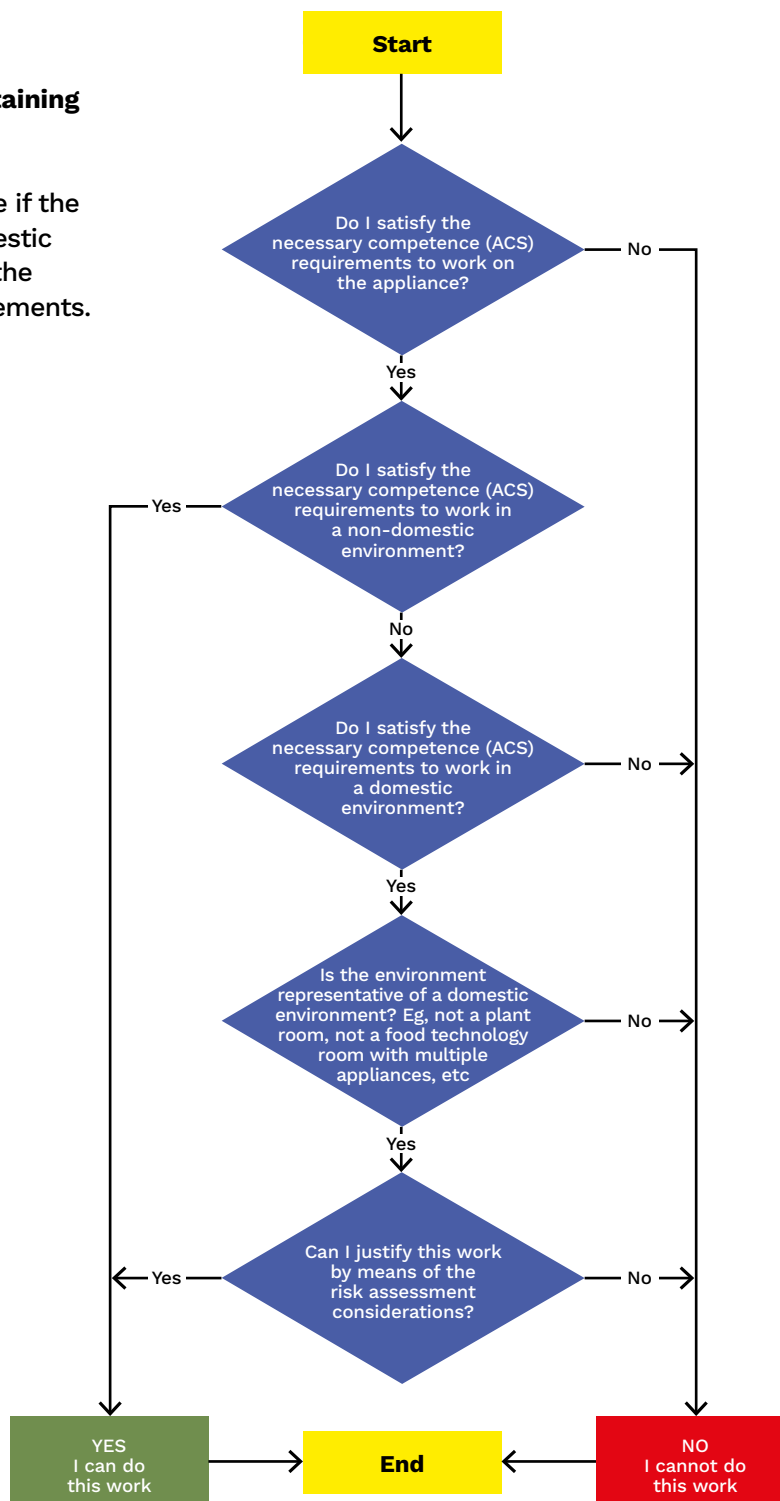
IGEM/UP/11 Edition 3
Gas Installations for
Educational Establishments³.

Therefore the engineer would need to have proved competence in relevant non-domestic work categories.

It may also be necessary to ensure that a manufacturer's concession is in place to confirm that a domestic appliance is suitable for use in a non-domestic environment where it does not clearly state this in the original manufacturers' literature, and likewise that a non-domestic appliance is suitable to use in a domestic environment. You can request a concession to manufacturer's instructions at: www.gassaferegister.co.uk/engineer/resource-hub/request-for-concession-to-manufacturers-instructions/

This Technical Bulletin is in line with current guidance provided by relevant standards and ACS Matters of Gas Safety and may be subject to change. It will be updated periodically to reflect any industry changes and is not retrospective.

On the right is a flow chart for an engineer to follow to confirm whether or not they hold the correct work categories to carry out gas work.



Edition 2 – Working within scope of work categories

Date issued: 22 September 2025



Frequently Asked Questions

Q: If there are multiple domestic boilers installed in a single room, that individually are less than 70kW but have an aggregate heat input exceeding this, can you carry out work on this installation with only domestic qualifications?

A: A domestically qualified engineer holding CENWAT can work on an installation of a maximum of two individually flued room-sealed domestic boilers with individual ratings of 70kW or less installed in a domestic premises.

Q: Can a domestic engineer carry out work on a domestic boiler in non-domestic premises?

A: A domestic engineer holding CENWAT can work on a domestic boiler regardless of the building type, as long as the part of the gas installation being worked on downstream of any isolation valve or appliance isolation valve is within scope of the current IGEM/UP/1B (ie, a U16 meter or smaller (where included),

35mm pipework or less, and an installation volume of less than 0.035m³), and no other non-domestic appliances are encountered within the same room.

Q: Can a non-domestic engineer work on a domestic boiler in a non-domestic environment?

A: To work on a domestic boiler, a non-domestic engineer would need to hold the relevant changeover category and CENWAT.

Note: Where an engineer currently holds CENWAT without a relevant domestic core competency, it is not envisaged that they will have to sit an additional ACS competency until such time as their current competencies expire.

Q: Can a domestic engineer holding CKR1 work on a domestic cooker in a catering premises?

A: Where a domestic cooker is installed in a non-domestic premises alongside other catering appliances, this would fall under the scope

of the current BS 6173⁵. The engineer would need to hold a relevant commercial catering work category.

Q: Can a domestic engineer holding the cookers work category (CKR1) install/service/maintain domestic cookers in a school food technology (home economics) room with multiple domestic cookers installed?

A: No. The document covering educational establishments (IGEM/UP/11) gives guidance that when multiple domestic gas cookers are installed in a food technology (home economics) room, then the installation should comply with the non-domestic catering standard BS 6173 and interlocked as per current IGEM/UP/19⁶. The engineer would need to hold a relevant commercial catering work category. From July 2024, COMCAT1 ACS competence includes a domestic cooking appliance installed in a non-domestic catering environment.

Bibliography

- (1) The Gas Safety (Installation and Use) Regulations 1998
- (2) The Health and Safety at Work etc Act 1974
- (3) IGEM/UP/11 Edition 3 Gas Installations for Educational Establishments
- (4) IGEM/UP/1B Edition 3 (with amendments October 2012) Tightness testing and direct purging of small Liquid Petroleum Gas/Air, Natural Gas and Liquid Petroleum Gas installations

- (5) BS 6173 2020: Installation and maintenance of gas-fired catering appliances for use in all types of catering establishments (2nd and 3rd family gases) – Specification
- (6) IGEM/UP/19 Edition 2 Design and application of interlock devices and associated systems used with gas appliance installations in commercial catering appliances
- (7) TB 1000 – An introduction to Gas Safe Register Technical Bulletins

Note: Gas Safe Register Technical Bulletins and the Legislative, Normative & Informative Document List can be viewed by logging into your online account at: www.gassaferegister.co.uk/sign-in

Electric boilers are easy to fit as a replacement for a gas boiler, with EHC boilers offering easy installation and number of benefits



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2. Simple installation – quick and cost effective
3. No flue required – easy install



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info@electric-heatingcompany.co.uk
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What are the rules on CO alarms?

The requirements for CO alarms in both rented and owned properties differ slightly in England, Wales, Scotland and Northern Ireland. Here, we set out what's required in each UK nation.



The regulations in England cover CO alarms in all rented homes and when boilers are installed in new and existing homes, both owned and rented. The key elements are:

- CO alarms are mandatory in rooms with any fixed-combustion appliance (excluding gas cookers) in privately rented homes and social housing.
- CO alarms are also mandatory when any fixed combustion appliance is installed or replaced, excluding gas cookers, in all homes.
- Smoke alarms are mandatory in all social housing and privately rented homes.

These requirements are set out in Approved Document J: Combustion appliances and fuel storage systems. The Approved Document also sets out guidance on the types of CO alarm to be fitted:

- They should comply with BS EN 50291.
- They should be powered by a battery designed to operate for their working life and be able to alert users when this is coming to its end
- Alternatively, a mains-powered alarm with fixed wiring (not plug-in) should be fitted, provided that the alarm has a sensor failure warning device.
- For older people and those with disabilities, alarms should have an output function for triggering ancillary devices such as remote alarms or specialist alarms for older people and those with disabilities.

The CO alarm should be located in the same room as the combustion appliance and on the ceiling at least 300mm from any wall, or on a wall as high up as possible (above any doors and windows) but not within 150mm of the ceiling. The alarm should be sited between 1m and 3m horizontally from the appliance.

The government has guidance supporting the requirements for smoke and CO alarms in all rented homes, and for CO alarms when boilers are installed in new and existing homes, irrespective of tenure.

The regulations in other UK nations

Wales

Where a new or replacement fixed flued combustion appliance of any fuel (oil, gas – including LPG – and solid fuel) type is installed in a dwelling (including fixed flued cookers), a CO alarm should be provided.

A CO alarm is required in the following:

- In every space (including connected spaces, for example, attached garages and loft spaces) containing a fixed combustion appliance (including a fixed flued combustion appliance used for cooking). And
- In high-risk accommodation, ie, a bedroom or principal habitable room such as a living room, where the flue serving a combustion appliance passes through these rooms.

Scotland

In all homes, rooms that contain a carbon-fuelled appliance must also contain a CO alarm. There should be an additional alarm in high-risk accommodation: that is, a bedroom or principal habitable room, where a flue passes through these rooms. If the alarm is battery-operated, it should be a sealed unit for the duration of its life. Rooms containing appliances used solely for cooking are exempt.

Northern Ireland

Carbon monoxide alarms are mandatory in all homes in the room where a new or replacement combustion appliance not designed solely for cooking purposes has been installed. ■

FAQs

Who will fit CO alarms?

Fitting CO alarms upon the installation of new and replacement fixed-combustion appliances in existing dwellings will most likely be carried out by Gas Safe registered engineers or those working within a Building Regulations competent person scheme. Compliance of the work with the requirements of the Building Regulations 2010 is self-certificated.

I'm carrying out a LGSR check and there is no CO alarm. What should I do?

If you identify a situation where there should be a CO alarm but there isn't one, you should notify the responsible person and record it on your paperwork. This is not a legal requirement but it is the responsible thing to do as a gas engineer.

Is the lack of a CO alarm an unsafe situation?

No. The rules that apply to the requirements for CO alarms are not gas regulations. It is not an unsafe situation and does not require any action under gas safety regulations.

Are specialist alarms required for people with disabilities?

Landlords should make an informed decision and choose the best alarms for their properties and tenants, with due regard for their residents' circumstances. For example, specialist smoke alarms and carbon monoxide alarms that alert by vibration or flashing lights (as opposed to by sound alerts) may be required for residents who are deaf or hard of hearing. Landlords should consider their duties under the Equality Act 2010.

CO alarm activation: what should you do?

Do you know what to do if you're asked to respond to a CO alarm activating or a report of fumes? Registered Gas Engineer reviews the guidance in Supplement 1 to IGEM/G/11.

You may be called to attend a property where a CO alarm has activated or where fumes have been reported. Gas engineers often attend these situations to carry out repairs or further investigate the potential gas escape after the emergency service provider (ESP) or LPG supplier has been on site and carried out checks to make sure that the property is safe.

It's important to understand the scope of work you're allowed to carry out in these situations, which is set out in Supplement 1 to IGEM/G/11, the Gas Industry Unsafe Situations Procedure (GIUSP), 'Responding to domestic CO alarm activations/reports of fumes after attendance by the emergency service provider or the Liquefied Petroleum Gas supplier'.

The supplement explains what you can and cannot do when attending a report of CO alarm activation or fumes in a domestic property, and when you need to escalate the situation to an engineer who holds the specialist fumes investigation qualification CMDDA1.

The information in the supplement covers all gas equipment (installations and

Gas transporters must provide a 24/7 gas emergency service on their networks by employing emergency service providers (ESPs) and operating the National Gas Emergency number 0800 111 999. Anyone contacting the National Gas Emergency number will be given safety advice, including how to turn off the supply and ventilate the property.

ESPs and LPG suppliers must respond to and make safe all reported gas emergencies, including gas escapes and CO/fumes, as soon as reasonably practicable. This will make sure any unsafe appliance or installation is made safe pending further investigation by another competent engineer.

appliances) in domestic properties supplied with natural gas or LPG and is intended to follow a site-specific risk assessment, which must be carried out before you enter the property.

If you receive a report of a CO alarm activation or fumes when you're not on site, the situation must be immediately reported to the ESP/LPG supplier, which must first attend and make the situation safe if they have not already done so. A reference number for the incident can be obtained from the supplier.

Your first and most important priority is to safeguard life and property. You must be able to identify any gas equipment that presents a danger or potential danger and take prompt action to eliminate that danger.

Dealing with a RIDDOR situation

If a situation has occurred that meets the criteria of RIDDOR, ie, a death, unconsciousness, or a person has been taken to hospital (see Section 8 of IGEM/G/11), no work should be carried out apart from turning off the supply of gas to the property until the HSE has been informed and has given permission to proceed. Proceeding without permission could compromise an investigation.

Always follow procedure

The basic investigation process you should carry out when attending a CO alarm or fume report incident is explained in the flow chart on page 28.

When following this process, you must:

- Undertake a gas tightness



- test to rule out a gas escape
- Test appliances in the condition they are found
- Have an appropriate level of understanding of combustion, likely sources of CO from all fuels, CO movement in properties, and the effects of CO
- Understand the correct standard and location of CO alarms, along with their alert signals
- Hold appropriate competencies to carry out tests and checks on all gas appliances within the property
- Be equipped to undertake the following checks on all gas appliances:
 - the effectiveness of any flue
 - the supply of combustion air
 - operating pressure or heat input or, where necessary, both
 - combustion performance
 - operation to ensure its safe functioning.
- Use a calibrated flue gas analyser to confirm safe combustion
- Act in accordance with IGEM/G/11
- Issue a work record to the duty holder/responsible person that records all the results of all safety checks and tests undertaken at the time. ■

Situations where additional competencies may be required

	Situation	Recommendation
1	The responding engineer has failed to identify the cause of the CO alarm activation/source of fumes or smell. Engineers must consider other sources of CO: (see situation 2)	Leave gas disconnected and installation classified as ID. Escalate to an engineer with further specialist investigation competence, eg, CMDDA1
2	If other potential sources of CO have not been inspected/checked: <ul style="list-style-type: none"> • Suspected gas appliances in neighbouring properties • Suspected other sources solid fuel, oil appliances, etc 	Where CO from neighbouring properties is suspected, contact the ESP or LPG supplier. For other fuel sources, solid fuel, oil appliances, etc, contact the relevant competent person (see Table 1.4 of IGEM/G/11)
3	Gas appliances are deemed satisfactory and no cause of alarm activation or symptoms has been identified	To rule out ambient CO, escalate to an engineer with further specialist investigation competence, eg, CMDDA1
4	The gas user/responsible person reports a previous occurrence of CO alarm activation, reports of fumes or smells within the property (within three months) with no identified obvious cause	If not on site, report to the ESP or LPG supplier. If on site, disconnect the gas supply and escalate to an engineer with further specialist investigation competence, eg, CMDDA1

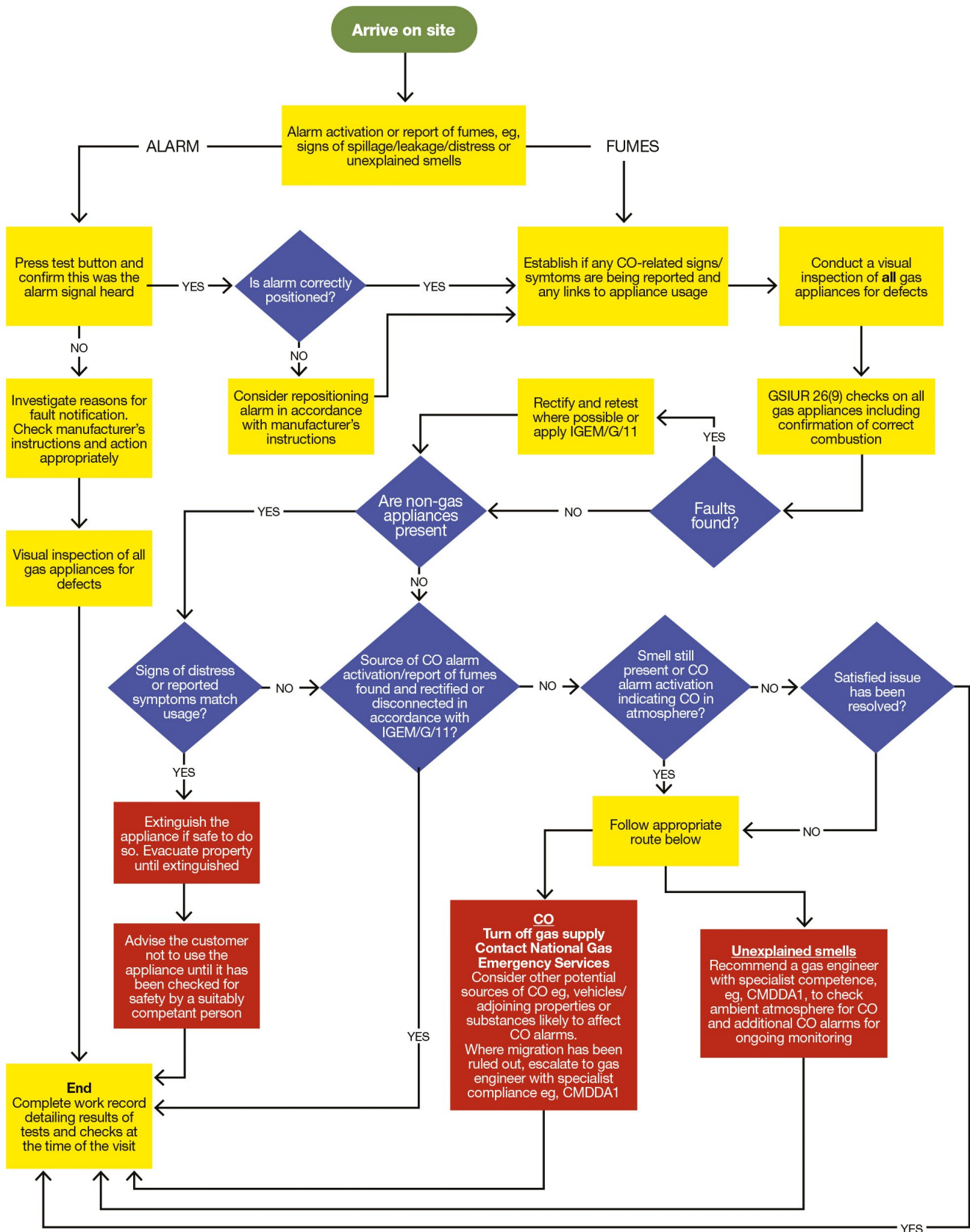
Note: Until resolved, gas installations are to be classified in accordance with IGEM/G/11.

Know your competence

There are specific circumstances where you need competencies such as CMDDA1 to carry out this work. These situations are shown in the table above. Where other fuel-burning appliances considered to be the source of the CO fumes are encountered, other specialist qualifications are required to determine safe operation.

The investigation process

Note: The red boxes indicate where escalation to an engineer with additional specialist competencies may be appropriate.



Bibliography

- **IGEM/G/11 Supplement 1** – Responding to domestic CO alarm activations/ reports of fumes after attendance by the emergency service provider or the LPG supplier
- Gas Safety (Management) Regulations
- **IGEM/GL/8** Reporting and investigation of gas-related incidents
- **BS EN 50379-3:2012** Specification for portable electrical apparatus designed to measure combustion flue gas parameters of heating appliances
- **BS EN 50291** Electrical apparatus for the detection of carbon monoxide in domestic premises
- Gas Safety (Installation and Use) Regulations 1998

Why Cadent is upskilling engineers with CMDDA1

Earl Richards, technical manager for Cadent's Services Beyond the Meter, looks at why it's important for gas engineers to be qualified to investigate reports of fumes.

When it comes between prioritising safety through annual appliance servicing or saving money for other necessities, the scales can tip heavily towards saving money. Households continue to wrestle with cost-of-living challenges and half of adults who live in low-income housing say they feel they are living in fuel poverty.

Cadent's research shows a worrying trend: nearly 30% of people say they only service their gas appliances every two years or less, rather than the recommended annual servicing.

I've worked as a front-line gas engineer and I'm now lucky enough to lead a team of highly skilled engineers who visit the homes of people living in

are less likely to buy a CO alarm or service their gas appliances if money is tight, which can lead to deadly consequences. Many CO incidents could be avoided by having simple measures in place. However, for those who cannot afford regular checks, this can seem an impossible challenge.

What is Cadent doing about it?

Services Beyond the Meter fills this gap. It has already acted as a lifeline for more than 8,600 vulnerable households that have been disconnected from their gas supply because of safety concerns and who would otherwise be left living in dangerous, cold conditions without the finances to resolve the issue.



interventions, but they can also complete in-depth CO investigations to ensure their safety. So far, 90 Cadent engineers have been upskilled and will perform 3,000 CO investigations in customers' homes each year.

The results from these investigations are astonishing, with engineers regularly coming across appliances on the verge of failure and often preventing escapes of dangerous gases before they turn deadly.

Changing the industry for the better

As a registered gas engineer, I truly believe CMDDA1 (CO investigation) qualifications should be standard training for all engineers. When we go into a property, whether to install, service or isolate an appliance, we are the trusted experts. This training is another vital tool in our box that helps us to protect even more people in their homes, ensuring they remain safe and warm at home. ■

“Gas engineers regularly come across appliances on the verge of failure and often prevent escapes of dangerous gases before they turn deadly.”

vulnerable situations. Every day I have seen the truly dangerous and devastating living situations that individuals – who we recognise as our friends and neighbours – call home.

Everyone deserves to feel safe at home

While the impacts of fuel poverty can result in cold homes and an increase in respiratory illnesses caused by damp and mould, it can also increase safety risks. People

Through the programme, we have recently funded the upskilling of engineers to gain CMDDA1 (CO investigation) qualifications. Only a small percentage of registered engineers hold this certification, which is the competency to investigate after unknown causes of suspected fumes or CO are reported.

Now, not only can Services Beyond the Meter engineers keep customers warm in their homes through fully funded

Expand your business with OFTEC

Demand for heat pumps is growing, so now is the perfect time to take full advantage with OFTEC's heat pump training courses and registration options.

Heat pump training and scopes of registration:

- OFT21-504A - Air source heat pumps.
- OFT21-504G - Ground source heat pumps.
- OFT21-504D - Design of heat pump systems.

OFTEC registration enables you to **self-certify work*** and your installations are covered by our **free workmanship warranty**. You'll also be listed on our **'find a technician'** web search, have access to our **technical support**, and get all the **latest industry news**, together with a range of other valuable benefits.

You can also register with OFTEC for:

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| • TrustMark | • MCS | • PAS2030 |

*In England, Wales, the Channel Islands and Isle of Man.

**For more information visit
www.oftec.org**



Gas Safe Register Inspectors

North London, Bath, High Wycombe

Gas Safe Register is recruiting for safety-focused, gas-qualified individuals to join our field services team in North London and Bath. Ideally, you'll be located in the N15, N17 or E17 areas for North London, in Bath and its surrounding areas, or in and around High Wycombe. You'll be responsible for inspecting, reporting and feeding back on the gas safety standards delivered by registered businesses. You will be allocated a portfolio of registered businesses and provided a structure to ensure inspections and reports are completed in line with service level agreements.

What's in it for you?

- £48,000 + company car. Plus London Living Allowance for North London.
- 23 days' holiday (rising to 27) with the opportunity to buy extra leave.
- The opportunity to take a paid day out of the office, volunteering for our charity partners or a cause of your choice.
- Company matched pension, life assurance, a cycle2work scheme, 15 weeks' fully paid maternity, adoption and shared parental leave, paternity pay of two weeks... and plenty more.

What we're looking for (Essential):

- Must hold as a minimum the following ACS certificates of competence: CCN1, CENWAT1, CKR1, HTR1. Ideally the applicant will have additional ACS certificates in LPG, Non-Domestic & Catering, LAU1 and DAH1.
- Experienced of having worked on a variety of gas appliances and/or quality controlling of gas work.
- Understanding of Health & Safety, Building Regulations, other related codes and normative documents, including ability to risk assess environments.
- Relevant Auditor qualification (D32/A1) or equivalent would be a desirable addition.
- Regularly maintain technical knowledge and industry awareness through CPD.
- Appreciation of issues affecting gas, plumbing, electrical and H&V installation businesses.
- Ability to use tools and undertake any appropriate tests and checks during inspection.

Find out more and apply at:

North London:

<https://tinyurl.com/r74uwbr3>

Bath:

<https://tinyurl.com/mst3m3p2>

High Wycombe:

<https://tinyurl.com/4ed3h2pn>

Closing date: 14 November 2025

Gas Safe Register recruits purely on the basis of relevant skills, experience and competence for the role. If an applicant has disabilities or other requirements, we will make suitable efforts to accommodate.



Banking energy with hot water storage

Hot water cylinders have a useful role to play in decarbonisation, according to the Hot Water Association.

A new paper, 'Connected Homes – Banking Energy with Hot Water Storage', highlights the vital but often overlooked role of hot water storage in delivering the UK's net-zero ambitions.

The journey to net zero demands a whole-system approach:

one that recognises the essential contribution of hot water storage, not only for household comfort but as a practical tool for grid flexibility. Hot water cylinders, so often hidden away in cupboards, can play a major part in cutting carbon, saving households money and balancing the electricity grid.

The HWA wants hot water to be recognised distinctly from space heating, noting that although space heating is largely seasonal, hot water is needed all year round. It therefore holds untapped potential to absorb surplus renewable electricity, even in the warmer months.

Catherine Atkinson, MP for Derby North, said: "The shift to net zero can deliver real benefits to people's everyday lives. Smarter use of hot water storage can help lower costs, cut our reliance on

Connecting a hot water cylinder

Connectivity enables remote control and intelligent functionality. The most common forms of connected water heating are:

- **Smart control in the heating appliance**
- **Connected switchboard/smart plug**
- **Retrofitted thermostats**
- **Embedded.**

All these types of control enable customers to remotely control their hot water schedule with an app. Some add energy consumption insights. Some allow external third parties to turn them on and off for flexibility values.

fossil fuels and open up new opportunities for skilled local jobs and apprenticeships.

"This is a simple but powerful example of how clean energy solutions can support homes, local businesses and bring down bills, all while strengthening our economy."

HWA chair Stuart Elsy says the UK's 9 million

existing hot water cylinders are "low-hanging fruit" for storing cheap, clean energy. This could be equivalent in capacity to home batteries but at a

fraction of the cost. Hot water storage can unlock up to 35GWh of flexible daily capacity – enough to cover around 5% of the nation's daily electricity demand – with minimum upfront investment.

Altecnic product development manager Stephanie Allchurch says there are practical and immediate

Did you know?

Households could save **£200 a year** from hot water cylinders optimising against a time-of-use tariff or using solar PV or both.

opportunities to connect existing systems to smart controls, helping households shift demand and benefit from time-of-use tariffs. "Consumers could save up to £200 per year while helping the grid make the most of renewable generation," she said.

The Connected Homes paper sets out clear recommendations for policymakers, including treating hot water storage as a strategic asset in the transition to net zero, incentivising smart controls and ensuring building standards and grant schemes reflect its year-round value. ■ www.hotwaterassociation.co.uk

9m
hot water
cylinders in
England

13.5m
hot water cylinders
needed by 2030
to enable heat
pump rollout

Won't pay? What to do

Practical tips from Gas Engineer Software on getting the money you're owed.



Of all the challenges that come with running a business, dealing with a customer who refuses to pay must be one of the most frustrating. After agreeing on a price and doing the work, why should you get lumped with the task and stress of fighting for your payment?

Stay professional and check the details

If someone is refusing to pay, hear them out. Staying professional and keeping organised records of all communication leaves them little ground to stand on, provided you've carried out the agreed work. Texts and emails are great for this, so send follow-ups after a phone call.

Next, check the details in the quote or other records. Maybe they've misunderstood the job scope or there's been a genuine mix-up. This also provides you with some extra clarity on the situation.

Can you resolve it?

It could be that the customer has fallen on hard times and is unable to pay. You could work out an agreement or a payment plan.

However, other disputes and cases where the customer is unhappy with a part of the job require a slightly different approach. You need to decide whether they have a point and if you want to stand your ground. Sometimes, offering a small discount and avoiding

working for them in the future can be more cost effective for you than chasing full payment.

But if you think it worthwhile (financially or out of principle), you should know your legal options and rights.

Your legal options and rights

Sending a formal letter:

Showing that you won't budge can be all you need to get a customer to pay. Emails are fast and provide a paper trail, but a posted letter carries more authority. Set out what your next actions will be if they do not pay by the deadline.

File a statutory demand:

A statutory demand is a formal payment request that does not require the involvement of a lawyer or any fees. See:

www.gov.uk/statutory-demands/how-to-serve-a-statutory-demand

Debt collection agencies:

Small or large payments can be taken to a debt collection agency. This can be a fast way of getting paid and fees are usually taken as a percentage of the payment only if recovered successfully.

Small claims court:

For larger sums, the small claims court can be effective. If the claim is ruled in your favour, your client will be ordered to pay. Fees are 5-10%.

Money Claims online service:

This is a government-run online service at:

www.gov.uk/make-court-claim-for-money/make-claim

■

Preventing future issues

The most effective strategy is to prevent payment disputes from occurring in the first place.

- **Choose your customers:** Trust your instincts. If a customer shows a 'red flag', politely decline the job and avoid working with them.
- **Keep a paper trail:** Invoices, quotes, contracts, payment history and any correspondence with the debtor are helpful for quickly resolving issues. Software makes this far easier to track and manage.
- **Take photos of your work:** Before, during and after photos prove you did the job. They can also be used on social media.
- **Create clear quotes:** Especially for more complex jobs, a good quote with broken-down line items helps avoid confusion, keeps you and the customer on the same page, and makes pricing extremely transparent. The key here is to get some form of quote acceptance from your customer, ideally an email response.

Gas Engineer Software

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Installers are warming to heat pumps: so what's holding them back?

Baxi's annual Installer Skills Survey has once again delved into installer attitudes to heat pumps to date and how these have changed over time. Now in its fourth year, the survey was carried out with Talan (formerly Gemserv) and gathered insight from nearly 400 installers, making it a comprehensive snapshot.

Although 6 in 10 installers are ready, they say lack of consumer demand remains the main barrier to uptake, highlighting the challenge of converting their interest into real-world installations. The 2025 survey showed that some heating engineers are becoming more sceptical of heat pumps and towards net zero more broadly, reflecting the increasingly divisive narratives on the topic.

“Installers clearly want to do the right thing for their customers.”

Training makes its mark

Some 59% of installers are either already developing the skills to fit heat pumps or intending to do so within the next few years. The majority are either sole traders or businesses with just two or three employees, and so the trend is to partner with other companies that can provide complimentary services, such as system design, installation support or financing.

The number of installers citing a lack of training as a



barrier has fallen by 18 percentage points compared with 2024, suggesting that industry investment in training is beginning to pay off. Baxi has seen more than 1,000 installers attend its heat pump training courses over the past year.

customers,” said Ian Trott, Head of Training. “Many take pride in their technical ability and won’t compromise on service until they’ve built real hands-on experience with the technology. Training for a qualification is one thing; but training for competence is what’s really needed to move the needle on installer engagement.”

Hybrids are a practical bridge

The 2025 survey also found that 35% of installers have moved or would be somewhat or extremely likely to move to fitting heat pumps as part of a hybrid system. Unlike a stand-alone heat pump system, hybrids typically do not require a water cylinder, making the installation lower cost, quicker, less disruptive and with less complexity.

“Hybrids can be a powerful transitional step,” said Ian. “They are often more attractive to installers because they’re easier to fit,

When asked what drives them in their work, heating engineers say the most important factor is providing a good service to customers (85%), solving technical problems (62%) and getting things right from a technical perspective (50%). According to Baxi, this sense of professionalism partly explains why some installers hesitate to recommend new technologies until they feel fully competent.

“Installers clearly want to do the right thing for their

23%

of installers say having a heat pump at home would make them feel more confident speaking to customers

and to customers because they require less cost and disruption. Supporting hybrid options would give more installers valuable real-world experience and help homeowners see the benefits earlier.”

Held back by paperwork

While attitudes to heat pumps have shifted positively, consumer demand is developing more slowly. Although many households continue to prefer a straightforward like-for-like boiler replacement, 2024 was still a record year for heat pump sales in the UK.

45%

of installers have a ‘terrible’ perception of net-zero targets

Almost half of respondents – 46% – named the paperwork involved in government schemes as a major obstacle to installing heat pumps, saying it slows down projects and can deter customers from making the switch.

Generational divide

A recurring theme in Baxi’s annual surveys has been a generational divide in attitudes

74%

of installers have at least enough business in 2025

to retraining. Installers approaching retirement are generally less inclined to invest in developing new skills, while those earlier in their careers are more open to diversifying their expertise.

The survey also noted that a large proportion of heating engineers work either as sole traders or in very small teams. This structure can make it more difficult for them to take time out for training or to manage the additional paperwork that often accompanies low-carbon installations. Many respondents said they expect to collaborate or partner with other service providers to meet future demand for clean heat technologies.

“Many are preparing for the future, with plans to prepare for the uptake of heat pumps and develop their skills. As a result, more installers are comfortable talking to their customers about energy efficiency and fewer say that training is a barrier than in last year’s study. It shows that the work the sector is doing to encourage training is working,” said Will Taylor, Principal Consultant at Talan. ■

Almost 400 installers took part in the survey, carried out in July and August 2025.

Wales leads the way on training take-up

There are big regional disparities across the UK in the number of heating engineers trained and ready to work with heat pumps, according to research from City Plumbing. Its Taking the Temperature report found that 58% of professionals have already trained or upskilled in heat pumps, with a further 34% planning to do so within the next 12 months.

Robust workforces

Leading the way are installers in Wales (75%), the East Midlands (74%) and the North West and Scotland (both 72%) reporting the highest levels of trained installers. The South West also performs strongly at 68%, giving these areas a robust workforce to meet current demand.

Northern Ireland, despite having the lowest training uptake today (21%), shows the highest growth potential – with more than seven in ten professionals (71%) planning to upskill in the next 12 months.

The North East (56%), East of England (47%) and Greater London (39%) also report significant pipelines of planned training, indicating that these areas could quickly close the gap with more mature markets.

Why product training still matters

Manufacturers' deep-dive product workshops are important building blocks in a heating professional's wall of expertise, writes Viessmann Academy manager Chris Brummell.

Not all heating manufacturers require heating engineers to complete product-specific training so that they can enjoy a certain status or receive privileges. But although this type of learning may not be mandatory, it does offer clear professional benefits in the journey to net zero.

For most heating engineers, the challenge with training is time. It can mean that manufacturers' product workshops are seen as optional extras, secondary to core qualifications. But these sessions can count towards continuing professional development (CPD) and, more importantly, strengthen practical skills that benefit your daily work.

Knowledge and confidence

As the government continues to encourage consumers to

switch to renewables, homeowners are increasingly researching products themselves. Heat pump customers, in particular, tend to be well informed.

They may spend considerable time researching brands and technologies before contacting a heating engineer. And they often arrive with detailed questions or strong views on what they think they need. This makes it essential for heating engineers to bring their specialist expertise to the conversation.

System variations

Product-specific training plays an important role here. Each manufacturer takes a slightly different approach to design and functionality. The differences can affect not just purchase price but also efficiency, maintenance, environmental impact and

“It provides practical insights that may not be obvious from technical manuals.”

overall system performance.

Being able to explain these distinctions helps you guide customers towards the best solution for their property, lifestyle and budget. This enhanced credibility means customers are more likely to heed your recommendations.

Beyond the manual

Training also provides practical insights that may not be obvious from technical manuals. Courses often enable professionals to see how products are constructed, explore different installation scenarios and ask detailed questions.

Learners can dig deeper into marketing claims to explore their underlying substance. This hands-on learning helps to avoid mistakes during real-world jobs and supports better integration of new systems with existing heating infrastructure.

Why training still counts

The advantages of product training remain clear. It's a sound investment to gain in-depth knowledge that will improve customer service, reduce errors and help deliver installations that perform as expected. It also strengthens professional credibility at a time when homeowners are more engaged and demanding than ever. ■



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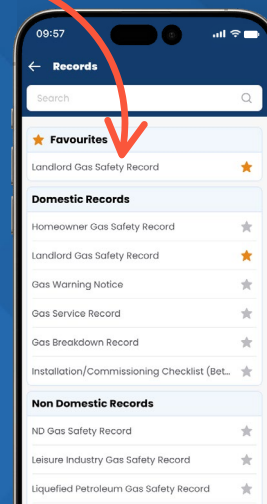


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Fronting up with options

Do you know the Compact radiator range as well as you thought? Stelrad dives into the detail.

Stelrad's Compact radiator range has evolved over the years, improving appearance and efficiency. It's equally at home as part of a traditional boiler-driven heating system or, sized correctly, as part of a heat-pump system.

New models keep on coming, with the addition of 200mm and 1200mm high radiators – the 200mm floor-mounted radiator comes in K3 and K4 formats – and the 1200mm radiators in K2 format, wall-mounted and with a centre tap fitting.

The new Green Compact Series comes with an Environmental Product Declaration (EPD), which reports comparable and third party-verified data about the radiator's environmental performance over its lifecycle.

The steel in the Green Compact models is recycled and made from renewably produced steel, made in an electric arc furnace with high recycled content and 100% renewable electricity. Using this low-emissions steel leads to a 66% reduction in CO₂ emissions per tonne of steel, compared with the same product made conventionally.

Designer style

The Compact radiator has been at the heart of Stelrad's premium panel radiators too, such as the Silhouette, Deco and Plan models in the Vita Series. These are all Compacts with stylish fronts for a designer look when

installed in homes and businesses. And that goes for the traditional horizontal models and the fast-growing market for vertical radiators.

"We offer this one great radiator with a choice of four fronts," says Chris Harvey, head of Marketing. "Whether the style of the property they will heat dictates a regular



radiator design or a flat-fronted, horizontal or vertically lined casing, they all benefit from the heating instincts of the Compact radiator as the heating product behind the casing."

And although a heating system used to be just "a boiler and eight rads", more homeowners are now choosing their radiators than was the case even a decade ago. TV property and design programmes are seeing radiators become an aspirational product in almost every room in the home.

"Many are willing to pay a little extra to transform their



radiators into something a little bit more special," says Chris. "The addition of one of the front panel options makes the radiator look every inch designer."

"They are all a breeze to fit as they have the same piping connections and brackets, and the finished look of one of the 'added extra' radiators is enough to enthuse many homeowners and developers that are keen to up the ante when it comes to choosing a seriously good-looking heating system." ■

www.stelradprofessional.com

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Faster, smarter water testing from **Fernox**

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Clip pipework fast with **Talon**

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Tado powers AI smart heating

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TankBoost adds 5bar model

Unlock more rewards with Vault

Worcester Bosch's Vault loyalty programme now provides rewards and support for heating, ventilation and air conditioning products. The programme has the same loyalty levels as Worcester Bosch Installer, Worcester Bosch Accredited Installer and Worcester Bosch Accredited

Partner, and installers can now level up by fitting oil or gas boilers, air conditioning units and heat pumps.

Vault's benefits include:

- Instant guarantee certificates for boilers
 - New Rewards shop items
 - Product and business certification badges
 - Spend points from the app
 - Extend a guarantee from the app
 - Unlock more heat pump and hybrid finance options.
- Installers will continue to be rewarded by earning points when they register their installs through their loyalty account. They can then convert points to cash on a card, or spend them on workwear, power tools and more.

www.worcester-bosch.co.uk/professional/loyalty-signup



Cashback and a trip to Vegas

You could bag up to £1,000 cashback on Ideal Max boilers and heat pumps, plus be in with a shot at winning an unforgettable trip to Las Vegas, with Ideal Heating and City Plumbing. Until 31 December 2025, Installer Royale rewards installers who purchase and register qualifying Ideal products at City Plumbing's branches or online store.

For Max boilers, the rewards range from £75 cashback for five boilers up to £500 for 20 boilers. For heat pumps, the rewards are £75 cashback for one Logic Air or HP290 heat pump, up to £500 for four.

Installers can earn up to a maximum of £1,000 cashback. They'll also get an entry into a prize draw to win one of three trips to Las Vegas with every qualifying purchase. Hemal Morjaria, MD of Heating and Renewables, said: "Installer Royale combines great products with great rewards – whether that's cashback in your pocket or a holiday you'll never forget."

T&Cs apply. Find out more on City Plumbing's website.

Vaillant and Glow-worm team up with shared loyalty programme

Vaillant and Glow-worm's new combined loyalty platform, MyRewards, brings together the two brands for rewards from either.

The single platform means points and cash rewards build when products from either Vaillant or Glow-worm are registered, widening the scope to benefit from a range of install types and customer budgets.

Cash rewards can be redeemed against e-vouchers, digital Mastercards, technology and tools, while

points can be used against workwear and branded merchandise. Installers can also progress through tiers to access additional business advantages, such as further extended warranties.

A clear pathway shows progress towards unlocking the next level, with top-tier installers able to benefit from access to sales leads.

The platform also helps keep install records for both brands in one place and lets installers know what they have or haven't completed, via

handy push notifications.

Simply download the new MyRewards app or, for desktop, head to **myrewards.uk.com**. New installers will need to sign up, but existing Advance or Club Energy installers will be able to log in with their existing user name.

And an additional incentive is VIP Escapes, where up to 60 couples could be off on the trip of a lifetime to Hong Kong. Simply opt in to the incentive and any points accrued will count towards the target. myrewards.uk.com

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Faster, smarter water testing from Fernox

Fernox has updated its mobile app and portal for a faster and more intuitive experience designed to streamline on-site system, postal testing, and reporting.

The app provides real-time tools for water testing, recommendations for treatment and easy access to technical documentation. It includes multi-user access, customisation options, company and address finder, professional reporting tools, product recommendations and offline submissions.

"The updated app provides practical tools that make testing quicker and more convenient on site," said Mike Skivington, UK and Ireland sales director.

You can find out more and download the app at: <https://fernox.com/download-app>

Clip pipework fast with Talon

Talon's quick-locking single clip is a simple but effective solution for holding domestic pipework in place. Designed to grip tightly and stay put, the snap-tight locking top keeps pipework secure during installation and beyond. The high stand-off allows space for lagging and supports proper heat circulation, suitable for both hot and cold pipe runs inside and outdoors.

The wide base helps prevent clips being pulled into plaster and reinforced sides add strength. The range comes in white and yellow (gas) in 15mm, 22mm and 28mm, with blue (cold) and red (hot) available in 15mm and 22mm for clear, colour-coded installation.

There's also a double quick-locking clip version which holds two pipes with a single central fixing. These are useful for flow-and-return systems, ensuring a consistent, aligned finish while



maintaining ease of access and efficient use of space.

Quick-locking spacers can be used to raise the clip 13mm off the surface, while quick-locking reducers make it easy to fit smaller pipes into larger clips.

www.talon.co.uk

Tado powers AI smart heating

Tado is bringing smart heating to a new level with AI Assist, taking home heating from automation, where devices follow pre-set rules, to true intelligence. The company says users can save up to 55% more compared to using Tado without AI Assist, with heating that learns, predicts and optimises in real time to make heating more adaptive and efficient.

Co-founder Christian Deilmann says: "AI Assist doesn't just react: it thinks ahead, adapting to your life, to increase your comfort and savings."

Tado's recent customer survey shows strong appetite for AI-powered features, with more than half of respondents rating them as highly important.

AI Assist is available for Tado X customers as part of its paid subscription.

TankBoost adds 5 bar for bigger demand

Salamander Pumps has added a higher-pressure 5.0 bar variant to its TankBoost range.

TankBoost combines a storage tank with a submerged pump for quiet running. Designed for mains-fed systems, it increases pressure and flow across multiple outlets and across multiple floors at the same time.

The new variant meets

demand for a higher-pressure solution for larger, multi-level properties with several outlets and increased water consumption. It delivers water pressure and flow up to 5.0 bar and 120 L/min

The 5.0 bar TankBoost is particularly suited to boosting water in taller buildings, with long pipe runs to outlets on upper floors.



Compared with the 3.0 bar

model, which delivers up to 80 L/min, the 5.0 bar variant and its flow rate of 120 L/min is ideal for properties where multiple outlets are in use at the same time.

Typical applications for the 5.0 bar TankBoost include houses of multiple occupancy, B&Bs, hotels, small gyms, salons, restaurants and cafes. www.salamanderpumps.co.uk



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