SUSTAINABLE ENERGY AUTHORITY OF IRELAND | ÚDARÁS FUINNIMH INMHARTHANA NA HÉIREANN

Better Energy Homes

Quality Assurance and Disciplinary Procedures for Contractors

Version 5.13 2025

INTRODUCTION

By carrying out energy efficient upgrades in Irish homes, you are playing a vital role in helping Ireland to reduce its greenhouse gas emissions.

Ireland and the European Union are working towards a set of goals for 2020, 2030 and 2050. The aim is to make the energy usage in the EU largely carbon free by 2050.To achieve this, a number of goals have been agreed such as the reduction in greenhouse gases by 20% in 2020, compared with 1990 levels and to improve energy efficiency by 20%.

The quality of service delivery by Contractors registered on the Better Energy Homes Contractor Register ("Registered Contractors") is central to the reputation and effectiveness of the delivery of all domestic energy efficient works carried out under SEAI's Programmes. This is for the purpose of achieving energy savings for home owners and value for public monies. That quality of service has two key dimensions: competence and compliance.

A primary element of the Quality Assurance and Disciplinary Procedures (QADP) is the performance monitoring and evaluation procedure which is applicable to findings of administrative and/or technical non-compliance with the Better Energy Homes Terms and Conditions, SEAI's Domestic Technical Standards and Specifications and the Better Energy Homes Contractor's Code of Practice.

Summary of Quality Assurance and Disciplinary Procedures (QADP) revisions

Version	Date	Changes from previous version
5.13	**October 2025**	• Update to Inspection Severity Rating Checklist – Quality Framework
5.12	**March 2025**	• Amendment of 2.4 External Wall Insulation > ESB Supply Cables
5.11	**December 2024**	• Amendment to Section 2.7 Re-registration process.
5.10	**October 2024**	• Amending of links to Webpage
5.9	**April 2024**	• Update to Section 2.7 Re-Registration process
5.8	**April 2024**	• Update to section 2.5
5.7	**May 2023**	• Update to product certification requirements in Appendix 2
5.6	**August 2022**	• Clarified criteria for Heating Control upgrades in Appendix 2; • Correction of formatting errors; • Replacement link for S.R. 54:2014; • Additional information on seriously non-compliant works, Section 2.1; • Update to SEAI contact details; • Change to minimum number of works required Section 2.5; • Appendix 2: removal of Oil/Gas boiler checklist.
5.5	**November 2019**	• Changes to the Severities of some items on the checklists (Appendix 2); • Clarification on the role of the Nominated Personnel; • Requirement for Quality Management System for contractors completing more than 50 applications per year; • Update to Evaluation of Contractor Performance to exclude Severity 3; • Added review of performance related to previous periods; • Clarifications in the text for deregistrations and appeals. • Reviewed sanction table in Appendix 1 and made some changes
5.4	**February 2019**	• Aligns QADP with the new Domestic Technical Standards and Specifications Version 1 and the Better Energy Homes Contractor's Code of Practice Version 1.
5.3	**January 2019**	• Addition of a summary of revisions; • Update of links no longer relevant; • Changes to some items on the checklists (Appendix 2); and • Update to the requirement for contractor to complete a minimum number of grant related works to remain registered;

5.2	**April 2018**	• Some revisions to the text ; • Inclusion of text and checklist for heat pump installations; • Revision of the non-compliances checklist contained in Appendix 2- Checklists for Energy Efficient Upgrade works and of the list of non-compliances in Appendix 1 – Corrective Actions for Non Compliance; and • Change to the time period allowed to appeal reworks after notification.
5.1 (draft only)		N/A
5.0	**2017**	• Some revisions to the text; • Revisions to the non-compliances checklist contained in appendices 2 and 3; and • Aligns the QADP with the Better Energy Code of Practice and the Technical Specification Version 7.2

Note: SEAI no longer accepts applications for grants for the installation of High Efficiency Boilers (both gas and oil) as of the 15th January 2018. Any applications received before this date are processed according to the current Programme rules.

Important points for Contractors operating under SEAI Programmes

- This document outlines the key elements and processes of the Quality Assurance and Disciplinary Procedures (QADP) for Better Energy Homes Registered Contractors. All Registered Contractors must ensure that they and their operators are fully familiar with the Quality Assurance and Disciplinary Procedures set out therein.
- Contractors operating under the Better Energy Warmer Homes Scheme, Better Energy Finance Scheme, Communities and Better Energy Partners must be registered on the Better Energy Homes Contractors register. This entails signing up to the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and the Better Energy Homes Quality Assurance and Disciplinary Procedures for Contractors.
- The Better Energy Warmer Homes Scheme has a different Contractor Scorecard system. Contractors on the Better Energy Warmer Homes panel should refer to their contracts for further details.
- Contractors deregistered as a result of works carried out under a specific Better Energy Programme are prohibited from carrying out works under other Better Energy Programmes. It is the registered contractor's responsibility to inform their clients of any such disciplinary measures. Where a contractor is de-registered as a result of inspection on a particular measure(s), they are automatically prohibited and de-registered from all other programmes and measures.

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1. Quality Assurance System

1.1 System Overview

The overall approach by SEAI to the Quality Assurance of Better Energy Homes Registered Contractors consists of a combination of:

- Enforcement of the SEAI's Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractor's Code of Practice through frequent audits (inspections),
- Enforcement of the terms and conditions of the Scheme via desk audits and administration checks.
- Promoting best practice and professional development of Quality Assurance of Better Energy Homes Contractor

In order for a contractor to properly operate within the Better Energy Schemes it is essential that they have read, understood, signed up to and strictly adhere to their obligations contained within:

- The Better Energy Homes Contractor Registration Form;
- The SEAI's Domestic Technical Standards and Specifications;
- The Better Energy Homes Contractor's Code of Practice;
- The Better Energy Quality Assurance and Disciplinary Procedure (this document);
- All technical documentation as published on the Contractor Supports page on the SEAI Website; and
- All relevant technical documentation and notifications as SEAI may issue from time to time.

Note: It is the version published on the web which is deemed to be currently applicable.

In addition to the above, Standard Recommendation S.R.54:2014: "Code of practice for the energy efficient retrofit of dwellings" has been developed by State Agencies and National Standards Authority of Ireland in conjunction with the Building Research Establishment to provide guidance on the energy efficient retrofit of dwellings. Better Energy Contractors are asked to familiarise themselves with this standard and put its recommendations into practice. A link to this document can be found here: https://www.nsai.ie/about/news/publication-of-sr-542014-code-of-practice/.

Works completed must be carried out, supervised or inspected by "Nominated personnel" listed on the Contractor Registration Form and the Declaration of Works must be signed by that person. This signature on the Declaration of Works form is a confirmation by the Contractor that the work meets the required standards.

This QADP document sets out the approach to detecting and scaling non compliances and the disciplinary action arising out of failure to meet the requirements of the Better Energy Homes Scheme and / or to adhere to the terms and conditions.

SEAI shall use all means at its disposal to ensure quality and compliance issues are identified and remedied. This includes, but is not restricted to, property audits, Contractor and homeowner phone audits, complaints investigation etc.

1.2 Contractor's Quality Management Systems

Registered Contractors have committed to deliver services under the Scheme with all due skill, care and

diligence using materials which are fit for purpose and of adequate quality and will only use adequately qualified personnel, including the nominated personnel, in providing the services. Furthermore, Registered Contractors have undertaken to carry out works in accordance with the SEAI Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice, and any other directions and guidelines issued by SEAI from time to time.

All Registered Contractors must be able to demonstrate to SEAI the steps they have put in place to achieve and maintain the Quality of Service they have committed to under the terms of their registration.

Registered Contractors completing works on 50 applications or more per year must have an adequate Quality Management System, satisfying the following:

1. The **Quality Management System** must comprise of Quality Assurance processes, procedures, and responsibilities for achieving the quality objectives required to operate as a Better Energy Homes Registered Contractor;
2. Internal monitoring and auditing, competency checks, and staff training must be carried out regularly and documented; and
3. All documents detailing the Quality Assurance processes, procedures, and responsibilities, including the details and results of internal monitoring and auditing, competency checks, and staff training must be made available to SEAI upon request.

The Quality Management System must be adequate to support the requirements set out above and the scale of the Contractor's operations. Failure to maintain an adequate Quality Management System may constitute ground for de-registration from the Scheme.

1.3 SEAI Audit Process and Technical Non Compliances

Audits, inspections and on-going continuous improvement are the main tools through which the Quality Assurance of the works and competency/compliance of Better Energy Homes registered Contractors is achieved. The aim of the Better Energy Homes Audit Process is to identify technical faults in a timely manner so that:

- Any technical errors identified can be corrected via reworks by the responsible Contractor;
- Such errors are avoided in future through feedback directly to the Better Energy Contractor concerned as appropriate through the relevant communication channels to continuously improve the service; and
- Such errors are avoided in future through disciplinary sanctions as appropriate.

The audit process involves planning, co-ordinating, conducting of audits, reporting and acting on the findings. The selection of Better Energy Contractor/homes for an audit is carried out on both a random and a targeted basis. Selection of a Better Energy Contractor for audit should not be interpreted as there being any prior presumption by SEAI of there being error / non-compliance on the part of the Better Energy Contractor concerned. Each and every active Contractor can expect to be audited regularly.

1.4 Administrative Non Compliances

The continued efficient administration of the Scheme requires contractors to fulfil their obligations in respect of registration and installation documentation. In the course of routine grant administration and auditing SEAI may become aware of cases where installers are not fully compliant with the Scheme Terms and Conditions or aspects of SEAI's Domestic Technical Standards and Specifications (DTSS) and the Better Energy Homes Contractor's Code of Practice, other than specific technical issues previously referenced in

Section 1.3.

In instances where these Administrative Non Compliances are deemed serious, they may result in sanctions being applied under the scheme Quality Assurance and Disciplinary Procedures, emphasising the importance of maintaining professional administration and customer service at all times.

Where insurance or eTax expires, the CO shall be automatically deregistered. The CO is obliged to update their records in order to be reregistered. No penalty points are applied for this.

Administrative Non Compliances are set out in Appendix 1 – Corrective Actions for Non Compliance to this document. (SEAI retains the right to add to / amend this appendix as required to maintain the integrity of the scheme).

1.5 Classification System for Audit Findings of Technical Non Compliances

An audit finding of non-compliance may arise from a technical error or non-compliance with the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice or the Contractor Registration terms and conditions.

Each non-compliance is assigned a severity rating and penalty points are assigned to each severity rating for the purpose of evaluating a contractor's performance in accordance with SEAI's evaluation method.

The severity ratings of Non Compliances are defined as follows:

Severity Rating	**Severity 1**	**Severity 2**	**Severity 3**
Classification	Possible health and safety risk or highly non-compliant, potential to impede payment.	Potential to compromise the effectiveness of the installation, potential to delay payment. Not to standard.	Not best practice
Rework Requirement	Reworks required	Reworks required	Reworks required
Penalty Points Applicable	3 penalty points	2 penalty points	1 penalty point

Technical Non Compliances are contained in Appendix 2- Checklists for Energy Efficient Upgrade works. SEAI retains the right to add to/amend these appendices as required to maintain the integrity of the Scheme.

1.6 Response Time to Rework Requirement Notifications

The allowable period for Contractor reworks to take place is determined by the severity level discovered at the time of audit. All reworks instructions must be responded to within the timeframe indicated (varies depending on severity).

- ***Severity 1:*** Contractor is notified within 1 week of audit and he / she must undertake reworks and submit confirmation of same to SEAI within 28 days of dated notification. Three penalty points are awarded.

- In certain instances a Severity 1 merits immediate action to ensure the issue is made safe and in such circumstances SEAI notifies the Contractor that immediate remedial action is required. This rework must be completed as a matter of urgency and confirmation of completion of same submitted to SEAI within 48 hours of notification of rework requirement.

- ***Severity 2 and 3:*** Contractor is notified within 1 week of audit and he/she must undertake reworks and submit confirmation of same to SEAI within 28 days of dated notification. Two or one penalty points respectively are awarded.

The contractor receives a Reworks Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address.

A reworks notification may be appealed within 2 weeks, in writing only, by using the Reworks Appeal form (available at https://www.seai.ie/contractors-and-suppliers/supports-for-contractors/).

Failure to comply with a direction to undertake reworks will result in deregistration from the SEAI Better Energy Homes Contractor register.

See Section 2.6 for Deregistration and Section 2.8 Contractor Appeals for more details.

2. Risk Based Evaluation of Contractor Performance and Disciplinary Procedures.

SEAI assess Contractor performance by way of risk-based analysis of a Contractor's performance over a particular time period which takes account of:

- The proportion of houses inspected which have reworks (Sev 1, Sev 2)
- The severity of these reworks (gross penalty point average for all homes that did not pass).

This approach takes account of the volume of activity being undertaken; level of inspections and the severity of instances of Non Compliance identified in particular properties.

Based on this evaluation, SEAI may issue guidance to Contractors on actions necessary to reach the required standard. The intention of any corrective actions is to assist Contractors in improving their work standards, reputation and competitiveness in accordance with the requirements of the Better Energy Schemes.

Should a Contractor fail to reach the required standard when following direction on corrective action, then, in accordance with warnings issued, disciplinary action will follow, up to and including deregistration from the SEAI Better Energy Homes Contractor register.

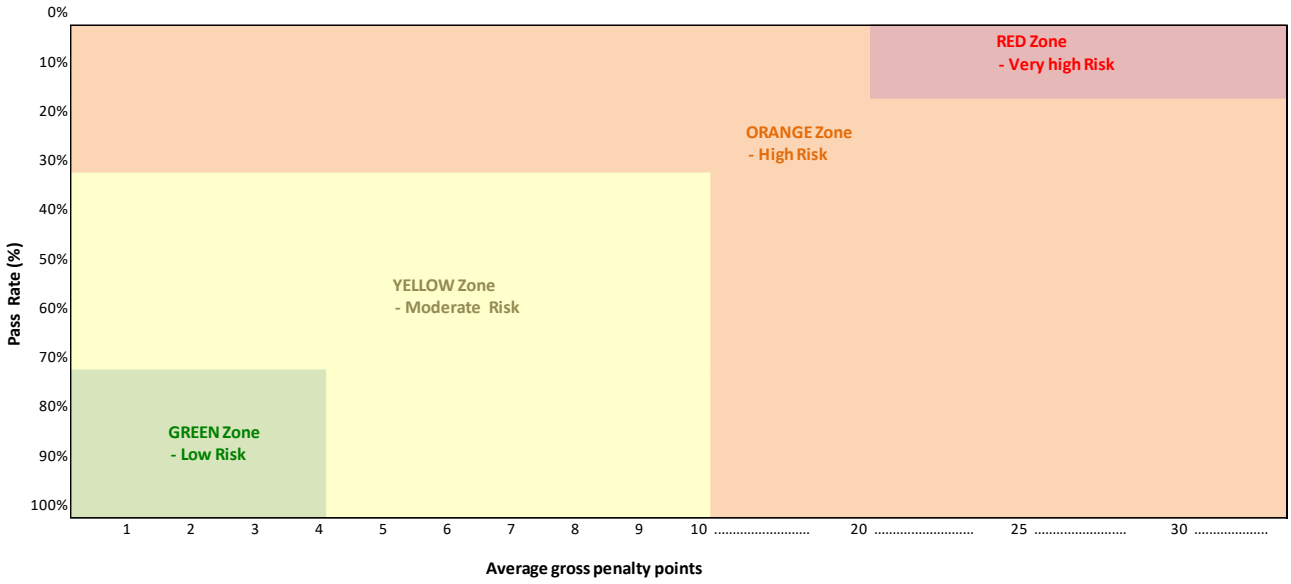
2.1 Evaluation of Contractor Performance

- All Contractors will be audited on a regular basis with respect to technical and administrative compliance with the codes and standards of the Better Energy Schemes.
- Each Contractor's audit results for the previous six months will be evaluated on a regular basis to determine the:
    - **% of properties as a proportion of inspected** which pass inspection (no issues on the Sev 1 to Sev 2 scale) with a target pass rate of ≥70%.
    - **Average gross penalty points, across** all issues identified, for failed properties (Sev 1 and Sev 2 issues identified) with a target of ≤4 points.
- Contractors will be advised of their evaluation results.
- SEAI may review quality records more frequently and reserve the right to communicate same more frequently, particularly where signs of risk of non-compliance are emerging.
- Where a contractor's performance falls outside of the required performance levels then appropriate guidance and / or sanctions will be notified to the contractor.
- Where a contractor works in conjunction with an Energy Partner, and carries out works under other Home Energy Schemes, SEAI will share performance results with that Energy Partner.
- SEAI reserves the right to publish the names of top performing Contractors.
- SEAI may publish and make public information concerning any deregistration from the Registered Contractors list.
- Where an inspection finds a significant portion of the works is not complete, i.e. the works do not meet the minimum installation standard, the works may be deemed **seriously non-compliant**. Reworks notifications will not be issued in these circumstances. Seriously non-compliant works may result in deregistration for 6 months and the homeowner could have their grant declined or rescinded. See Section 2.6 for further information.

2.2 Performance Categories, Corrective Actions and Sanctions.

The evaluation of Contractor performance will place individual Contractors in the following four performance categories (identified diagrammatically below):

- GREEN: good performance / low risk
- YELLOW: medium performance / moderate risk
- ORANGE: poor performance / high risk
- RED: very poor performance / very high risk.



Performance evaluation will take place on a half-yearly basis. The performance categories are divided into separate bands and a Contractor's placement in a band shall determine the requirement for particular actions or sanctions as defined by SEAI. Placement in the green zone means the Contractors' performance is acceptable and no corrective actions are required.

Once contractors are identified as in a zone other than Green, they must take demonstrable action to improve performance including eliminating repeat issues.

- If in the orange zone, they must have moved to the green zone within the next three evaluations, i.e. within 18 months.

- If in the yellow zone, they must have moved to the green zone within the next two evaluations, i.e. within the next 12 months.

- If there is no demonstrable improvement, contractors may receive a letter of deregistration pending appeal and shall have 14 days to appeal the decision of deregistration.

The table below sets out the specific actions applying to each zone.

ZONE	SEAI ACTION	SANCTION
GREEN Good Performance Low risk	Congratulations! You are doing well. Written notification of contractor scorecard. Inspection regime maintained	None
YELLOW Moderate Performance Medium Risk	Written notification of contractor scorecard.	**May be deregistered for a TWO (2) month period** if no demonstrable improvement following 3 consecutive SEAI performance evaluations, i.e. after 18 months. Performance evaluations carried out every 6 months.
ORANGE Poor Performance High risk	Written notification of contractor scorecard.	**May be deregistered for a SIX (6) month period** if no demonstrable improvement following 2 consecutive SEAI performance evaluations, i.e. after 12 months. Performance evaluations carried every 6 months.
RED Very Poor Performance Very High Risk	Written notification of contractor scorecard. A deregistration letter pending appeal within 14 days is issued. Contractor cannot be selected for new works, but may complete on-going works.	Deregistered for a six (6) month period if a) no appeal is received or b) appeal is rejected.

Any contractor identified in the Red Zone shall receive a deregistration letter pending appeal within 14 days. The Contractor cannot be selected for new works, but may complete ongoing works.

The deregistration period begins 14 days after the date of issue of deregistration letter or email, unless an appeal is received within this time period.

Appendix 3 – Better Energy Homes QADP Zone Examples sets out examples of various contractors to demonstrate how the assessment scheme operates. Please take time to consider the scenarios set out therein.

2.3 Record of Non-Compliances

The recording of Non-Compliances in the form of Severity Ratings is one element of the evaluation process described above. Contractors shall be formally notified of Non-Compliances and Severity Ratings applied by post as part of the Reworks Notification. It is important to note that:

- A Better Energy Contractor's inspection results are recorded against their profile. Where a contractor works in conjunction with an Energy Partner, SEAI will share performance results with that Energy Partner.

- All Non-Compliances / severity ratings associated with individual properties will be recorded on the contractor profile.

- Each company's profile is treated as a single entity and the Non-Compliances / severity ratings accrued by individual nominated personnel listed on their Better Energy profile are assigned cumulatively.
- Each Contractor's audit results for the previous six months will be evaluated. Note this is a rolling evaluation system, so for example if an evaluation takes place on 20th December of any given year only Non-Compliances / severity ratings applied in the previous 6 months will be considered in the evaluation.
- Significant poor performance will require corrective actions by Registered Contractors to improve performance as directed by SEAI. Failure by a Registered Contractor to improve performance following direction by SEAI may lead to deregistration.
- Review may include looking at previous performance periods to review the progress made in quality performance by Registered Contractors.

SEAI maintains the records of inspection results for Contractors beyond the period of performance evaluations and during periods of deregistration. These records may be used by SEAI for review of quality performance, and for purposes related to Contractor registration and administration of the grants.

2.4 Immediate Deregistration

The table below lists some of the triggers which will result in deregistration:

Deregistration Period	Triggers
2 Months	• Failure to attend targeted workshops / training when directed by SEAI. • Undertaking work without appropriate insurance cover • Contractor is not registered for the measure or undertaking works while deregistered. • Contractor applying on behalf of the homeowner or letting the homeowner use their email address (or any nominated personnel). Exception: where an Energy Partner is applying on behalf of homeowner.
6 Months	Inappropriate or fraudulent behaviour, including but not limited to: (a) attempt to defraud SEAI / state (b) attempt to defraud homeowner (c) any attempt to support the homeowner in their endeavours to defraud SEAI / state (d) Inappropriate, unsafe or highly non-compliant behaviour such as: • Failure to do reworks within the appointed time. • Tampering with/moving gas network equipment. • Natural gas works done by a non-RGII registered person. • Failure to use products that are fit for purpose, or improve the energy efficiency of the building or have a detrimental impact on the structure, viability, quality or safety of the property or not installed to applicable standards. • Subcontracting work to a Contractor not on the Better Energy Homes list of registered Contractors. • Very high Risk Category after a single SEAI performance evaluation. See Appendix 1.

2.5 Summary Deregistration

Notwithstanding the above, SEAI reserves the right to summarily deregister a Better Energy Contractor in specific circumstances including, but not limited to, the following:

- technical non-compliance with SEAI's Domestic Technical Standards and Specifications and the Better Energy Homes Contractor's Code of Practice or technical failure that risks compromising homeowner health and safety (such as a non-compliant electrical works);
- repeated seriously non-compliant works;
- failure or a verification audit or inspection (re-inspection); or
- activities that could bring the Scheme into serious disrepute.

In case of Summary Deregistration, this will not be deferred for two weeks although the Contractor will still be entitled to appeal the decision. No grant related works may be conducted until the appeal has been heard.

In order to remain registered Contractors must remain active. Homeowners rely on the Better Energy Homes register to source contractors with a high level of competence and familiarity with the programme requirements. Though presence on the register is not in itself a guarantee of quality, it is misleading to homeowners to permit contractors to remain on the register who are not sufficiently experienced in completing works to programme standards. If they do not carry out a sufficient number of SEAI supported (grant-related or other) jobs, contractors may be removed from the register. The minimum required to be considered active is five jobs per year, with at least one job completed every six months. When a Contractor is removed from the register for being inactive, they can contact contractor@betterenergyhomes.ie to request re-registration. Please refer to section **2.7 Re-registration** in the Better Energy Homes QADP for full details.

2.6 Deregistration Process

When a Contractor has been identified for deregistration, e.g. for seriously non-compliant works, the contractor may appeal this decision according to the deregistration appeal process set out in section "2.8 Contractor Appeals".

When the deregistration is due to failure to complete reworks, the contractor is given the opportunity to appeal the reworks and there is no additional deregistration appeal process after the reworks appeal decision is made or the time allowed for appeal of reworks has passed. See section "2.8 Contractor Appeals".

During the deregistration period the following restrictions apply:

- A Contractor must not commence any Better Energy Homes or other Better Energy Schemes works not already started prior to de-registration
- A Contractor must not accept any new works through the Better Energy Homes Scheme or other Better Energy Programmes
- A Contractor is strictly forbidden to accept works as a change of Contractor as and from the effective date of deregistration
- The completion of any Better Energy Homes works already started by a Contractor prior to this notice, must be completed within 14 days and shall be subject to the Terms and Conditions of the scheme including audit and rework requirements.

- The contractor must notify SEAI immediately of works intended to be carried out by him/her under other SEAI Better Energy Programmes.

2.7 Re-registration

Re-registration on the Better Energy Contractor list is NOT automatic. Contractors need to re-register at Register with SEAI once the period of deregistration is completed and evidence that the basis for the deregistration has been rectified. The following information should be provided with the Contractor's re-registration request:

- Evidence that the basis for your deregistration has been rectified and that the Contractor's company has incorporated the necessary steps in its processes to ensure that it does not occur again.
- Up to date Insurance and Tax Clearance Certificates.
- Proof of qualification where applicable.

SEAI reserves the right to impose particular conditions on the Contractor before re-registration. Such conditions may include, but are not limited to, the following requirements:

- To provide proof of competency
- To study the terms and conditions of registration
- To study SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and QADP document (this document)
- To complete a training course
- To pass a specified examination
- To provide an updated quality assurance statement
- To provide a copy of their Quality Management System and/or quality checks/audit regime

This list may be amended by SEAI from time to time. The number of penalty points applied and the details of the deregistration shall be kept on record. Where conditions are applied, re-registration will not be processed until such time as all conditions have been met, and all information has been received, reviewed and deemed satisfactory by SEAI.

SEAI reserves the right to refuse an application for registration or reregistration from a contractor in the following cases:

- The contractor has in any way purported to be registered with the Better Energy Homes Scheme while not registered, e.g. during periods of deregistration;
- The contractor has not complied with the particular conditions of their re-registration;
- The contractor has repeatedly failed to adhere to the Terms and Conditions during previous periods of registration;
- The contractor has inappropriately interfered with the correct administration of the SEAI grants while not registered, e.g. during periods of deregistration. This includes, but is not limited to, facilitating the payment of grant moneys for works that are not compliant with the requirements of the Better Energy Homes Scheme, signing off a Contractor Declaration in the Declaration of Works form, circumventing the intent of their or another contractor's deregistration;

2.8 Contractor Appeals

Contractors may appeal the audit and inspection outcomes, and the decision to deregister them from the Better Energy Homes Registered Contractors List within the time limits specified.

2.8.1 Contractor Appeals to Reworks

If an inspection returns a finding of Sev 1, Sev 2 or Sev 3 reworks, the contractor receives a Reworks Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address. The Contractor may appeal the reworks decision in writing, within 2 weeks, using the Reworks Appeal form. The reworks appeal is reviewed by the SEAI Inspections Unit. The reworks decision may be re-appealed but only under provision of new information. The re-appeal is reviewed by the Head of the Inspections Unit and the decision is final.

A contractor who fails to complete reworks by the given deadline, and does not appeal the reworks decision, is deregistered until the reworks are completed or for longer periods where applicable.

Once a rework has been applied and not successfully appealed, penalty points are automatically awarded. Penalty points may not be appealed.

Once an appeal is received, no sanctions are imposed pending consideration of the appeal by SEAI (except in the case of summary deregistration as set out in Section 2.5 Summary Deregistration). All appeals must be submitted in writing using the forms provided for that purpose. SEAI endeavours to respond with a decision to all appeals as quickly as possible.

Appeals on Reworks should be sent to:

Technical Helpdesk
Better Energy Programmes
Beech Hill Office Campus
Beech Hill Road
Dublin 4
D04 V5N2
Email: inspections@betterenergyhomes.ie

2.8.2 Contractor Appeals to deregistration

Contractors de-registered from the Better Energy Homes Registered Contractors List may appeal this decision in writing, describing in detail the grounds for the appeal and including the following information:

- Contractor ID
- Company Name
- Key Contact
- Date of Appeal
- Appeal Reference (App ID and/or MPRN)
- Key Contact Signature and Date

If an inspection returns a finding that works are seriously non-compliant, i.e. a significant portion of the work is not complete, the contractor will receive a letter of "Deregistration Pending Appeal". The Contractor has two weeks to appeal the deregistration in writing, and providing all the information listed above. Appeals for deregistration due to significant non-compliance are heard by the SEAI Appeals Board. The decision of the Appeals Board is final and may not be re-appealed.

Deregistration appeals (and insurance updates) should be sent to:

Administration Helpdesk
Better Energy Homes Programme
SEAI, PO Box 119
Cahirciveen, Co Kerry
Email: info@betterenergyhomes.ie

3. Amendments to the Quality Assurance and Disciplinary Procedure

SEAI has the right to periodically update its procedures and practices. As a result, SEAI reserves the right to review and amend the systems and procedures outlined in this document and may also issue other directions to Better Energy Homes Contractors.

Contractors shall be made aware of any such proposed amendments by email or by way of an update displayed on the Better Energy Homes Contractors section of SEAI's website. SEAI may invite Better Energy Homes registered Contractors to submit comments on, or provide a response to, the proposed amendments. For the most up to date version of this document, that is binding on all Better Energy Homes Contractors, visit and download from SEAI's website at: https://www.seai.ie/contractors-and-suppliers/register-with-seai/contractor-registration/

4. Classification of Non-Compliances

The lists are separated into administrative and technical as appropriate. As noted previously these lists may be updated from time to time and are provided here for clarity and information.

5. Contact details for SEAI

The SEAI website details the relevant contact details for the Better Energy Homes programme: https://www.seai.ie/contractors-and-suppliers/supports-for-contractors/

Contractor technical queries

Contractor Technical Helpdesk

☎

01-2776977

inspections@betterenergyhomes.ie

Contractor registration queries

Customer Care Centre

☎

01-8082004

contractor@betterenergyhomes.ie

Appendix 1 – Corrective Actions for Non Compliance

The list of corrective actions in the table below is not exhaustive, and sanctions may also apply to other instances of non-compliance with the T&C, the SEAI's Domestic Technical Standards and Specifications, the Better Energy Homes Contractor's Code of Practice and other directions from SEAI.

#	Doc Ref	Description	Immediate Sanction
1	T&C 4	Engaging in inappropriate or fraudulent behaviour	6 months
2	T&C 13	Failure to carry out remedial works as required and within the appointed deadline.	6 months
3	DTSS 6.8	Natural gas works done by a non-RGII registered person	6 months
4	T&C 9, 21 COP 2.2, DTSS 2.3	Failure to use products that, are fit for purpose, or improve the energy efficiency of the building or have a detrimental impact on the structure, viability, quality or safety of the property, or not installed to applicable standards	6 months
5	T&C 28	Sub-contracting to a contractor not on the Better Energy Homes scheme list of registered contractors for said measures	6 months
6	T&C 20	Failure to attend targeted workshops / training when directed by SEAI	2 months
7	T&C 7	Undertaking works without appropriate Insurance cover	2 months
8	CoP 2.1 T&C 8	Contractor is not registered for the measure or undertaking works while deregistered (where applicable this sanction runs subsequent to the earlier term of deregistration)	6 months; may be unable to re-register
9	T&C 6 & 7 CoP 2.1	Undertaking works while unregistered due to failure to provide valid eTax details and/or valid Declaration of Insurance)	2 months or Dereg until received, whichever date is later
11	T&C 18 CoP 2.3 DTSS 2.3 etc	Failure to provide optimal solution to homeowner where physically and economically possible or to improve the energy efficiency as required (e.g. less than minimum required wall / roof insulation / heat pump efficiencies lower than required)	6 months
12	CoP 3	Contractors should behave professionally at all times and maintain the high standards expected of the scheme from the quality of the physical works carried out to the level of professionalism with which they are completed, as per the Better Energy Homes Contractor's Code of Practice	2 months
13	CoP 2.2	Failure to respond to SEAI email requests within the required timeframe thereby impeding the effective and efficient administration of the scheme	Dereg until received
14	CoP 2.2	Failure to provide the correct data and date of works on the declaration of works (DoW) form, required documentation or in a verification email, thereby impeding the effective and efficient administration of the Scheme	2 months
15	Reg Email	Unauthorised use of the SEAI logo for marketing or other purposes	2 months
16	CoP 3	Contractor applying on behalf of the homeowner or letting the homeowner use their email address (or any nominated personnel), except for counterparty applications	2 months
17	T&C 9-10	Failure to ensure that nominated personnel meet the technical competency requirements for the scheme as specified by SEAI, and are competent, qualified and have the necessary training and experience to complete the works according to the scheme's specifications	2 months or until personnel meets requirement; whichever date is later
18	T&C 9	DoW signed by a non-nominated person (not on the nominated personnel list for the company)	2 months
19	CoP 3	Failure to explain the terms of an offer clearly, the full implications of the works proposed and give appropriate information in writing when dealing with vulnerable homeowners and/or Special Needs Persons.	6 months

#	Doc Ref	Description	Immediate Sanction
20	T&C 14	Nominated Personnel repeatedly signing Declarations of Works although the works are not to standard, with the same issues arising several times	6 months
21	CoP 2.5	If a contractor is reinstated after deregistration for item 20 on this list, and continues to sign Declarations of Works although the works are not to standard, with the same issues arising	Indefinite deregistration
22	CoP 3	Failing to adhere to the other directions in the Code of Conduct, e.g. on offering professional advice, providing clear information to homeowners, issuing detailed quotations and invoices.	2 months
23	T&C 4	Purporting to be SEAI, or a related Government Department, or giving the impression of representing same	2 months

Appendix 2- Checklists for Energy Efficient Upgrade works

2.1 Solar PV

Section	Detail	Detail	SEV Rating
Structure and mounting frame			
A	Roof structure does not appear to be in sufficient condition to support mounting frame over time	Roof in poor condition	SEV 1
B	Ground / mounting structure not in stable condition / not secured	Frame not level or square	SEV 1
B	Ground / mounting structure not in stable condition / not secured	Unsuitable footing/fixing	SEV 2
B	Ground / mounting structure not in stable condition / not secured	Mounting structure or frame damaged	SEV 2
B	Ground / mounting structure not in stable condition / not secured	Not fixed according to manufacturer's instructions	SEV 1
C	Evidence mounting frame is not securely fixed	No/poor ballast/anchor	SEV 1
C	Evidence mounting frame is not securely fixed	Lack of roof fixings visible	SEV 1
C	Evidence mounting frame is not securely fixed	Wrong fixings used	SEV 1
C	Evidence mounting frame is not securely fixed	Roof integrity compromised	SEV 1
D	Operation of existing vents is compromised	Array fitted over vents	SEV 1
D	Operation of existing vents is compromised	Vents used for cable entries	SEV 1
E	Leaks or water penetration evident	Leak visible at cable entry	SEV 2
E	Leaks or water penetration evident	Staining on roof/ceiling around penetration	SEV 2
E	Leaks or water penetration evident	Mechanically protected fitting not used	SEV 2
F	Evidence land not cleared around ground mounting frame	Evidence land not cleared around ground mounting frame	SEV 2
G	Mounting configuration is not in accordance with Solar PV COP	Mounting configuration is not in accordance with Solar PV COP	SEV 1
Array			
H	Location & orientation of array does not reasonably maximise the energy yield of Solar PV system	Optimal orientation not used	SEV 1
H	Location & orientation of array does not reasonably maximise the energy yield of Solar PV system	Shading not avoided	SEV 1
I	Proximity of array to roof perimeter not in accordance with COP	Array is not minimum 500mm from roof edge	SEV 2
I	Proximity of array to roof perimeter not in accordance with COP	Array is not 200mm below the ridge tile	SEV2
J	Evidence of no rail overhang to module and clamp	Evidence of no rail overhang to module and clamp	SEV 2
K	Evidence of no end caps on mounting bar	Evidence of no end caps on mounting bar	SEV 3
M	Number of panels does not match the number declared in DOW	Number of panels does not match the number declared in DOW	SEV1
String Inverter			

N	Poor location - not safe / not maintainable	No access to inverter	SEV1
N	Poor location - not safe / not maintainable	Data not accessible to user	SEV 2
N	Poor location - not safe / not maintainable	Not firmly fixed	SEV1
N	Poor location - not safe / not maintainable	Inadequate ventilation	SEV1
O	Poor location - not in accordance with manufacturer's instructions	Poor location - not in accordance with manufacturer's instructions	SEV 2
P	Inappropriate IP rating	Inverter not suitable for outdoor use	SEV 1
P	Inappropriate IP rating	Inverter located in an area with an unsuitable environmental conditions	SEV 2
Q	String Inverter not mounted on fire resistant surface (Class O) which extends minimum 150mm beyond edge of inverter	String Inverter not mounted on fire resistant surface (Class O) which extends minimum 150mm beyond edge of inverter	SEV1
R	Evidence inverter not as described in DOW / NC6	Evidence inverter not as described in DOW / NC6	SEV1
S	Automatic isolation of the circuit (shunt)	Not present	SEV 1
S	Automatic isolation of the circuit (shunt)	Not working or automatic isolation of the circuit does not reconnect upon reconnection of AC supply	SEV 1
S	Automatic isolation of the circuit (shunt)	Not within 1.5m of entry to the building or 1.5m from ground mounted array	SEV 1
Micro Inverters			
T	Data not accessible to user	Data not accessible to user	SEV 2
U	Evidence that inverter not installed with manufactures requirements	Evidence that inverter not installed with manufactures requirements	SEV 1
V	AC isolator not fitted in accordance with manufacturer's instructions	AC isolator not fitted in accordance with manufacturer's instructions	SEV 1
W	AC cable and fittings not suitable	AC cable and fittings not suitable	SEV 1
X	Automatic isolation of the circuit (shunt)	Not present	SEV 1
X	Automatic isolation of the circuit (shunt)	Not working or automatic isolation of the circuit does not reconnect upon reconnection of AC supply	SEV 1
X	Automatic isolation of the circuit (shunt)	Not within 1.5m of entry to the building or 1.5m from ground mounted array	SEV 1
Diverter			
Y	Diverter not installed to manufacturer's instructions	Diverter not installed to manufacturer's instructions	SEV 1
Z	Diverter not in compliance with EN 61000	Diverter not in compliance with EN 61000	SEV 2
AA	Diverter not commissioned	Diverter not commissioned	SEV 1
AB	Evidence of diverter not operating as intended	Evidence of diverter not operating as intended	SEV 1
AC Electrical installation & metering			
AC	AC Installation not connected to dedicated circuit in compliance with ET101	AC Installation not connected to dedicated circuit in compliance with ET101	SEV 1

AD	AC Isolator not within 2 meters of Inverter	AC Isolator not within 2 meters of Inverter	SEV 2
AE	Evidence of AC Cables not secure / mechanically protected	Evidence of AC Cables not secure / mechanically protected	SEV 2
AF	No check meter present on AC supply visible to Homeowner	No check meter present on AC supply visible to Homeowner	SEV 2
AG	Evidence that system is not generating correctly	Evidence from the check meter that system is not generating	SEV 1
AG	Evidence that system is not generating correctly	No past meter reading available / past meter reading inconsistent	SEV 2
DC Electrical installation			
AH	Evidence of DC Isolator not present	Evidence of DC Isolator not present	SEV 1
AI	Evidence of DC Cables not secure	Evidence of DC Cables not secure	SEV 1
AJ	Evidence of DC Cables not mechanically protected at points of entry from wear and tear.	Evidence of DC Cables not mechanically protected at points of entry from wear and tear.	SEV 1
AK	Evidence of DC Cables not in accordance with COP	Evidence of DC Cables not in accordance with COP	SEV1
Documentation and labelling			
AL	Datasheets for Solar PV Modules, Inverters and BESS not provided	Datasheets for Solar PV Modules, Inverters and BESS not provided	SEV 2
AM	Warranties for Solar PV Modules, Inverters, Mounting System not provided	Warranties for Solar PV Modules, Inverters, Mounting System not provided	SEV 2
AN	O&M Manual not provided	O&M Manual not provided	SEV 2
AO	Basic start up, shut down, safety, operation and maintenance instructions not provided	Basic start up, shut down, safety, operation and maintenance instructions not provided	SEV 2
AP	Estimation of system performance calculated using common tools not provided	Estimation of system performance calculated using common tools not provided	SEV 2
AQ	All safety and information labels not in place	All safety and information labels not in place	SEV 2
Battery Energy Storage System			
AR	Poor location	Not accessible	SEV 1
AS	Poor location	Not protected	SEV 2
AT	Evidence battery is not secured in accordance with manufacturers' instructions	Evidence battery is not secured in accordance with manufacturers' instructions	SEV 2
AU	Battery system earthing not present / not in accordance with OEM recommendations	Battery system earthing not present / not in accordance with OEM recommendations	SEV 2
AV	Battery system not mounted on a fireproof surface extending 150mm beyond the edge of the battery storage system.	System not mounted on a fireproof surface extending 150mm beyond the edge of the battery storage system.	SEV 1
AW	Battery system is not 150mm from combustible material.	Battery system is not 150mm from combustible material.	SEV 1
AX	No isolation present on battery circuit in accordance with OEM	No isolation present on battery circuit in accordance with OEM	SEV 1

2.2 Air to water heat pump

Code	Section Name	Detail	SEV Rating
AWE6	Electrical	Unit not suitably isolated (eg "Rotary switch")	SEV 2
AWCH6	Commissioning And Handover	Two systems not integrated safely and efficiently	SEV 2
AWCH7	Commissioning And Handover	Unit not set up for legionella prevention	SEV 1
AWHW1	Hot Water Tank Insulation	Cylinder insulation not in place	SEV 2
AWPC1	Programmer/ Inbuilt Controller	Not installed	SEV 2
AWRS5	Room Stat / Sensors	Not installed	SEV 2
AWOU3	Outdoor Unit	Sited incorrectly - Unit mounted on an unstable structure or poorly fixed to ground	SEV 2
AWOU10	Outdoor Unit	Excessive Noise or vibration	SEV 2
AWWP2	Water Pipework	No pipe lagging in unheated space or outdoors	SEV 2
AWRP4	Refrigerant Pipework	No pipe lagging present	SEV 2
AWE1	Electrical	Earthing / bonding not to NSAI IS 10101 rules	SEV 2
AWOU5	Outdoor Unit	Fixing - Poorly fixed to wall	SEV 2
AWCH8	Commissioning And Handover	No facility to support legionella prevention	SEV 1
AWSH1	Space and Hot Zones	No separate Hot Water	SEV 1
AWSH2	Space and Hot Zones	No separate Space Heating	SEV 1
AWHP1	System Details	Does not have ability to provide 100% space heating	SEV 1
AWWP5	Water Pipework	Pressure relief valve not piped to safe and visible area	SEV 2
AWWP4	Water Pipework	Leaks present on pipework	SEV 2
AWIH4	Immersion Heater Timer	Unsuitable immersion timer fitted	SEV 2
AWHP5	System Details	Unit less than required unit efficiencies	SEV 2
AWIH3	Immersion Heater Timer	No immersion switch fitted, where applicable	SEV 2
AWSM2	Cylinder Stat / Sensors	Not installed	SEV 2
AWRS6	Room Stat / Sensors	Not installed correctly	SEV 2
AWHP6	System Details	System not heating properly / working correctly	SEV 2
AWAB1	Auto Bypass/ Buffer	Not installed where required	SEV 2
AWHW2	Hot Water Tank Insulation	Cylinder insulation condition is poor or damaged / not correct thickness	SEV 2
AWIH1	Immersion Heater Timer	Not installed but required	SEV 2
AWHI2	Immersion Heater Timer	Not working	SEV 2
AWSP3	Space Heating	Installed heat emitters not as designed	SEV 2
AWSM3	Cylinder Stat / Sensors	Not working	SEV 2
AWAB2	Auto Bypass/ Buffer	Manual bypass fitted	SEV 2
AWAB3	Auto Bypass/ Buffer	Incorrectly sited	SEV 2
AWCP2	Condensate Pipework	Incomplete / Not terminated satisfactory	SEV 2

AWE3	Electrical	Sealing of penetration through walls	SEV 2
AWE5	Electrical	Incorrect isolator switch	SEV 2
AWOU8	Outdoor Unit	Fixing - Unit not plumb	SEV 2
AWPC3	Programmer/ Inbuilt Controller	Not installed correctly	SEV 2
AWRP5	Refrigerant Pipework	Incorrect pipe lagging/ poorly insulated	SEV 2
AWRP6	Pipework	Pipework excessive noise or vibration	SEV 2
AWRP7	Refrigerant Pipework	Sealing of penetration through walls	SEV 2
AWRS1	Room Stat / Sensors	Poor location	SEV 2
AWSH3	Space And Hot Zones	Motorised valve not working	SEV 2
AWSH4	Space And Hot Zones	Lever valve fitted instead of motorised valve	SEV 2
AWSH5	Space And Hot Zones	No load and weather compensation / not located / fitted correctly.	SEV 2
AWWP3	Water Pipework	Incorrect pipe lagging/ poorly insulated	SEV 2
AWWP7	Water Pipework	Sealing of penetration through walls	SEV 2
AWSM1	Cylinder Stat / Sensors	Poor location	SEV 3
AWE2	Electrical	Cables poorly secured	SEV 3
AWCP4	Programmer/ Inbuilt Controller	Poor location (inaccessible)	SEV 3
AWRP1	Refrigerant Pipework	Pipework untidy/ not secure	SEV 3
AWRS2	Room Stat / Sensors	Wrong Height (1.5m)	SEV 3
AWRS3	Room Stat / Sensors	In direct sunlight	SEV 3
AWRS4	Room Stat / Sensors	Subject to draughts	SEV 3
AWWP1	Water Pipework	Pipework untidy/ not secured	SEV 3
AWWP5	Water Pipework	Pressure relief valve not piped to safe and visible area	SEV 2
AWHPGS1	System Details	System not to Scheme standard (High Risk)	SEV 1
AWE1S1	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
AWCH2	Commissioning and Handover	RECI Safe Electric Cert not present / not correct	SEV 1
AWCH5	Commissioning and Handover	No user manual left with Homeowner	SEV 3
AWCH3	Commissioning and Handover	Technician not F-gas registered where required	SEV 1
AWCH1	Commissioning and Handover	Commissioning documents not available / correct	SEV 2
AWHP	System Details	No data plate/CE mark (outdoor and indoor unit)	SEV 1
AWCH	Commissioning and Handover	No F-gas Cert present where required	SEV 1

2.3 Airtightness

Code	Section Name	Detail	SEV Rating
AS1	Documentation	Airtightness test report not left with homeowner	SEV 2
AS1	Documentation	Airtightness test report not uploaded to the database	SEV 2
AS2	Contractor Making Good	Issues identified	SEV 3
AS3	Airtightness Test Result	Either DCV/MVHR not installed where test results are below 5 m3/hm2 or no agreement to install ventilation as per Table 32- SR54	SEV 2

2.4 Cavity Wall Insulation

Code	Section Name	Detail	SEV Rating
J1	Ventilation	Vents blocked (background)	SEV 2
J4	Ventilation	Insufficient Ventilation	SEV 2
N1	Bead Spillage	ESB meter box	SEV 3
CDC1	CFLs and Draught Proofing	Draught proofing in area with open flued appliance and no/insufficient permanent ventilation present	SEV 1
J9	Ventilation	Permanent vent not fitted but required	SEV 1
J5	Ventilation	Mechanical vent not fitted but required	SEV 1
B3	Wall Area to be Filled	Whole house solution not installed / incomplete	SEV 1
J10	Ventilation	Permanent vent not installed to standard	SEV 2
J12	Ventilation	Mechanical extract ventilation installed in the same room as an open flued appliance	SEV 2
N2	Bead Spillage	Gas meter box	SEV 2
O1	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
N3	Bead Spillage	Boiler flue compromised by works	SEV 2
B3	Wall Area to be Filled	Whole house solution not installed / incomplete	SEV 1
J7	Ventilation	Background vent not fitted but required	SEV 2
H1	Top of Cavities Capped	Not closed to scheme standard	SEV 2
J2	Ventilation	Vents not sleeved	SEV 2
J8	Ventilation	Background vent not installed to standard	SEV 2
J6	Ventilation	Mechanical vent not installed to standard	SEV 2
L1	Wall Penetrations	Not sealed and watertight	SEV 2
G1	Cavity Brushes	Not as per scheme standard	SEV 2
G2	Cavity Brushes	Required but not fitted	SEV 2
C1	Drill Pattern	Drill Hole Pattern not to Scheme Standard	SEV 2
C2	Drill Pattern	Sealing of drill holes not to scheme standard	SEV 2
CDA1	CFLs And Draught Proofing	CFL bulbs not to scheme standard	SEV 3
CDC2	CFLs And Draught Proofing	Draught proofing not to scheme standard.	SEV 3
CMG1	Contractor Making Good	Property not returned to manner in which it was found	SEV 3
J11	Ventilation	Mechanical extract ventilation advisory note not available	SEV 3
Z2GS1	Insulation As Per Specification	Not as per Scheme standard (High Risk)	SEV 1
I1	Irish Agrément Certificate or Equivalent	Not provided	SEV 2

2.5 Doors

Code	Section Name	Detail	SEV Rating
DS1	External Door System Details	U value not as per scheme standards	SEV 2
DS1	External Door System Details	Door not installed as per agreement	SEV 1
DS1	External Door System Details	Quantity not installed as agreed	SEV 1
DS1	External Door System Details	Not in compliance with regulations	SEV 2
DS1	External Door System Details	Not securely / Not correctly fixed in place	SEV 1
DS1	External Door System Details	Opening sections not operating correctly	SEV 2
DS1	External Door System Details	No safety catches where required	SEV 2
DS1	External Door System Details	No kite mark/ CE stamp on glass	SEV 2
DS1	External Door System Details	Joints and seals not to standard	SEV 2
DS1	External Door System Details	Drainage slots not to standard	SEV 2
DS1	External Door System Details	Gaskets not fitted correctly	SEV 2
DS1	External Door System Details	Reveals-Heads not repaired	SEV 2
DS1	External Door System Details	Internal window boards not to standard	SEV 3
DS1	External Door System Details	Trickle vents not to standards	SEV 2
DS1	External Door System Details	Letter box not draught proofed	SEV 3
DS2	Documentation	Operation & Maintenance / Datasheet documentation not uploaded to the database	SEV 3
DS2	Documentation	Operation and Maintenance / Datasheet documentation not left with homeowner	SEV 3

2.6 Dry-Lining Insulation

Code	Section Name	Detail	SEV Rating
G1	Ventilation	Insufficient ventilation	SEV 2
G2	Ventilation	Vents blocked (background)	SEV 2
M2	Gas Supply Services	Gas pipe sleeve extended through insulation (RGI - downstream pipework)	SEV 2
K2	Insulation Area Installed	Whole house solution not installed / incomplete	SEV 1
G3	Ventilation	Permanent vent not fitted but required	SEV 1
G8	Ventilation	Mechanical vent not fitted but required	SEV 1
F1	Vapour Barrier	None observed	SEV 1
NA1	Plumbing / Heating Fixtures	Not re-fitted correctly	SEV 2
G11	Ventilation	Mechanical extract ventilation installed in the same room as an open flued appliance	SEV 2
EW1	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
M1	Gas Supply Services	Gas pipe covered by insulation	SEV 1
E1	Electrical Fixtures	Not extended to front of dry lining	SEV 3
E2	Electrical Fixtures	Not adequately sealed	SEV 3
E3	Electrical Fixtures	Fixing screws missing	SEV 2
G6	Ventilation	Background vent not fitted but required	SEV 2
NB1	General Fixtures	Not re-fitted correctly	SEV 2
B1	Sealing Of Dry Lining	Incomplete sealing of joints	SEV 2
G4	Ventilation	Permanent vent not installed to standard	SEV 2
G5	Ventilation	Vents not sleeved	SEV 2
G7	Ventilation	Background vent not installed to standard	SEV 2
G9	Ventilation	Mechanical vent not installed to standard	SEV 2
C3	Irregularities	Dry Lining not fixed securely	SEV 2
Z1GS1	Insulation As Per Specification	Not as per Scheme standard (High Risk)	SEV 1
D1	SUPPLIER GUARANTEE	Not supplied provided to client Homeowner	SEV 3

2.7 External Wall Insulation

Code	Section Name	Detail	SEV Rating
H1	Ventilation	Vents blocked (background)	SEV 2
H2	Ventilation	Insufficient ventilation	SEV 2
P3	Gas Supply Services	Gas pipe sleeve not extended through insulation (RGI - downstream pipework)	SEV 2
HA3	ESB Supply Cables	ESB cable not re-clipped or in trunking not in accordance with ESB Job Aid Note	SEV 3
HA4	ESB Supply Cables	Meter box has not been extended in accordance with ESB Job Aid Note	SEV 3
H4	Ventilation	Permanent vent not fitted but required	SEV 1
H10	Ventilation	Mechanical vent not fitted but required	SEV 1
H13	Ventilation	Mechanical extract ventilation installed in the same room as an open flued appliance	SEV 2
J1	External Plumbing Fixing	Not as per Scheme Standard	SEV 3
M1	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
HA2	ESB Supply Cables	ESB cable buried under insulation not in accordance with ESB Job Aid Note	SEV 2
R1	Flue Installation (If Applicable)	Not to regulation	SEV 2
P1	Gas Supply Services	Gas meter box not in accordance with Bord Gais (GNI) Job Aid Note	SEV 2
P2	Gas Supply Services	Gas pipe covered by insulation /not in accordance with Bord Gais (GNI - upstream pipework) Job Aid Note	SEV 1
HA5	ESB Supply Cables	ESB supply cable anchors not in accordance with ESB Job Aide Note	SEV 2
L3	Insulation Area Installed	Whole house solution not installed / incomplete	SEV 1
H8	Ventilation	Background vent not fitted but required	SEV 2
C1	Detailing Around Windows/Doors	Not as per Scheme Standard	SEV 2
C3	Detailing Around Windows/Doors	Using non approved fixtures/fittings/sills	SEV 2
F1	Joints & Seals	Not as per Scheme Standard	SEV 2
H5	Ventilation	Permanent Vent not installed to standard	SEV 2
H9	Ventilation	Background vent not installed to standard	SEV 2
H7	Ventilation	Vents not sleeved	SEV 2
H6	Ventilation	Roof ventilation compromised by External Insulation	SEV 2
H11	Ventilation	Mechanical vent not installed to standard	SEV 2
Q2	External Fittings	Hardware not re-instated (e.g. electrical cables lights, sensors, gates, clothes lines, house numbers, etc.)	SEV 2
J2	External Plumbing Fixing	Partially complete	SEV 2
R1	Flue Installation (If Applicable)	Not to regulation	SEV 2
Z1GS1	Insulation As Per Specification	Not as per Scheme standard (High Risk)	SEV 1

A1	Irish Agrément Certificate or Equivalent	Not provided	SEV 3
HA	ESB Supply Cables	No evidence a Safety Notice for outstanding ESB Networks Service Alterations was left with or sent to occupier	SEV 2
HA	ESB Supply Cables	No evidence of reclip Service Alteration Request logged with ESBN	SEV 1
R	Flue Installation (If Applicable)	No Gas Compliance Certificate provided	SEV 1
R	Flue Installation (If Applicable)	Gas Compliance Certificate not filled in correctly	SEV 2

2.8 Heating Controls Upgrade only

Code	Section Name	Detail	SEV Rating
R4	7 Day (2/3 Channel) Programmer	Not installed	SEV 2
L1	Auto Bypass	Not installed where required	SEV 2
M1	Boiler Interlock	Not installed	SEV 2
T5	Room Stat	Not installed	SEV 2
U1	Immersion Heater Timer	Not installed but required	SEV 2
N2	Cylinder Stat	Not installed	SEV 2
J2	Thermostatic Radiator Valve (TRV) And Radiators	TRV installed in room with room stat	SEV 2
V6	Electrical	No spur switch visible/ poorly located	SEV 2
V9	Electrical	Earthing / bonding not to NSAI IS 10101 rules	SEV 2
WHA1	Cylinder	Not installed to Scheme standards	SEV 2
CDC1	CFLs and DRAUGHT PROOFING	Draught proofing in area with open flued appliance and no/insufficient permanent ventilation present	SEV 1
Z4	Oil Tank Location/Installation	Fire barriers required	SEV 1
U4	Immersion Heater Timer	Unsuitable immersion timer fitted	SEV 2
Z3	Oil Tank Location/Installation	Oil line in poor condition	SEV 2
O4	Space And Water Heating Zones	Not fitted or no separate space and water heating zones fitted	SEV 1
Z2	Oil Tank Location/Installation	Location and / or Base not satisfactory	SEV 2
A3	Heating Standard	No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	SEV 2
V13	Electrical	Not to NSAI IS 10101 rules & Scheme standards	SEV 2
L2	Auto Bypass	Manual bypass fitted	SEV 2
M2	Boiler Interlock	Not working	SEV 2
M3	Boiler Interlock	Pump over-run not installed correctly (where applicable)	SEV 2
N3	Cylinder Stat	Not working	SEV 2
P1	Extra Zone	Not installed correctly	SEV 2
ZD1	Hot Water Tank Jacket (HWTJ)	Cylinder jacket not in place	SEV 2
S4	Hot Water/Heating	Radiators heating on Hot Water only	SEV 2
U2	Immersion Heater Timer	Not working	SEV 2
U3	Immersion Heater Timer	No immersion switch fitted with timer, where applicable	SEV 2
O1	Space and Water Heating Zones	Motorised valve not working	SEV 2
J2	Thermostatic Radiator Valve (TRV)	TRV installed in room with room stat	SEV 2
R1	7 Day (2/3 Channel) Programmer	Not installed correctly	SEV 2
J4	Thermostatic Radiator Valve (TRV) and Radiators	Radiators not to standard	SEV 2
R5	7 Day (2/3 Channel) Programmer	Incorrect programmer fitted	SEV 2
L3	Auto Bypass	Incorrectly sited	SEV 2

WHN1	Dual Fuel Interlinking	Not as per scheme standard	SEV 2
S3	Hot Water/Heating	Heating and/or hot water not working correctly	SEV 2
WHC1	Inhibitor	Not to manufacturers recommendation	SEV 2
E6	Pipe Work Not Acceptable	Leaking	SEV 2
T1	Room Stat	Poor location	SEV 2
T6	Room Stat	Not installed correctly	SEV 2
O2	Space And Water Heating Zones	Lever valve fitted instead of motorised valve	SEV 2
WHJ1	Wireless Oil Fuel Gauge	Not installed	SEV 2
ZD2	Hot Water Tank Jacket (HWTJ)	Cylinder jacket in poor condition	SEV 2
WHB1	Pipe Work	Not encased	SEV 2
J3	Thermostatic Radiator Valve (TRV) And Radiators	Minimum required number of TRVs not installed	SEV 2
V1	Electrical	Incorrectly fused	SEV 2
R2	7 Day (2/3 Channel) Programmer	Poor location (inaccessible).	SEV 3
CDC2	CFLs and Draught Proofing	Draught proofing not to scheme standard	SEV 3
CDA1	CFLs and Draught Proofing	CFL bulbs not to scheme standard	SEV 3
W1	Contractor Making Good	Property not returned to manner in which it was found	SEV 3
N1	Cylinder Stat	Poor location	SEV 3
X1	Instruction Given	No instruction given / Inadequate instruction given	SEV 3
E4	Pipe Work Not Acceptable	Not adequately supported	SEV 3
T2	Room Stat	Wrong height (1.5m)	SEV 3
T3	Room Stat	In direct sunlight	SEV 3
T4	Room Stat	Subject to draughts	SEV 3
V12	Electrical	Homeowner not issued with ‘Electrical Safety notice to owner’ if required	SEV 3
E3	Pipe Work Not Acceptable	Badly graded	SEV 3
GS1	Heating Controls Upgrade Only to Specification	Not as per Scheme standard (High Risk)	SEV 1
Z2	Oil Tank Location/Installation	Location and / or Base not satisfactory	SEV 2
WHE1	Power Flushing	No evidence	SEV 3
Y1	User Documentation	Safety File / User Manuals not left with homeowner	SEV 3

2.9 High Efficiency Gas Boiler

Code	Section Name	Detail	SEV Rating
M1	Boiler Interlock	Not installed	SEV 2
T5	Room Stat	Not installed	SEV 2
R4	7 Day (2/3 Channel) Programmer	Not installed	SEV 2
L1	Auto Bypass	Not installed where required	SEV 2
N2	Cylinder Stat	Not installed	SEV 2
H2	Gas Supply	Not adequately supported	SEV 2
Q1	Pipe Work Sleeves	Gas pipe work not sleeved through solid walls	SEV 2
V6	Electrical	No spur switch visible/ poorly located	SEV 2
HA2	Flue Installation	Not to regulation	SEV 2
H4	Gas Supply	Gas not ventilated in casing	SEV 2
C1	Boiler Condition	Boiler damaged	SEV 2
WHL	Defunct Heating System	Not fully decommissioned (System left unsafe)	SEV 1
G9	Safety Valve/ Discharge	Not installed	SEV 1
G7	Safety Valve/ Discharge	Pipework not installed	SEV 1
G8	Safety Valve/ Discharge	Pipework installed incorrectly	SEV 1
H1	Gas Supply	In poor condition	SEV 2
O4	Space and Water Heating Zones	Not fitted or no separate space and water heating zones fitted	SEV 1
HC2	Ventilation	Permanent ventilation blocked or not as per Building Regulations Part J	SEV 2
U4	Immersion Heater Timer	Unsuitable immersion timer fitted	SEV 2
WHA	Cylinder	Not installed to Scheme standards	SEV 2
B1	Boiler 90%+	Boiler less than 90% efficient	SEV 2
HC3	Ventilation	Permanent vent not installed to standard, where not room sealed boiler	SEV 1
V13	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
A3	Heating Standard	No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	SEV 2
HA2	Flue Installation	Not to regulation	SEV 2
D1	Boiler Location	Not to regulation	SEV 2
R1	7 Day (2/3 Channel) Programmer	Not installed correctly	SEV 2
L2	Auto Bypass	Manual bypass fitted	SEV 2
M2	Boiler Interlock	Not working	SEV 2
M3	Boiler Interlock	Pump over-run not installed correctly (where applicable)	SEV 2
N3	Cylinder Stat	Not working	SEV 2
P1	Extra Zone	Not installed correctly	SEV 2
ZD1	Hot Water Cylinder Jacket (HWTJ)	Cylinder jacket not in place	SEV 2
S4	Hot Water/Heating	Radiators Heating on Hot Water only	SEV 2
U2	Immersion Heater Timer	Not working	SEV 2

U1	Immersion Heater Timer	Not installed but required	SEV 2
U3	Immersion Heater Timer	No immersion switch fitted with timer, where applicable	SEV 2
O1	Space And Water Heating Zones	Motorised valve not working	SEV 2
J2	Thermostatic Radiator Valve (TRV)	TRV installed in room with room stat	SEV 2
J3	Thermostatic Radiator Valve (TRV)	Minimum required number of TRV's not installed	SEV 2
WHC	Inhibitor	Not to manufacturers recommendations	SEV 2
R5	7 Day (2/3 Channel) Programmer	Incorrect programmer fitted	SEV 2
L3	Auto Bypass	Incorrectly sited	SEV 2
WHN	Dual Fuel Interlinking	Not as per scheme standard	SEV 2
S3	Hot Water/Heating	Heating and/or hot water not working correctly	SEV 2
E5	Pipe Work Not Acceptable	Damaged	SEV 2
E6	Pipe Work Not Acceptable	Leaking	SEV 2
T6	Room Stat	Not installed correctly	SEV 2
T1	Room Stat	Poor location	SEV 2
O2	Space And Water Heating Zones	Lever valve fitted	SEV 2
WHB	Pipe Work	Not encased	SEV 2
F1	Condensate Pipe Work	Not in larger diameter pipe in unheated space	SEV 2
F4	Condensate Pipe Work	Incomplete / Not terminated satisfactory	SEV 2
F5	Condensate Pipe Work	Incorrect materials used	SEV 2
WHF	Frost Thermostat	Not installed (where applicable)	SEV 2
H3	Gas Supply	Under sized	SEV 2
ZD2	Hot Water Cylinder Jacket (HWTJ)	Cylinder jacket in poor condition	SEV 2
WHD	Magnetic Filtration	Not installed	SEV 2
WHD	Magnetic Filtration	Not to manufacturers recommendations	SEV 2
E1	Pipe Work Not Acceptable	Under sized	SEV 2
V1	Electrical	Incorrectly fused	SEV 2
R2	7 Day (2/3 Channel) Programmer	Poor location (inaccessible)	SEV 3
CD	CFLs AND DRAUGHT PROOFING	CFL bulbs not to scheme standard	SEV 3
W1	Contractor Making Good	Property not returned to manner in which it was found	SEV 3
N1	Cylinder Stat	Poor location	SEV 3
T2	Room Stat	Wrong height (1.5m)	SEV 3
T3	Room Stat	In direct sunlight	SEV 3
T4	Room Stat	Subject to draughts	SEV 3
E4	Pipe Work Not Acceptable	Not adequately supported	SEV 3
D1	Boiler Location	Not to Regulation / Difficult to access	SEV 2
V12	Electrical	Homeowner not issued with 'Electrical Safety notice to homeowner' if required	SEV 3
E3	Pipe Work Not Acceptable	Badly graded	SEV 3
GS1	High Efficiency Gas Boiler with HC As Specification	Not as per Scheme standard (High Risk)	SEV 1

HB	Carbon Monoxide Alarm	Not installed when required	SEV 1
WHL	Defunct Heating System	Not fully decommissioned (System left unsafe)	SEV 1
V9	Electrical	Earthing / bonding not to NSAI IS 10101 rules	SEV 2
WHG	Pressure Test	No certificate of pressure test on new / existing pipework	SEV 3
K1	Boiler Log Book/ Benchmark	Not available/ Not filled in properly	SEV 3
ZA1	Gas Compliance Certificate	No Gas Compliance certificate provided	SEV 1
WHE	Power Flushing	No evidence	SEV 3
Y1	User Documentation	Safety File / User Manuals not left with homeowner	SEV 2

2.10 High Efficiency Oil Boiler

Code	Section Name	Detail	SEV Rating
T5	Room Stat	Not installed	SEV 2
R4	7 Day (2/3 Channel) Programmer	Not installed	SEV 2
L1	Auto Bypass	Not installed where required	SEV 2
C1	Boiler Condition	Boiler damaged	SEV 2
H2	Oil Supply	Not adequately supported	SEV 2
V6	Electrical	No spur switch visible/ poorly located	SEV 2
HA2	Flue Installation	Not to regulation	SEV 2
V9	Electrical	Earthing / bonding not to NSAI IS 10101 rules	SEV 2
Z3	Oil Tank Location/Installation	Oil line not satisfactory	SEV 2
G9	Safety Valve/ Discharge	Not installed	SEV 1
U4	Immersion Heater Timer	Unsuitable immersion timer fitted	SEV 2
HC2	Ventilation	Permanent ventilation blocked or not as per Building Regulations Part J	SEV 2
H1	Oil Supply	Oil line In poor condition	SEV 2
O4	Space and Water Heating Zones	Not fitted or no separate space and water heating zones fitted	SEV 1
Z2	Oil Tank Location/Installation	Location and / or Base not satisfactory	SEV 2
H5	Oil Supply	Remote fire valve not fitted / not to standard	SEV 2
G7	Safety Valve/ Discharge	Pipework not installed	SEV 1
WHA	Cylinder	Not installed to Scheme standards	SEV 2
WHL	Defunct Heating System	Not fully decommissioned (System left unsafe)	SEV 2
B1	Boiler 90%+	Boiler less than 90% efficient	SEV 2
G8	Safety Valve/ Discharge	Pipework installed incorrectly	SEV 1
V13	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
A3	Heating Standard	No expansion vessel, no pressure relief valve, no facility for expansion on a heating system	SEV 2
HA2	Flue Installation	Not to regulation	SEV 2
HB	Carbon Monoxide Alarm	Not installed when required	SEV 1
Z4	Oil Tank Location/Installation	Fire barriers required	SEV 1
D1	Boiler Location	Not to regulation	SEV 2
N2	Cylinder Stat	Not installed	SEV 2
M1	Boiler Interlock	Not installed	SEV 2
R1	7 Day (2/3 Channel) Programmer	Not installed correctly	SEV 2
L2	Auto Bypass	Manual bypass fitted	SEV 2
M2	Boiler Interlock	Not working	SEV 2
M3	Boiler Interlock	Pump over-run not installed correctly (where applicable)	SEV 2
N3	Cylinder Stat	Not working	SEV 2

P1	Extra Zone	Not installed correctly	SEV 2
ZD1	Hot Water Cylinder Jacket (HWTJ)	Cylinder jacket not in place	SEV 2
S4	Hot Water/Heating	Radiators Heating on Hot Water only	SEV 2
U1	Immersion Heater Timer	Not installed but required	SEV 2
U2	Immersion Heater Timer	Not working	SEV 2
U3	Immersion Heater Timer	No immersion switch fitted with timer, where applicable	SEV 2
O1	Space and Water Heating Zones	Motorised valve not working	SEV 2
J2	Thermostatic Radiator Valve (TRV)	TRV installed in room with room stat	SEV 2
J3	Thermostatic Radiator Valve (TRV)	Minimum required number of TRV's not installed	SEV 2
E1	Pipe Work Not Acceptable	Under sized	SEV 2
R5	7 Day (2/3 Channel) Programmer	Incorrect programmer fitted	SEV 2
L3	Auto Bypass	Incorrectly sited	SEV 2
WHN	Dual Fuel Interlinking	Not as per scheme standard	SEV 2
S3	Hot Water/Heating	Heating and/or hot water not working correctly	SEV 2
WHC	Inhibitor	Not to manufacturers recommendations	SEV 2
E5	Pipe Work Not Acceptable	Damaged	SEV 2
E6	Pipe Work Not Acceptable	Leaking	SEV 2
T1	Room Stat	Poor location	SEV 2
T6	Room Stat	Not installed correctly	SEV 2
O2	Space And Water Heating Zones	Lever valve fitted	SEV 2
WHJ	Wireless Oil Fuel Gauge	Not installed	SEV 2
ZD2	Hot Water Cylinder Jacket (HWTJ)	Cylinder jacket in poor condition	SEV 2
WHB	Pipe Work	Not encased	SEV 2
F4	Condensate Pipe Work	Incomplete / Not terminated satisfactory	SEV 2
F1	Condensate Pipe Work	not in larger diameter pipe in unheated space	SEV 2
F5	Condensate Pipe Work	Incorrect materials used	SEV 2
WHK	De-Aeration Device	Not fitted	SEV 2
WHF	Frost Thermostat	Not installed (where applicable)	SEV 2
WHD	Magnetic Filtration	Not installed	SEV 2
WHD	Magnetic Filtration	Not to manufacturers recommendations	SEV 2
WHI	Oil Provided to Homeowner	Not provided/ insufficient quantity provided	SEV 2
ZB	Pipe Work Sleeves	Not installed to Scheme standards	SEV 2
V1	Electrical	Incorrectly fused	SEV 2
R2	7 Day (2/3 Channel) Programmer	Poor location (inaccessible)	SEV 3
W1	Contractor Making Good	Property not returned to manner in which it was found	SEV 3
N1	Cylinder Stat	Poor location	SEV 3
T2	Room Stat	Wrong height (1.5m)	SEV 3
T3	Room Stat	In direct sunlight	SEV 3
T4	Room Stat	Subject to draughts	SEV 3

X1	Instruction Given	No instruction given / Inadequate instruction given	SEV 3
E4	Pipe Work Not Acceptable	Not adequately supported	SEV 3
D1	Boiler Location	Not to regulation or difficult to access	SEV 2
H5	Oil Supply	Remote fire valve not fitted / not to standard	SEV 2
V12	Electrical	Homeowner not issued with 'Electrical Safety notice to homeowner' if required	SEV 3
E3	Pipe Work Not Acceptable	Badly graded	SEV 3
GS1	High Efficiency Oil Boiler with HC as Specification	Not as per Scheme standard (High Risk)	SEV 1
Z2	Oil Tank Location/Installation	Location and / or Base not satisfactory	SEV 2
WHG	Pressure Test	No certificate of pressure test on new / existing pipework	SEV 3
K1	Boiler Log Book/ Passport	Not available/ Not filled in properly	SEV 3
WHE	Power Flushing	No evidence	SEV 3
Y1	User Documentation	Safety File / User Manuals not left with homeowner	SEV 2

2.11 Mechanical Ventilation Systems

Code	Section Name	Detail	SEV Rating
MS1	System	Insufficient ventilation	SEV 2
MS1	System	Not installed as per manufacturer's instructions	SEV 2
MS1	System	Excessive noise	SEV 2
MS1	System	Distribution grilles not locked	SEV 3
MS1	System	Barriers compromised by the installation of the system	SEV 2
MS1	System	Not as per design	SEV 1
MS2	Inlets/Outlets	Vents blocked	SEV 1
MS2	Inlets/Outlets	Vents not sleeved	SEV 2
MS2	Inlets/Outlets	Not correctly positioned	SEV 2
MS2	Inlets/Outlets	Inlets / Outlets not fitted but required	SEV 1
MS2	Inlets/Outlets	Permanent vent not fitted but required	SEV 1
MS2	Inlets/Outlets	Permanent vent not installed to standard	SEV 2
MS2	Inlets/Outlets	Defunct inlets/outlets not removed where required	SEV 2
MS2	Inlets/Outlets	Mechanical extract ventilation advisory note not available	SEV 3
MS2	Inlets/Outlets	Mechanical extract ventilation installed in the same room as an open flued appliance	SEV 2
MS2	Inlets/Outlets	Movement sensor not installed	SEV 2
MS2	Inlets/Outlets	Insufficient distance between inlets and outlets	SEV 2
MS3	Mechanical Unit	Spur not fitted / Incorrect fuse fitted	SEV 2
MS3	Mechanical Unit	Incorrectly fitted/not safely fitted	SEV 1
MS3	Mechanical Unit	Poorly sited	SEV 2
MS3	Mechanical Unit	Not adequately insulated	SEV 2
MS4	Ducting	Not insulated where required	SEV 2
MS4	Ducting	Not adequately supported	SEV 3
MS4	Ducting	Not sealed	SEV 2
MS4	Ducting	Excessive ducting or bends	SEV 3
MS4	Ducting	Installed where it can be damaged	SEV 3
MS4	Ducting	No boxing where required	SEV 3
MS4	Ducting	No fireproofing	SEV 1
MS4	Ducting	Metallic duct not earth bonded/not to ETCI standards	SEV 1
MS5	Condensate Drain	Not fitted	SEV 2
MS5	Condensate Drain	Not adequately supported	SEV 2
MS5	Condensate Drain	Not insulated	SEV 2
MS5	Condensate Drain	Insufficient back fall	SEV 3
MS5	Condensate Drain	Condensate traps not fitted where required	SEV 3
MS5	Condensate Drain	Not correctly terminating	SEV 3

MS6	Documentation	Operation and Maintenance manual not provided to homeowner	SEV 3
MS6	Documentation	IVIA commissioning checklist sheet not completed/ not uploaded to the database	SEV 2
MS7	Contractor Making Good	Property not returned to manner in which it was found	SEV 3
MS8	Ventilation Validation (Part F Building Regulations)	No Ventilation Validation Certificate provided for Mechanical Ventilation System as per Building Regulations Part F	SEV 1
MS8	Ventilation Validation (Part F Building Regulations)	Ventilation Validation Certificate has been provided for Mechanical Ventilation System but is incomplete	SEV 2
MS8	Ventilation Validation (Part F Building Regulations)	Operation and Maintenance Manual not provided or explained to Homeowner for Mechanical Ventilation System	SEV 3

2.12 Roof Insulation

Code	Section Name	Detail	SEV Rating
C4	Insulation Depth Installed as Spec	Insulation depth does not provide required U-Value	SEV 2
N4	Ventilation	Vents blocked	SEV 2
N5	Ventilation	Insufficient Ventilation	SEV 2
L1	Water Storage Tank Insulation	No Insulation fitted	SEV 2
Z7	Insulation As Per Specification	Attic insulation does not extend past the wall plate and has left a cold bridge	SEV 2
B2	Insulation Area Installed	Whole house solution not installed / incomplete	SEV 1
C4	Insulation Depth Installed as Spec	Insulation depth does not provide required U-Value	SEV 1
HA2	Pipe Insulation	No insulation	SEV 1
J1	Walkboards	Not fitted (but required)	SEV 1
J3	Walkboards	Not supported safely	SEV 1
CDC1	CFLs And Draught Proofing	Draught proofing in area with open flued appliance and no/insufficient Permanent ventilation present	SEV 1
O2	Electrical	Recessed Ceiling lights not protected to scheme standard	SEV 2
O3	Electrical	High Powered Cables covered	SEV 2
O5	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
K1	Hatch	Draught Proofing not to Scheme Standard	SEV 2
K6	Hatch	Insulation not to Scheme Standard	SEV 2
HA1	Pipe Insulation	Not to Scheme Standard	SEV 2
N7	Ventilation	Excessive ventilation	SEV 2
N11	Ventilation	Extract ventilation fan not piped to outside or into soffit/ not insulated	SEV 2
J2	Walkboards	Not fitted to Scheme Standard	SEV 2
L2	Water Storage Tank Insulation	Not fitted to Scheme Standard	SEV 2
WHA1	Feed And Expansion Pipe	Not extended lowered into to tank	SEV 2
HA3	Pipe Insulation	Not all pipes insulated	SEV 2
WHB1	New Water Storage Tank	Not as per Scheme Standard	SEV 2
CDA1	CFLs And Draught Proofing	CFL bulbs not to scheme standard	SEV 3
CDC2	CFLs And Draught Proofing	Draught Proofing not to Scheme Standard	SEV 3
H	Warning Signs	Not visible / Not available	SEV 3
Z2GS1	Insulation As Per Specification	Not as per Scheme standard (High Risk)	SEV 1
A	No NSAI Certificate or Equivalent for Spray Foam Insulation	No NSAI Certificate or equivalent for spray foam insulation	SEV 2
G	Insulation Guarantee	Not visible / Not available Not supplied provided to client Homeowner	SEV 2

2.13 Solar Heating

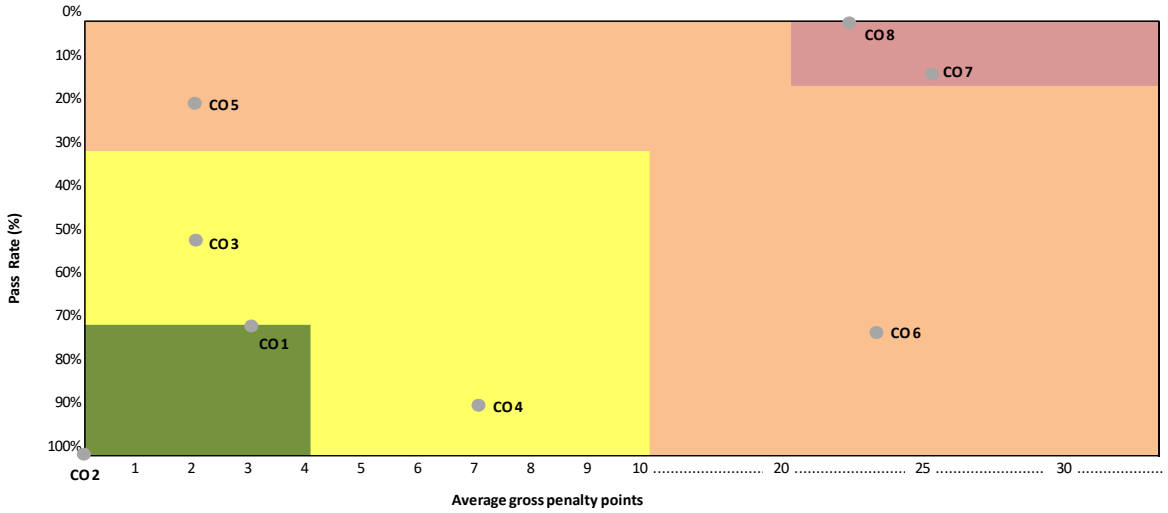
Code	Section Name	Detail	SEV Rating
P3	Electrical	Probes/sensors not securely fixed	SEV 1
B5	Installation of Collectors	Panel/tubes are visibly damaged	SEV 1
J1	Solar Loop Ancillary/Valves	Expansion and pressure release valve not installed	SEV 1
E1	Domestic Hot Water Installation	Anti-water boiling controls (TMV) not in place. Safety Notice not provided to homeowner where TMV not installed	SEV 2
A4	System Details	Aperture Area of panels/tubes not correctly sized by house area	SEV 2
E5	Domestic Hot Water Installation	Auxiliary heating not set-up to allow raising water temperature above 60 deg. C regularly to avoid legionella risks	SEV 1
P9	Electrical	Not to NSAI IS 10101 rules & Scheme standards.	SEV 2
B1	Installation of Collectors	Collectors not adequately fastened to the roof	SEV 2
P4	Electrical	Spur not visible/ poorly located	SEV 2
P5	Electrical	Earthing / bonding not present on pipework to NSAI IS 10101 rules (on solar loop and hot press)	SEV 2
G3	Commissioning and Handover	Antifreeze concentration does not comply with manufacturers requirements	SEV 2
E2	Domestic Hot Water Installation	Hot water cylinder not insulated properly	SEV 2
E3	Domestic Hot Water Installation	No mechanism in place for unwanted circulation	SEV 2
E4	Domestic Hot Water Installation	No temperature interlock present between solar heated storage and auxiliary heating	SEV 2
P6	Electrical	Cables not clipped/untidy	SEV 2
P1	Electrical	Permanent Electrical wiring not installed/ not to ETCI rules and untidy (not temporary extension lead)	SEV 2
F1	Integration with Space Heating	Sensor for space heating control incorrectly placed	SEV 2
D3	Solar Controller/ Pumping Station	Circulation indicator for the solar loop not present/visible	SEV 2
D8	Solar Controller/ Pumping Station	Solar controller fitted at wrong height	SEV 2
D2	Solar Controller/ Pumping Station	The electrical controls, including immersion and temperature sensors are not operating correctly.	SEV 2
D4	Solar Controller/ Pumping Station	The circulating pump not operating correctly	SEV 2
D5	Solar Controller/ Pumping Station	Temperature and controller settings incorrect	SEV 2
J3	Solar Loop Ancillary/Valves	Connection of solar loop to storage tank heat exchanger is incorrect	SEV 2
J5	Solar Loop Ancillary/Valves	Unsuitable collector or no collector from pressure relief valve in place	SEV 2
J7	Solar Loop Ancillary/Valves	Anti reverse-circulation measure not in place (e.g. non-return	SEV 2

		valves in solar station as per manufacturers details)	
M1	Solar Loop Insulation	Pipe work in the solar loop (internal & external) has not been thoroughly insulated	SEV 2
M3	Solar Loop Insulation	High temperature insulation not fitted	SEV 2
J2	Solar Loop Ancillary/Valves	Pressure release valves are caught open or closed	SEV 2
M2	Solar Loop Insulation	Solar loop external pipe and fittings not insulated with UV resistant insulation	SEV 2
J4	Solar Loop Ancillary/Valves	Expansion vessel not sized correctly/suitably rated as per solar manufactures recommendations	SEV 2
L2	Solar Loop Pipework	Pipe penetrations of building fabric not sealed	SEV 2
L3	Solar Loop Pipework	Pipes not securely fixed	SEV 2
K11	Solar Loop System Details	Pressure in the solar loop incorrect as per manufacturer's instructions	SEV 2
A2	System Details	Cylinder not sized correctly	SEV 2
L1	Solar Loop Pipework	Solar loop pipe or components leaking	SEV 2
A1	System Details	System not designed as per SEAI COP	SEV 2
P8	Electrical	Homeowner not issued with 'Electrical Safety notice to homeowner' if required	SEV 2
B2	Installation of Collectors	Collectors not properly oriented and angled	SEV 2
G2	Commissioning and Handover	All safety and information labels not in place.	SEV 2
B3	Installation of Collectors	Potential for shading of collectors (trees, buildings, etc.)	SEV 2
N1	Solar Water Heating System as Per Specification	Not as per Scheme Standard	SEV 2
B1	Installation of Collectors	Collectors not adequately fastened to the roof	SEV 2
E	Domestic Hot Water Installation	Safety Notice not provided to homeowner where TMV was not installed	SEV 2
G	Commissioning And Handover	System documentation and operating manual have not been supplied to end user	SEV 2
G	Commissioning And Handover	Homeowner not issued with 'Electrical Safety notice to homeowner' where required	SEV 2
G	Commissioning And Handover	Maintenance instructions and schedules not provided to customer/end user	SEV 2
P	Electrical	Homeowner not issued with 'Electrical Safety notice to homeowner' if required	SEV 2
H	Commissioning	Commissioning report not available for inspection	SEV 2
H	Commissioning	Commissioning report not completed	SEV 2

2.14 Windows

Code	Section Name	Detail	SEV Rating
WS1	Window System Details	U value not as per scheme standards	SEV 2
WS1	Window System Details	Quantity not installed as agreed	SEV 1
WS1	Window System Details	Not in compliance with regulations	SEV 2
WS1	Window System Details	Not securely / Not correctly fixed in place	SEV 1
WS1	Window System Details	Opening sections not operating correctly	SEV 2
WS1	Window System Details	No safety catches where required	SEV 1
WS1	Window System Details	No kite mark/ CE stamp on glass	SEV 2
WS1	Window System Details	Joints and seals not to standard	SEV 2
WS1	Window System Details	Drainage slots not to standard	SEV 2
WS1	Window System Details	Gaskets not fitted correctly	SEV 2
WS1	Window System Details	Reveals-Heads not repaired	SEV 2
WS1	Window System Details	Internal window boards not to standard	SEV 3
WS1	Window System Details	Trickle vents not to standards	SEV 2
WS2	Documentation	Operation & Maintenance / Datasheet documentation not uploaded to the database	SEV 3
WS2	Documentation	Operation and Maintenance / Datasheet documentation not left with homeowner	SEV 3

Appendix 3 – Better Energy Homes QADP Zone Examples



	Green		Yellow		Orange		Red	
CO	**Contractor 1**	**Contractor 2**	**Contractor 3**	**Contractor 4**	**Contractor 5**	**Contractor 6**	**Contractor 7**	**Contractor 8**
# Installations	600	10	75	850	350	100	210	5
# Inspections	55 (9%)	2 (20%)	8 (10.6%)	80 (9%)	30 (8.5%)	7 (7%)	24 (11%)	1 (20%)
# Pass (i.e. No reworks)	**39 (71%)**	**2 (100%)**	**4 (50%)**	**72 (90%)**	**6 (20%)**	**5 (71%)**	**3 (12.5%)**	**0 (0%)**
# Fail (Sev 1 and/or sev 2)	16 (29%)	0 (0%)	4 (50%)	8 (10%)	24 (80%)	2 (29%)	21 (87.5%)	1 (100%)
Gross penalty points	48	0	8	56	48	46	525	22
Average gross penalty points	**3**	**0**	**2**	**7**	**2**	**23**	**25**	**22**