



# GRANT G-Cert Scheme

WORKING WITH G-CERT

# I HAVE A JOB, WHAT'S NEXT?

## STAGE 1

INSTALLATION DETAILS

NOTIFY GRANT THAT YOU HAVE A JOB TO INSTALL UNDER G-CERT

We will ask you to provide the initial installation details such as customer name & address, property details, technology to be installed & type of work quoted (e.g appliance replacement, new system, new build etc.)

# STAGE 2

## SITE SURVEY

For every G-Cert job, we will arrange for an engineer to meet you on site and carry out a site survey of the proposed installation

The survey will include:

- Conducting a risk assessment for the works to be undertaken
- Taking all necessary room measurements for heat loss calculations
- Checking if the proposed installation meets criteria for permitted development
- For ASHPs - obtain electrical installation details for DNO application
- Checking if the proposed installation complies with Building Regulations
- Ensuring the installation meets customer requirements

# Stage 3

## HEAT LOSS CALCULATIONS & UNIT SELECTION

---

The survey report will be sent to our Specification Team who will carry out the heat loss calculations, unit sizing and selection

The Grant team will also apply to DNO for grid connection on ASHP installations. Please note that ASHP installations cannot proceed until permission is granted by DNO

---

WE WILL THEN PROVIDE YOU WITH A SUMMARY OF THE HEAT LOSS CALCULATION AND DETAILS OF THE UNIT(S) REQUIRED



# STAGE 4

## INSTALLER INFORMATION FOR CONSUMER PACK

Grant will now produce a Consumer Pack in order to comply with MCS and RECC requirements.

To do this we will need the following information:

- Copy of your quotation
- Equipment list (of the relevant renewables)
- Proposed installation date
- Details of any sub-contractors for the installation of electrical works
- Copy of the current EPC (if available)
- Information to prepare your Customer Service Agreement (if not previously provided)

# STAGE 5

## CONSUMER PACK

We will now send you the Consumer Pack for you to present to your customer

The pack will contain the following:

- Grant Consumer Terms of Business
  - Grant Consumer proposal/ quotation
  - Grant product performance details
  - Guarantee information
  - Servicing information
  - RECC consumer leaflet
  - DAWWI (Workmanship Warranty Insurance) leaflet
-

# STAGE 6

CONSUMER PACK ACCEPTED  
BY CUSTOMER

1

Present the Consumer Pack to your customer and ask them to read and approve the proposal

2

The customer must sign the acceptance form included in the pack

3

Return the acceptance form to Grant with the intended date of installation (allowing for a 14 day cancellation period)

# STAGE 7

## **RECEIPT OF ACCEPTANCE FORM**

When we receive the signed customer acceptance form we will confirm the installation date with you and send you the documents which you will need to complete before commissioning can be arranged.

These include the installation check list and the declaration of conformity for emitter sizing (where applicable)

---

YOU WILL BE CONTACTED TO ARRANGE A PROVISIONAL DATE FOR THE ASSESSMENT, COMMISSION AND HANDOVER OF THE INSTALLATION BY THE GRANT ENGINEER

---



# STAGE

# 8

## GRANT RAISE INVOICE

We will now open a 30 day account and raise an invoice for the scheme fee which will need to be paid within 30 days



# STAGE 9

Installation Completed

WHEN YOU HAVE COMPLETED THE INSTALLATION YOU WILL NEED TO  
SEND THE FOLLOWING DOCUMENTS TO GRANT

Installation check list

Declaration of conformity for emitter sizing (where applicable)

Copy of the domestic electrical installation certificate

# STAGE

# 10

ASSESSMENT

COMMISSIONING

HANDOVER

The Grant engineer will attend the site with you to conduct an assessment of the installation, commission the system and handover the installation to the customer.

A handover will be made to the customer explaining how to operate the system and use the system controls



# 11

## Registration Documents

Commissioning Certificate

Compliance Certificate

MCS Installation certificate

Product guarantee certificate

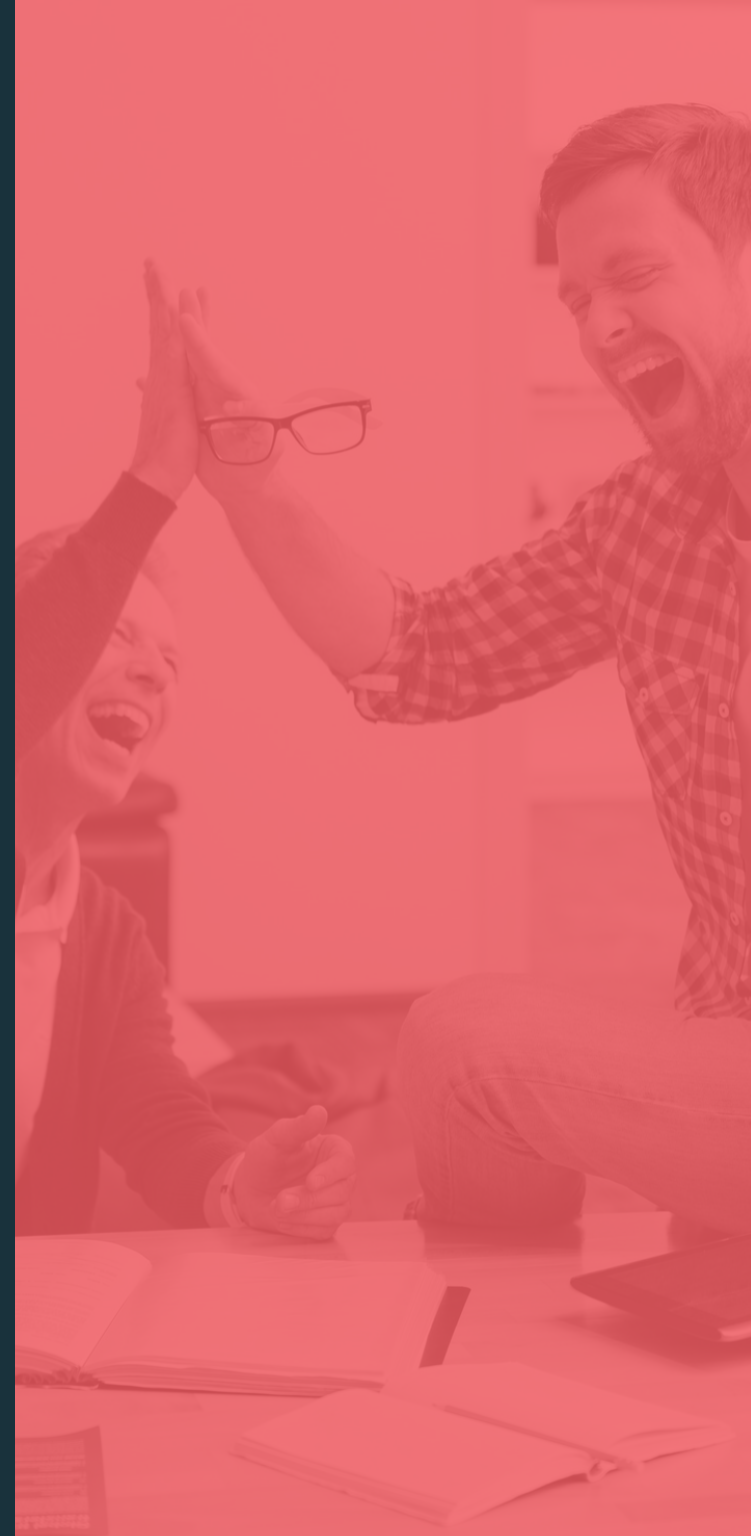
These documents will be sent to you as soon as the registrations are complete.  
You must give these documents to your customer for them to keep in the handover folder.



# 13

## THE FINAL STEP

The Workmanship Warranty Insurance Policy and Building Control Notification documents are sent to the customer



# THIS IS NOT GOODBYE

## Maintaining your G-Cert Membership

Your Area Sales Manager will keep in touch and you will continue to receive Marketing support from the team.

We'll also let you know when any of your documents are about to expire and will remind you to send us renewal certificates.

And don't forget you can continue to access the Grant Specification Department for assistance at quoting stage.





THANK YOU

WE LOOK FORWARD TO  
WORKING WITH YOU