

ECA Guarantee of Work Scheme



Representing the best in electrical
engineering and building services

Electrical Contractors' Association
ESCA House, 34 Palace Court, London, W2 4HY
Tel 020 7313 4800 Fax 020 7221 7344
Email info@eca.co.uk www.eca.co.uk

XXXXXXXXX The ECA Logo is a Registered Collective Mark



Representing the best in electrical
engineering and building services

ECA

Guarantee of Work Scheme

Key Points

- The ECA Guarantee of Work Scheme replaces the ECA Warranty Scheme.
- The ECA Warranty Scheme is an insurance policy and as such a contract has to be signed by both the customer and the installer for the Warranty to be valid.
- The ECA Guarantee of Work Scheme IS NOT an insurance policy and so provides automatic cover to all members' work. The Guarantee is given by ECA.
- The ECA Guarantee of Work Scheme covers completed contracts in any calendar year up to a value of £50,000 (including VAT) and to a maximum of £100,000 (including VAT) for multiple contracts for the same customer.
- The ECA Guarantee of Work Scheme Guarantees that a member's installation is to the appropriate standard, it also Guarantees products, which have been specified by the Installer. The cover is for six years after completion of the works.

Frequently Asked Questions

Q. Why is ECA abandoning the Warranty and introducing a Guarantee?

A. The Warranty is an insurance policy and as such has to be signed by the customer and installer to be valid. If it is not signed it is not valid. The Guarantee automatically applies to all work undertaken by a member up to the value of £50,000 (including VAT) and so no paperwork is required between installer and customer. This now means that ECA can say to ministers and others that we Guarantee all the work undertaken by ECA Members subject to terms and conditions.

Q. Is ECA abolishing the Bond?

A. No. This will continue to be available as before. However, ECIC hopes that this will encourage members to negotiate a bespoke bond with them which will meet the particular requirements of their customers.

Q. When will the Guarantee come into effect?

A. 1st January 2009

Q. Where can I find the terms and conditions for the Guarantee Scheme?

A. These will be on the downloadable part of the public section of the ECA website.

Q. How will customers make a claim?

A. Customers will not be able to make a direct claim on the Guarantee of Work Scheme, but will normally contact ECA to register a formal complaint against the work of a member. If the complaint is accepted, then the ECA Complaints Management Procedure will be followed. The Guarantee of Work Scheme will only be appropriate where the complaints procedure fails to provide a resolution, and another Member is used to undertake any remedial work.

Q. When will a member be advised of a possible claim against them?

A. As a matter of policy a member will almost always be advised of any complaint against them when the complaint is received.

Q. How will the complaint otherwise be handled?

A. As far as the standard process is concerned, in order to assess the technical compliance of any installation, an Inspection on Demand will be completed, and a formal Inspection Report issued detailing any remedial work to be undertaken. The member will then be required to complete the work without any additional cost to their client. Where this is not acceptable for any reason, another ECA Member will be appointed to complete the work.