



# HETAS APPROVED RETAILER



Appropriate advice in the retail store is the cornerstone of the customer getting a suitable, efficient and safe heating appliance that will be used for many years.

Consumers can now identify their local showrooms that are meeting high standards for service quality, finding them with ease and efficiency using a web based directory.

## For the customer

- Confidence that there will be knowledgeable staff available in the showroom
- Get you up to speed on all aspects of stove purchasing and ownership with access to free advice sheets
- Purchase a safe and legal appliance with appropriate heat output for you
- Product labelling to identify key features and make an informed choice

## For the retailer

- More customers directed to your door
- Customer feels safe at approved retailers
- Confident staff backed-up by authoritative advice
- Use of the HETAS logo





## Trained Advisors

Every approved retailer will designate at least one member of staff to act as a HETAS Trained Advisor. These individuals need to be trained to the H002 - Solid Fuels Regulations and Standards course. Other applicable or higher forms of HETAS training will be accepted when applying to become an Approved Retailer.

Information about the two day H002 course including venues and dates can be found at:  
[www.hetas.co.uk/installer/training-courses](http://www.hetas.co.uk/installer/training-courses)

## H002 Features

- Provide advice on the correct choice of appliance
- Survey the customers premises and identify any additional work required
- Advise on the appropriate fuel for different appliances and the consequence of using poor quality fuel
- Ensure the customer understands the importance of maintaining and servicing the appliance

## Advice Sheets

A full suite of advice sheets is under development and will include consumer guidance on:

- Carbon monoxide
- Wood fuel
- Chimney sweeping
- Appliance maintenance
- Appliance sizing
- Stove efficiencies
- Lighting, operating and achieving efficient heating from your stove
- Building regulations
- Legal requirements for installation
- Integration with other technologies
- Smoke control areas
- Chimney & flue lining
- Appliance running costs

## Stove Labelling (Example)

**Rated output:** 4kW Nominal  
**Efficiency:** 75% Gross  
**Fuel Type:** Multi-fuel  
**Appliance Type:** Dry  
**DEFRA Approved:** No  
**CE Marked:** Yes  
**HETAS Approved:** Yes

## Fuel Labelling (Example)

**Fuel Type:** Log  
**Accreditation status:** Solid Biomass Assurance Scheme  
**Country of origin:** United Kingdom  
**Moisture content:** <25%  
**Pack Size:** 1m<sup>3</sup>  
**Log Species:** Hardwood  
**Drying method of log:** Kiln Dried  
**Log Length:** 10 inches

For more information about the Approved Retailer certification, please find us at: [www.hetas.co.uk/retailer](http://www.hetas.co.uk/retailer)  
For enquiries contact: [retailer@hetas.co.uk](mailto:retailer@hetas.co.uk)