



Certified Installer Network

## CERTIFIED INSTALLER NETWORK CHARTER

- All members will have a full understanding of the range of products offered within the CIN network and remain aware of ongoing updates to products and legislation.
- All members belong to a governing body eg Fensa/Certass or similar, and supply and install products in accordance with respective organisation requirements.
- All members supply and install products in accordance with required building regulations, BS Security, weathering standards, CE Marking etc and have a Health & Safety policy, along with appropriate liability insurance cover.
- All members are aware of the latest energy saving products and relative U-values where applicable.
- All members install products in accordance with the CIN Fitters Code of Practice.
- All members are appropriately funded to ensure completion of all installations, at the time of order receipt.
- All member installers, surveyors and sales consultants are completely product trained in order for customers to fully understand details of both installation and product at point of sale through to completion of installation.
- All members will only make reference to the Certified Installer Network in relation to products manufactured within CIN and the A&B Glass Group.
- All members will ensure customers are reminded of the CIN Insurance Backed Guarantee against unlikely event of forced entry.
- All members agree to attend CIN meetings/seminars on a regular basis in order to remain abreast of product/service developments.
- All members understand the importance of communication with customers from quotation through to completion and beyond.