

FEA Code of Practice

The code covers the range of support concerning the manufacture supply, installation and after sales service that buyers can expect from members of the association:

Compliance with Regulation and Technical Standards

Members shall ensure that the products they offer for sale within the EU will be CE marked as required to confirm that they comply with relevant European Directives.

Performance

Members are expected to stand by the published features of their products and to be able to substantiate any claimed performance characteristics, required serviceability levels or other benefits.

Hygiene

Members' equipment will comply with the Food Hygiene Regulations where relevant to ensure good hygiene practice and ensure protection against external sources of contamination and ease of cleaning and disinfection.

Members will undertake a risk assessment of equipment at the design and construction stages to ensure that food safety risk is minimised or where possible, eliminated.

Equipment, articles and fittings that come in contact with food will satisfy regulations relating to "Materials in Contact with Food".

Environment

FEA recognises the need for the industry to undertake manufacturing processes that reflect current environmental requirements. It undertakes to keep members apprised of current legislation and advice and will represent the sector on such issues.

Product Presentation

Members are expected to ensure that their sales staff are trained and familiar with the products offered and are able to provide advice on the correct specification, installation and use of their equipment.

Members shall ensure that their employees, contractors and/or agents are adequately trained and qualified and that they exercise their responsibilities with appropriate skill, care and professionalism.

Installation

Where members are responsible for the installation of their own equipment, they will ensure that the equipment they supply is installed to the regulations, standards and requirements currently in force in relation to its connection to gas, electricity, water and waste, together with any other requirements.

Where equipment is to be installed by a third party, the equipment manufacturer will provide relevant technical information in order that equipment is installed to current standards and regulations.

After Sales Support

Members will be able to offer operators comprehensive advice on maintenance requirements in relation to the workload of the equipment, advise on operator training, and support for all its products whether the support is supplied direct or via a third party.

Service and Maintenance

Where necessary members will either directly, or via third parties, provide comprehensive after sales support for their products covering routine maintenance repairs and further operator training.

Spare Parts

Members will ensure that replacement parts are available for the anticipated working life of the equipment supplied.

Guarantees

Members will ensure that guarantees offered conform at least to the minimum statutory requirements.

Exporting

Where a member is made aware of local requirements by a potential customer, he will endeavour to offer relevant advice regarding the suitability of the equipment for its intended use.

Operating and Maintenance

Members will make relevant manuals available. Copies of manuals will be held for the expected lifetime of the equipment.

Liability of the Association

Although FEA cannot undertake the liabilities of its members it will endeavour to ensure that its members are aware of and comply with the content of this code of practice.