

February 2016



Subject: Urgent - \* System Failure

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Dear Colleagues

We have recently become aware of a serious situation concerning a system failure which involved a BBA certified product that had been installed by a BBA approved installer. This failure took place up to 14 months ago.

I am writing to inform you that it is vital that as soon as you become aware of a system failure we are informed immediately; A system failure could either involve a BBA certified product or a BBA approved installer, even if your product or your installation is not the suspected cause of failure you must notify us, nevertheless.

We will then need to carry out an investigation to identify the cause of the failure, our investigation would typically include determining if the product complied with our agreed specification and that the installation had been carried out in a prescribed manner by suitably qualified members of staff.

If the results of our investigation show that either the product or the installation has failed to fulfil our specification then we will take the necessary course of action including the suspension or withdrawal of the certificate concerned or the suspension or withdrawal of the installer from our approved list. All interested parties would be informed of our decisions.

In addition, we would also need to be advised by the system supplier or installer of all other contracts undertaken using either the same product and installation combination or the same product if the product itself was the source of the failure.

Product and installation failures invariably undermine confidence in an industry that has invested heavily in the insulation retrofit market. Such exceptional instances give us all the opportunity to learn and improve standards and the BBA has a particular role in that regard. We are committed to service delivery underpinned by technical excellence and we will not compromise this fundamental position.

In the event that the system supplier and/or installer fails to notify us of a failure, and BBA only becomes aware of a failure as a result of a disclosure by a third party, we will consider suspending the relevant certificate and installer pending the outcome of our investigations.

Please can you ensure that concerned members of staff are made aware of this instruction.

Should you wish to discuss this matter further please do not hesitate to contact me.

Yours sincerely

Claire Curtis-Thomas C.Eng FIMechE FIET  
CEO British Board of Agrément

\* System failure refers to any system involving EWI, CWI or SWI

Product Approval

Installer Approval

Test Services

Management Systems