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**Regulations for NSI Approved Companies Annex 4:
Additional regulations relating to companies holding
NSI 'NACOSS Gold' and 'Systems Silver' approval
(including Scaffold Alarms)**

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Annex 4

Regulation A.4

A.4.1 Certificates of Compliance and related matters

A.4.1.1 Who can issue NSI certificates

NSI Certificates of Compliance for security system installations can be issued only in the name of a NSI 'NACOSS Gold' or 'Systems Silver' approved company.

A.4.1.2 Buying NSI certificates

You must buy from us every NSI Certificate of Compliance you issue.

NSI Certificates of Compliance come in three media: eDirect, electronic and paper (to be discontinued in 2016).

A.4.1.3 Issuing NSI Certificates of Compliance

NSI Certificates of Compliance must be issued for any security system installation within a scope for which the approved company holds NSI approval on the date of issue of the certificate and in accordance with these regulations.

Before issuing any NSI Certificate of Compliance, you must make sure the security system installation meets the appropriate technical specifications, codes of practice and other NSI requirements.

When issuing NSI Certificates of Compliance you must also issue the NSI Terms and Conditions for NACOSS Gold or Systems Silver Certificates of Compliance according on your approval type.

Under these regulations, the obligation to issue NSI Certificates of Compliance applies only for security system installations in the UK, the Channel Islands and the Isle of Man. You should not issue NSI Certificates of Compliance for installations elsewhere.

However, we can run one or more approval schemes for security system installations outside the UK, Channel Islands and Isle of Man, in which case special regulations will apply.

A.4.1.4 Issuing NSI certificates for new installations

If you hold 'NACOSS Gold' or 'Systems Silver' approval, you must issue your customer with a NSI Certificate of Compliance for each security system you install. This applies if you hold 'NACOSS Gold' or 'Systems Silver' approval at the time the security system installation can start to be used.

You must issue the NSI Certificate of Compliance as soon as the security system installation can start to be used, whether or not remote notification equipment (if any) has been fully installed or connected.

You must return certificate data to us within 30 days of installation.

A.4.1.5 Issuing certificates for installations you now maintain that were originally installed by another NSI approved company

If a NSI Certificate of Compliance should have been issued for a security system installation under regulation A.4.1.4 or A.4.1.12, but has not been issued by the original NSI approved company you become responsible for issuing a NSI Certificate of Compliance for the security system installation if:

- you have become responsible for maintaining the security system installation; or
- you now have the right to claim future income from the security system installation.

In these cases, you must issue your customer with a NSI Certificate of Compliance for each security system installation.

Before issuing any NSI Certificate of Compliance, you must make sure the security system installation meets the appropriate technical specifications, codes of practice and other NSI requirements.

You must issue the Certificate of Compliance within three months of the date you became responsible for maintaining the security system installation or first had the right to claim any future income from it, (or within three months of the date on which you became 'NACOSS Gold' or 'Systems Silver' approved, if this is later).

However this does not apply if, within this three-month period, you have properly ended the contract with the customer.

A.4.1.6 Issuing NSI certificates where you are not obliged to do so

You have the right, at any time you hold 'NACOSS Gold' or 'Systems Silver' approval, to issue a NSI Certificate of Compliance for the security system installation, as long as any of the following conditions are met:

- a) At the date of issuing the NSI Certificate of Compliance, the security system installation is within a scope for which you hold NSI approval for;
- b) At the date of issuing the NSI Certificate of Compliance, you are responsible for maintaining the security system installation or have the right to claim any future income from the security system installation;
- c) And EITHER:
 - I. You originally installed the security system installation before you were granted NSI approval for that scope;
 - II. At the date of issuing the NSI Certificate of Compliance, the security system installation has been in use for more than two years;
 - III. The security system installation was installed or maintained by a business that no longer installs or maintains security system installations; or
 - IV. We have given you specific permission, in writing, for issuing a NSI Certificate of Compliance for the security system installation.

If you issue a NSI Certificate of Compliance under this regulation, you accept full responsibility for making sure the security system installation meets the appropriate technical and other standards and codes of practice to which Compliance is claimed on the certificate.

A.4.1.7 Making changes to NSI certificates

You must not make any changes to a NSI Certificate of Compliance without first getting our permission in writing.

A.4.1.8 Charges for failing to issue or deliver NSI certificates you should have issued

We may charge you if you fail to keep to the conditions of these regulations. We may also require you to issue certificates which you should have issued. The charge will not be more than five times the total normal cost of the certificates you should have issued. Your approval may be at risk under regulation 5 if you have failed to issue any certificate you should have issued.

A.4.1.9 Shelf life of NSI certificates

You are entitled to issue NSI Certificates of Compliance within three years of the date you bought them.

A.4.1.10 Refunds

You are not entitled to receive a refund from us of the price you paid for a NSI Certificate of Compliance you have not issued. We will not pay refunds for lost, spoiled or missing NSI certificates.

A.4.1.11 Status of NSI certificates

We reserve the right to change the status of a certificate to 'withdrawn' if we consider you have failed to keep any security system installation to the standard for which a certificate has been issued. You will be advised of the conditions in relation to this 'withdrawn' certificate and you will not be entitled to a refund of any fees you have paid.

A.4.1.12 Alarm installations converted to remote notification

For any intruder alarm installation which has not been issued with a NSI Certificate of Compliance and which later is connected to an alarm transmission system, you must:

- make sure that the intruder alarm installation complies with all the NSI requirements that apply; and
- issue a NSI Certificate of Compliance

A.4.2 Maintaining security system installations and correcting faults

If you are responsible for maintaining, or have the right to claim future income from, any security system installation for which a NSI Certificate of Compliance has been issued or for which it should have been issued, you must:

- maintain the security system installation and carry out maintenance inspections in line with NSI requirements;
- carry out any work on the security system installation that may be necessary for the installation to keep to all NSI requirements and you must fulfil your responsibilities to maintain the installation;
- make sure that the security system installations are available for our representatives to inspect, and provide any information and undertakings we may require.

A.4.3 Customer agreements

The conditions of regulation A.4.2 no longer apply once you have properly ended your contract with the customer.

If you are prevented from keeping to any part of the NSI requirements relating to a security system installation because a customer has refused to give you permission, you will be considered to have kept to the requirements if you have either of the following on file:

- a written refusal the customer has given you;
- copies of correspondence between you and your customer to show that you have made every reasonable effort to get the customer's permission and to keep to the NSI requirements.

You will also need to have the following information on file:

- a copy of a notice you have given the customer to end, as soon as possible, the contract for supplying or hiring all or part of the security system installation, or for supplying services relating to the security system installation;
- if you have had an opportunity to end the contract, evidence that you ended the contract as soon as possible;
- if you have ended the contract, evidence that you made every reasonable effort to remove the security system installation (or any part of the security system installation you are entitled to remove) to make sure it can no longer be used.

A.4.4 Associations with companies not approved to 'NACOSS Gold' or 'Systems Silver'

You are not normally permitted to operate in association or partnership with organisations not 'NACOSS Gold' or 'Systems Silver' approved except:

- as permitted by NSI Quality Schedule SSQS 101 or NSI Systems Silver Management and Technical Requirements;
- where exceptionally we have given prior written agreement;
- where the type of work done by each company does not overlap.

A.4.5 Takeover of security systems originally installed by a company not approved to 'NACOSS Gold' or 'Systems Silver'

Regulations 3.8 and A.1.19 preclude an arrangement, informal or otherwise, whereby the routine takeover of installations from companies not holding 'NACOSS Gold' or 'Systems Silver' approval occurs.

In isolated cases, it is legitimate for a NSI approved company to take over:

- a security system installation at the request of the customer from a non- 'NACOSS Gold' or 'Systems Silver' approved company, (e.g., where the customer is dissatisfied with the original company's performance).

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- 'en bloc' a group of security system installations from a non 'NACOSS Gold' or 'Systems Silver' approved company that ceases to trade, or is pulling out of a particular geographical region.

In those cases of legitimate takeover of non-'NACOSS Gold' or 'Systems Silver' company installations you may, but are not obliged to, issue a NSI Certificate of Compliance, providing the security system installation meets the appropriate technical specifications, codes of practice and other NSI requirements.