



## Clarification on the Boiler Plus regulations for installers and consumers

### Installers

As set out in Building Regulations, the standards for boiler installations are mandatory and must be met by every installer.

This includes the Boiler Plus requirements which came into force in April 2018, which sets the minimum efficiency for the boiler, or in the case of gas combi boilers, there is an additional efficiency requirement.

Any boilers installed without the measures set out in the [Boiler Plus standards](#), will be non-compliant with the Building Regulations.

There is **no provision** for anyone to opt out of these standards, and an installer must not carry out an installation that does not meet the standards, even if the customer requests an opt out.

Responsibility for compliance sits with the person carrying out the work, and non-compliant installations can lead to action being taken against the installer. An installer is **not** excused from their obligations by making their customer aware that the work is non-compliant.

### Consumers

If a consumer believes they have been provided with a non-compliant installation, they have the right to ask the original installer to fix the issue.

[Citizens Advice](#) provides detailed guidance on consumers' rights under these circumstances, including how to approach the installer and what options exist if the installer refuses to fulfil their obligations. The usual course is to complain to the local authority, which is responsible for enforcing Building Regulations.

The consumer group [Which?](#) has a letter template that some may find helpful.