

Service & Support Solutions



# Commissioning Customer Charter

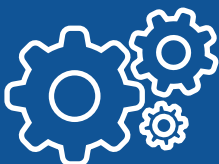
Here at Kingspan Klargester, we're proud to be one of the only UK & IRE manufacturers to offer comprehensive commissioning packages as part of our whole life care solutions for our wastewater products.



Scan here to  
learn more

## Why get your system commissioned?

Commissioning ensures your system is set up for success from the very beginning. Here's what you gain from a commissioning visit:



Maximise  
System  
Efficiency



Ensure  
Regulatory  
Compliance



Extend  
Asset  
Lifespan



Gain  
Important  
Certifications



For more information on our range of commissioning packages visit:  
[service.kwe.kingspan.com/smartcommissioning](https://service.kwe.kingspan.com/smartcommissioning)

## Our Commitment to You:

### Hassle-free Commissioning in 5 Steps

1.



#### Pre-Commissioning Preparation

Request a pre-commissioning checklist from our Kingspan Service team. Once completed, submit it along with photos to [commissioning@kingspan.com](mailto:commissioning@kingspan.com), ensuring all fields are filled in before submission.

2.



#### Scheduling Your Visit

Upon receipt of a fully completed checklist, our scheduling team will contact you to arrange a site visit within 48 working hours.

3.



#### Appointment Confirmation

Your commissioning visit will take place within 10 business days of a successful pre-commissioning checklist submission, with an ETA provided on the day.

4.



#### Commissioning Visit

Our engineer will carry out the commissioning on the agreed date, ensuring your system is set up for optimal performance and compliance.

5.



#### Completion & Documentation

After the visit, you will receive an engineer's report and commissioning certificate.

Our Kingspan Service team have a dedicated team on hand to support any queries in relation to your assets commissioning. We will aim to reply to you within 48 hours\*.

Contact us at:

**E:** [commissioning@kingspan.com](mailto:commissioning@kingspan.com)

**GB:** 0333 240 6868 **NI:** 028 3836 4600 **IE:** 0818 543 500

\*Our team is available Monday to Thursday 08:30 - 17:00, and Friday 08:30 - 16:00. Hours may be reduced on bank holidays.

If our service does not meet your expectations and you need to escalate a matter, please email [fmservices@kingspan.com](mailto:fmservices@kingspan.com). A member of our Senior Management team will aim to respond within 48 working hours.