

THATCHAM
THE MOTOR INSURANCE
REPAIR RESEARCH CENTRE

**THE BRITISH INSURANCE INDUSTRY'S CRITERIA
FOR THE INSTALLATION OF
AFTERMARKET VEHICLE SYSTEMS**

THATCHAM RECOGNISED INSTALLER

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CRITERIA FOR THE INSTALLATION OF
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1. PREFACE

This is the first Edition of the British Insurance Industry's Criteria for the Thatcham Recognised Installer.

Registration and certification of Thatcham compliant Aftermarket Vehicle Systems is a paperless system. Thatcham Recognised Installers are required to use their electronic password to log onto the Thatcham Installations web portal and enter details of each installation. Upon successful completion, an electronic certificate will be automatically generated, recorded and sent to the customer.

An installation that complies with these requirements will not necessarily be acceptable if, when examined and tested by a third party, is found to have features not covered by this document which may impair the results specified by these criteria.

An installation employing materials or forms of construction differing from those specified in these criteria may be examined and tested according to the intent of the criteria and, if found to be substantially equivalent, may be recognised at the discretion of the examiner.

Thatcham Recognised Installers found to be not complying with procedures shall be removed from the List and their registration revoked.

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2. SCOPE

These criteria are a set of recommended practices for installation facilities handling the installation of aftermarket vehicle devices and systems, including theft deterrent systems.

This document is intended to assist in the implementation of the requirements of the British Insurance Industry's Criteria for Vehicle Security and TQA products for:

- o Cars
- o Motorcycles
- o Light Commercial Vehicles
- o Heavy Commercial Vehicles
- o Agricultural, Construction Plant and Machinery
- o Caravans and Trailers
- o This list is not intended to be exhaustive

The requirements referred to in this document are applicable to the following criteria

- o Category 1 Alarm & Immobiliser Systems
- o Category 2 Immobiliser Systems
- o Category 2 >1 Alarm Systems
- o Category 5 After Theft Systems for Vehicle Security
- o Thatcham Quality Accredited (TQA) Products

3. GLOSSARY

- I. TRI – Thatcham Recognised Installer
- II. TQA - Thatcham Quality Accreditation Device & Systems
- III. OEM – Original Equipment Manufacturer (otherwise known as the vehicle manufacturer)

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4. INSTALLATION COMPANY

The Installation Company shall be

- A properly constituted Company or Sole Trader
- Have Liability Insurance of £1,000,000

4.1 INSTALLATION PREMISES

The recommended premises layout shall be such as to ensure effective installation practices and promote service quality. The installation facilities should be organised with sufficient space around serviced vehicles (approximately 1 m) for personnel to manoeuvre with the vehicles doors open. There shall be sufficient light and adequate ventilation. The premises should be kept clean and uncluttered and the tools/ work bench kept in an organised manner.

Where Installation premises have customer waiting areas; they should be clean and tidy. The Installation Company should have a fixed registered address.

Installations may be conducted outdoors, at the installer's discretion (e.g. weather, location, safety of installer, local by-laws, privacy, etc.).

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5. TOOLS AND EQUIPMENT

The Installation Company shall make sure that as a minimum the following set of tools and materials are available to all installers responsible for the installation of a device or system and that they are maintained in good working order.

Tools:

- Assorted drill bits
- Assorted step bits
- Battery charger
- Pliers
- Wire Cutters
- Ratchet Crimp tool
- Crimps
- Cordless drill
- Portable, low heat, lighting equipment, preferably fluorescent powered
- Fuse puller
- Hand punch
- Heat source adequate to fully shrink the shrink tubing
- Allen keys
- Mechanical grabber or snake
- Panel popper tool
- Multi-meter (digital calibrated)
- Socket sets – various
- Spanners - various
- Screwdrivers - various
- Soldering iron (butane or electric-type), with variable temperature control (25/150 W)
- Utility knife
- Multi-gauge wire strippers and Material
- Automotive sealant and caulking
- Assorted shrink tubing, sealant lined, uniform in colour with the security system wires, OEM-type split loom or flex tubing (assorted)
- Assortment of automotive wiring, uniform in colour with the security system wires and in various cross-sectional sizes
- Automotive fuses and fuse holders (assorted)
- Electrical tape uniform in colour to the vehicle harness
- Friction tape uniform in colour to the vehicle harness
- Self-amalgamating tape uniform in colour to the vehicle harness
- Cable ties
- Solder
- Glue or epoxy adhesive
- Lubricant, penetrating and protecting fluid
- Rust inhibitor
- Safety Glasses

This list is not intended to be exhaustive

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6. TRAINING AND SELECTION OF PERSONNEL

Only Thatcham Recognised Installers shall install Thatcham Compliant Aftermarket Vehicle Systems.

A Thatcham Recognised Installer shall be familiar with this standard and have successfully completed installation training course(s) provided by the suppliers of specific aftermarket vehicle theft deterrent devices.

The Installer will be required to provide individual installer certificates from the Product Supplier/Manufacturers along with proof of a sufficient training program.

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7. INSTALLATION PRACTICES

Thatcham Recognised Installers shall strive for the highest standards of excellence in their work, ensuring that all installations are both safe and effective.

They shall be responsible for the quality of workmanship, including installations performed by trainees or apprentice Installers under their supervision.

It is their responsibility to ensure that the confidentiality of installations is not compromised by allowing unqualified people or the general public to view installations, or by divulging any installation practices to third parties.

Installers shall use their best judgement and/or available reference material in identifying and selecting the locations in the vehicle's electrical system where the aftermarket automobile theft deterrent systems shall be connected.

All circuits shall be confirmed using a volt-ohm-meter.

Installers shall use best practices in ensuring that the maximum load carrying capacity of a circuit being affected by the installation is not compromised.

The Installer shall follow the written instructions provided by the supplier of the device or system.

Where possible, the Installer must vary the details of installation such that no two successive vehicles of the same make and model are installed using identical methods

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8. INSTALLATION

1. It is recommended that all vehicle electrical systems are checked and the customer informed of any problems prior to the installation being started.

The use of Pre/Post vehicle check list is strongly recommended.

2. All devices or systems must be installed following the device or system suppliers installation instructions.
3. Installers shall notify the owner of the vehicle when the vehicle has an existing OEM system that has been or will be affected by the installation of a device or system. e.g. Alarm System or central locking system.
4. Components of the device or system shall not be mounted in locations other than those specified by the device or system supplier.
5. The Installer shall ensure that any markings, labels, etc. do not identify wiring and/or components of the system.
6. All connections of the system shall be ratchet crimped or soldered. All soldered connections shall be protected and sealed using a secure automotive method such as heat shrink tubing with sealant, or self-amalgamating tape, or other equivalent means that have been approved by the device or system supplier.
7. The installer shall make every possible effort to conceal those components of the aftermarket vehicle theft deterrent system, such as the control module. This includes making reasonable attempts to use the shortest length of wiring possible. Interruptions to circuits such as fuel pump, ignition or starter motor shall be distributed throughout the OEM harness. Individual components such as relays shall be distributed throughout the vehicle as widely as possible. System wiring shall be concealed into OEM wiring harnesses as much as possible. There shall be no bundling of excess wiring.
8. All functions of the system shall be tested prior to returning the vehicle to the customer.
9. All vehicle systems shall be checked and operational prior to returning the vehicle to the customer.

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9. COMMISSIONING

The Installer shall instruct the customer on the proper operation of the system and supply the customer with the systems written operating instructions and all duplicate coded keys or secure disarming combinations where provided..

10. INSTALLATION REPORT

Registration and certification of Thatcham compliant aftermarket vehicle systems is a paperless system. Thatcham Recognised Installers are required to use their electronic password to login onto the Thatcham Installations web portal and enter details of each installation. Upon successful completion, an electronic certificate will be automatically generated and recorded. The certificate generated will be sent directly to the owner/keeper of the vehicle.

The Installer shall complete the following registration information:

- i. Name of Installation Company
- ii. Installer reference code
- iii. Name, address and telephone number of Customer
- iv. Customer email address (where possible)
- v. Vehicle Make, Model
- vi. Vehicle Registration Mark (VRM)
- vii. Vehicle Identification Number (VIN)
- viii. Mileage of vehicle upon installation
- ix. Make and model of system Installed
- x. Model serial number
- xi. Installation Date
- xii. System/Thatcham reference number

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11. TRI COMPLAINTS & APPEALS PROCEDURE

Complaints Procedure

In the first instance complaints concerning Thatcham Recognised Installers shall be directed to the companies concerned.

In the event of a failure to resolve the complaint, it should be referred to Thatcham who shall decide whether the complaint should be referred to a complaints committee consisting of representatives of Thatcham, and co-opted representatives from Thatcham Installers. Typical penalties for unacceptable practices may be considered to be suspension / cancellation of Thatcham Recognition.

Appeals Procedure

Thatcham Recognised Installers who have been subject to the complaints procedure shall have the right to appeal within 1 month.

The appeal shall be reviewed by a complaints committee consisting of representatives of Thatcham and co-opted representatives from Thatcham Installers.
The complaints committee ruling shall be final and abiding.

As ***co-opted*** members the Installers would have an input but no voting rights so if no consensus can be reached the final decision will all ways be made by Thatcham.

All Thatcham recognised installer enquiries must be recorded via tri@thatcham.org

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