

Service & Support Solutions



Commissioning Customer Charter

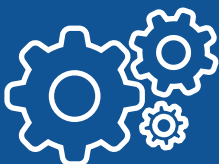
Here at Kingspan Klargester, we're proud to be one of the only UK & IRE manufacturers to offer comprehensive commissioning packages as part of our whole life care solutions for our wastewater products.



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

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, 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

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. A member of our Senior Management team will aim to respond within 48 working hours.