The following leaflets are available by post or can be downloaded from the Solid Fuel Association website:

- **Solid Fuel Safety Guide**
- **Guide to Solid Fuels**
- **Roomheater or Stove leaflet**
- **Open Fire leaflet**
- **Boiler leaflet**
- **Carbon Monoxide Awareness**
- **Complete Guide to Solid Fuel Heating**

Contact details for
Approved Coal Merchants Scheme &
Solid Fuel Association:-
7 Swanwick Court
Alfreton
Derbyshire
DE55 7AS

01773 835400
email: **sfa@solidfuel.co.uk**
web: **www.solidfuel.co.uk**

The Coal Trade Code

Buy Your Fuel from an Approved Coal Merchant

(Committed to Serving the Customer)

Don’t Get Your Fingers Burnt

The Coal Trade Code

When buying coal or smokeless fuel, it makes good sense to make sure the person you are buying from has your interests at heart. A Merchant who is a member of the Approved Coal Merchants Scheme is fully trained in his trade and is committed to serving the customer. This means he has agreed to operate and abide by the Coal Trade Code which has the following eight principles as a basis for honest and fair trading:-

- **Supply good quality Coal and Smokeless Fuel correctly described**
- **Ensure that packed fuels are marked with maximum information**
- **Ensure that staff have a basic knowledge of the Retail Coal Trade**
- **Supply suitable fuels for particular appliances**
- **Investigate all consumer complaints promptly**
- **Display a detailed and up-to-date price list**
- **Trade in a manner compatible with the good repute of the Retail Coal Trade**
- **Make customers aware of the danger of carbon monoxide poisoning from burning fossil fuels and how they can obtain information to protect themselves**

On the rare occasion when something does go wrong, your Merchant will investigate promptly any complaint on product or service. He is insured against public and product liability risks.

Some Merchants have been granted Diploma status because they offer a greater range of services, e.g. sweep chimneys, supply spare parts, sell appliances, have a showroom etc.

Who is behind the Scheme and how it is governed?

The Scheme was originally set up in 1962 by the Coal Board in partnership with wholesalers and retailers of Solid Fuel. It is now funded by the Solid Fuel Association, which is itself funded by most of the major domestic Solid Fuel producers and distributors.

There is a National Panel, headed by an Independent Chairman, which includes representatives from each branch of the domestic Solid Fuel industry and consumer organisations. There are also two Area Panels. The National Panel sets the policy and rules of the Scheme and hears appeals from the Area Panels. It is the Area Panels that interview new applicants to ensure they have sufficient knowledge of fuels, appliances and consumer laws to enable them to uphold the Coal Trade Code. They also have the power to terminate membership if a Merchant has not lived up to the Code.

What if I am not satisfied with a product or service provided by an Approved Coal Merchants Scheme member?

In the first instance, you should speak to the Coal Merchant and ask him to put the problem right. If you are not satisfied with the response you get, you may contact the ACMS. We will investigate your complaint and help you to resolve it with your Merchant. Often this can be done very simply over the telephone.

If you are unsure whether you have a genuine problem, we will be pleased to listen to you and give advice. We can also give advice on getting the best from your heating appliance and tips on maintenance and fuel saving.

How do I find an Approved Coal Merchant?

To find a scheme member in your area, use the contact details overleaf. There is a link to Approved Coal Merchants from the Solid Fuel Association website. Members display the logo on their delivery vehicles and tickets.

For further information about the Approved Coal Merchants Scheme or to discuss any issues relating to domestic Solid Fuel heating please use the contact details overleaf.