



OSO Hotwater are Charter members of the Hot Water Association.

<https://hotwater.org.uk/>

The Hot Water Association exists to promote the concept and use of stored hot water in domestic and commercial circumstances in the United Kingdom and Republic of Ireland. HWA is a trade organisation whose membership accounts for nearly 100% of hot water storage devices sold in the UK.

The objectives of the HWA are;

- To be recognised as the leading body in domestic hot water storage and, through cooperation and partnerships
- To support, drive and promote the sustained growth and improvement of standards within the entire domestic hot water industry
- To engage with government at a National and European level to lobby for the interests of the hot water storage industry, to ensure a level regulatory playing field with other technologies and uphold standards of safety and efficiency in the industry
- Promote hot water storage in all suitable circumstances and educate consumers on the inappropriate use of instantaneous water heating systems
- Promote the highest standards of efficiency & manufacturing through the HWA charter

<https://hotwater.org.uk/hwa-charter/>

The HWA Charter puts in place all those elements that are required in order to ensure that hot water products are supplied in a way that they meet the terms set out in the Charter Statement. The Charter receives widespread support from heating appliance manufacturers and the suppliers of related products. It is managed and promoted by the Hot Water Association (HWA).

The HWA Charter Statement requires that all members adhere to the following:

- To supply fit for purpose products clearly and honestly described
- To supply products that meet or exceed appropriate standards and building and water regulations
- To provide pre and post technical support
- To provide clear and concise warranty details to customers