



Introduction

Wherever possible we prefer to provide all materials for our projects, as this helps ensure products are suitable for installation within the UK and meet the relevant standards and safety requirements.

However, we understand many customers wish to supply decorative fittings, specialist products, or equipment themselves as part of a wider renovation or design project.

In many cases, customer supplied products are perfectly suitable for installation. However, as part of our inspection, testing, and certification responsibilities, we are required to assess whether products connected to the electrical installation appear suitable for use within the UK and appropriate for the intended installation.

Why Customers Sometimes Supply Equipment

It is increasingly common for customers to source certain electrical products themselves as part of renovation, extension, or interior design projects.

This is particularly common where:

- specific finishes or styles are desired
- specialist lighting is being selected
- smart home products are preferred
- products are sourced directly online
- equipment forms part of a wider design package

We fully understand this approach and regularly work with customer supplied products as part of our installations.

However, products connected to a fixed electrical installation still need to be assessed for suitability, safety, and compliance within the UK.

Examples of Customer Supplied Products

Examples of customer supplied equipment may include:

- Decorative light fittings and chandeliers

- Designer sockets and switches
- Smart switches, dimmers, and WiFi controls
- LED drivers and feature lighting systems
- Bathroom mirrors and demister units
- Garden lighting and water feature equipment
- Extractor fans and ventilation equipment
- Kitchen appliances and fixed wired equipment
- Imported or specialist products purchased online

Some of these products may form part of the fixed electrical installation and therefore require additional verification before installation.

What Products Should Normally Include

Electrical products intended for installation within the UK should normally include clear product identification, electrical ratings, and appropriate conformity markings relevant to their intended use.

Depending on the product type, this may include:

- UKCA marking
- CE marking (where still applicable)
- Manufacturer identification
- Voltage and power ratings
- IP ratings where applicable
- Relevant BS or EN standard references
- Installation instructions and technical information
- Suitable terminals, cable restraints, and enclosure protection

Market	Timing	Accepted Marking or combination of markings
Placing manufactured goods on the market in Great Britain	Until the end of 2021	UKCA OR CE
Placing manufactured goods on the market in Great Britain	From 1 st January 2022	UKCA
Placing manufactured goods on the EU market	Current and future	CE
Placing goods on both the GB and EU markets	From 1 st January 2022	UKCA & CE

Products should also normally include sufficient documentation to allow safe installation, inspection, testing, and future maintenance.

The presence of markings alone does not automatically confirm suitability or authenticity, however the absence of identifiable markings or manufacturer information may raise concerns regarding installation suitability.

Where Compliance Information May Be Found

Product conformity and technical information may be located in several places depending on the manufacturer and product type.

This information may commonly be found:

- On the product rating label
- Moulded or printed onto the product body
- Within the manufacturer's instructions
- On the product packaging
- Within technical specification sheets
- On the manufacturer or retailer website
- Within online product listings or downloadable manuals

Where products arrive without identifiable markings, instructions, or manufacturer information, additional clarification may be required before installation can proceed.

Risks of Non-Verified Products

Electrical products that cannot be appropriately identified or verified may present additional risks when connected to a fixed electrical installation.

Potential concerns may include:

- Electric shock risk
- Fire or overheating risk
- Inadequate insulation or internal protection
- Incorrect fuse or cable sizing internally
- Poor terminal quality or loose connections
- Non-compliant earthing arrangements
- Inadequate IP protection for the environment
- Compatibility issues with UK electrical systems

These risks are particularly relevant with imported products, unbranded equipment, modified items, or products supplied without sufficient documentation.

The suitability of a product for use within a UK electrical installation cannot always be confirmed through appearance alone.

Installation Suitability & Compatibility

Even where a product includes conformity markings or manufacturer information, it may still be unsuitable for the proposed installation environment or electrical system.

Considerations may include:

- Compatibility with UK voltage and frequency
- Earthing requirements
- Circuit loading and protective device selection
- Bathroom zoning and IP requirements
- Heat dissipation and ventilation
- Fire-rated installations or enclosure requirements
- Dimming compatibility
- Mechanical fixing arrangements
- Cable entry and termination suitability
- Future inspection, testing, and maintenance access

In some situations, additional equipment or alterations may be required to allow a product to be installed safely and appropriately.

How We Assess Customer Supplied Equipment

Before installation, we may visually inspect customer supplied products to identify whether they appear suitable for installation within the UK and appropriate for the intended environment.

This may include checking for:

- Product markings and identification
- Voltage and electrical ratings
- Manufacturer information
- Installation instructions
- IP ratings where applicable

- Terminal quality and cable entry arrangements
- Signs of damage, modification, or missing components

Where appropriate information is available and no concerns are identified, installation can normally proceed as expected.

However, visual inspection alone cannot guarantee product quality, authenticity, or long-term reliability.

Where Concerns Are Identified

If concerns are identified during inspection, we will discuss these with the customer before installation proceeds.

Examples of concerns may include:

- Missing conformity markings
- No identifiable manufacturer information
- Lack of installation instructions
- Imported products with unclear ratings
- Products appearing modified or damaged
- Equipment unsuitable for the installation environment
- Poor build quality or unsafe termination arrangements

Depending on the situation, we may:

- Request additional technical information
- Recommend alternative products
- Decline installation of the equipment
- Proceed only where the customer accepts the identified concerns

Safety and suitability considerations will always take priority over appearance or product cost.

Certification & Recorded Deviations

Where customer supplied products are installed, certification may include reference to any limitations, observations, or deviations identified during installation or testing.

This is particularly relevant where:

- Products do not include identifiable conformity markings
- Manufacturer information cannot be verified
- Installation instructions are unavailable
- Product compliance cannot be fully confirmed

In these situations, relevant notes or deviations may be recorded on certification documents to reflect the information available at the time of installation.

This does not necessarily mean the product is unsafe, however it may indicate that full verification of the product could not be completed.

Where concerns are significant, installation may be refused entirely.

Customer Supplied Equipment & Warranty

The selection and supply of customer provided equipment remains the responsibility of the customer, including manufacturer support, product warranty, and ongoing reliability.

While we take reasonable steps to assess whether equipment appears suitable for installation, we cannot guarantee the quality, authenticity, compliance, or long-term performance of products supplied by third parties.

Unless specifically confirmed otherwise in writing, customer supplied equipment falls outside of our workmanship warranty and associated guarantee terms.

Our workmanship warranty applies to the installation work completed by us, not to the manufacture, internal design, or long-term reliability of customer supplied equipment.

Further information can be found within our [Terms & Conditions](#).

Final Notes

We understand customers may wish to source equipment themselves as part of creating the appearance, functionality, or finish they want within their home.

Our aim is not to prevent this, but to help ensure that equipment connected to the electrical installation can be installed as safely and appropriately as reasonably possible.

Electrical contractors are increasingly expected to consider the suitability of equipment connected to fixed installations, particularly where items are imported, unbranded, modified, or supplied without clear technical information.

Wherever possible, we will always:

- Communicate concerns clearly
- Explain available options
- Work with customers to find practical solutions
- Prioritise safety and compliance throughout the installation