

Code of Conduct of the KNX National Group of New Zealand



The object of the KNX NZ Code of Conduct is to give a guide to its Ordinary and Manufacturer members of the level and standard of service that has been commonly agreed to be a minimum expected by a 'customer'.

The Integrator shall:

- Have at least one active engineer involved with each project who is a registered KNX partner (documents to show this will be available to the client if requested).
- Not engage in installation or advice on products or services for which they are not correctly or sufficiently qualified.
- Provide the customer with a professional level of service, deliver excellent value added products, and provide support to its clients by giving technical advice and general information.
- At all times act with courtesy, fairness and professional integrity.
- Issue quotations in a professional manner.
- Where required, arrange client visits' in a timely manner.
- Not engage in any activity that could be considered a conflict of interest with the KNX protocol or activities of KNX NZ
- Ensure that the ETS project configuration programme is written by, or at least reviewed by, a registered KNX Partner in every case.
- Issue adequate 'as built' documentation to allow additional work to be carried out at a later date.
- Ensure that the ETS project configuration file (usually a .proj file) is made available to customers promptly and efficiently upon completion of the project.
- Ensure that the customer is properly trained in the operation of the installed system to his/her requirements.
- Respect and treat with care, the clients' property and the contents therein at all times.

The Manufacturer shall:

- Act in an unbiased manner at all times.
- Have at least one KNX Partner engineer who is responsible for support of the manufacturer's KNX products.
- Support all Integrator members by providing technical support and ETS database files when required.
- Provide all Integrator members with information relating to new products.
- Treat all information pertaining to KNX NZ as confidential, including contact details and activities of KNX NZ and its membership. This information shall not under any circumstances be made available in other areas of the manufacturer's business, either formally or informally.

All Members shall:

- Provide the client with a professional level of service and provide support to its clients by giving technical advice and general information.
- Act in an unbiased manner at all times.
- Endeavour to promote the KNX protocol at all times and in particular the efforts and activities of the KNX NZ Association.