

# NIGLON CALLS ON INDUSTRY TO DRIVE UP TESTING AND TRANSPARENCY STANDARDS

We all know the horrendous consequences which could easily occur if an electrical item fails – and yet there are products for sale which have not been vigorously tested. One family-run supply firm is making it its mission to be as vocal as possible about the issue in a bid to drive up standards throughout the industry. Here, **Niglon's Commercial Director, Paul Dawson**, explains why.

**W**hen an electrical product fails, the very best-case scenario is that it needs replacing – which represents an outlay of cost and time for the end user. It's mildly inconvenient for them and they may decide not to use the same brand again.

At the opposite end of the scale, there is the potential for mass casualties. We all watched, horrified, as the Grenfell Tower disaster and subsequent investigation unfolded. While there were other issues at play which saw the situation at Grenfell end up being so catastrophic, the source of the fire was traced back to a faulty electrical item.

Almost four years on – with enough time having passed for changes to have been implemented, but not enough for us all to have forgotten how terrible the event was – there are still untested items being supplied and fitted in the UK.

It's because of the very real risk of another disaster that the team at Niglon are so proactive about pushing for change in the industry. The team is sadly seeing a rise in the number of products on the market which have not been reliably tested by an independent third-party; and the company simply does not believe this should be allowed to continue.

Not only is Niglon calling for comprehensive testing for all electrical supplies, the company also believes it should be commonplace for wholesalers to ask for proof of certification when they are purchasing a product for the first time from a supplier. Equally, Niglon believes proof of certification should routinely be requested when contractors are buying those same items from wholesalers.

The company also wants to educate the general public – the end users who are living, working and socialising in the buildings where these electrical products end up – about why certification is so important. Because it's only when end users realise that they could very well have untested (or poorly tested) products in their homes and workplaces that they can truly hold companies to account and drive-up industry standards.

Of course, Niglon is practising what it preaches: recently when the company was looking to introduce new surge protection devices into its range, it had a choice between sourcing an untested lower-cost device or partnering with a European manufacturer who had more than seven decades of experience.

The choice was easy – a cheaper product might represent slightly more profit within the supply chain, but it is always a case of safety before money. Niglon knew that the products from the European firm were certified – which the company feels is especially important for surge protection devices because of the limited ability to test them once they're installed in a home or workplace; so, they were the only viable option in Niglon's eyes.

The company is also aiming to be as transparent as possible when it comes to proof of certification, in the hope that it can inspire others to follow in its footsteps. That's why circuit protection devices in the Niglon catalogue and online are clearly marked as being accredited by SEMKO, VDE or TUV, and the company is always able to produce proof of this certification if asked by a customer.

The Niglon team is hopeful that the more the issue is talked about, the wider the message will spread – and other suppliers, as well as wholesalers and contractors, will join the company in its mission to drive up standards within the industry.

Given the huge risks that are talked about here, not just the damage which



could be done to properties, but also the very real threat to life where untested products are installed, it's imperative we all act immediately. There's no way of knowing when and if these products, which we know are in circulation now, will fail.

Let's not wait until something goes wrong, especially when there are two very achievable steps which would eliminate the risk: proper testing and more transparency.

Individuals and businesses rely on contractors to install electrical devices in their properties and, in doing so, they are placing a great deal of trust in them that these products are safe. By being able to assure customers that all of their devices have been thoroughly tested, this generates increased trust (and a better reputation) for the contractors.

The benefits to the industry and the end user are plain to see. That's why Niglon is calling on the industry to act now: help educate end users about testing; help ensure asking for proof of certification becomes a routine question when sourcing a product; and help stop harm coming to anyone because of a faulty device. ⚡

Potential outcome from not using certified products





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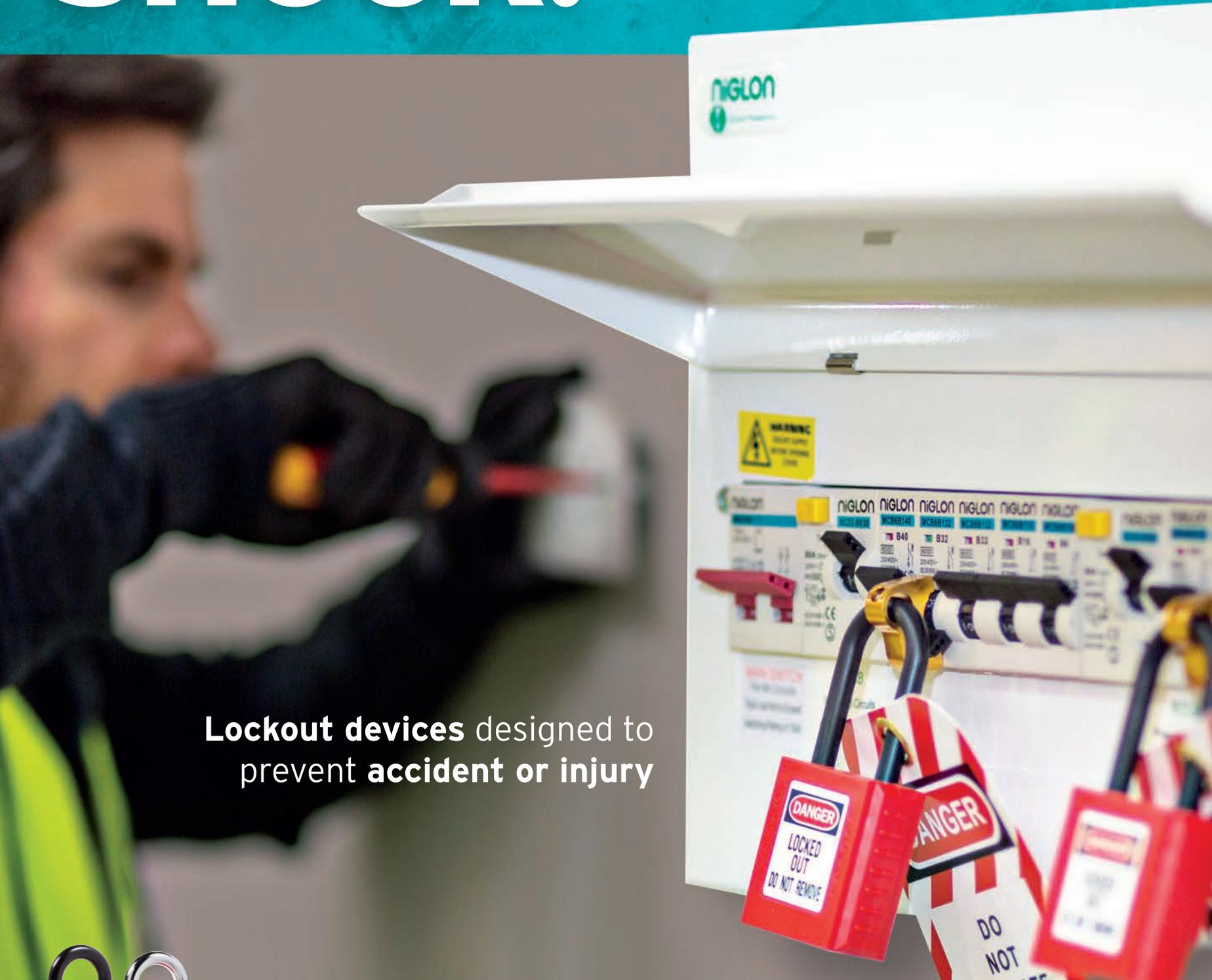
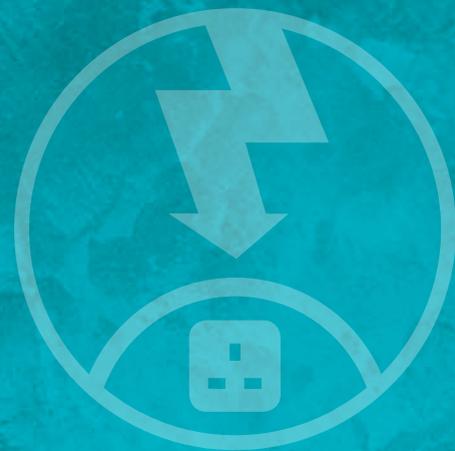
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