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Automotive services – Specification for vehicle damage repair processes

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 November 2014. It was prepared by Technical Committee SVS/20, *Automotive Services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

BS 10125:2014+A1:2016 supersedes BS 10125:2014, which is withdrawn.

Information about this document

BS 10125 revised and replaced PAS 125:2011 and was prepared to bring the specification for vehicle damage repair processes up to date and in line with technological developments and currently recognized good practice.

Text introduced or altered by Amendment No. 1 is indicated in the text by tags **A1** and **A1**. Minor editorial changes are not tagged.

Use of this document

It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is "shall".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

1 Scope

This British Standard specifies requirements for automotive vehicle (vehicle, see 2.1) damage repair processes undertaken at fixed facilities or through provision of a mobile service and includes requirements for:

- a) repair processes;
- b) competence of personnel;
- c) tools and equipment;
- d) parts and controlled consumables;
- e) repair process management;
- f) quality control; and
- g) complaints procedure.

This British Standard also specifies the information to be included in any claim of conformity.

It covers the removal and refitting or replacement of windscreens, other vehicle glazing and mechanical parts undertaken as part of the vehicle damage repair process. However, it excludes windscreen repair undertaken as a separate activity, for which there is a British Standard, BS A1124:2011.

This British Standard is not applicable to motorcycles (with or without sidecars), three-wheeled vehicles or vehicles over 5 tonnes gross vehicle weight (GVW).

This British Standard does not cover customer service, for which see BS 8477.

2 Terms and definitions

For the purposes of this British Standard the following terms and definitions apply.

2.1 vehicle

automotive vehicle that is:

- a) designed and constructed for the carriage of passengers and comprising not more than eight seats in addition to the driver's seat (Category M1); or
- b) designed and constructed for the carriage of passengers and comprising more than eight seats in addition to the driver's seat and having a maximum mass not exceeding 5 tonnes (Category M2); or
- c) designed and constructed for the carriage of goods and having a maximum mass not exceeding 5 tonnes (Category N1 and part N2)

NOTE Categories as given in European Directive 2007/46/EC [1].

2.2 awarding organization

entity that awards accredited qualifications and is recognized by the relevant regulatory authorities

2.3 controlled consumables

products used in vehicle damage repair processes that are intended to be stocked, used up and replaced as required but which require particular care in storing, handling or application

2.4 customer

owner of a vehicle or owner's agent authorized to instruct repairs