

Support Services to Members

Helpdesk Services

ecmk offers technical support to our scheme members in a variety of ways.

- Telephone support
- Email Support
- RdSAP manual
- Downloadable guides from www.ecmk.co.uk
- Software guides and release notes

Telephone Support

Our support desk operates Monday to Saturday from 08:00 to 17:00 and Sunday 09:00 to 13:00. The telephone number is 0333 123 1418.

If a member telephones the Support Helpdesk, we can often answer any questions immediately.

Email Support

We do also supply our members with support via email (support@ecmk.co.uk).

For queries which are emailed, or telephone questions which require further research, we aim to offer a solution within 1 working day, at busy times it may be longer.

If it is anticipated that resolution will take longer than 1 working day, we will contact the member.

RdSAP Manual

The RdSAP manual is available to all energy assessors. It is context sensitive and provides guidance throughout the assessment on what and how the survey should be completed.

The content of this is maintained by the scheme and is reviewed at regular intervals.

Downloadable Guides and information updates to members

ecmk issue guidance on all aspects of Energy Assessments and changes to the retrofit industry standards, this can include legislation changes, updates to methodologies or an agreed set of conventions that need to be followed. This is in the form of Technical Bulletins that are published intermittently, email updates to members, social media posts and banner updates on assessor hub. Technical bulletin documents are link emailed to our members and copies can always be downloaded from the members AssessorHub.

Version	Description of Change	Editor	Date of issue
1.2	Initial Publication	Stephen Farrow	March 2016
1.3	Format Review	Katie Parr	28/06/2022
1.4	Periodic Review	Joe Mellon	15/08/2022
1.5	Document review	Ian Rowley	07/11/2024
1.6	Document review and minor amendments	Ian Rowley	12/09/2025