

**NC Department of Insurance  
Office of the State Fire Marshal - Engineering Division  
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**Enforcement of manufacturer's instructions**

**Code:** 2018 NC Plumbing Code  
**Section:** 301.7

**Date:** April 16, 2024

**Question:**

Can manufacturer's recommendations be enforced by code officials?

**Answer:**

Yes, when they are conditions of the listing or instructions. In accordance with the General Regulations in 2018 North Carolina Plumbing Code Section 301.7 the code enforcement official shall enforce the manufacturer's recommendations when a code provision is less restrictive than the conditions of the listing or the manufacturer's instructions.

**301.7 Conflicts.** Where conflicts between this code and the conditions of the listing or the manufacturer's installation instructions occur, the provisions of this code apply.

**Exception:** Where a code provision is less restrictive than the conditions of the listing of the equipment or appliance or the manufacturer's installation instructions, the conditions of the listing and manufacturer's installation instructions shall apply.

**For example:** Many appliances require, as a condition of their listing, that the appliance be installed in a certain manner, therefore, in order to maintain that listing, the mandatory requirements of those instructions are enforceable.

**Additional resources:**

Also see the web interpretation 0101.3 - Intent and Enforceability in the Plumbing Code for examples of the imperative terms in the code that specifically require compliance with the manufacturer.

**Keywords:** manufacturer's instructions, specifications, recommendations