



CERTIFICATION

QB - UPEC

certification system  
technical and

administrative appendix:

# Systems of laminate floor coverings



Identification No.: QB 26  
Revision No: 01  
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*The French version shall prevail.*

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# Part 1

## The certification system technical requirements

### 1.1 QB mark technical specifications for UPEC classification

The UPEC classification for floor coverings is a functional classification that determines the use of the flooring in given building premises.

This document describes the technical specifications applicable to Laminate Floor Coverings associated with underlay called “systems of laminate floor coverings”.

#### 1.1.1 SPECIFIC TECHNICAL PROVISIONS

When the system is considered innovative, the specific committee can ask the CCFAT Specialised Group no. 12 to validate the feasibility of the system through a Technical Appraisal (=Avis Technique).

The following specificities are concerned:

- systems laying with a division higher than 10 m and less than or equal to 15 m,
- products with a width higher than 200 mm including tiles,
- products with a particular surface structure or edges that makes the evaluation of abrasion test difficult regarding Standard EN 13329,
- products with an innovative assembly system (example: lock down on short side or assembly systems locked with plastic insert),
- products with underlay attached to the plank.

**Table 1 – General dimensional requirements regarding EN 13329**

Characteristics	Requirement	Test method
Length of the surface layer, l *	For $l \leq 1\,500$ mm, $\Delta l \leq 0.5$ mm with regard to the nominal value For $l > 1\,500$ mm, $\Delta l \leq 0.3$ mm/m with regard to the nominal value	EN 13329 Annex A
Width of the surface layer, w	$\Delta w_{\text{moyenne}} \leq 0.10$ mm with regard to the nominal value $w_{\text{max}} - w_{\text{min}} \leq 0.20$ mm	
Squareness of the element, q	$q_{\text{max}} \leq 0.20$ mm	
Straightness of the element, s	$s_{\text{max}} \leq 0.30$ mm/m	

\* For the tests performed at the laboratory of the mark, the requirement is extended to  $\Delta l \leq 1.0$  mm

Systems of laminate floor coverings are classified E1 and C2 by default.

**Table 2 – Requirements for UPEC classification**

Required classification in EN 13329	22	23	31	32	33	
Height difference between elements	cf. EN 13329				h max. ≤ 0,10 mm	EN 13329 annex B
<b>Determination of dimensional variations and stability after exposure to dry and humid conditions</b>						
Dimensional variations	At the end of the dry cycle: $\delta l_{\text{average}} \leq 0,15\%$ et $\delta w_{\text{average}} \leq 0,20\%$					ISO 24339
Openings between elements (o) (for grooved edges, see diagram of openings)	At the end of the dry cycle: $o_{\text{average}} \leq 0,10$ mm $o_{\text{max}} \leq 0,15$ mm			At the end of the dry cycle: $o_{\text{average}} \leq 0,05$ mm $o_{\text{max}} \leq 0,10$ mm		
- Bending (t)	At the end of the dry cycle: $t_{\text{max}} \leq 0,40$ mm			At the end of the humid cycle: $t_{\text{convex}}$ and $t_{\text{max}} \leq 0,40$ mm At the end of the dry cycle: $t_{\text{concave}}$ and $t_{\text{max}} < 0,30$ mm		
- Height differences between elements (h)	At the end of the dry cycle: $h_{\text{average}} \leq 0,10$ mm $h_{\text{max}} \leq 0,15$ mm			At the end of the humid cycle: $h_{\text{moyenne}} \leq 0,10$ mm $h_{\text{max}} \leq 0,15$ mm At the end of the dry cycle: $h_{\text{max}} \leq 0,10$ mm		
Surface soundness (MPa)	Type of breakage: cohesive					
	≥ 1			≥ 1,25		EN 13329 annex D
Thickness swelling	≤ 18%		≤ 15%	≤ 12%	≤ 10%	ISO 24336
Abrasion resistance Individual value ≥ minimum value of abrasion class	AC2 ≥ 1500	AC3 ≥ 2000		AC4 ≥ 4000	AC5 ≥ 6000	EN 13329, annex E (1 sample / plank)
The test is performed on a model simulating the floating laying on the associated underlay <sup>(1)</sup>						
Impact resistance of a small ball (N) Average value ≥ minimum value	IC1 ≥ 10		IC2 ≥ 12		IC3 ≥ 15	EN 13329, annex H: test performed on 5 samples
Impact resistance of a big ball Falling height (mm) Diameter of imprint	≥ 800	≥ 1500	≥ 800	≥ 1500	≥ 1800	EN 13329, annex H modified by §2.4 of this appendix to the certification system
	≤ 10,0 mm without cracks or fragments			≤ 8,0 mm without cracks or fragments		
The test is performed on a model simulating the floating laying on the associated underlay <sup>(1)</sup>						
Effect of a furniture leg	No visible damage with foot type 0.					EN 424
Effect of a castor chair	No damage no beginning of delamination, no wear after test					EN 425 modified by §2.2 of this appendix to the certification system
	20 000 cycles			25 000 cycles		
Claimed UPEC classification	U2SP2E1C2	U2SP3E1C2	U3P2E1C2	U3P3E1C2	U3SP3E1*C2	

<sup>(1)</sup> dissociated or acoustic underlay declared by the producer as part of the system of laminate floor covering as described in the CSTB Book 3642 « Cahier 3642 »

**Table 3**

**Case of assembly system without glue for UPEC classification:**

<b>Additional requirements relative to the plank</b>
<ul style="list-style-type: none"><li>○ <b>Locking strength</b> (<i>according to the test method described in part 2, §2.1 of this appendix</i>):<ul style="list-style-type: none"><li>- determination of locking strength before breakage:  P2: <math>\geq 3000</math> N/m P3: <math>\geq 5000</math> N/m</li></ul></li></ul>

**Table 4 – General requirements (basis requirements)**

**Case of grooved products**

<b>Additional characteristics and assessment tests</b>
<ul style="list-style-type: none"><li>○ <b>Assessment tests on final product:</b><ul style="list-style-type: none"><li>- check of the continuous processing of the groove,</li><li>- adhesion in dry and humid conditions, no deterioration of the groove such as removal,</li><li>- cross test of mechanical ageing and surface moisturing (<i>according to the test method described in part 2, §2.3 of this appendix</i>). Castor chair according to EN 425 with type H wheels. No damage such as delamination, flaking or whitening:  after 20 000 cycles for the classifications U2SP3E1C2, U3P2E1C2, after 25 000 cycles for the classifications U3P3E1C2, U3SP3E1*C2</li></ul></li></ul>

### 1.1.2 MANUFACTURER'S INSPECTION

The manufacturer has to control the characteristics of the final products within the scope of QB-UPEC certification following the test methods and minimum frequencies of control defined in Table 5.

The tests are performed in conformance with the test methods described in the reference standards or according to internal test methods. When an internal test method is performed, deviations from the standard must be clearly specified and justified.

The manufacturer can subcontract some tests except high frequency tests (frequency ① of table 5).

**Table 5**

Controlled characteristics per product	Minimum frequency of control	Test method
Dimensional characteristics - <i>length</i> - <i>width</i> - <i>height difference between elements</i> - <i>squareness</i> - <i>flatness</i>	①	EN 13329, annexes A & B
Geometry of the assembly system	①	
Groove evaluation - <i>appearance (no drip, continuity...);</i> - <i>no damage on the groove;</i> - <i>groove geometry;</i> - <i>adhesion</i>	①	
Surface characteristics - <i>appearance, color, brightness,</i> - <i>porosity</i> - <i>polymerisation</i> - <i>structure</i>	①	EN 438-2
Surface soundness	②	EN 13329, annex D
Thickness swelling	②	ISO 24336
Impact resistance	②	EN 13329, annex H
Abrasion resistance	②	EN 13329, annex E
Effect of a castor chair	②	EN 425 double wheels type H (EN12529 with a width of strip of 7.0 ±0.5mm)
Determination of dimensional variations and stability after exposure to dry and humid conditions	③ <sup>1</sup>	ISO 24339
Determination of dimensional variations and stability after exposure to dry and humid conditions	④ <sup>1</sup>	EN 13329; Annex C <b>or</b> test on small model (adaptation from the test defined in ISO 24339)
① = 1 time every 4 hours      ② = 1 / quarter*      ④ = 1 / year*		
③ = for every new product and for each modification of the board characteristics, assembly system, thickness, width		
<b>* Minimal frequencies taking into consideration the controls performed previously on the components of the system.</b>		

<sup>1</sup>For the same unit of production and the same quality of board in terms of composition and characteristics including the assembly system. A test report will be provided for the products with the highest section "width / thickness" of the plank.

### 1.1.3 SAMPLING RULES FOR AN ADMISSION / EXTENSION APPLICATION

Table 6 describes the tests to be performed for an admission or an extension request.

**Table 6**

Tests	Laboratory of the mark				Test method
	Type 1		Type 2		
Surface state / Color-design					/
Underlay (density, compression resistance, ...)	The most compressible underlay	The less compressible underlay	The most compressible underlay	The less compressible underlay	/
Dimensional variations	Per higher section, nota 1				ISO 24339
Characterization of the planks - thickness, - length, - width, - squareness, straightness, - flatness - openings, height differences between elements, grooves	Per product				EN 13329, annexes A & B
Thickness swelling	Per product				ISO 24336
Surface soundness (MPa)	Per product				EN 13329, annex D
Impact resistance of a small ball	X		X		EN 13329, annex H test performed on 5 samples
Impact resistance of a big ball	/	X	/	X	EN 13329, annex H modified by §2.4 of this appendix to the certification system
Locking strength	Per product (except length, edges geometry, surface state)				§2.1 of this appendix to the certification rules.
Furniture leg	Per product				EN 424
Castor chair	X	/	X	/	EN 425 modified by §2.2 of this appendix to the certification system
Abrasion	X		X		EN 13329, annex E

<sup>1</sup>For the same unit of production and the same quality of board in terms of composition and characteristics including the assembly system. A test report will be provided for the products with the highest section "width / thickness" of the plank.



**1.1.4 SAMPLING RULES FOR CERTIFIED PRODUCTS – FOLLOW-UP TESTS**

Table 7 describes the tests to be performed for follow-up tests on each sampled system.

**Table 7**

Tests	Laboratory of the mark				Test method
	Type 1		Type 2		
Surface state / Color-design					/
Underlay (density, compression resistance, etc.)	The most compressible underlay	The less compressible underlay	The most compressible underlay	The less compressible underlay	/
Characterization of the planks - thickness, - length, - width, - squareness, straightness, - flatness - openings, height differences between elements, grooves	Per product				EN 13329, annexes A & B
Thickness swelling	Per product				ISO24336
Surface soundness (MPa)	Per product				EN 13329, annex D
Impact resistance of a big ball	/	X	/	X	EN 13329, annex H modified by §2.4 of this appendix to the certification system
Locking strength	Per assembly system				§2.1 of this appendix to the certification system
Castor chair	X		X		EN 425 modified by §2.2 of this appendix to the certification system
Abrasion	X		X		EN 13329, annex E

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## Part 2

# Specific test methods

### 2.1 Locking strength

#### 2.1.1 PURPOSE

The goal of the test is to determine the necessary strength to cause breakage between two assembled planks.

The test is performed on two pieces of planks that are assembled and laterally maintained on both sides by another plank so as to combine tensile strength and friction strength due to the assembly system.

#### 2.1.2 APPARATUS

Tension testing machine with two columns according to Standard ISO 7500-1:2004.

Pliers to fix the samples.

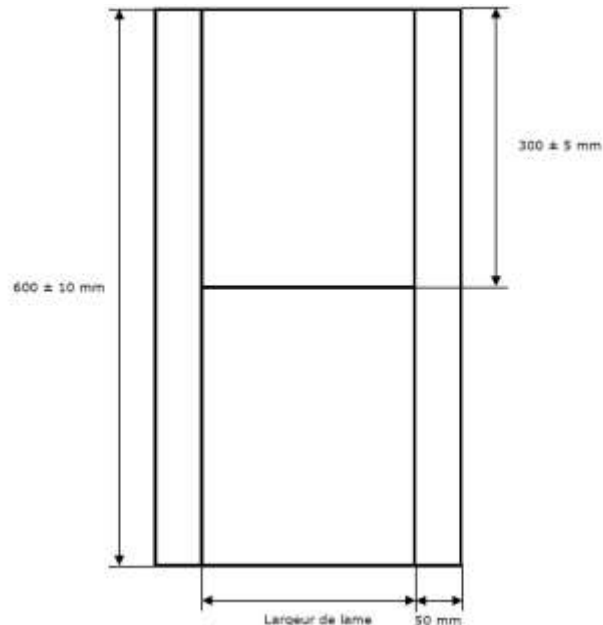
#### 2.1.3 SAMPLES

Make 3 samples using three planks for each test, the four parts of the sample must come from the same plank.

In the plank, cut the following pieces with a board saw:

- 2 pieces  $(600 \pm 10) \times 50$  mm;
- 2 pieces  $(300 \pm 5)$  mm x width of the plank.

Assemble the planks.



#### **2.1.4 CONDITIONING**

The samples are assembled as indicated and then conditioned at  $(23 \pm 2) ^\circ\text{C}$  and  $(50 \pm 5) \%$  relative humidity for at least 48 hours.

#### **2.1.5 PROCEDURE**

The tension must be performed at a constant speed of 2 mm/min.

The test is performed on the three samples.

For each test, measure the necessary strength in N to cause the rupture of the assembly system.

#### **2.1.6 EXPRESSION OF THE RESULTS**

Necessary strength to cause the rupture:

For each sample, express the result in N/m from the strength/width calculation.

The characteristic value of the product is the average of the three samples expressed in N/m.

The test report must list the following elements:

- a) width of the product expressed in mm
- b) type of product
- c) commercial name of the product
- d) name of the manufacturer
- e) the average of the necessary strength to cause a rupture.

## 2.2 Effect of a castor chair

### 2.2.1 PURPOSE

This procedure defines the test method used to check the effect of a castor chair according to the UPEC classification for laminate floor covering systems.

### 2.2.2 REFERENCE STANDARDS

For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 425: 2002, *Resilient and laminate floor coverings – Castor chair test*

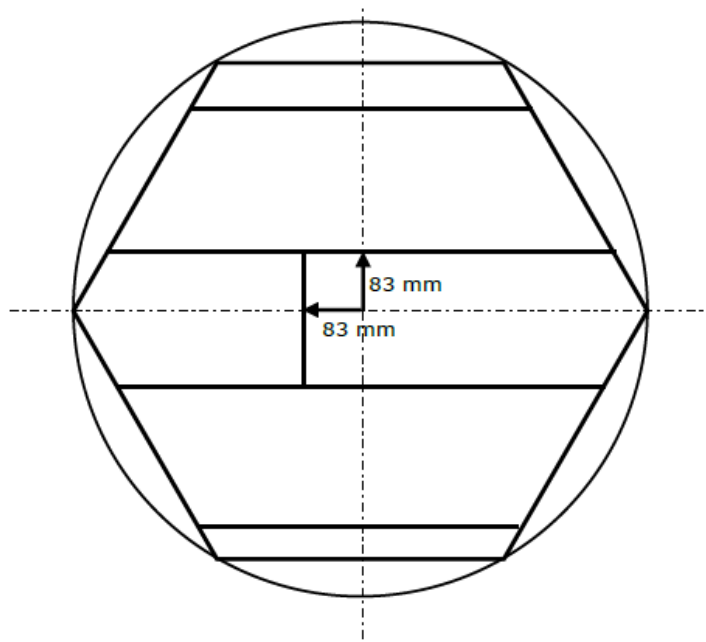
NF EN 12529: 1998, *Castors and wheels – Castors for furniture – Castors for swivel chairs. Requirements*

### 2.2.3 MODEL

The dimensions of the sample are 790 mm (circle, 790mm in diameter, hexagon within a circle of diameter 790 mm, square in which a circle of diameter 790 mm is included).

The joints are to be positioned as shown in the figure below. The joints between two planks are positioned 83 mm from the middle of the circle. Fit the planks together as described by the manufacturer.

Complete the hexagon with entire planks, the test piece dimensions being described in the following figure.



#### **2.2.4 CONDITIONING**

The sample is to be conditioned before the test for at least 24 hours at  $(23 \pm 2)$  °C and  $(50 \pm 5)\%$  relative humidity.

The test must be performed at a temperature between 18 and 25°C.

#### **2.2.5 APPARATUS**

- Test bench
- Three double castors type H according to EN 12529,  $50 \pm 1$  mm in diameter and  $7 \pm 0.5$ mm width of strip,
- Support with adjustable wedges on the periphery.

#### **2.2.6 PROCEDURE**

- 1) Installation of the sample

The sample is laid with the associated underlay on the support without glue. The direction and laying recommendations given by the manufacturer on the packaging must be respected.

Tighten the wedges around the sample in order to maintain it during the test.

- 2) Installation of the castors

The three castors are fixed directly on the test bench to avoid any loosening during the test.

#### **2.2.7 EXPRESSION OF THE RESULTS**

At the end of the 20 000 or 25 000 cycles (depending on the UPEC classification), lift up the castors in order to remove the support and sample.

Observe the sample in order to detect possible damages such as change of appearance, openings between elements, rupture or damage of the assembly system, damage of the overlay (delamination), damage of the grooves (physical and color).

Then disassemble the sample from the support and observe every plank in order to detect possible damages such as cracks on the board, delamination or rupture of the assembly system.

The test report must list the following elements:

- date of the test,
- name and reference of the color of the tested product,
- damages observed,
- number of cycles performed,
- every deviation from the given procedure.

## **2.3 Mechanical ageing test after exposure to surface moisture**

### **2.3.1 PURPOSE**

This procedure defines the test method used to assess the resistance to the castor chair test after exposure to surface moisture according to the UPEC classification for systems of laminate floor coverings with grooves.

The test simulates the effect of a long-term water contact on the surface layer and on the appearance of the grooves and the assembly system.

### **2.3.2 STANDARDS**

For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 425: 2002, *Resilient and laminate floor coverings – Castor chair test*

NF EN 12529: 1998, *Castors and wheels – Castors for furniture – Castors for swivel chairs. Requirements*

### **2.3.3 CONDITIONING**

The sample is to be conditioned before the test for at least 24 hours at  $(23 \pm 2)$  °C and  $(50 \pm 5)$ % relative humidity.

The test must be performed at a temperature between 18 and 25°C.

### **2.3.4 APPARATUS**

#### **2.3.4.1 Apparatus "castor chair"**

The apparatus is the same as specified in §2.2.5 of this certification system.

#### **2.3.4.2 Products and accessories for exposure to surface moisture**

One or two floor cloth,

500 ml of a sodium laurylsulphate solution (or any other surface-active ion detergent or wetting agent) at 0.1%,

An hexagon (or circle) in plywood, of the size of the sample,

An hexagon (or circle) in plexiglass, of the size of the sample,

Clingfilm.

### **2.3.5 PROCEDURE**

- 1) Soak the floor cloth(s) with 500 ml of water mixed with 0.1% of detergent so that the entire sample is covered.
- 2) Put the floor cloth(s) on the sample so that it covers the sample entirely and ensure a uniform contact between the floor cloth(s) and the sample.
- 3) Position the plate described in § 2.3.4.2 on the surface of the sample covered by the moistured floor cloth(s).

- 4) Seal the whole sample using the Clingfilm which must surround the sample on all sides.
- 5) Maintain the sample in horizontal position during 24 hours in laboratory conditions.
- 6) After 24 hours, take off the Clingfilm, the plate and the floor cloth(s).
- 7) Note the possible damages:
  - a) swelling,
  - b) detachment of the surface or groove,
  - c) damages of the surface.
- 8) Wipe the surface of the sample with a dry cloth
- 9) Put the sample on the castor chair apparatus and realize the test as described in standard EN 425 and in § 2.2 of the appendix in question.
- 10) After the test note:
  - a) damaged surface,
  - b) Cracks on the board and/or assembly system,
  - c) delamination.

### **2.3.6 EXPRESSION OF THE RESULTS**

The test report must list the following elements:

- 1) reference to the test method,
- 2) identification of the product: type, reference, color, manufacturer;
- 3) any observed damages after action of surface moisture and castor chair test as described in § 8 of EN 425.
- 4) any deviation from the procedure in question.

## **2.4 Impact resistance of a big ball**

### **2.4.1 PURPOSE**

This procedure defines the test method used to assess the resistance of laminate floor covering systems to a big ball impact according to the UPEC classification.

### **2.4.2 REFERENCE STANDARDS**

For undated references, the latest edition of the referenced document (including any amendments) applies.

NF EN 13329 (Annex H): 2016, *Laminate floor coverings – Elements with a surface layer based on aminoplastic thermosetting resins– Specifications, requirements and test methods.*

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NF EN 438-2: 2016, *High-pressure decorative laminate (HPL) – Sheets based on thermosetting resins (usually called laminates) - Part 2: determination of properties*

#### **2.4.3 PROCEDURE**

The test is performed on five impacts of a big ball falling from a given height according to the claimed UPEC classification of the tested laminate floor covering system . The result is the average of the five impact diameters .

#### **2.4.4 APPARATUS**

- impact bench (example in figure 13 of EN 438-2: 2016),
- micrometric glass,
- reglet,
- steel ball of  $(324 \pm 5)$  g weight and  $(42.8 \pm 0.2)$  mm diameter,
- torch,
- carbon paper.

Concrete slab according to the requirements of Standard NF P 11-213-2 (DTU 13.3-2).

Characteristics of the concrete:

- proportions of cement CPJ / CEM II 32.5,  $350 \text{ kg/m}^3$ ;
- ratio  $E_{\text{eff}}/C < 0.6$ , i.e. E/C about 0.7;
- slump  $> 16$  cm;
- average of compression resistance at 28 days in the atmosphere between 25 and 30 MPa.

#### **2.4.5 MODEL**

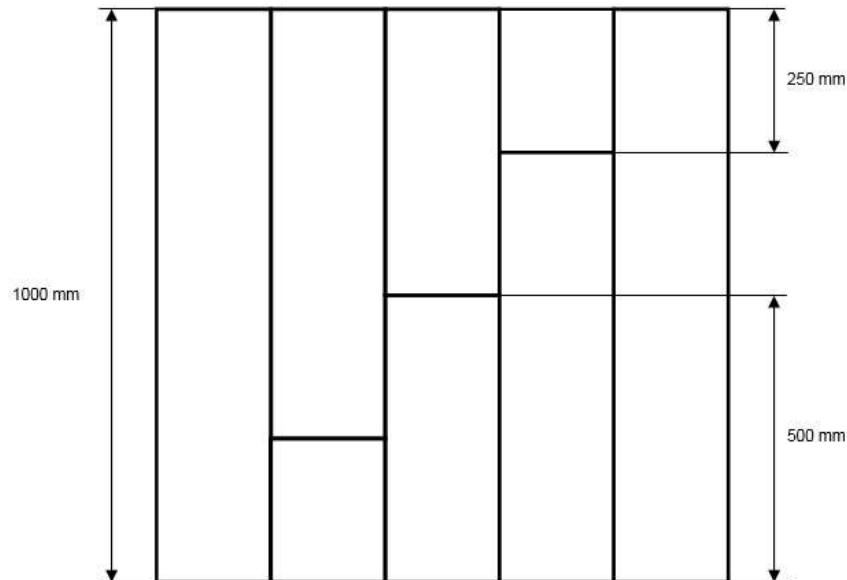
The model is made of 5 rows of planks assembled with a 1/4 length interval between the planks.

The planks are cut with a board saw with an appropriate blade.

The 1 m length depends on the type of plank. The width corresponds to the dimension of the plank.

The model is cut according to the following figure. It is assembled just before the test.





#### **2.4.6 CONDITIONING**

The test must be performed at a temperature of  $(23 \pm 2)$  °C and  $(50 \pm 5)$ % relative humidity.

#### **2.4.7 PROCEDURE**

##### 1) Sample laying

The sample already cut is laid floating without glue, the design being on the upper face with the associated underlay directly on the concrete slab. The direction and laying instructions given by the manufacturer on the packaging must be respected.

##### 2) Adjustment of the height

The height for the test is adjusted to the height claimed by the UPEC classification. It is adjusted with the reglet available on the impact bench.

##### 3) Laying the sample before the impact

Place the sample so that the ball falls at least 50 mm from the edges of the planks and from the previous impacts.

Before the impact, make sure that there is no object on the sample or touching it.

Then place the carbon paper on the surface (carbon face on the laminate face) where the ball is to fall.

##### 4) Impact test and interpretations

Catch the ball after its first rebound. Take back the carbon paper and observe the impact imprint on the sample using the micrometric glass (and the torch if necessary).

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The impact must be renewed on another plank of the sample with the same steps (planks on the sides must be avoided).

The test ends after five impacts.

#### **2.4.8 EXPRESSION OF THE RESULTS**

Note for each impact the diameter ( $\pm 0.1$  mm), the falling height ( $\pm 1$  mm), and the presence of cracks.

For example: "1 500; 7,5; cracks".

These values are written in the test report with the following information:

- date of the test
- name and reference of the color for the tested product
- average (to within 0.1 mm) of the five diameters of impacts
- any deviation from the procedure in question.

The conformity of the test for the tested laminate floor covering system should obtain for a given height:

- 3 impacts out of 5 with a diameter compliant to the required specification,
- 5 impacts without cracks or fragments.
- The average of the 5 impact diameters must be below or equal to the required specification.

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## Part 3

# Obtaining the certification

### 3.1 Lodging an initial admission application

#### 3.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in compliance with the conditions and templates provided in part 5 (paragraph 5.1).

If the product comes from a manufacturing plant located outside the European Economic Area, the applicant shall designate a representative within the EEA as a joint signatory to the application.

A mandate shall be implemented between the applicant and the representative, and shall deal with the following points:

- missions and associated responsibilities,
- financial aspects,
- complaints,
- contact person for certification body.

When the application is received, the following procedure is initiated:

- an administrative and technical review of the application is undertaken;
- the assessment (audits and tests) is carried out;
- the assessment is reviewed;
- the decision is taken.

#### 3.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB verifies that:

- all documents requested in the application dossier are included;
- elements contained in the technical file respect the requirements in the certification system.

The request is only receivable if:

- the application letter is complete, signed and accompanied by the signed quote, where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing, and specifies the critical points of the various steps;

- 
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. The applicant shall remain responsible for all the operations and for ensuring they are consistent;
  - the products covered by the application comply with the reference standards and technical specifications set in the certification system and the present appendix;
  - the inspections and tests for the products covered by the application and specified in this certification system and technical and administrative appendix, are implemented;
  - all requested documents are enclosed with the application, in particular the contractual documents between the applicant/representative and the applicant/distributor, if applicable.

CSTB also makes sure that it has all the ways and means to reply to the application and it may be led to request additional information necessary for the receivability of the dossier if it is incomplete.

Once the application is admissible, CSTB plans for the assessment and informs the applicant of the organisational procedures (auditor, audit duration, sites to be audited, laboratories, products to be sampled, etc.).

### **3.1.3 EVALUATION METHOD**

The verifications performed within the framework of the QB mark associated with UPEC classification are generally of two types:

- audits carried out at the production site;
- the tests on the products.

### **3.1.4 EVALUATION REVIEW AND DECISION**

CSTB assesses the test and audit reports that are prepared and sent to the applicant (evaluation review).

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each irregularity, the applicant shall describe the actions implemented or planned with the time span for their application consistent with the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the relevance of the reply and may ask for an additional test to be carried out to check that corrective actions have been set up (partial or complete audit and/or tests/documentation verification).

CSTB may present an anonymous summary of all evaluation results to the Specific Committee for its opinion.

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Depending on the results of the entire assessment, CSTB will make one of the following decisions:

- certification agreement with or without comments;
- certification refusal, giving reasons for the refusal.

In case of a positive certification decision, CSTB shall remit the QB certificate associated with UPEC classification to the applicant which, on that occasion, will become the holder of the right to use the QB mark associated with UPEC classification.

The certificates are issued without a validity date.

The applicant can contest the decision taken by sending a request in conformity with the General Requirements of the QB mark. The applicant is entitled to present his case formally.

The granting of the right of use can in no way substitute CSTB's responsibility for the legal responsibility on the company which holds the QB mark associated with UPEC classification usage right.

The holder can then provide information about his certification using the methods defined in part 2 of the certification system.

### **3.2 Extension application**

The application shall be submitted in compliance with the conditions and templates provided in part 5 (paragraph 5.1).

For an extension application regarding a modified certified product, tests are defined according to the intended modification.

### **3.3 Maintenance application**

The application shall be submitted in compliance with the conditions and templates provided in part 5 (paragraph 5.2).

For distribution under other trademarks, it is acceptable to make certain presentation modifications to the relevant products that have no functional effect. In this case, the holder shall specify in the maintenance application the list of modifications made to the products in question.

CSTB then makes sure that these modifications have no functional effect.

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## Part 4

# Maintaining certification: terms and conditions for follow-up

Throughout the certification period, the holder shall:

- comply with the requirements and marking procedures described in part 2 of the certification system;
- update their certification file using the models supplied in part 5 of this Appendix;
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or of its organisation that is likely to have an impact on the certification.

In addition, CSTB reserves the right to carry out any controls (visits, tests, verifications, etc.) it deems necessary as a result of:

- a modification affecting the certified product or the quality organisation of manufacturing entities (manufacturing factory, manufacturing workshops, sub-contractors' factory, etc.);
- complaints, disputes, legal actions, etc. about which it becomes aware related to use of the QB mark associated with UPEC classification;
- checks (including sampling) may be made in trade outlets.

In case of disputes with users, the verifications may include samplings or tests on the utilisation premises (in that case, the holder is invited to be represented so as to witness the operations).

### 4.1 Conditions for follow-up inspection

The monitoring of the certified products includes follow-up audits to the production unit and tests on the products.

It also involves surveillance of the usage of the mark and the logos on the products, packaging and any communication materials.

The follow-up conditions (for audits and tests) depend upon the following:

- whether or not the holder holds the ISO 9001 certification, in compliance with part 2 of this certification system;
- decisions made following previous controls (audits and tests);
- any applicable reductions.

Before initiating the follow-up process, CSTB completes an administrative and technical review of the certification dossier to make sure no modifications affecting certification need to be taken into account.

### 4.2 Evaluation review and decision

CSTB assesses the test and audit reports that are prepared and sent to the holder (evaluation review).

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The reports are accompanied, where appropriate, by deviation sheets, including a request for a proposal of corrective action by the holder, within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for bringing into application with regard to the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the pertinence of the reply and can request the implementation of a complementary check.

CSTB may submit to the Specific Committee, for approval, a summary of all the assessment results in an anonymous way.

Depending on the results of all the checks, CSTB makes a conclusion about the evaluation and notifies the holder about the conclusion, which may be:

- conclusion of certificate maintenance, or
- decision to sanction in accordance with the General Requirements of the QB mark.

In the event of a penalty, this will be operative dating from its notification. The choice of penalty depends on the severity of the observed deviation. The sanction notifications which affect the usage right are signed by CSTB Management.

The cost of additional verifications due to the penalties or after analysing the reports is to be borne by the holder.

The holders and their distributors that benefit from usage right maintenance are each of them responsible for the right to use the QB mark associated with UPEC classification, relative to the product considered and commit themselves to apply the measures which result from the penalties, decided upon in conformity with the certification system.

Any suspension or any withdrawal of the right to use the QB mark associated with UPEC classification entails the prohibition to use the QB mark associated with UPEC classification and to make reference to it. This obligation is valid not only for the holder but also for the wholesales network of his company, as well as for the dealers called upon to distribute its products.

All the documentation (technical and sales documents, labels, notices, advertising, Web sites, etc.) shall no longer mention the QB mark associated with UPEC classification for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

Holders can contest the decision taken by submitting a request in conformity with the General Requirements of the QB mark. They are entitled to present their case formally.

## Part 5

# Certification files

The application for the right to use the mark must be drawn up by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original of this request shall be made on the applicant's letterhead paper in French** and the entire application shall be sent to CSTB.

In case the product comes from a manufacturing unit located outside the European Economic Area, the applicant designates a delegate within the European Economic Area who co-signs the application.

An application concerning a product which benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory is processed, taking into account any existing recognition agreements, in conformity with the General Requirements of the QB mark.

Note: Electronic versions of standard letters and sheets may be obtained from CSTB.

### 5.1 Case of an initial admission/extension application

Applicants prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1 (manufacturer) in French (fiche type 1) (standard sheet 1),
- the control plan or by default the standard sheet (fiche type 6) (standard sheet 6),
- the technical sheet of the laminate floor covering and the associated underlay(s) (fiche type 5) (standard sheet 5),
- the detailed list of color/design/surface state of the laminate floor covering,
- the commercial documentation of the laminate floor coverings and the associated underlay(s),
- the CE declaration of performance,
- from two to four samples of the laminate floor coverings in order to show the assembly system on the long and short side, the width of a plank and about 25 cm length, and a sample of the associated underlay(s),
- the internal or subcontracted test results for the system,
- the test results of the determination of dimensional variations and stability after exposure to dry and humid conditions according to ISO 24339, performed at FCBA<sup>1</sup>.

<sup>1</sup>For the same production unit and the same quality of board in terms of composition and characteristics including the assembly system. A test report will be provided for the products with the highest section "width / thickness" of the plank.



When the application is made by the distributor, the following elements shall complete the previous list:

- Specifications signed by both the manufacturer and the distributor,
- The system identification (traceability).

**One original of this request shall be made on the applicant's letterhead paper in French and the entire application shall be sent to CSTB.**

## **5.2 Case of a maintenance application**

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2 (lettre type 2) for each commercial name to be signed by the manufacturer and the distributor;
- a distributor's commitment sheet (visa) on his Company's letterhead paper, in accordance with standard letter 2 (lettre type 2 - suite) in French for each commercial name.

**One original of this request shall be made on the applicant's letterhead paper in French and the entire application shall be sent to CSTB.**

## **5.3 Case of a new admission application subsequent to withdrawal of the right to use the QB mark**

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1 (lettre type 1);
- a general information sheet concerning the applicant, using standard sheet 4 (fiche type 4);
- a data sheet per product according to standard sheet 5 (fiche type 5);
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction in accordance with standard sheet 7 (fiche type 7).

**STANDARD LETTER 1**

**QB MARK associated with UPEC Classification – Systems of laminate floor coverings**

**FRENCH VERSION OF THE LETTER SHALL BE USED.**

**APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK ASSOCIATED WITH UPEC CLASSIFICATION  
OR FOR EXTENDING THIS RIGHT TO A NEW SYSTEM**

(to be drawn up on the applicant/holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment  
Direction DEIS  
Division REEM  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

Subject : **Admission application for the right to use the QB mark associated with UPEC classification – Systems of laminate floor coverings / Extension application for the right to use the QB mark associated with UPEC classification – Systems of laminate floor coverings<sup>(1)</sup>**

Dear Sir,

I am pleased to apply for the right to use the QB mark associated with UPEC classification:

- for the company (name and address): .....
- produced at the following manufacturing plant: ..... (company name, address);
- and for the following trade name:..... (brand name and/or specific retail product name, that may be included in the list attached to this application);
- and its associated underlay:.....

hereby attached the technical data sheet of the concerned product and the associated underlay (according to Fiche type 5) and the details of decors and colours.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark, the certification reference system of the QB mark associated with UPEC classification, Systems of laminate floor coverings, and I commit myself to conform to them and to inform my commercial network throughout the duration of usage of the QB mark associated with UPEC classification, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Requirements of the QB mark and with the certification reference system of the QB mark associated with UPEC classification, Systems of laminate floor coverings.

*<sup>(2)</sup> <Option>: <Furthermore, I delegate to the Company (company name), (company legal form), (registered office) represented by Mr/(Ms) (name of the legal representative) in that person's capacity (position) to represent me in the European Economic Area for all questions relative to the use of the QB mark – Systems of laminate floor coverings.*

*I undertake to immediately notify CSTB of any new appointment of the representative designated above.*

*For this purpose, I request that the expenses that are to be borne by me be invoiced directly to him, who will make the payments on my behalf and in my name as soon as the invoices are received, as he/she agreed upon accepting the role of representative.>*

Yours faithfully,

**Date and signature of the applicant's/holder's  
legal representative**

**Date and signature of the representative  
in the European Economic Area<sup>(2)</sup>**

Preceded by the handwritten words  
"Fit for acceptance of representation"

<sup>(1)</sup> Delete as appropriate.

<sup>(2)</sup> Only applies to applicants or holders located outside the European Economic Area (EEA).

**LETTRÉ-TYPE 2**

**MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés**

**FORMULAIRE DE DEMANDE DE MAINTIEN DU DROIT D'USAGE DE LA MARQUE QB ASSOCIEE AU CLASSEMENT UPEC**

(à établir sur papier à en-tête du titulaire)

Centre Scientifique et Technique du Bâtiment  
Direction DEIS  
Division REEM  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

Objet : **Demande de maintien du droit d'usage de la marque QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés**

Monsieur,

J'ai l'honneur de demander le maintien du droit d'usage de la marque QB associée au classement UPEC sur des produits qui ne diffèrent de ceux admis à la marque que par leurs marques commerciales et/ou leurs références commerciales spécifiques qui y sont apposées et éventuellement par des aménagements qui ne modifient en rien leurs caractéristiques certifiées.

Identification des produits admis à la marque QB associée au classement UPEC		Marque commerciale et/ou référence commerciale spécifique demandée par le distributeur
N° de certificat	Désignation et référence du produit du titulaire	
	Désignation et référence de la sous-couche associée	

Je vous prie de trouver, ci-joint en annexe, l'accord du fabricant de la sous-couche associée au système. La société qui va distribuer ces produits (distributeur) sous la marque commerciale (nouvelle marque commerciale demandée) a les coordonnées suivantes :

Nom : .....

Adresse : .....

Je m'engage à fournir au distributeur ci-dessus désigné, le référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés et en particulier les dispositions de marquage fixées au § 2.5 de ce référentiel de certification.

Je m'engage à informer immédiatement le CSTB de toute modification apportée dans la distribution de ces produits et en particulier toute cessation d'approvisionnement du distributeur ci-dessus désigné.

A cet effet, je déclare connaître et accepter les Exigences Générales de la marque QB, le référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés et m'engage à les respecter et à en informer mon réseau commercial pendant toute la durée d'usage de la marque QB associée au classement UPEC et en particulier à me conformer sans restriction ni réserve aux décisions prises conformément aux Exigences Générales de la marque QB et au référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés.

J'autorise le CSTB à informer le distributeur ci-dessus désigné, des sanctions prises conformément au référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés, se rapportant aux produits certifiés objets de la présente.

Je vous prie de trouver, ci-joint, copie de la fiche d'engagement du distributeur ..... (nom de la Société) à ne distribuer sous la marque commerciale et/ou référence commerciale spécifique que les produits certifiés que je lui livre.

Je vous prie de bien vouloir agréer, Monsieur, l'expression de ma considération distinguée.

**Date et signature du représentant légal du titulaire, demandeur du maintien**

*On entend par "dénomination commerciale" tout signe distinctif permettant d'identifier avec précision à la fois le distributeur et le produit couvert par la marque UPEC.*

**LETTRE-TYPE 2 (suite)**

**MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés**

**FICHE D'ENGAGEMENT (VISA) DU DISTRIBUTEUR**

(à établir sur papier à en-tête du distributeur)

Je soussigné .....

agissant en qualité de : (Gérant, Président, Directeur Général, ...)

dont le siège est situé : .....

n° de SIRET : .....

m'engage par la présente :

- à n'effectuer aucune modification d'ordre technique affectant notamment la nature et/ou les caractéristiques de fonctionnement des produits certifiés ci-dessous désignés :

Identification des produits admis à la marque QB associée au classement UPEC		Marque commerciale et/ou référence commerciale spécifique demandée par le distributeur
N° de certificat	Désignation et référence du produit du titulaire	

- à ne pas apporter d'aménagements susceptibles de modifier les caractéristiques certifiées des produits fabriqués par la société <titulaire> tels que <détail des aménagements>. Toute modification ultérieure doit être au préalable notifiée au CSTB pour accord, celle-ci devant être par ailleurs convenue avec le titulaire ;
- à ne modifier les marques commerciales et/ou références commerciales spécifiques visées ci-dessus qu'en accord avec le titulaire du droit d'usage de la marque QB et après avoir au préalable avisé le CSTB par lettre recommandée avec accusé de réception ;
- à ne distribuer sous les marques commerciales et/ou références commerciales spécifiques visées ci-dessus que les produits livrés par la société <titulaire> ;
- à ne procéder à aucune modification du marquage des produits effectué par le titulaire conformément aux dispositions du référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés ;
- à prêter au CSTB mon concours pour toute vérification se rapportant aux produits objets de la présente ainsi qu'à leur commercialisation et à lui communiquer toute documentation faisant référence à ces mêmes produits ;
- à appliquer les mesures qui découlent des sanctions prises conformément au référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés ;
- à verser le montant des frais d'admission prévus par les tarifs de la marque QB et à effectuer tous paiements ultérieurs qui me seront réclamés en conformité avec le référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés ;
- à informer le titulaire de toute réclamation reçue relative aux produits certifiés.

Je déclare connaître et accepter les Exigences Générales de la marque QB, le référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés et m'engage à les respecter et à en informer mon réseau commercial pendant toute la durée d'usage de la marque QB associée au classement UPEC et en particulier à me conformer sans restriction ni réserve aux décisions prises conformément aux Exigences Générales de la marque QB et au référentiel de certification de la marque QB - UPEC - Systèmes de revêtements de sol stratifiés.

Je vous prie de bien vouloir agréer, Monsieur, l'expression de ma considération distinguée.

**Date et signature du représentant légal  
du distributeur, bénéficiaire du maintien**

*On entend par "dénomination commerciale" tout signe distinctif permettant d'identifier avec précision à la fois le distributeur et le produit couvert par la marque UPEC.*

FICHE-TYPE 3

MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés

DEMANDE DE CHANGEMENT DE DENOMINATION COMMERCIALE

(à établir sur papier à en-tête du titulaire)

Centre Scientifique et Technique du Bâtiment  
Direction DEIS  
Division REEM  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

Objet : **Marque UPEC des systèmes de revêtements de sol stratifiés**

**Demande de changement de dénomination commerciale**

Monsieur,

Je soussigné .....

agissant en qualité de .....

de la Société .....(nom et adresse)

ai l'honneur de demander le changement de dénomination commerciale d'un système faisant partie du système de revêtement de sol stratifié pour lequel je suis titulaire de la certification.

Cette demande porte sur :

Identification du système certifié UPEC		Nouvelle dénomination commerciale demandée
N° de certificat	Désignation et référence du revêtement stratifié	
.....	.....	.....
	Désignation et référence de la sous-couche associée	
	.....	

Je m'engage à ce que les sous-couches associées soient les mêmes que celles faisant partie du système de revêtement de sol stratifié admis à la marque QB associée au classement UPEC.

Vous trouverez ci-joint la fiche technique, fiche-type 5, correspondante.

Je vous prie de bien vouloir agréer, Monsieur, l'expression de ma considération distinguée.

Date et signature du titulaire de la marque

**FICHE-TYPE 4**

**MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés**

**FICHE DE RENSEIGNEMENTS GÉNÉRAUX CONCERNANT LE DEMANDEUR**

**UNITE DE FABRICATION :**

- Raison sociale : \_\_\_\_\_
- Adresse : \_\_\_\_\_
- Pays : \_\_\_\_\_
- Téléphone : \_\_\_\_\_ Télécopie : \_\_\_\_\_
- N° SIRET (1): \_\_\_\_\_ Code NAF (1) : \_\_\_\_\_
- Nom et qualité du représentant légal (2) : \_\_\_\_\_
- Nom et qualité du correspondant (si différent) : \_\_\_\_\_
- Numéro d'identifiant TVA (3) : \_\_\_\_\_
- Adresse électronique : \_\_\_\_\_
- Site internet : \_\_\_\_\_
- Système de management de la qualité certifié (4) :  ISO 9001

**FABRICANT (si différent de l'unité de fabrication) :**

- Raison sociale : \_\_\_\_\_
- Adresse : \_\_\_\_\_
- Pays : \_\_\_\_\_
- Téléphone : \_\_\_\_\_ Télécopie : \_\_\_\_\_
- N° SIRET (1): \_\_\_\_\_ Code NAF (1) : \_\_\_\_\_
- Nom et qualité du représentant légal (2) : \_\_\_\_\_
- Nom et qualité du correspondant (si différent) : \_\_\_\_\_
- Numéro d'identifiant TVA (3) : \_\_\_\_\_
- Adresse électronique : \_\_\_\_\_
- Site internet : \_\_\_\_\_

**MANDATAIRE (s'il est demandé) :**

- Raison sociale : \_\_\_\_\_
- Adresse : \_\_\_\_\_
- Pays : \_\_\_\_\_
- Téléphone : \_\_\_\_\_ Télécopie : \_\_\_\_\_
- N° SIRET (1): \_\_\_\_\_ Code NAF (1) : \_\_\_\_\_
- Nom et qualité du représentant légal (2) : \_\_\_\_\_
- Nom et qualité du correspondant (si différent) : \_\_\_\_\_
- Numéro d'identifiant TVA (3) : \_\_\_\_\_
- Adresse électronique : \_\_\_\_\_
- Site internet : \_\_\_\_\_

**PRESTATIONS CONSEIL :**

Si le CSTB a réalisé une prestation de conseil pour votre société dans les 2 années qui précèdent votre demande d'admission, merci d'indiquer :

- Le libellé de la prestation de conseil :
- Le nom de votre contact au CSTB :

(1) Uniquement pour les entreprises françaises.

(2) Le représentant légal est la personne juridiquement responsable.

(3) Concerne les fabricants européens.

(4) Joindre une copie du certificat.

FICHE-TYPE 5

MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés

FICHE TECHNIQUE

Dénomination commerciale / Trade name:.....  
Demandeur / Company: .....  
Unité(s) de production / Production plant: .....  
Classement UPEC revendiqué / Claimed UPEC classification: .....

**Revêtement stratifié / Laminate floor covering**

Technique de fabrication / Manufacturing Technique

HPL /  CPL /  DPL

Chanfrein / Grooves:  oui / yes:  2 côtés / 2 edges  4 côtés / 4 edges

largeur et profondeur / width and depth: .....mm

non / no

Type d'assemblage (schéma à fournir) / assembly system (figure must be attached):

- Petit côté / short side: .....
- Grand côté / long side: .....

Nature des bords / nature of edges: ..... Etats de surface / surface states: .....

Type de contre balancement / type of backer: .....

Caractéristiques / Characteristics

Épaisseur de l'élément / thickness of the element (t) .....mm

Longueur du parement / length of the element (l): .....mm

Largeur du parement / width of the element (w): .....mm

Longueur et largeur des éléments carrés / length and width for square element (l=w): .....mm

Masse surfacique totale / total mass per unit area: .....g/m<sup>2</sup>

Masse volumique / density: .....kg/m<sup>3</sup>

Dimensions maximales de fractionnement des lames / Maximum surface installation without joint:

Résistance à l'abrasion (minimum garanti) / abrasion resistance (minimum guaranteed): .....

Résistance aux chocs (suivant diamètre de la bille) / Impact resistance (according to the ball diameter):

- Petit diamètre (minimum garanti) / small ball (minimum guaranteed): .....
- Grand diamètre (minimum garanti) / big ball (minimum guaranteed): .....

Effet d'un pied de meuble selon NF EN 424 / Effect of a furniture leg according to EN 424 .....

Effet d'une chaise à roulettes selon NF EN 425 (préciser le type de roulettes) / Effect of a castor chair according to EN 425 (specify the type of castors) .....

Gonflement en épaisseur (maxi garanti %) / thickness swelling (maximum %).....

Résistance à la rayure selon NF EN 438-2, Part.25 / Resistance to scratching according to EN 438-2 Part 25

.....

Solidités des coloris / Tests for color fastness

- Echelle des bleus selon EN ISO 105-B02 / Blue scale according to EN ISO 105-B02.....
- Echelle des gris selon EN 20105-A02 / Grey scale according to EN 20105-A02.....

Résistance aux taches selon NF EN 438-2 Part.26 / Resistance to staining according to NF EN 438-2 Part 26

.....

JOINDRE DE DEUX A QUATRE EPROUVETTES, DE LA LARGEUR D'UNE LAME ET D'ENVIRON 25 CM DE LONG PAR PRODUIT, DE FAÇON A MONTRER LE SYSTEME D'ASSEMBLAGE EN LONG ET EN BOUT,

PLEASE ATTACH TO THIS SHEET FROM TWO TO FOUR SAMPLES OF THE LAMINATE FLOOR COVERINGS IN ORDER TO SHOW THE ASSEMBLY SYSTEM ON THE LONG AND SHORT SIDE, THE WIDTH OF A PLANK AND ABOUT 25 CM LENGTH

LE FABRICANT DU REVETEMENT STRATIFIE S'ENGAGE SUR LES CARACTERISTIQUES ANNONCEES DE SON PRODUIT EN TENANT COMPTE DES TOLERANCES SPECIFIEES DANS LE TABLEAU 1 DE LA NORME EN 13329.

THE LAMINATE FLOOR COVERING MANUFACTURER GUARANTEES THE ABOVE-MENTIONED CHARACTERISTICS OF ITS PRODUCT ACCORDING TO THE REQUIRED SPECIFICATIONS OF TABLE 1 OF STANDARD EN 13329.

**Date et signature du demandeur  
Date and signature of the applicant**

**Date et signature du fabricant  
du revêtement stratifié  
Date and signature of the laminate  
floor covering manufacturer**

**Sous-couche (s) associée(s) / Associated underlay(s)**

Sous-couche intégrée / attached underlay:  oui / yes  non / no

Dénomination commerciale / trade name: .....

Fabricant/Distributeur / Producer/retailer: .....

Nature / nature: .....

Épaisseur / Thickness:.....mm

Masse volumique / density:..... kg/m<sup>3</sup>

Résistance à la compression / Compression resistance:..... kPa

JOINDRE UNE EPROUVETTE DE LA LARGEUR D'UNE LAME ET D'ENVIRON 25 CM DE LONG PAR SOUS-COUCHE ASSOCIEE.

PLEASE ATTACH A SAMPLE OF THE ASSOCIATED UNDERLAY(S) EQUAL TO THE WIDTH OF A PLANK AND ABOUT 25CM IN LENGTH



**FICHE-TYPE 6**  
**MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés**

**PLAN DE CONTRÔLES / CONTROL PLAN**

**Dénomination commerciale / trade name:**.....

**Demandeur / Applicant:** .....

**Unité(s) de production / Production unit:** .....

**Classement UPEC revendiqué / claimed UPEC classification:** .....



	Caractéristiques / Characteristics	Contrôle interne / In-house inspection (oui / non) (yes / no)	Sous traitance externe / External subcontracting (oui / non) (yes / no)
		Fréquence	Fréquence
Caractéristiques dimensionnelles / Dimensional characteristics	Longueur / Length		
	Largeur / Width		
	Désaffleurement / Height differences between elements		
	Équerrage / Squareness		
	Planéité / Flatness		
	Géométrie du profil d'assemblage / Geometry of assembly profile		
Évaluation du chanfrein / Groove evaluation	Aspect (qualité d'ébavurage, continuité...) / Appearance (no drip, continuity...)		
	Absence de lignage aux arêtes / no damage on the groove		
	Géométrie du chanfrein / groove geometry		
	Adhérence / adhesion		
Contrôle des caractéristiques de surface (aspect, couleur, brillance), porosité / Surface characteristics (appearance, color, brightness), porosity			
Contrôle de la polymérisation / Control of the polymerisation			
Résistance à l'arrachement de surface / Surface soundness			
Gonflement / Swelling			
Résistance aux chocs / Impact resistance			
Résistance à l'abrasion / Abrasion resistance			
Comportement sous la chaise à roulettes / Effect of a castor chair			

Résistance aux taches / <i>Stain resistance</i>		
Détermination des variations dimensionnelles après exposition à des conditions climatiques humides et sèches / <i>Determination of dimensional variations and stability after exposure to dry and humid conditions</i>		
Résistance en traction de l'assemblage / <i>Locking strength</i>		

**FICHE-TYPE 7**

**MARQUE QB associée au classement UPEC - Systèmes de revêtements de sol stratifiés**

**ELEMENTS SPECIFIQUES A PRODUIRE DANS LE CADRE D'UNE NOUVELLE DEMANDE D'ADMISSION PAR TOUT DEMANDEUR (INDUSTRIEL, IMPORTATEUR, DISTRIBUTEUR, etc.) DONT LE DROIT D'USAGE A ETE RETIRE SUITE A UNE SANCTION**

1. Cas d'un acte de pratique commerciale trompeuse en application des articles L 121-2 à L 121-5 et suivants du code de la consommation et de tromperie en application de l'article L 433-9 du code de la consommation (Emission d'une fausse attestation et/ou d'un faux certificat indiquant que des produits sont certifiés par le CSTB alors qu'ils ne le sont pas)  
Manquement aux engagements en matière de bon usage de la marque de certification

Le demandeur est responsable de définir et réaliser toute action qu'il jugera nécessaire pour remédier durablement aux causes et aux conséquences de ses engagements en matière de bon usage de la marque de certification.

ACTIONS	A MINIMA, PREUVES A APPORTER PAR LE DEMANDEUR AU CSTB DEMONTRANT SES ACTIONS REALISEES POUR REMEDIER DURABLEMENT AUX CAUSES ET CONSEQUENCES	VALIDITE DES PREUVES RECUES
ACTIONS CURATIVES	<ul style="list-style-type: none"> <li>Liste des acteurs avec leurs coordonnées complètes (clients, prospects, contrôleurs techniques, etc.) ayant été destinataires de fausses attestations/faux certificats ; à défaut, la liste des acteurs (clients, prospects, contrôleurs techniques, etc.) ayant été contactés au cours des 24 derniers mois.</li> </ul>	<input type="checkbox"/> Liste transmise <input type="checkbox"/> Liste non transmise <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Liste des clients avec leurs coordonnées complètes ayant reçu des produits indûment marqués ou présentés avec la(les) marque(s) de certification ; à défaut la liste des clients au cours des 24 derniers mois.</li> </ul>	<input type="checkbox"/> Liste transmise <input type="checkbox"/> Liste non transmise <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Information écrite faite par le responsable du Demandeur informant ces acteurs de la non-validité des fausses attestations/faux certificats dont ils ont été destinataires.</li> </ul>	<i>Le CSTB vérifiera la mise en œuvre de l'action auprès de 5 % des acteurs et, au minimum, auprès de 5 clients et contrôleurs techniques.</i>  <input type="checkbox"/> Information réalisée et corroborée par les acteurs <input type="checkbox"/> Information non réalisée ou partiellement réalisée <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Information écrite faite par le responsable du Demandeur informant les clients de produits indûment marqués ou présentés avec la(les) marque(s) de certification.</li> </ul>	<i>Le CSTB vérifiera la mise en œuvre de l'action auprès de 5 % des clients et, au minimum, auprès de 5 clients</i>  <input type="checkbox"/> Information réalisée corroborée par les acteurs <input type="checkbox"/> Information non réalisée ou partiellement réalisée <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Action menée envers la(les) personne(s) responsable(s) de la formalisation et de la diffusion des fausses attestations/faux certificats et/ou de la livraison de produits indûment marqués.</li> </ul>	<input type="checkbox"/> Action pertinente <input type="checkbox"/> Action non pertinente <i>Commentaires :</i>

ACTIONS	A MINIMA, PREUVES A APPORTER PAR LE DEMANDEUR AU CSTB DEMONTRANT SES ACTIONS REALISEES POUR REMEDIER DURABLEMENT AUX CAUSES ET CONSEQUENCES	VALIDITE DES PREUVES RECUES
ACTIONS CORRECTIVES	<ul style="list-style-type: none"> <li>Preuves d'information/de sensibilisation de l'ensemble du personnel de l'entreprise aux pratiques commerciales trompeuses (ex : fiche de présence signée, support d'information, etc.).</li> </ul>	<input type="checkbox"/> Preuve(s) pertinente(s) <input type="checkbox"/> Preuve(s) non pertinente(s) <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Dispositions déontologiques.</li> </ul>	<input type="checkbox"/> Définies <input type="checkbox"/> Non définies <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Engagement de l'ensemble du personnel de l'entreprise à respecter les dispositions déontologiques (ex : contrat de travail, engagement individuel, etc.).</li> </ul>	<input type="checkbox"/> Engagements disponibles <input type="checkbox"/> Engagements non disponibles <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Planification d'audits internes de respect des dispositions déontologiques :  * premier audit interne planifié, au plus tard, dans les trois mois à partir de la date de la demande d'admission auprès du CSTB,  * audits internes planifiés suivant une fréquence annuelle.</li> </ul>	<input type="checkbox"/> Planification conforme <input type="checkbox"/> Planification non conforme <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>Lettre d'engagement du responsable de l'entreprise à :  * donner accès à l'auditeur du CSTB, pendant une période de deux ans, aux coordonnées de l'ensemble des destinataires des offres pour une interrogation par sondage par le CSTB des pièces reçues ;  * accepter la facturation annuelle de deux jours d'audit supplémentaire répartis sur l'année au barème de l'application en vigueur ;  Nota : cet audit aura pour objet de vérifier l'efficacité de la mise en œuvre des actions, sur base documentaire et in situ.</li> </ul>	<input type="checkbox"/> Lettre d'engagement disponible <input type="checkbox"/> Lettre d'engagement non disponible <i>Commentaires :</i>
	<ul style="list-style-type: none"> <li>donner accès à l'auditeur du CSTB, pendant une période de deux ans, aux coordonnées complètes de l'ensemble des destinataires des offres pour une interrogation par sondage par le CSTB des pièces reçues.</li> </ul>	<i>Le CSTB procédera à des sondages, pendant deux ans à partir de la date de demande d'admission auprès du CSTB, auprès de 5 % des destinataires des offres et, au minimum, auprès de 5 destinataires.</i>
ACTIONS PREVENTIVES	<ul style="list-style-type: none"> <li>Le cas échéant, preuves de déploiement de la charte de déontologie dans les filiales de l'entreprise.</li> </ul>	<input type="checkbox"/> preuve(s) pertinente(s) <input type="checkbox"/> preuve(s) non pertinente(s), <i>Commentaires :</i>

Toutes les actions requises sont disponibles, définies, pertinentes ou conformes. La demande d'admission peut être introduite.

Toutes les actions requises ne sont pas disponibles. La recevabilité de la demande d'admission ne peut pas être prononcée.

ANALYSE REALISEE PAR (Nom responsable et/ou gestionnaire d'application) :

DATE : \_\_ / \_\_ / \_\_\_\_

VISA :

VALIDATION PAR LE DIRECTEUR OPERATIONNEL (Nom) :

DATE : \_\_ / \_\_ / \_\_\_\_

VISA :

## Part 6

### Prices

The purpose of this part is to define the total QB-UPEC certification-related services due and to describe the terms of payment.

The QB-UPEC certification includes the following services:

- Development and implementation of an application;
- Examination of the certification application;
- Processing of certification application;
- Testing;
- Audits;
- Complementary or supplementary checks;
- Promotion.

#### 6.1 Services relating to QB-UPEC certification

The fee for this service remains due even if the right to use the QB mark associated with UPEC classification is not awarded or if the application is abandoned during the examination.

Nature of the service	Definition of the service	General terms and conditions
Development and implementation of an application.	Participation in the implementation of the QB mark associated with UPEC classification, including the preparation of the certification reference system.	This service is paid by the applicant when it makes its initial application for the right to use the QB mark associated with UPEC classification.
Registration fees	Services including examination of the application dossiers, the relations with the applicants, the laboratories, the auditors, and the assessment of the results of the checks.	These services are invoiced when the application is received. It is a single flat amount.
Follow-up registration of certified products	Services of processing the dossiers of certified products and of their holders, preparation of lists of certified products.	These services are invoiced annually per certified system. It is a single flat amount.
Tests	Laboratories' testing services.	The laboratories' price lists are provided upon request. A quotation is provided.

<b>Nature of the service</b>	<b>Definition of the service</b>	<b>General terms and conditions</b>
Technical management	Test results analysis.	The technical management is invoiced per system. It is a single flat amount.
Audit	Services including preparation for the audit, the audit itself as well as the report. Travel expenses are to be added to these services.	It is a single flat amount. The travel expenses are invoiced on real fees.
Complementary / supplementary checks.	Services required by the additional checks or complementary verification tests which may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.	These services are to be borne by the applicant/holder according to a single flat amount per supplementary day.
Administrative processing	Services including examination of the application dossiers, admission, extension, maintenance or update of a certificate.	It is a single flat amount.
Promotion	Sector promotion actions to promote the QB mark associated with UPEC classification.	The fee for this service is specified each year and invoiced in addition to the other services.

## 6.2 Paying for the services

The registration fee and the costs relative to the services of examination and audit, invoiced as part of an admission or extension application of the right to use the QB mark associated with UPEC classification are payable in a single payment, at the time the application is submitted, for its official registration.

These fees remain payable even if the right to use the QB mark associated with UPEC classification is not awarded or renewed.

The fees for the annual services pertaining to follow-up and right to use the QB mark associated with UPEC classification will be invoiced during the first quarter of each year and remain payable if the right to use the QB mark associated with UPEC classification is not renewed, is cancelled or is suspended during the year.

The applicant or holder of the right to use the QB mark associated with UPEC classification must pay all their fees in accordance with the stipulated terms of payment. Any failure on their part constitutes an obstacle to the performance by CSTB of the responsibilities of verification and corrective action that are incumbent upon them under this certification system.

In case an initial notification by registered letter, with receipt acknowledgement, should not result, within one month, in the payment of all the sums due, all penalties provided for in the General Requirements of the QB mark associated with UPEC classification may be applied for all the products accepted for that holder.

### **6.3 Prices**

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is decided on after consultation with the Specific Committee.

If holders refuse to recognise the annual price review, they will be deemed to have voluntarily terminated the right to use the QB mark associated with UPEC classification for their certified products.