



ROBINETTERIE ANTIPOLLUTION

CERTIFICATION

NF certification system administrative management appendix: Antipollution of water installations



Identification No.: NF045
Revision No.: 16
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Part 1

Obtaining the certification

1.1 Lodging an initial admission application

1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document.

If the product comes from a production unit outside the European Economic Area, the applicant/holder must draw up a mandate specifying the functions to be carried out by the representative (template in Part 3 of this document) and which must be co-signed by the applicant/holder and its representative.

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

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

1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, the CSTB verifies that:

- all documents requested in the application dossier are included;
- elements contained in the technical file respect the requirements in the certification reference 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;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider (template in Part 3 of this document). The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the applicant belonging to a group shall be able to entrust one or more stages to another entity in the group. 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 out in Part 2 of the certification reference system;
- the products covered by the application are manufactured by means of series production techniques;
- the inspections and tests for the products covered by the application and specified in the certification reference system and in the technical documents relating to the product families, 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.

The 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 admissibility of the dossier if it is incomplete.

Once the application is admissible, the 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.).

1.1.3 EVALUATION METHODS

The verifications performed within the framework of the NF mark are generally of two types:

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

1.1.4 EVALUATION REVIEW AND DECISION

The 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 the CSTB, based on its analysis of the report.

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.

The 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).

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

Depending on the results of the entire assessment, the 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, AFNOR Certification shall grant the right to use the NF mark and the CSTB shall remit the NF certification to the applicant which, on that occasion, will become the holder of the right to use the NF mark.

The NF certificate is issued with no validity date.

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

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

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

1.2 Supplementary admission application

The steps described in paragraph 1.1 above, apply.

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.2).

1.3 Extension application

The steps described in paragraph 1.1 above, apply.

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.3).

1.4 Maintenance application

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.4).

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

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

The Specific Committee is notified when the CSTB issues decisions to maintain the right of use.

The company which distributes the certified products must provide the CSTB with all the sales documents (catalogues, brochures, websites, etc.) that refer to these products and send updated documents as appropriate.

The CSTB may carry out inspections at the retail site (merchants, DIY superstores, etc.) for products that are the subject of a maintenance application.

Part 2

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 reference system;
- update their certification file using the templates supplied in Part 3 of this document;
- systematically inform the 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, the 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 the manufacturing entities (manufacturing plant, production workshops, subcontractors' plants, etc.);
- complaints, disputes, legal actions, etc. about which it becomes aware related to use of the NF mark;
- 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).

2.1 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 accordance with Part 2 of the certification reference system;
- the decisions taken as a result of the previous inspection operations (audits and tests).

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

2.2 Evaluation review and decision

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

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 the CSTB, based on its analysis of the report.

For each irregularity, 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.

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

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

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

- decision to renew the certificate, or
- a decision to sanction in accordance with the General Rules of the NF 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 costs of additional verifications due to the penalties or after analysing the reports are to be borne by the holder.

The holders and their distributors that benefit from the right to use the mark being maintained are each responsible for the right to use the NF mark relative to the product considered and undertake to apply the measures which result from the penalties, decided upon in accordance with the certification reference system.

Any suspension or any withdrawal of the right to use the NF mark entails the prohibition to use the NF mark and to make reference to it. This obligation is valid not only for the holder but also for the whole sales 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 NF mark for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

The holder can contest the decision taken by submitting a request in conformity with the General Rules of the NF mark. The applicant is entitled to present their case formally.

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Part 3 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 or English** and the entire application shall be sent to the CSTB.

In the event that the product comes from a production unit located outside the European Economic Area, the applicant designates a representative 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 Rules of the NF mark.

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

The applicant produces a file that contains the elements described in the following table depending on the type of the request.

	Admission	Supplementary admission or extension	Maintenance of right of use
Request and commitment letter	Type 1A or 1B letter	Type 2A or 2B letter	Type 3A and 3B letter
Standard general information sheet	Standard sheet 1	If modification compare with the admission file Standard sheet 1	Standard sheet 1
Representative contract	If concerned Standard sheet 2	If concerned Standard sheet 2	
Service provider contract	If concerned Type 3 sheet	If concerned Standard sheet 3	
Production site organisation chart	Standard sheet 4	If modification Standard sheet 4	
Product data sheet	Standard sheet 5	If concerned Standard sheet 5???	Only for the modifications made
Description of the laboratory	Standard sheet 6	If modification Standard sheet 6	
Sales documentation	YES	If concerned	YES
ACS (Health compliance certificate)	If concerned	If concerned	

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3.1 Regarding initial admission applications

Applicants prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1A;
- **if representative**, an application and commitment letter as per standard letter 1B;
- a general information sheet concerning the applicant, as per standard sheet 1;
- if concerned, a mandate sheet as per standard sheet 2;
- if concerned, a contract sheet as per standard sheet 3;
- a production site organisational chart as per standard sheet 4;
- a data sheet per product according to standard sheet 5:
 - an overall drawing with parts list per product or per product range,
 - if concerned, the **Attestation of Sanitary Conformity (ACS)**,
 - technical and sales documentation,
 - etc.
- a description of the laboratory as per standard sheet 6.

3.2 Regarding supplementary admission applications

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2A;
- **if representative**, an application and commitment letter as per standard letter 2B;
- if modification, a general information sheet concerning the applicant, as per standard sheet 1;
- if concerned, a mandate sheet as per standard sheet 2;
- if concerned, a contract sheet as per standard sheet 3;
- if modification, a production site organisational chart as per standard sheet 4;
- a data sheet per product according to standard sheet 5:
 - an overall drawing with parts list per product or per product range,
 - if concerned, the **Attestation of Sanitary Conformity (ACS)**,
 - technical and sales documentation,
 - etc.
- if modification, a description of the laboratory as per standard sheet 6.

3.3 Regarding extension applications

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2A;
- **if representative**, an application and commitment letter as per standard letter 2B;
- if concerned, a mandate sheet as per standard sheet 2;
- if concerned, a contract sheet as per standard sheet 3;
- if modification, a production site organisational chart as per standard sheet 4;
- a data sheet per product according to standard sheet 5:

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- an overall drawing with parts list per product or per product range,
 - if concerned, the **Attestation of Sanitary Conformity (ACS)**,
 - technical and sales documentation,
 - etc.
- if modification, a description of the laboratory as per standard sheet 6.

3.4 Regarding maintenance applications

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 3A;
- a distributor's commitment sheet (signature) on their Company letterhead paper, in accordance with standard letter 3B;
- a general information sheet concerning the applicant applying to maintain the right of use, as per standard sheet 1.

3.5 Regarding new admission applications subsequent to withdrawal of the right to use the NF mark

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1A;
- **if representative**, an application and commitment letter as per standard letter 1B;
- a general information sheet concerning the applicant, as per standard sheet 1;
- a data sheet per product as per standard sheet 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.

3.6 Regarding requests to suspend the right to use the NF mark

Holders prepare a dossier to include:

- a suspension letter as per standard letter 4A;
- **if representative**, a suspension letter as per standard letter 4B.

3.7 Regarding requests to renounce the right to use the NF mark

Holders prepare a dossier to include:

- a renunciation letter as per standard letter 5A;
- **if representative**, a renunciation letter as per standard letter 5B.

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**STANDARD LETTER 1A
NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS**

**APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED WITHIN THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84, avenue Jean Jaurès
Champs-sur-Marne
77447 Marne-La-Vallée Cedex 2 (France)

Subject: Admission application for the right to use the NF045 mark - Antipollution of water installations

Dear Sir,

I am pleased to apply for the right to use the NF mark:

- for the following product/range of products: (detailed list pertaining to the product/range of products or specifying "as set out in the list included with this application");
- produced at the following production unit: (company name, address);
- and for the following trade name: (brand name and/or specific retail product name, which may be on the list included with this application).

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF045 mark – Antipollution of water installations and I undertake to comply with them and to inform my sales network throughout the duration of usage of the NF mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Rules of the NF mark and with the certification reference system of the NF045 mark – Antipollution of water installations.

Yours faithfully,

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

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STANDARD LETTER 1B

NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

**APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84, avenue Jean Jaurès
Champs-sur-Marne
77447 Marne-La-Vallée Cedex 2 (France)

Subject: Admission application for the right to use the NF045 mark - Antipollution of water installations (with representative)

Dear Sir,

I am pleased to apply for the right to use the NF mark:

- for the following product/range of products: (detailed list pertaining to the product/range of products or specifying "as set out in the list included with this application");
- produced at the following production unit: (company name, address);
- and for the following trade name: (brand name and/or specific retail product name, which may be on the list included with this application).

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF045 mark – Antipollution of water installations and I undertake to comply with them and to inform my sales network throughout the duration of usage of the NF mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Rules of the NF mark and with the certification reference system of the NF045 mark – Antipollution of water installations.

And 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 NF045 mark – Antipollution of water installations.

I undertake to immediately notify the 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 it. It will make the payments on my behalf and in my name as soon as the invoices are received, as agreed when accepting the role of representative.

Yours faithfully,

**Date and signature of the applicant/holder's
legal representative
Preceded by the handwritten words
"Fit for representation"**

**Date and signature of the representative
in the European Economic Area
Preceded by the handwritten words
"Fit for acceptance of representation"**

STANDARD LETTER 2A

NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

**APPLICATION FORM FOR SUPPLEMENTARY ADMISSION OR EXTENSION OF THE
RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED WITHIN THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84, avenue Jean Jaurès
Champs-sur-Marne
77447 Marne-La-Vallée Cedex 2 (France)

**Subject: Application for the supplementary admission or extension of the right to use the
NF045 mark - Antipollution of water installations**

Dear Sir,

As the holder of the NF mark – Antipollution of water installations for the product(s) of my
manufacture identified under the following references:

- description of the product(s): *e.g. BA backflow preventers, EA check valves, etc.*
- production unit:
- right of use granted on (date) and bearing the number:

I am writing to apply for the right to use the NF mark for the product we manufacture, as follows:

- detailed list of the product/range of products:....
- specific retail product name:...

(This information may be included in a list attached to this application)

For an extension application, please provide the information below:

*This product deviates from the certified product/range of products due to the following
modifications: <description of the modifications>.*

*The product/product range for which I am seeking an extension will replace the certified product
listed above:*

NO (1)

YES (1)

*I declare that the product/product range covered by this application is, with relation to the other
characteristics, strictly in conformity with the product/product range already certified and
manufactured under the same conditions.*

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark
and the certification reference system of the NF045 mark - Antipollution of water installations and
I undertake to comply with them and to inform my sales network throughout the duration of usage
of the NF mark, and in particular to comply with the decisions taken, without any restriction or
reservation, in accordance with the General Rules of the NF mark and with the certification
reference system of the NF045 mark - Antipollution of water installations.

Yours faithfully,

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

(1) Delete inapplicable items

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STANDARD LETTER 2B

NF045 MARK - ANTI-POLLUTION OF WATER INSTALLATIONS

**APPLICATION FORM FOR SUPPLEMENTARY ADMISSION OR EXTENSION OF THE
RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84, avenue Jean Jaurès
Champs-sur-Marne
77447 Marne-La-Vallée Cedex 2 (France)

**Subject: Application for the supplementary admission or extension of the right to use the
NF045 mark - Antipollution of water installations (with representative)**

Dear Sir,

As the holder of the NF mark – Antipollution of water installations for the product(s) of my manufacture identified under the following references:

- description of the product(s): *e.g. BA backflow preventers, EA check vales, etc.*
- production unit:
- right of use granted on (date) and bearing the number: *number of certificate in force*

I am writing to apply for the right to use the NF mark for the product we manufacture, as follows:

- detailed list of the product/range of products:....
- specific retail product name:...

(This information may be included in a list attached to this application)

For an extension application, please provide the information below:

This product deviates from the certified product/range of products due to the following modifications: <description of the modifications>.

The product/product range for which I am seeking an extension will replace the certified product listed above:

NO (1)

YES (1)

I declare that the product/product range covered by this application is, with relation to the other characteristics, strictly in conformity with the product/product range already certified and manufactured under the same conditions.

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF045 mark - Antipollution of water installations and I undertake to comply with them and to inform my sales network throughout the duration of usage of the NF mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Rules of the NF mark and with the certification reference system of the NF045 mark - Antipollution of water installations.

And 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 NF045 mark – Antipollution of water installations.

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

.../...

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For this purpose, I request that the expenses that are to be borne by me be invoiced directly to it. It will make the payments on my behalf and in my name as soon as the invoices are received, as agreed when accepting the role of representative.

Yours faithfully,

Date and signature of the holder's legal representative	Date and signature of the representative in the European Economic Area
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(1) Delete inapplicable items

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**STANDARD LETTER 3A
NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS**

MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84, avenue Jean Jaurès
Champs-sur-Marne
77447 Marne-La-Vallée Cedex 2 (France)

Subject: Application to maintain the right to use the NF045 mark - Antipollution of water installations

Dear Sir,

I would like to apply for the right to use the NF mark to be maintained on products that are no different from those already covered by the mark other than by their brand names and/or their specific retail product names affixed thereto, and where applicable by design changes that do not alter their certified features in any way whatsoever.

Identification of the products covered by the NF mark		Brand name and/or specific retail product name requested by the distributor
Certificate no.	Name and reference of the holder's product	

The company which will distribute these products (distributor) under the following brand name <new brand name requested> has the following contact information:

Name:

Address:

I agree to provide the above-mentioned distributor with the certification reference system for the NF045 mark - Antipollution of water installations and in particular with the marking provisions laid down in § 2.5 of that certification reference system.

I undertake to immediately inform the CSTB of any changes made to the distribution of these products and, in particular, in the event of any discontinuation of supply to the abovementioned distributor.

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF045 mark - Antipollution of water installations and I undertake to comply with them and to inform my sales network throughout the duration of usage of the NF mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Rules of the NF mark and with the certification reference system of the NF045 mark - Antipollution of water installations.

I authorise the CSTB to inform the above-mentioned distributor of any penalties made in accordance with the certification reference system of the NF045 mark - Antipollution of water installations, pertaining to the certified products hereby covered.

Please find attached a copy of the commitment sheet signed by the distributor <name of Company> to distribute under the brand name and/or the specific retail product name only certified products that I have delivered to it.

Yours faithfully,

Date and signature of the legal representative of the holder, maintenance applicant

**STANDARD LETTER 3B
NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS**

DISTRIBUTOR'S COMMITMENT SHEET (SIGNATURE)

(to be drawn up on the distributor's letterhead)

I the undersigned
 acting in my capacity as: (MD, Chairman, CEO, etc.)
 the registered office of which is located at:
 SIRET No.:
 hereby agree:

- to make no technical changes, in particular affecting the nature and/or operational features of the certified products named below:

Identification of the products covered by the NF mark		Brand name and/or specific retail product name requested by the distributor
Certificate no.	Name and reference of the holder's product	

- to make no alterations likely to modify the certified features of the products manufactured by the company <holder> such as <detail of alterations>. Any subsequent alteration must be reported beforehand to the CSTB for approval, and it must also be agreed with the holder;
- not to change the above-mentioned brand names and/or specific retail product names unless agreed with the holder of the right to use the NF mark and after having previously notified the CSTB by registered mail with acknowledgement of receipt;
- to distribute <under the brand names> and/or <retail product names> only the products delivered by the following company <holder>;
- not to make any changes to the marking on the products in accordance with the provisions in the certification reference system of the NF045 mark - Antipollution of water installations;
- to cooperate with the CSTB in all verifications relating to the products covered by this document and to the sale of said products and to provide the CSTB with all documentation that refers to these products;
- to apply the measures resulting from penalties imposed in accordance with the certification reference system of the NF045 mark - Antipollution of water installations;
- to pay the fees provided for in the NF mark price list, and to effect all subsequent payments demanded from me in accordance with the certification reference system of the NF045 mark - Antipollution of water installations;
- to inform the holder of any complaint received pertaining to the certified products.

I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF045 mark - Antipollution of water installations and I undertake to comply with them and to inform my commercial network throughout the duration of usage of the NF mark, and in particular to comply with the decisions taken, without any restriction or reservation, in accordance with the General Rules of the NF mark and with the certification reference system of the NF045 mark - Antipollution of water installations.

Yours faithfully,

Date and signature of the legal representative of the distributor, maintenance beneficiary



STANDARD LETTER 4A

NF045 MARK - ANTI POLLUTION OF WATER INSTALLATIONS

**APPLICATION TO RENOUNCE THE RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED WITHIN THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE-LA-VALLEE CEDEX 2 (France)

**Subject: NF045 MARK - ANTI POLLUTION OF WATER INSTALLATIONS
Request to renounce the right to use the NF mark**

Dear Sir,

As a holder of the NF mark - Antipollution of water installations, I am writing to you to renounce the right to use the NF mark for the product(s) manufactured by my company with the following references:

- designation of the product(s):
- production unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF045 mark or certificate no.

for the following reasons:

The planned date for termination of manufacturing is:

The stock of these NF marked products is:

Forecast time to deplete the stock is:

Yours faithfully,

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

STANDARD LETTER 4B

NF045 MARK - ANTI-POLLUTION OF WATER INSTALLATIONS

**APPLICATION TO RENOUNCE THE RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE-LA-VALLEE CEDEX 2 (France)

**Subject: NF045 MARK - ANTI-POLLUTION OF WATER INSTALLATIONS
Application to renounce the right to use the NF mark (with representative)**

Dear Sir,

As a holder of the NF mark - Antipollution of water installations, I am writing to you to renounce the right to use the NF mark for the product(s) manufactured by my company with the following references:

- designation of the product(s):
- production unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF045 mark or certificate no.

for the following reasons:

The planned date for termination of manufacturing is:

The stocks of these NF marked products are:

Forecast time to deplete the stock is:

Yours faithfully,

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

**Date and signature of the representative
in the European Economic Area**

**Administrative management appendix of certification mark NF045 -
Antipollution of water installations
Revision No. 16**

STANDARD LETTER 5A

NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

**APPLICATION TO SUSPEND THE RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED WITHIN THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE-LA-VALLEE CEDEX 2 (France)

**Subject: NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS
Request to suspend the right to use the NF mark**

Dear Sir,

As a holder of the NF mark - Antipollution of water installations, I am writing to you to suspend the right to use the NF mark for the product(s) manufactured by my company with the following references:

- designation of the product(s):
- production unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF045 mark or certificate no.

for the following reasons:

for a maximum duration of 6 months, renewable once.

The planned date for termination of manufacturing is:

The stocks of these NF marked products are:

Forecast time to deplete the stock is:

Yours faithfully,

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

**Administrative management appendix of certification mark NF045 -
Antipollution of water installations
Revision No. 16**

STANDARD LETTER 5B

NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

**APPLICATION TO SUSPEND THE RIGHT TO USE THE NF MARK
FOR APPLICANTS SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

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

CSTB
Department HES - Division RAS
For the attention of Mr Emmanuel CAZENAVE
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE-LA-VALLEE CEDEX 2 (France)

**Subject: NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS
Application to suspend the right to use the NF mark (with representative)**

Dear Sir,

As a holder of the NF mark - Antipollution of water installations, I am writing to you to suspend the right to use the NF mark for the product(s) manufactured by my company with the following references:

- designation of the product(s):
- production unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF045 mark or certificate no.

for the following reasons:

for a maximum duration of 6 months, renewable once.

The planned date for termination of manufacturing is:

The stocks of these NF marked products are:

Forecast time to deplete the stock is:

Yours faithfully,

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

**Date and signature of the representative
in the European Economic Area**

**Administrative management appendix of certification mark NF045 -
Antipollution of water installations
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**STANDARD SHEET 1
NF045 MARK - ANTI-POLLUTION OF WATER INSTALLATIONS**

APPLICANT GENERAL INFORMATION SHEET

APPLICANT or DISTRIBUTOR (for maintaining the right of use):

- Registered name: _____
- Address: _____
- Country: _____
- Telephone: _____
- SIRET No. (1): _____ NAF Code (1): _____
- Name and capacity of the legal representative (2): _____
- - Name and capacity of the contact person (if different): _____
- VAT identification number (3): _____
- Email address: _____
- Website: _____
- Certified quality management system (4): ISO 9001

MANUFACTURER (if different from the Applicant's production unit):

- Registered name: _____
- Address: _____
- Country: _____
- Telephone: _____
- SIRET No. (1): _____ NAF Code (1): _____
- Name and capacity of the legal representative (2): _____
- - Name and capacity of the contact person (if different): _____
- VAT identification number (3): _____
- Email address: _____
- Website: _____

REPRESENTATIVE (if requested):

- Registered name: _____
- Address: _____
- Country: _____
- Telephone: _____
- SIRET No. (1): _____ NAF Code (1): _____
- Name and capacity of the legal representative (2): _____
- Name and capacity of the contact person (if different): _____
- VAT identification number (3): _____
- Email address: _____
- Website: _____

CONSULTANCY SERVICES:

If the CSTB has undertaken any consultancy work for your company in the 2 years prior to this admission application, please specify:

- The designation of the consultancy service:
- The name of your contact at the CSTB:

(1) Only for French companies.
 (2) The Legal Representative is the individual who is legally responsible.
 (3) Applies to European manufacturers.
 (4) Include a copy of the certificate.

STANDARD SHEET 2
NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

SAMPLE MANDATE

REPRESENTATIVE in the European Economic Area (for applicants situated outside the E. E. A.):

- Registered name:
- Address:
- Country:
- Name and capacity of the legal representative (1):
- Name and capacity of the contact person (if different):
- Telephone:
- Email:

Identification of functions to be performed by the representative to appear in the mandate between the applicant/holder and the representative

Applicant/Holder:

Representative:.....

Minimum requirements to be included in the mandate:

- assignments and associated responsibilities
- financial aspects
- complaints
- contact of the certification organisation

Initial agreement date:

Dates of modifications: Purpose of the modification:

1 –

2 –

3 –

Signature of the applicant/holder:

Signature of the representative:

(1) The legal representative is the person legally responsible for the enterprise.

**STANDARD SHEET 3
NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS**

CONTRACT SHEET

A sheet is provided to define the contractual links that exist between the applicant and the various providers of supplies and services to which it subcontracts one or more aspects, mentioned in Paragraph 1.1.2 of this document.

The sheet must be updated when there is any evolution in the contracts and changes in the provider of supplies and services and transmitted to the CSTB.

A sheet must be prepared for each provider of supplies and services and for each of the aspects defined in Paragraph 1.1.2 of this document.

Applicant/Holder:

Provider of supplies and services:.....

Identification of the service:

- Design
- Production
- Inspection operations on finished products

Minimum requirements to be mentioned in the contract:

- Service provider's commitment to comply with the requirements of the Certification Rules of the NF- Antipollution of water installations application concerning it,
- Methods of management of customer complaints by the applicant/holder in coordination with the provider of supplies and services,
- Methods of management of complaints among providers of supplies and services by the applicant/holder,
- as part of the design work, the holder of the intellectual property shall be designated; it shall inform the applicant/holder of any evolution in the design drawings,
- service provider's commitment to inform the applicant/holder of any evolution in its system for managing quality and, particularly, to inform it of any non-conformities detected during the internal quality assurance operations or during the external audits,
- Applicant/holder's commitment to be represented during the audits for admission and during the surveillance of the NF Certification.

Contract number:

DOCUMENTS TO BE SUPPLIED:

- copy of the contract in French or in English;

Date of preparation of this information sheet:		
Dates of modifications:	1 –	Purpose of the modification:
	2 –	
	3 –	
	etc.	

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STANDARD SHEET 4

NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

LIST OF INFORMATION TO SUPPLY

PRODUCTION SITE ORGANISATION CHART,

FLOW CHART OF THE MANUFACTURE AND OF THE QUALITY SYSTEM

- Description of the various production stations
- Description of the quality assurance plans

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**STANDARD SHEET 5
NF MARK - ANTIPOLLUTION OF WATER INSTALLATIONS**

Description of the product:

FAMILY:

Type:

Descriptive table:

Range	Reference	Denomination	Type of connection

Manufacturing process:

Operation		Person responsible for carrying out the operation		Responsibility (applicant or subcontractor)
		Applicant	Subcontractor <i>(name of the company)</i>	
Design				
Production	Founding/Forging, etc.			
	Machining			
	Assembly			
	Checks during production			
	Checks on finished products			
Distribution				

DOCUMENTS TO BE SUPPLIED:

- overall drawings with tolerances and dates;
- list of materials;
- copy of the “accessory” ACS application file;
- “Accessory” ACS;
- technical and sales documentation.

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<p>STANDARD SHEET 6 NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS</p>
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DESCRIPTION OF THE LABORATORY

Description of the inspection and test laboratory:

- Available equipment
- Staff assigned

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STANDARD SHEET 7
NF045 MARK - ANTIPOLLUTION OF WATER INSTALLATIONS

**SPECIFIC ITEMS THAT ALL APPLICANTS (INDUSTRIAL COMPANIES, IMPORTERS, DISTRIBUTORS, ETC.)
MUST SUBMIT AS PART OF A NEW ADMISSION APPLICATION WHERE THE USAGE RIGHT HAS BEEN
WITHDRAWN AS A RESULT OF A SANCTION**

- Regarding deceptive marketing practices in application of Articles L 121-2 to L121-5 and subsequent articles from the Consumer Code, and of deception in application of Article L 433-9 of the Consumer Code (Issuance of a false attestation and/or a false certificate indicating that the products are CSTB-certified when they are not).
Failure to meet commitments as regards the correct usage of the certification mark.

The applicant is responsible for determining and carrying out a course of action that will fully address and remedy the causes and consequences of their commitments as regards the correct usage of the certification mark.

ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CURATIVE ACTIONS	<ul style="list-style-type: none"> A list of those affected including full contact details (customers, prospects, technical controllers, etc.) who have received false attestations/false certificates; failing that, a list of those affected (customers, prospects, technical controllers, etc.) who have been contacted over the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> A list of customers including full contact details who have taken delivery of inappropriately marked products or who have been presented with the mark certification(s); failing that, a list of customers during the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> Letter written by the Applicant's manager informing those affected of the invalidity of the false attestations/false certificates they have been sent. 	<i>The CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical controllers.</i> <input type="checkbox"/> Letter of information duly implemented and corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> Letter written by the Applicant's manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s). 	<i>The CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers</i> <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> Action undertaken against the person or persons responsible for approving and issuing the false attestations/false certificates and/or delivering inappropriately marked products. 	<input type="checkbox"/> Action relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>

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ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CORRECTIVE ACTION	<ul style="list-style-type: none"> • Proof that all the personnel in the company have been informed/made aware of the deceptive marketing practices (e.g. signed attendance record, informative media, etc.). 	<input type="checkbox"/> Relevant proof <input type="checkbox"/> Non-relevant proof Comments:
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined Comments:
	<ul style="list-style-type: none"> • Commitment by all the personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.). 	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available Comments:
	<ul style="list-style-type: none"> • Scheduling of internal audits on the observance of the ethical rules: * first internal audit to be scheduled within three months of the date of the CSTB admission application at the latest, * internal audits to be scheduled once a year. 	<input type="checkbox"/> Scheduling in compliance <input type="checkbox"/> Scheduling not in compliance Comments:
	<ul style="list-style-type: none"> • Letter from the company manager committing to: * grant the CSTB auditor access to the contact details of all those in receipt of proposals so that a sample of the items received can be examined by the CSTB for a period of two years; * agree to being invoiced for two additional auditing days over the course of the year at the applicable rate; Note: the purpose of this audit is to verify the effectiveness of the implementation of the actions on a documentary and in situ basis. 	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available Comments:
	<ul style="list-style-type: none"> • grant the CSTB auditor access to the full contact details of all those in receipt of proposals so that a sample of the items received can be examined by the CSTB for a period of two years. 	<i>The CSTB will make enquiries with 5% of the recipients of proposals or at least 5 recipients for a period of two years from the date of the CSTB admission application.</i>
PREVENTIVE ACTION	<ul style="list-style-type: none"> • Where applicable, proof of diffusion of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> relevant proof <input type="checkbox"/> non-relevant proof Comments:

- All the actions required are available, defined, relevant or in compliance. The admission application can proceed.
- Not all the required actions are available. The admission application cannot proceed.

ANALYSIS CARRIED OUT BY (Name of the manager and/or application manager):
 DATE: __ / __ / ____ SIGNATURE: _____

VALIDATED BY THE OPERATIONS DIRECTOR (Name):
 DATE: __ / __ / ____ SIGNATURE: _____

Part 4 Prices

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

The NF certification includes the following services:

- Registration with the NF mark;
- Examination of the certification application (Opening and setting up the general file);
- Processing the certification application (Opening and setting up the product files);
- Testing;
- Audits;
- Spot checks in dealers' premises;
- Right to use the NF mark;
- Complementary or supplementary checks.

4.1 Services related to NF certification

Nature of the service	Definition of the service	General terms and conditions
Registration with the NF mark	Participation in the implementation of the NF mark, 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 NF mark. The fee for this service remains due even if the right to use the NF mark is not awarded or if the application is abandoned during the examination.
Opening and setting up the general file	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. The fee for these services remains due even if the right to use the NF mark is not awarded or if the application is withdrawn during the examination.
Opening and setting up product files	Services of processing the dossiers of certified products and of their holders, preparation of lists of certified products, assessment of the results of the verifications.	
Tests	Laboratories' testing services.	The laboratories' price lists are provided upon request. The fee for these services remains due even if the right to use the NF mark is not awarded or if the application is abandoned during the examination.
Audit	Services including preparation for the audit, the audit itself as well as the report. Travel expenses are to be added to these services.	The fee for these services remains due even if the right to use the NF mark is not awarded or renewed.

Nature of the service	Definition of the service	General terms and conditions
Spot checks in dealers' premises	Services including preparation and sampling itself.	
Fee for the right to use the NF mark	This usage right contributes to: <ul style="list-style-type: none"> - protection of the NF mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs); - the generic promotion of the NF mark; - the general operation of the NF mark (management of the NF mark governing bodies, quality system, etc.). 	The annual fee for using the NF Mark is invoiced to the holder after certification of a product. Whenever the NF mark is granted during the year, the amount of the usage fee is calculated pro rata of the number of months following the decision to grant the right of use. The fee for using the NF mark will not be refunded even if the right to use it is withdrawn or suspended during the year.
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 the prices in force, provided upon request.

4.2 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 NF mark 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 NF mark is not awarded or renewed.

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

The applicant or holder of the right to use the NF mark 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 the CSTB of the responsibilities of verification and corrective action that are incumbent upon it under this certification reference 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 Rules of the NF mark may be applied for all the products accepted for that holder.

4.3 Prices

Prices are reviewed annually, in the form of a price list drawn up by the CSTB. This revision is to be communicated to 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 NF mark for their certified products.