CERTIFIÉ PAR CSTB

NF

COMPOSANTS SANITAIRES

CERTIFICATION

NF Certification Reference System:

Sanitary Components

Identification No.: NF 076
Revision No.: 11
Effective date: 31/10/2019

CENTRE SCIENTIFIQUE ET TECHNIQUE DU BATIMENT
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This certification reference system has been submitted for validation by the CSTB Technical Department. It was approved by the AFNOR Certification Managing Director on 10/10/2019 for acceptance into the NF certification system.

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under number 5-0010, scope of accreditation available at www.cofrac.fr, CSTB undertakes to draft certification reference systems that guarantee an appropriate level of requirements for the quality of the products, their suitability for use and their durability.

This certification reference system may therefore be revised, in whole or in part, by CSTB, after the interested parties have been consulted. The revision of the certification reference system is approved by the AFNOR Certification Managing Director.

MODIFICATION HISTORY

Modified Part	Revision no.	Date brought into application	Modification made
The whole document	6	16/05/2005	Revision of the Certification Rules: • to incorporate the following: - the new distribution of products between NF 076 and NF 079 - the mandate given to CSTB for this application • to make it comply with the new structure.
Body of Certification Rules Technical Document 2	7	25/11/2005	• editorial changes and updates to product standards • Technical Document 2 was modified according to the requirements of standard NF EN 14124, while maintaining the same level of product performance.
Body of Certification Rules	8	18/11/2008	• changes made to AFAQ AFNOR Certification's company name updated to AFNOR Certification, along with the new logo and the standard sheets for floor gullies.
Technical Document 1	8	18/11/2008	• addition of tests checking corrosion resistance, coating adhesion as well as compatibility with system disinfection products.
Technical Document 2	8	18/11/2008	• addition of diagram of the air intake dimensions and additional clarifications on water hammer and endurance testing.
Technical Document 3	8	18/11/2008	• tank diagram modified and additional clarifications on the mechanical endurance test.
Technical Document 4	8	18/11/2008	• Technical Document 4 was written as a complement to the requirements of standards, NF EN 1253-1 and NF EN 1253-2.

Modified Part	Revision no.	Date brought into application	Modification made
Body of certification rules	9	25/10/2013	• Regulations on product certification - Article 2.1 – French Consumer Code articles updated. • Article 2.3, Quality Management Provisions modified: - quality control option deleted. • Article 2.4 updated to incorporate the new NF logo. • Article 4.2 Follow-up Inspection Methods modified: - audit frequency modified - reduced surveillance deleted - in-trade inspection introduced. • Subcontracting to the LRCCP formalised for testing ozone ageing in article 5.4. • Certification files – Part 7: - certification file preparation summary table introduced - standard letters and sheets updated - standard letter 4 added – Request for renunciation - standard letter 5 added – Request for suspension - standard sheet 2 added – Sample mandate - standard sheet 5.2 – draining mechanisms for flush tanks modified and standard sheet 5.3 – floor gullies added. • Certain glossary definitions modified or added – Part 8.
All technical documents	9	25/10/2013	• Tables in Article 2.1 - Nature and frequency of the inspections updated, to reflect the fact that 'quality control' has been deleted.
Technical Document 2	9	25/10/2013	• Summary table of addenda for standard NF EN 14124 added. • Document reformatted and articles renumbered. • Chapter 1.1 Choice of Materials modified. • Chapter 1.6 Static Pressure Test: Curves integrated to demonstrate leak tightness. • Part 2: Manufacturer's production quality requirements: Removal of the moulding quality test.
Technical Document 3	9	25/10/2013	• Inclusion of standard NF EN 14055. • Summary table of modifications or addenda for standard NF EN 14055 added. • Definitions added. • Normative references updated.

Modified Part	Revision no.	Date brought into application	Modification made
			• Chapter 1.7 Materials, design and manufacture: - Silicone material requirements, reference to the NF EN 681-2 standard added. - Reference to NF 017 document 14 certification rules. • Chapter 1.11 Hydraulic Characteristics: Requirements harmonised with standard NF EN 14055 • Part 3: Checks performed by CSTB: Removal of the moulding quality test.
Technical Document 4	9	25/10/2013	• Document layout modified to use the numbering system in standard NF EN 1253 Part 1. • Summary table of modifications or addenda for standard NF EN 1253-1 updated. • Normative references added. • Definitions: Inclusion of gutter-type gullies • Load capacity: Gutter-type gullies taken into consideration. • Chapter on materials: corrosion resistance test added. • Requirements for connecting the product to pipes and for stability of the gutters' grating added. • Addendum to chapter 8.5 - grate opening dimensions • Chapter 8.7 - 'Side water inlet' added. • Chapter 8.9 - 'Leak tightness': Descriptive diagrams added according to leak tightness function being checked • Chapter 8.10 'Mechanical strength': Clarifications made to the operating procedure. • Chapter 8.11 'Flow Rate': Maximum water flow capacity and requirements under a 10 mm water column added. • Chapter 9 - 'Marking': Changes in requirement • Chapter 9.1 - 'Presentation at Delivery': Independent grating

Reference system	10	01/09/2018	• Newly structured reference system split into two sections: the reference guide and an administrative management appendix to the reference guide. • “Applicant commitment” paragraph added. • Paragraph concerning fraud and falsification added. • Glossary updated. • French Consumer Code references updated. • Inclusion of measures from standard ISO 9001: 2015. • Standard letters and sheets contained in the administrative management appendix updated. • Technical documents formatted and updated.
Reference system	11	31/10/2019	• Addition of a new family of products: Connection elements for toilets, urinals and squat toilets • Update of chapters 1.1, 1.2, 2.2.2 and 2.5.2.1.

Part 1
Application

1.1 Scope

This certification reference system currently applies to sanitary components used in water installations in buildings.

The following product families are covered by these rules:

- inlet valves for flushing cisterns;
- outlet mechanisms for WC flushing cisterns;
- floor gullies;
- connection elements for toilets, urinals and squat toilets.

The NF mark strives to inspect the safety characteristics for people and goods, product suitability for use and durability characteristics, as well as any complementary characteristics to enable them to stand out on the market.

1.2 Certification added value

Certification is recognition by a third party of the conformity of the characteristics demonstrating the product's added value.

The certified characteristics of the NF 076 - Sanitary Components application are the following:

a) <u>For flushing cistern valves:</u>

- According to standard NF EN 14124:
  - a satisfactory flow rate for quick filling;
  - quiet filling (group I or II);
  - backflow water pollution not possible;
  - no water hammer when shut off;
  - interchangeable during installation.
- With a performance level higher than the one specified in standard NF EN 14124:
  - reliability and durability (satisfactory operation after 200,000 opening/closing cycles).
- Other characteristics:
  - resistance to alternating pressure.

b) <u>For outlet mechanisms for WC flushing cisterns:</u>

- According to standard NF EN 14055:
  - a satisfactory flow rate;
  - interchangeable during installation.
- With a performance level higher than the one specified in standard NF EN 14055:
  - reliability and durability (satisfactory operation after 200,000 opening/closing cycles);
  - efficient water use:
    New products enable low flush, either by stopping the flush during operation or using a specific control. This latter design enables true water savings and only these mechanisms have the right to be called "water efficient".
- Other characteristics:
  - valve seal ageing;
  - quality of the coating.

c) <u>For floor gullies:</u>

- According to standard NF EN 1253-1:
  - clogging prevention;
  - leak tightness;
  - mechanical load capacity and thermal resistance;
  - drainage flow rate;
  - trap seal.

d) <u>For connection elements:</u>

- compatibility of use for materials;
- appropriate dimensions suited to connect elements to devices;
- sturdiness in use;
- watertight connection.

CSTB is responsible for assessing these certified characteristics, with the following control measures:

	Admission	Continued monitoring
Production audit carried out by a qualified technical auditor: - Verification that the production inspections and records have been completed: raw materials, production, finished products. - Verification of the quality command provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints. - Supervision of certified characteristics tests carried out by the applicant, where applicable.	***Yes***	***Yes*** ***Frequency:*** ***2 annual audits in the first year after admission*** ***then*** ***1 annual audit (*)***
Tests carried out by a laboratory recognised by the certifying body (independent and competent): - Samples taken by the certifying body and/or the applicant and carried out on the applicant/holder's site and on the market.	***Yes***	***Yes*** ***Frequency:*** ***2 annual test campaigns***

(*) The audit frequency can be increased to 2 (or more) annual audits if critical non-conformities are observed.

1.3 Applying for certification/Certification contract

Any legal entity:

- manufacturing products within the scope defined above and that can comply with the technical requirements described in Part 2 of this document,
- or distributing products within the scope defined above for which the manufacturer complies with the technical requirements described in Part 2 of this document,

may request the right to use the NF - Sanitary Components mark.

Such requests are referred to as “applications” while the entities making them are referred to as “applicants”.

The applicant submits their application to the certifying body. It is accompanied by all the useful information concerning the given products, the production conditions and quality control to ensure compliance of the products with this certification reference system.

An application form and the list of information to be supplied to support an application are appended to this certification reference system.

During a period of 10 working days, beginning on the date of receipt by the certifying body of their application for certification, the applicant has the right to desist from their commitments, for any cause whatsoever, by sending a registered letter with acknowledgement of receipt to the certifying body.

The Certification Contract is composed of the completed and signed application letter, possibly accompanied by the estimate; it is governed by all the documents referenced to this application letter (NF mark general rules, certification reference system, complementary technical requirements, etc.).

The contract is entered into for an unlimited term.

The holder may terminate NF certification, with no further legal formality, for all or some of their certifications, for any reason whatsoever, in particular when activity has ceased.

Such termination takes effect only after the expiration of a period of 15 days beginning on the date of receipt by CSTB of the registered letter with acknowledgement of receipt, remitted by the holder, communicating the termination with no further legal formality of NF certification for one of the reasons defined above.

Beginning at the date when the termination takes effect, the holder undertakes to no longer use in any way whatsoever, nor reproduce on any medium whatsoever, the NF mark for the products the certification of which has halted.

The certifying body reserves the right to halt an NF certification. The certifying body then specifies the transitional procedures and conditions before the definitive halting of the certification concerned.

The contract is governed by French law. If there is any problem with interpretation, execution or validity of the Contract, the Parties agree to solve their differences out of court unless there is an emergency that justifies calling in competent jurisdiction acting in summary proceedings.

If the Parties are unable to resolve their differences within three (3) months from their emergence, the dispute will be taken by the most diligent Party before the competent French courts.

Note 1: Particular case of an admission request in a country subject to special vigilance

After observing a number of tensions throughout the world, the French Ministry of Foreign Affairs defined alert areas for each country under the following conditions:

http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/conseils-par-pays/

- Green areas for normal vigilance;
- Yellow areas for reinforced vigilance;
- Orange areas inadvisable unless for imperative reasons;
- Red areas highly inadvisable.

In accordance with the recommendations of the French Government, with a view to ensuring the safety of CSTB personnel and its subcontractors (hereafter referred to as “the Auditors”), any admission applications for certification made by entities whose sites to be assessed within the framework of certification are situated on the territory of a country classified in orange- or red-alert areas shall not be taken into consideration by CSTB.

As regards certification applications made by entities whose sites to be assessed within the framework of certification, during the admission or follow-up stages, are situated on the territory of a country classified in a yellow-alert area, Auditors are allowed to travel provided the audited entity makes arrangements locally and entirely at its own expenses for the transport and accommodation of Auditors so that their safety may be ensured.

Within 10 working days prior to any travel, the applicant/holder shall provide CSTB with the Auditors’ travel and accommodation conditions required to ensure their safety. CSTB may make observations and justify additional requests; it reserves the right to cancel any business trip if the conditions submitted do not provide sufficient guarantees for safety.

Note 2: Specific case of production subcontracting by an applicant

The applicant may subcontract part of the manufacture of their products covered by this certification reference system.

If so, they undertake to:

- be responsible for the effectiveness of the production control system as a whole in accordance with this certification reference system;
- be able to provide, on the one hand, the specifications that define the inspection operations that they impose on their subcontractors in order to comply with the requirements in this certification system and, on the other hand, evidence regarding the subcontractor’s skills in complying with those requirements.

Note 3: Specific case of a new application in the context of a withdrawal or suspension of a certificate following a sanction

When CSTB announces the withdrawal of a certificate following a sanction, the holder loses their right to use the NF mark. They become a former holder. The former holder may not submit a new certification application for a product that is identical to the product at the source of the decision to withdraw the certificate, unless they provide CSTB with evidence deemed satisfactory demonstrating that curative and corrective actions have been implemented since the withdrawal decision, bringing the product into strict and sustainable compliance with all the Certification requirements.

Likewise, when CSTB announces the suspension of a certificate following a sanction, the holder loses their right to use the NF mark until CSTB removes the suspension. By lifting the suspension, it is assumed that the holder has supplied CSTB with evidence deemed satisfactory demonstrating that curative and corrective actions have been brought in following the suspension decision, bringing the product into strict and sustainable compliance with all the Certification requirements

1.4 Applicant's commitment

Before submitting their application, applicants must make sure that they meet the conditions defined in this certification reference system concerning their product and the sites concerned. It is the applicants' responsibility to make sure that the regulations applicable to their products are respected.

They shall commit themselves to meeting the same conditions during the whole duration of the use of the NF mark.

Applicants undertake to:

1 accept and comply with the conditions set down and defined in the certification reference system specific to the field of products concerned and, in particular, to:
- present for certification products that conform to the current regulations concerned;
- implement the changes required by the updates made to the certification reference system, which are communicated by the certifying body;
- use the NF mark only under the conditions defined in the certification reference system and for the products certified;
- follow up on the decisions taken by the certifying body as part of certification (in particular, to specify and implement corrective actions in response to any disparity detected or apply a decision of sanction);

2 pay the certification fees (management, audit and tests, as applicable) in accordance with the price list in force;

3 not submit any counterfeited products for certification;

4 take the necessary measures:
- to conduct the audit, including the supply of elements to be examined such as: documentation and records, access to relevant equipment, locations, production areas, staff and client subcontractors
- for the participation or non-participation of third-party observers during the audit, where appropriate

5 examine and record all complaints:
- provide these records to the certifying body and auditors on request
- take all appropriate actions in relation to these complaints and the imperfections observed in the products which have consequences for their conformity with the certification requirements
- document actions undertaken

6 reserve the trade name of the product presented only for certified products in compliance with the Technical Requirements concerned;

7 efficiently apply the production control system established in order to meet the requirements of the certification reference system;

8 to apply the controls that fall to them so that maintenance of the right to use the NF mark may be granted;

9 to inform the certifying body, without delay, of any modifications made to the basic file delivered with the NF mark usage right application (in particular, any modifications made to the product(s) covered in the application);

10 inform the certifying body of any definitive or temporary halt in production that concerns the certificate;

11 make statements and provide communication on certification consistent with the scope of certification;

12 neither use their product's certification in such a manner as to bring the certification body into disrepute nor make any statement regarding their product certification that the certification body may consider misleading or unauthorised, in particular, to:
- not use the NF mark in any abusive way or in any way that does not conform to the current certification reference system
- not use the certifying body's logo

13 upon suspension, withdrawal or termination of certification, discontinue their use of all advertising materials that contain any reference thereto, take action as required by the certification reference system and take any other required measure;

14 communicate to the certifying body, at its request, all the printed advertising materials and catalogues referring to the NF mark;

15 if copies of the certification documents are provided to others, reproduce them in their entirety or as specified in the certification reference system;

16 in making reference to their product certification in communication media, such as documents, brochures or advertising, comply with the requirements of the certifying body;

17 for all participants of the certifying body or its qualified sub-contractors, to ensure that all the safety provisions relating to working conditions, sites and equipment conform to local current regulations. Failing compliance with all of the commitments, the applicant may incur halt to or suspension of the examination of their dossier.

1.5 Publication

The certifying body reserves the right to publish the certificates to provide the best possible information to users.

The certified characteristics, the list of holders of the NF mark and/or the NF certificates are made public via the certifying body's website.

Part 2
The Certification Scheme

The certification scheme for the NF - Sanitary Components application consists of this certification reference system, which references:

- the NF mark General Rules, which set the organisation and conditions for the use of the mark;
- the standards referred to in paragraph 2.2.1;
- the additional technical requirements referred to in paragraph 2.2.2.

This certification reference system is consonant with the framework of the certification of products and services other than alimentary, as provided for in the French Consumer Code (articles R-433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General Rules of the NF mark to products defined in Part 1.

2.1 Regulations

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

As regards the regulatory requirements covered by this certification reference system, the applicant/holder shall, during the certification audits, submit to the certifying body the documentary evidence defined in the regulations and attesting to the compliance of their product with the regulatory requirements.

Note: If the documentary evidence is not managed or available on the site where the audit is being conducted, this evidence shall be submitted to the certifying body, using any appropriate means, before the certifying body ends its assessment.

The applicant/holder is held responsible to the certifying body for any inaccurate, deceptive and/or non-compliant documentary evidence with regard to the definition of documentary evidence as laid down in the regulations.

The certifying body's tasks do not lie in proving conformity of a product to the regulatory requirements listed in this document. Those tasks are strictly incumbent upon the bodies approved by the authorities in charge of applying each of the regulations concerned.

Below are listed the regulations applicable for launching products on the French market and for which the applicants/holders shall submit to the certifying body a document attesting to the conformity of their products with the regulations.

Regulations	Documentary evidence required
Decree of 29 May 1997 relating to the materials and objects used in fixed installations for the production, treatment and distribution of water intended for human consumption, as modified by the Decrees of 24 June 1998 and 22 August 2002.	The ACS (Health compliance certificate) materials or accessories, as defined in the circular DGS/SDA 2002 no. 571 of 25/11/02, is proof of compliance with the regulation.

2.2 The standards and complementary specifications

For the references that indicate a date of implementation or an index, only the version cited is applicable. For references that do not indicate a date of implementation or index, the most recent version of the reference document applies (including any amendments).

2.2.1 Applicable standards

NF EN 1717: *Protection against pollution of potable water in water installations and general requirements of devices to prevent pollution by backflow*

NF EN 248: *Sanitary tapware - General specifications for electrodeposited coatings of Ni-Cr*

Product standards

NF EN 14124: *Inlet valves for flushing cisterns with internal overflow.*

NF EN 1253-1: *Gullies for buildings - Part 1: Specifications.*

NF EN 1253-2: *Gullies for buildings - Part 2: Test methods.*

2.2.2 Complementary specifications

To complement the requirements set down in the previous paragraphs, the products shall meet the complementary specifications defined in the following technical documents:

- Technical Document 076-01: Specifications applicable to all product families;
- Technical document 076-02: Inlet valves for flushing cisterns;
- Technical document 076-03: Outlet mechanisms for WC flushing cisterns;
- Technical document 076-04: Floor gullies;
- Technical document 076-06: Connection elements for toilets, urinals and squat toilets.

2.3 Modification declaration

This paragraph specifies the information that the holder of the right to use the NF mark must provide to CSTB and the procedures they must follow in the event of any modifications to:

- the holder;
- the manufacturing plant;
- the quality organisation of the manufacturing plant;
- the product.

Failure to respect this obligation as observed by CSTB may lead to a suspension or withdrawal of the right to use the NF mark.

In the cases not provided for earlier, CSTB determines whether the modifications bring the certification into question and whether it is necessary to carry out a complementary inspection.

Depending upon the results of the examination, CSTB communicates the appropriate decision.

2.3.1 MODIFICATION CONCERNING THE HOLDER

The holder shall communicate in writing to CSTB any legal modification of their company or any modification in their company name.

In case of merger, liquidation or absorption of the holder, all rights to use the NF mark, from which they might benefit, automatically stop.

A new admission application may be submitted and its examination may be streamlined depending upon the modifications made.

2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Regarding production transfers:

Any transfer (total or partial) of the manufacturing unit of a certified product to another production site entails an immediate halt in the NF marking by the holder on the products concerned.

The holder shall declare this transfer in writing to CSTB, which will organise an audit of the new production unit and, as the case may be, have tests carried out.

The visit may be reduced or even cancelled when the new manufacturing unit is already familiar to CSTB.

The procedures for assessment and renewal decision of the certification are the same as those for admission as described in Part 3 of this certification reference system.

- Regarding production process modifications:

The holder shall prove that the modification of the production process does not have an impact on the performances of the product's certified characteristics (see § 2.4.2 : § 8.5.6 9001 V15); they inform CSTB of this.

2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION

The holder shall declare in writing to CSTB any modification relative to their quality organisation that might affect the conformity of the production to the requirements of this certification reference system.

In particular, they shall declare all modifications to certification of their quality management system.

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the NF marking of this product by the holder, who must inform CSTB of this.

CSTB then communicates to the holder a decision to suspend the right to use the NF mark for a specific duration following which, if the right of use cannot be re-established, this holder's right to use the NF mark will be withdrawn.

Upon the request of the holder, the right of use will be reinstated after an audit on the production unit has been carried out or the elements supplied by the holder have been assessed.

2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT

Any modification to the certified product when compared with the application dossier likely to have an effect on the product's compliance with the requirements in the certification reference system, shall be declared in writing to CSTB.

Depending on the modification declared, CSTB determines whether this is a certification extension application and whether the holder must stop marking the modified product while waiting for the right of use to be awarded.

2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION

Any definitive or temporary halt in the manufacture of the certified product (or range or products) or any abandonment of a right to use the NF mark shall be declared in writing to CSTB, specifying the time necessary to sell off the inventory of the NF-labelled products.

The holder of the NF mark is notified by CSTB of suspension or withdrawal of the right to use the NF mark. When the period indicated by the holder expires, the product is removed from the list of certified products.

Any temporary halt in the manufacture of the certified product (or range of products) must be the subject of a suspension of the right to use the NF mark for a maximum period of 6 months, renewable once, if applicable. The total duration of the suspension of the right to use the NF mark for these products must not exceed one year. The lifting of the suspension may only be announced following one or more assessments that may be in the form of an audit and/or tests.

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

The holder shall commit to informing CSTB of any modification to the distribution of the certified products as soon as they become aware of such modification and, in particular, whenever they stop supplying a distributor who holds the right to use the NF mark, which means that the right to use the NF mark is no longer maintained.

The distributor whose right to use the NF mark has been maintained shall commit to informing CSTB of any modifications in their supplies that would result in the right to use the NF mark no longer being maintained. The distributor's right to use the NF mark can only be validated after a new assessment in accordance with Part 3 of this certification reference system.

2.4 The quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders and their distributors holding a right of use are each responsible for the right to use the NF mark for the relevant product.

Applicants/holders shall implement all the necessary ways and means to permanently guarantee the product's conformity with this certification reference system. In addition, they must manage their external service providers using all methods to assess all the component elements of a product or external service(s) for which they are the applicant or holder of the right to use the certification mark.

This paragraph sets the minimum provisions that the applicant/holder shall implement in terms of quality management to ensure that the products are manufactured respecting the certification reference system at all times.

The quality system depends in part on the establishment by the applicant/holder of a set of organisational measures ensuring conformity of the delivered products with the standards and additional specifications, if applicable. These measures are described in paragraph 2.4.2 below.

2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

Applicants/holders shall have implemented the ways and means that they possess, the existence and effectiveness of which are assessed based on the requirements of standard NF EN ISO 9001:

- NF EN ISO 9001 revision 2008 (applicable until 15 September 2018) and
- NF EN ISO 9001 revision 2015 (applicable as of 15 September 2015).

If the manufacturing unit is not NF EN ISO 9001-certified, the applicant/holder must justify the introduction of a range of organisational provisions and a production control system to control conformity with the standards and additional specifications for the delivered products that meet at least the requirements in this certification reference system.

The audits are carried out according to Table 1 as follows. This table indicates the specific requirements in Standard NF EN ISO 9001, which must be verified in the context of the certification.

As part of an audit, all the necessary requirements identified on the shaded lines in Table 1 below, shall be audited. All the other requirements pertaining to quality management shall be audited over a period of 3 years.

Possible reduction:

If the manufacturing unit has a certified quality management system that conforms to standard NF EN ISO 9001, the audits may be "reduced". Only the requirements identified on a "shaded" line in Table 1 are to be audited.

This reduction can be envisaged as long as:

- the ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and
- the ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website www.cofrac.fr; and
- the last ISO 9001 audit report from the body is forwarded to CSTB prior to the body's audit or examined during the body's audit.

Table 1 (Applicable Requirements)

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
5. Leadership				
5.5.1 / 5.5.2.	5.3.	Organisational roles, responsibilities and authorities	* Organisation chart * Description of responsibilities and authorities (examples: organisation chart, job sheets, etc.) * Person appointed to be responsible for organising and efficiently implementing the production system	■ To be used for persons responsible for the inspection or with a direct impact on critical points in making the product All the items except: * ISO 9001 V15: § 5.3 c,d
7. Support				
6.4.	7.1.4.	Environment for the operation of processes	Evidence of the maintenance of the work environment. Examples: storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	■ To be used for processes linked to the production of the products/execution of the services
7.6.	7.1.5.	Monitoring and measuring resources	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory, * Identification of the equipment used to determine its validity, * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular, the equipment used to perform tests on certified characteristics), * Evidence of the verification and/or calibration operations (e.g. equipment data sheet, verification or calibration report, etc.), * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate.	■ To be used for processes linked to the production of the products/execution of the services
6.2.	7.2.	Competence	* Compliance with test methods and inspection provisions, * Actions planned to acquire the necessary competencies (training, tutoring, etc.), where appropriate.	■ To be used for persons responsible for the inspection or with a direct impact on critical points in making the product

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4.2.	7.5.	Documented information	* List of the internal and external documented information. Examples: Procedures, operating methods, test methods, inspection examination, quality records, * Evidence of control of internal and external documents. Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.	■ To be used for processes linked to the production of the products/execution of the services All the items except: * ISO 9001 v08: § 4.2.1, 4.2.2 *Note: Quality Manuals are no longer required.*
8. Operational activities				
7.4.	8.4.	Control of externally provided processes, products and services	* List of service providers, * Contract/order defining the requirements of the applicant/holder of the certification, * Evidence of the verification of raw materials, components ***(1)***, services purchased, * Evidence of the verification of subcontracting conditions: transport, handling, tests ***(2)***, etc.	■ To be used for raw materials, bought-in components and outsourced services affecting the quality of the product/service <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service, * subcontractor of external services (ex: tests, handling, transport, etc.). *<u>(*) Specific case of applicants/holders subcontracting part of their production</u>* *CSTB audits the subcontractors (as provided for in the certification reference system)* All the items except: * ISO 9001 v08: § 7.4.1. * ISO 9001 v15: § 8.4.1.
7.5.1 / 7.5.2.	8.5.1.	Control of production and service provision	* Information defining the characteristics of products and services. Examples: product plan/description of the service, etc., * Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance), * Monitoring and measurement activities. Examples: monitoring plan, inspection procedures and instruction(s), test method(s), etc., * Conservation of documented information proving the conformity of products/services with the acceptance criteria *(same as § 8.2.4. ISO 9001 v08 and § 8.6. ISO 9001 v14)*	■

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.5.3.	8.5.2.	Identification and traceability	* Identification/Marking of the product in accordance with the requirements in the Certification reference system, *Marking of commercial documents in accordance with the requirements of this Certification Reference System.	■ <To be considered in all cases for identification (and for traceability, where relevant)>
7.5.5.	8.5.4.	Preservation	Verifying that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.).	■
-	8.5.6.	Control of changes *(in production/service provision)*	* Evidence of control pertaining to the modifications in the manufacturing process/service provision, in particular the impact of modifications on the product's performance ***(3)***: - modification review, - person authorising the modification and all the necessary related actions.	■
8.2.4.	8.6.	Release of products and services	* Provisions for the control of products/services; records of the results of inspections and the conformity with the acceptance criteria ***(4)***, * Name of the people responsible for releasing the finished products/services.	■
8.3.	8.7.	Control of nonconforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions ***(5)***, * No dispensation granted as regards the performance of a certified characteristic.	■
10. Improvement				
8.5.2.	10.2.	Nonconformity and corrective action	* Implementation of corrective action to deal with non-conformities pertaining to the certified product, including customer complaints ***(6)***, * Effectiveness of the action taken.	■

The applicant/holder shall possess the necessary ways and means for the controls and tests defined by the standards, reference documents and additional specifications mentioned in paragraph 2.2 of this reference system. The applicants/holders agree to carry out reliable and regular verification of their production:

- control of the product components;
- inspection during production;
- verifications and tests carried out on finished products.

(1) Control of the product components

The applicant/holder shall carry out a verification operation at reception and, in any case, before use on all the components entering into the manufacture of its certified products.

The internal “reception” inspection established by the applicant/holder shall incorporate the inspection methods for products upon receipt that assess compliance and/or regularities in relation to the expected characteristics, including, as applicable, rules for collecting product samples.

This inspection covers all control actions carried out by the supplier. For example: compliance sheet issued after a systematic inspection prior to delivery, which the applicant/holder requires the supplier to perform; supplier certified according to standard NF EN ISO 9001 for relevant products or certified supplies; etc.

(2) Subcontracting tests

Applicants/holders may subcontract the tests to an external laboratory, on the condition that this subcontracting is covered by a contract or an order. Subcontracting is only possible if the following conditions are met:

- subcontracting the tests does not result in a disruption to the production process (due to waiting time for results, for example);
- the conditions for subcontracting tests are formalised in the contract or order and must define the applicable test method, the testing frequency, the requested waiting times for results, the notification of results in writing, the procedure in case of non-compliant results and the type of equipment used;
- the subcontractors’ laboratory where the test is carried out must be accredited according to standard NF EN ISO/CEI 17025, otherwise the party requesting the test (holder of the certification mark) must ensure each year that the equipment used is compliant (calibration, test configuration, etc.) and the staff carrying out the test have the necessary skills.

(3) Process for assessment of the additional requirement in standard ISO 9001 version 2015 compared to standard ISO 9001 version 2008

Within the framework of the Product Certification audit, the only additional requirement referred to concerns the requirements of § 8.5.6 in Table 1: “Control of changes in production/service provision”.

If the applicant/holder does not comply with this requirement, the auditor shall notify as follows:

- suggested improvement (if the fact occurred prior to 15/09/18);
- a deviation (if the fact is subsequent to 15/09/18).

(4) Inspection during production and on finished products

<u>During production</u>

A control during production shall be put in place by the applicant/holder. This applies to the product in its intermediate states at the main production stages, as well as compliance with the setting instructions for the production tools (production machines, equipment).

Control instructions shall be formalised and made available to the operators. The minimum control operations to be carried out on the products during production as well as their frequency are stated in technical documents 076-02 to 076-06.

On finished products

Applicants/holders are required to verify the characteristics of the finished products before delivery and are responsible for putting this control in place. The controls and tests of finished products manufactured by the applicant/holder are carried out according to the standards and technical documents 076-02 to 076-06.

The method for collecting the samples required for testing must be clearly specified in the applicant's/holder's quality plan and must not be left to the sole discretion of the operator.

Applicants/holders shall record the results of the controls. If the results of the standard controls are inconclusive, the controls must be reinforced and the causes of the malfunction must be identified so that corrections can be made by carrying out, if necessary, production controls.

(5) Provisions for processing non-conformities

These notably include:

- an analysis for identifying the cause of the anomaly;
- an analysis to determine the impact of the anomaly on production since the previous control;
- management ensuring that the implementation of the corrective actions is effective;
- in the unlikely event that non-compliant products are delivered to a customer, the latter shall be notified immediately so that appropriate measures can be taken.

(6) Customer complaints

The customer complaints record is audited; to do this, holders shall keep:

- a record of all the complaints and appeals pertaining to products covered by this certification reference system;
- a record of the corrective measures adopted, particularly when complaints have revealed a manufacturing anomaly.

The holder shall be able to show the auditor extracts from these records relating to complaints that involve products covered by this certification reference system.

2.5 Marking – General provisions

Marking is an integral part of product certification.

Beyond the identification of a certified product and its traceability, the marking of a product with the NF logo ensures better protection for users and enables the users to be defended against abusive usage and counterfeits.

The reproduction and attachment of CSTB, AFNOR and AFNOR Certification logos are strictly prohibited without the prior agreement of these bodies.

In addition, the statement of the main certified characteristics is intended to make transparent for consumers and users the technical characteristics to which the NF mark relates. It thus enhances the certification and its content.

Under no circumstances is it possible to make reference to the NF mark before the right to use this mark is obtained or to present counterfeit products for certification.

The purpose of the marking rules described hereafter is to guide the holder in complying with Regulatory Requirements and Certification Requirements. The General Rules of the NF mark specify the guidelines for usage, the guidelines for validity and the procedures for sanctions for wrongful usage of the NF mark.

Without prejudice to the sanctions set down in the General Rules of the NF mark, any erroneous communication of the certified characteristics and any fraudulent use of the NF logo expose the holder to legal action for, in particular, deceptive marketing practices.

2.5.1 THE NF LOGO

The NF logo shall ensure the identification of each certified product.

The holder undertakes to respect the NF mark's graphic charter. The NF logo and its graphic charter are available from the application administrator.

NF-certified products are listed and identified separately from non-certified products.

The holder shall not use the NF logo except to single out certified products without there being any risk of confusion whatsoever with other products, especially non-certified products.

To prevent any confusion between certified products and non-certified products, applicants/holders must ensure that the trade names used are not identical or similar (for example: "Prod+" for a certified product and "Prod" for a non-certified product).

It is recommended that the holder submit in advance all the documents upon which the certification mark appears to CSTB.

If the product cannot be marked for technical reasons, CSTB must be contacted to determine a common marking rule.

2.5.2 TERMS AND CONDITIONS FOR MARKING

This paragraph describes both the NF logo affixing procedure and the marking of the certified characteristics.

In order to meet the requirements in article R 433-2 of the French Consumer Code, the marking must integrate the following elements whenever possible:

SANITARY COMPONENTS

www.marque-NF.com

or http://evaluation.cstb.fr

CERTIFIED CHARACTERISTICS:

a) For flushing cistern valves:

- According to standard NF EN 14124:
  - a satisfactory flow rate for quick filling;
  - quiet filling (group I or II);
  - backflow water pollution not possible;
  - no water hammer when shut off;
  - interchangeable during installation.
- With a performance level higher than the one specified in standard NF EN 14124:
  - reliability and durability (satisfactory operation after 200,000 opening/closing cycles).
- Other characteristics:
  - resistance to alternating pressure.

b) For outlet mechanisms for WC flushing cisterns:

- According to standard NF EN 14055:
  - a satisfactory flow rate;
  - interchangeable during installation.
- With a performance level higher than the one specified in standard NF EN 14055:
  - reliability and durability (satisfactory operation after 200,000 opening/closing cycles);
  - efficient water use:
    New products enable low flush, either by stopping the flush during operation or using a specific control. This latter design enables true water savings and only these mechanisms have the right to be called “water efficient”.
- Other characteristics:
  - valve seal ageing;
  - quality of the coating.

c) <u>For floor gullies:</u>

- According to standard NF EN 1253-1:
  - clogging prevention;
  - leak tightness;
  - mechanical load capacity and thermal resistance;
  - drainage flow rate;
  - trap seal.

d) <u>For connection elements:</u>

- compatibility of use for materials;
- appropriate dimensions suited to connect elements to devices;
- sturdiness in use;
- watertight connection.

It is recommended that the consumer be informed of the main reasons for and advantages of using a certified product. The certified characteristics must appear on at least one of the materials (product, packaging or communication media).

2.5.2.1 Marking of the certified products

All certified products, manufactured after the date indicated on the approval of the right to use the NF mark (via an admission or extension procedure) and which comply with the requirements of this certification reference system, must be at least marked with the logo of the mark (unless it is technically impossible).

The marking must be made so that it is permanent, legible and indelible on the products covered by this certification reference system, with the information given in the table below:

<u>Regarding inlet valves for flushing cisterns:</u>

Article 9 of standard NF EN 14124 is supplemented by the following requirement:

If the valve does not have an air gap (meaning it has a submerged outlet tube), a mark for locating the max. level of the overflow is required.

Additional information	Valves for flushing cisterns
Logo	X
Manufacturer's name or logo	X
Acoustic class	X (BESIDE the logo)
Mark indicating the max. adjustment level of the overflow	X

Outlet mechanisms:

Additional information	Outlet mechanisms for WC flushing cisterns
Logo	X
Manufacturer's name or logo	X
Acoustic class	
Mark indicating the max. adjustment level of the overflow	

Regarding floor gullies:

The marking must be completed, in a way that is clear, durable and visible after installation, on the gullies and their components (if possible) as well as the packaging.

Table1: Location of the marking

Marking to display:	Body	Grating	Components	Individual packaging
Reference to standard NF EN 1253	×	× [a]	× [a]	×
Manufacturer's name or brand	×			×
NF logo	×	×		×
Date of manufacture			× [a]	
Certification body [b]				×
Load capacity class		×		×
Side water inlet class	×			
Thermal resistance class (*)	×			×
DN	× [a]			×

[a] if possible

[b] if applicable

(*): this marking will apply upon publication of standard EN 1253-1, which is currently being revised.

Note:
- If there is a code for identifying the product, the code must be given to CSTB.
- The manufacturing date and manufacturer mark may be hidden.

If the product is manufactured in several factories, additional marking identifying the manufacturing unit shall be included.

If it is not possible to mark the product, the conditions for application on the packaging or on the accompanying documents must be sent to CSTB.

Regarding connection elements for toilets, urinals and squat toilets:

In addition to the 

logo, the specific provisions set out in § 4.6 of Technical Document 076-06 apply.

2.5.2.2 Marking on the packaging of the certified product or on the product's accompanying document(s) (if applicable)

If the product is already marked, marking on the packaging of certified products shall be recommended, given that this is one of the ways to promote the mark.

Where the packaging mentions the NF Mark, it shall carry the following information:

- the 

logo
  However, should it be technically difficult to mark the packaging or if the logo is less than 12 mm long, the 

NF logo alone may be used. The NF logo must be reproduced in accordance with the graphic charter (reproduction at any scale, but the minimum length of the long axis of the oval shall be at least 6 mm);
- the name, symbol or reference identifying the holder or distributor benefiting from maintenance of the right of use, where appropriate;
- the product reference.

Regarding packs

If NF products are part of a pack, the holder shall clearly specify on the packaging which product(s) is(are) certified and which products are not certified.

The holder shall not use the NF mark except to distinguish certified products from uncertified products and thereby eliminate all risk of confusion. Consequently, if all the components contributing to the performance of an NF-certified product are themselves NF-certified, the NF mark shall be mentioned on the packaging. If at least one of the components is not NF-certified, the holder shall contact CSTB to come to an agreement about the marking.

2.5.2.3 Marking on communication media and documentation (technical or commercial documents, posters, advertising, websites, etc.)

Reproduction of the NF mark on letterhead used by the holder for correspondence is prohibited, unless the holder has been granted the NF mark for all its manufactured products.

References to the NF mark in documentation shall be made in a way that does not allow for any confusion between certified products and other products. They shall include all the marking components defined in paragraph 2.5.2: logo of the mark, name of the application, reference to the website and list of certified characteristics.

Example of information to be found on the communication media:

COMPOSANTS SANITAIRES

SANITARY COMPONENTS

What is the NF mark?

The NF mark affixed to a product guarantees that it complies with the relevant standards and, where applicable, additional technical specifications requested by the market.

The characteristics are detailed in the technical documents prepared in coordination with the manufacturers, the distributors, the consumer associations, the laboratories and the public authorities, set by AFNOR Certification and subjected to quality assurance operations by CSTB (Centre Scientifique et Technique du Bâtiment).

CSTB carries out tests on the products and audits of the companies as part of this application.

On what products can the NF mark be found?

The NF mark is affixed to the following products:

- valves for flushing cisterns
- outlet mechanisms for WC flushing cisterns
- floor gullies

What does the NF mark provide?

The NF – SANITARY COMPONENTS mark certifies the compliance of products with the NF 076 certification rules approved by AFNOR Certification.

This guarantees the following, in particular:

a) For flushing cistern valves:

- According to standard NF EN 14124:
  - a satisfactory flow rate for quick filling;
  - quiet filling (group I or II);
  - backflow water pollution not possible;
  - no water hammer when shut off;
  - interchangeable during installation.
- With a performance level higher than the one specified in standard NF EN 14124:
  - reliability and durability (satisfactory operation after 200,000 opening/closing cycles).
- Other characteristics:
  - resistance to alternating pressure.

b) For outlet mechanisms for WC flushing cisterns:

- According to standard NF EN 14055:
  - a satisfactory flow rate;
  - interchangeable during installation.

- With a performance level higher than the one specified in standard NF EN 14055:
  - reliability and durability (satisfactory operation after 200,000 opening/closing cycles);
  - efficient water use:
    New products enable low flush, either by stopping the flush during operation or using a specific control. This latter design enables true water savings and only these mechanisms have the right to be called “water efficient”.
- Other characteristics:
  - valve seal ageing;
  - quality of the coating.

c) <u>For floor gullies:</u>

- According to standard NF EN 1253-1:
  - clogging prevention;
  - leak tightness;
  - mechanical load capacity and thermal resistance;
  - drainage flow rate;
  - trap seal.

d) <u>For connection elements:</u>

- compatibility of use for materials;
- appropriate dimensions suited to connect elements to devices;
- sturdiness in use;
- watertight connection.

NF products are therefore suitable for their intended use.

<u>How does one recognise an NF product</u>?

To distinguish products in the catalogue that have been awarded the NF - SANITARY COMPONENTS mark from those without it, the or logo is displayed next to the certified items.

Furthermore, to enable them to be recognised in shops and during installation:

e) the logo may be marked on the packaging;

f) the logo is affixed to the products themselves and to the packaging.

<u>Websites</u>: www.marque-NF.com or http://evaluation.cstb.fr

For the French market, this information must be provided in French (Law No. 94-665 of 4 August 1994, relative to the use of the French language). If necessary, the information can also be given in one or more other languages.

For the proper interpretation of this paragraph, the holder should be advised to submit to CSTB in advance all documentation where the certification mark is expected to be used.

2.6 Conditions for terminating marking or for removing the mark in the case of suspension, withdrawal or abandonment

If a product is not in conformity, neither the said product nor its packaging shall be marked with the NF logo. If they are, the logo in question must be crossed out or concealed to eliminate all risk of confusion.

2.7 Fraud and falsification

2.7.1 INTRODUCTION

For the Certification of Products or Services, fraud and falsification are subject to the sanctions set out in Articles L. 121-2 to L. 121-5 of the French Consumer Code, with the sanctions being set out in Articles L. 132-1 to L. 132-9 of the same Code.

Should fraud or falsification relating to the use of the NF mark be detected, AFNOR Certification or CSTB reserves the right to institute legal proceedings before the Department of Competition, Consumption and Repression of Fraud for enforcement in compliance with the Law.

For example, the following actions are considered as “wrongful usage”:

- giving the same trade name to certified products and to non-certified products;
- citing or providing information from sales manuals, catalogues or any other medium that does not comply with the certification reference system.

For example, the following actions are considered as “counterfeit”:

- citing as valid a certificate that is pending but not yet issued;
- using the NF mark when the right to use the NF mark has not yet been granted.

By registered letter with acknowledgement of receipt, CSTB communicates all wrongful use to the holder, who shall immediately take all necessary steps to eliminate such wrongful use.

2.7.2 LEGAL ACTION

Other than the above-mentioned actions, AFNOR Certification or CSTB reserves the right to institute any legal action it deems necessary and all third parties, which consider themselves to have incurred prejudice, shall also be free, on their own account, to seek appropriate redress.

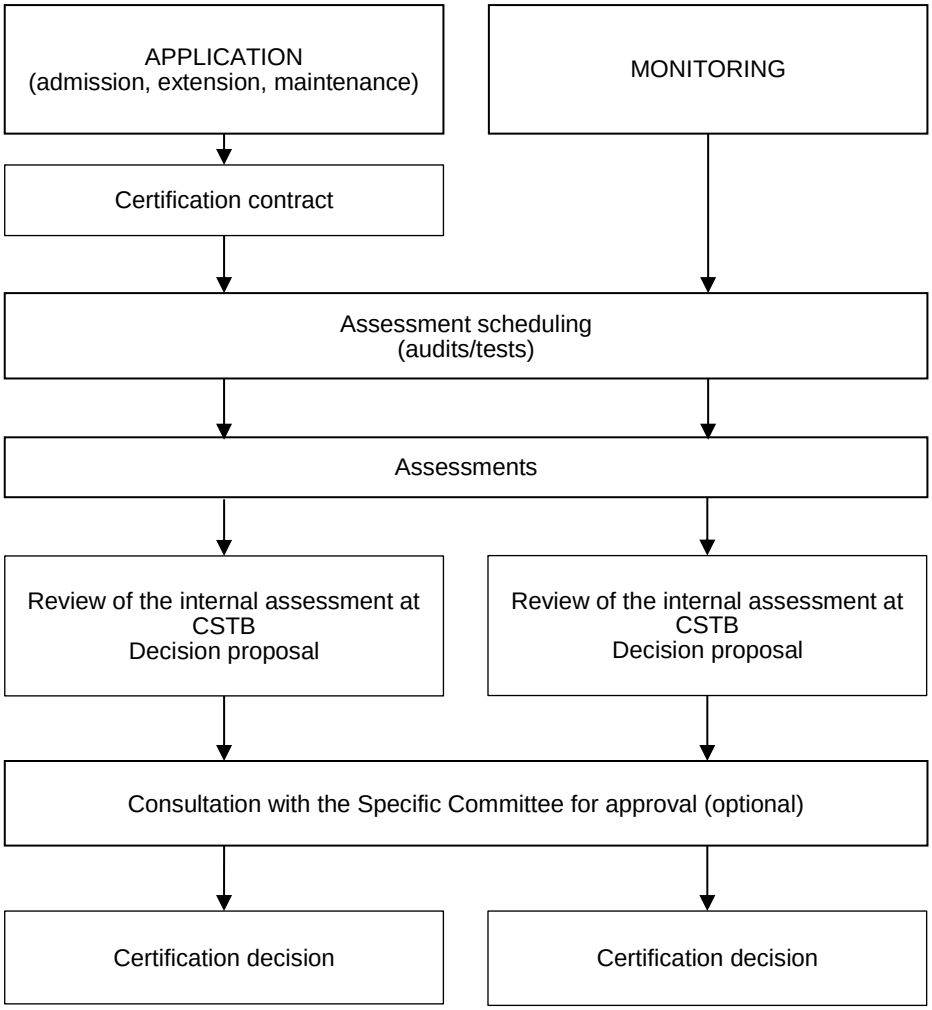
Part 3
Certification Process

3.1 General

- Definition of the applicant (see Part 5);
- Definitions of the various types of applications (admission application/complementary admission application/extension application/maintenance application):

    - An admission application is made by an applicant not having the right to use the NF mark for the NF - Sanitary Components application.
      It corresponds to a product (or a range of products) coming from a specific design process and/or manufacturing unit and/or a specific sales location, defined by a trademark and/or with a specific reference to the product submitted and the technical characteristics;
    - A complementary admission and/or extension application is made by a holder and applies to a new product/a modified product on the same manufacturing site;
    - A maintenance application is made by a holder and applies to an NF-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
      A new application for admission for a product (or a range of products) following the withdrawal of the right to use the NF mark as a result of a sanction in the event of deceptive marketing practices in application of articles L. 121-2 to L. 121-5 from the French Consumer Code.

3.2 Certification application process



The conditions for obtaining certification and the certification follow-up procedure are described in Parts 1 and 2 of the Administrative Management Appendix for this certification reference system.

3.3 Audits

3.3.1 ADMISSION AUDITS

The purpose of audits is to make sure that the measures defined and implemented by the applicant in the manufacturing unit meet the requirements in Part 2 of this certification reference system and in the technical documents relating to the product families.

This entails checking, before admission, the existence and effectiveness of the measures taken by the applicant in the quality field as well as the product quality control operations. These are the admission audits conducted by the auditor.

If the applicant subcontracts part of its production, CSTB reserves the right to carry out an audit on the premises of the subcontractor(s) based on this certification reference system.

All the ways and means (premises, installations, equipment) enabling the auditor to carry out the mission incumbent upon them, shall be placed at their disposal free of charge, along with the persons qualified to implement them, including an interpreter at the auditor's request.

In the event of any dangerous situation in relation to the certifying body's safety requirements, the auditor reserves the right to withdraw.

An audit report is prepared and addressed to the applicant.

3.3.1.1 Case of an initial admission application

The audit normally lasts 1 day per manufacturing plant.

The audit duration may be adapted according to the risk: level of development of the quality system, organisation of the company (process, laboratory, etc.), number of products covered by the application, samples to be taken.

In the event of an audit combined with another application, the duration of the audit depends on the complexity of the application(s) concerned. If necessary, it will be adjusted to extend to an additional half-day.

3.3.1.2 Case of a complementary admission application

The steps described in paragraph 3.3.1 above apply, with the specific consideration that the audit may be adapted to meet the purpose of the application or accompanied by a follow-up audit.

3.3.1.3 Case of an extension application

The steps described in paragraph 3.3.1 above apply, with the following specific considerations:

- in the context of an extension application for a modified certified product, the tests are defined according to the planned modification;
- the audit can be adapted to meet the purpose of the application or accompanied by a follow-up audit.

3.3.2 FOLLOW-UP AUDITS

Follow-up audits are intended to check, following admission, that the provisions defined are still being maintained.

All of the provisions described in paragraph 3.3.1 apply.

Checks

The auditor carries out at least the following audits, taking into account the information collected during the previous audit, the results of the last checks and any remarks made by the Specific Committee:

- verification of the effective application of the corrective measures announced as a result of any observations made during the previous audit;
- verification of the compliance with the holder's quality requirements set out in this certification reference system;
- verification of the self-check records since the last audit, statistically for at least one certified product and for the products sampled for mark laboratory tests;
- verification of the sales documents;
- verification of the changes in the characteristics of the certified products.

A report is prepared and remitted to the applicant.

The audit normally lasts 1 day per manufacturing plant.

The audit duration may be adapted according to the risk: level of development of the quality system, organisation of the company (process, laboratory, etc.).

Normal monitoring:

The normal frequency is 2 audits in the first year after admission followed by 1 annual audit for each manufacturing unit benefiting from a right to use the NF mark.

Heightened monitoring:

In the event of breach of the requirements in this certification reference system or if the Specific Committee makes a reasoned request, a heightened monitoring procedure can be initiated for a given period. This monitoring can be adjusted up to double the normal frequency of audits, with or without increased monitoring by the applicant and sampling for testing purposes in the manufacturing unit and/or in the distribution network.

In addition, any critical deviation observed during an audit, whether or not combined with a sanction, may justify a transition to heightened monitoring. The latter will be initiated by CSTB, possibly after recommendation from the Specific Committee, for a set period and may or may not include stricter checks for the holder and sampling for testing.

3.4 Sampling

The auditor may arrange for samples to be taken as required from stock and/or the production unit, for testing. For some destructive testing, it is possible to take samples of products eliminated due to minor appearance defects that do not entail non-conformity of the certified products.

The samples taken are marked with a distinctive symbol by the auditor and are sent by and under the responsibility of the applicant to the laboratory of the mark responsible for carrying out the tests within the deadline set during sampling, unless the auditor decides to take charge of them.

An information sheet recording the sampling carried out is prepared on site and handed over to the applicant/holder.

A copy of this sampling information sheet is automatically sent to the laboratory in charge of carrying out the tests.

It is accepted that if these samples cannot be taken, the holder will send the sample(s) requested by CSTB to the mark's laboratory, within the time required. If they do not send the sample(s) to the mark's laboratory within the time required by CSTB, penalties may be applied to the holder (sanction, suspension).

Regarding follow-up sampling:

When modifications declared as minor have been made to the products or when changes also declared as minor have been made to the product production process and the holder cannot prove that these changes do not affect the certified characteristics, samples are systematically taken and tests are performed in the mark's laboratory, in particular to check the characteristics involved.

3.5 Inspections in retail sites

Once a year, CSTB organises in-trade follow-up of the certified products.

This follow-up involves verifying use of the NF Mark in catalogues, websites, etc. and sampling products, when available, for testing in the NF Mark laboratory.

3.6 Testing

3.6.1 ADMISSION TESTS

The tests are carried out in conformity with the standards and complementary specifications established in Part 2 of this certification reference system and in the technical documents pertaining to the product families.

If the tests are performed on pre-series products, the test results shall be confirmed on production series products.

A test report is prepared and remitted to the applicant.

The tests are carried out in or under the responsibility of the mark laboratory.

3.6.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The tests are carried out in conformity with the standards and complementary specifications established in Part 2 of the certification reference system and in the technical documents pertaining to the product families.

A test report is prepared and remitted to the applicant.

These tests on certified characteristics are carried out in a mark laboratory.

In the event of an additional audit, tests resulting from a detected non-conformity are conducted by the mark laboratory.

Part 4
The stakeholders

The organisations involved in the procedure for granting the right to use the NF mark and in monitoring the certified products are specified below.

The NF mark is the property of AFNOR, which has granted AFNOR Certification an exclusive exploitation licence. AFNOR Certification manages and coordinates the NF certification system, which specifies, in particular, the governance rules and the operating conditions applicable to the NF mark.

4.1 The certifying body

In conformity with the General Rules of the NF mark, AFNOR Certification assigns the performance of the various functions necessary for the management of the NF mark to the following body, referred to as the mandated body:

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction HES
Division RAS
84, avenue Jean Jaurès
CHAMPS SUR MARNE
F-77447 MARNE LA VALLÉE CEDEX 2
☎: 01 64 68 82 86

http://evaluation.cstb.fr/

CSTB is responsible to AFNOR Certification for the operations with which it is entrusted and which are the subject of a contract.

4.2 Audit bodies

The audit functions for the manufacturing unit and, as the case may be, on the utilisation premises, are carried out by the following body, designated the audit body:

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction HES
Division RAS
84, avenue Jean Jaurès
CHAMPS SUR MARNE
F-77447 MARNE LA VALLÉE CEDEX 2
☎: 01 64 68 82 86

http://evaluation.cstb.fr/

The auditors have the inspection right on the premises of any applicant or holder within the framework of their missions.

4.3 Test bodies

Whenever the quality assurance operations carried out within the framework of NF mark usage include tests on products, such tests are carried out at CSTB's request by the following laboratories, referred to as the mark laboratories:

- **Centre Scientifique et Technique du Bâtiment (CSTB)**
  Direction HES
  Division RAS
  Direction Santé Confort
  Division acoustique

  84, avenue Jean Jaurès
  CHAMPS-SUR-MARNE
  F-77447 MARNE LA VALLÉE CEDEX 2
  ☎: 01 64 68 82 86
  http://evaluation.cstb.fr/

- **LRCCP:** LRCCP subcontracting contract no. 1017 for ozone ageing testing according to standard NF ISO 1431-1

  60, rue Auber
  94408 Vitry-sur-Seine Cedex
  ☎: +33 (0)1 49 60 57 66
  http://www.cfcp-caoutchouc.com/

4.4 Subcontracting

The different functions described in paragraphs 4.2 and 4.3 may be carried out, after opinion from the Specific Committee, where appropriate, by other audit bodies or recognised laboratories with which CSTB has established a sub-contracting contract.

4.5 Specific Committee

An impartial consultative authority is established called the Specific Committee, the Secretariat of which is provided by CSTB.

The Specific Committee is requested to give its opinion on the following:

– the initial draft certification reference system or the draft revised version, as specified in the French Consumer Code;

– the preparation of advertising and promotional activities that fall within its competence;

– the selection of bodies participating in the certification process and the examination and implementation of recognition agreements.

It can be consulted about any other question pertaining to the application concerned and, in particular, about any interpretation of the certification reference system with a view to taking decisions regarding dossiers in accordance with the certification reference systems and at CSTB's request.

The composition of the Specific Committee is set to respect representation between the different parties concerned, which does not lead to any of them dominating and which guarantees their relevance.

Its composition is as follows:

– A Chairperson chosen from the members of the colleges defined below;

– A Vice Chairperson: a representative of CSTB;

– Manufacturers' College (Holders): from 4 to 7 representatives;

– Users'/Advisors' College: from 4 to 7 representatives;

– Technical and Administrative Bodies' College: from 4 to 7 representatives.

As regards the NF mark, AFNOR Certification is a member of this Specific Committee.

The representatives of audit bodies and mark laboratories have the right to participate in the meetings of the Specific Committee.

The Specific Committee issues decision notifications and its members shall be precluded from receiving any remuneration for the functions entrusted to them. Members are appointed for 3 years. This appointment is renewable by tacit agreement for successive one-year periods up to three times, unless terminated without cause by CSTB or the member, by registered letter with acknowledgement of receipt, three months prior to the current deadline for renewal. The Specific Committee's Chairperson can change every year.

The members of the Specific Committee formally commit themselves to keeping all information confidential, particularly that of individual character, which is communicated to them.

The Specific Committee may, where appropriate, decide to set up working groups or subcommittees and define their missions and responsibilities. The composition of the working groups is to be validated by the Specific Committee, those working groups being composed of at least one representative of the "Manufacturers" College, one representative of the "Users/Advisors" College and one CSTB representative. It may call upon professionals, external individuals or holders that are not members of the Specific Committee.

In the event of decisions or votes, the Specific Committee announces its decision by simple majority of its members present or represented, under the following dual condition:

- real representation of the board representing the applicants or holders, on the one hand, and of the board representing the users and advisors, on the other hand (non-representation of an interest);
- none of the Colleges has a majority of the people present or represented (predominance of an interest).

If this is not the case, there is either written consultation or a new meeting.

Part 5
Glossary

Granting of the right to use the NF mark:	Authorisation granted by AFNOR Certification and communicated by CSTB to an applicant to affix the NF mark on the product for which the application has been made.
Admission:	Application by which applicants request for the first time the right to use the NF mark for a product; they declare that they understand this certification reference system and undertake to respect it.
Complementary admission:	Application by which a holder wants to benefit from the right to use the NF mark for a new product or a new production entity.
Audit:	See Standard NF EN ISO 9000. Within the framework of the NF mark, the audit corresponds to the part of the manufacturing unit visit that is dedicated to assessing the manufacturer's quality management.
Warning:	Non-suspensive sanction notified by CSTB. The product is still marked, but the holder must correct the deviations observed within a defined time period. When a warning is accompanied by an increase in the number of inspections, the actions must be initiated within a defined time period. The warning may only be renewed once.
Inspections in retail sites:	Surveillance conducted by the certification body in supermarkets, specialised shops for professionals, E-commerce, holders' logistics platforms, etc.
Applicant/holder:	Legal entity controlling and/or responsible for respecting all the requirements defined in the NF mark certification reference system. These requirements cover at least the following steps: design, manufacture, assembly, quality control, marking, packing and market release and specify the critical points in the different steps.
Distributor:	Entity that distributes the applicant/holder's products and which does not modify the conformity of the product to the requirements of the NF mark. Distributors may be of the following types: - distributors that distribute the product under the holder's trade name. In this case, no action is to be taken as part of the NF mark. - distributors that distribute the product after changing the trade name. The applicant/holder shall make an application for maintenance of right of use. If the distributor does not wish to make explicit reference to the manufacturer, then an application for admission to the NF mark shall be made by the distributor. In that case, the manufacturing plant is not mentioned on the certificate. Depending on the various operations carried out by the applicant/holder or the distributor, the sites audited and the audit duration within the framework of initial certification or monitoring are to be defined case by case.
Extension:	Application by which a holder requests the extension of their right to use the NF mark for a certified product the characteristics of which have been modified or for a new product.

Representative:	Public body or individual based in the EEA who represents the applicant/holder located outside the EEA and who has a written mandate from them signifying that they may act on the applicant/holder's behalf and specifying under which context (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the NF mark certification process according to the provisions in the certification reference system. The representative may be the distributor or importer; their different functions are clearly identified. The representative concept is vital when applicants are outside the EEA. Depending on the markets, the distributor concept may not be relevant.
Maintenance:	Application by which a holder requests the maintenance of their right to use the NF mark for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.
Observation:	Remark aiming to draw a holder's attention to a minor non-conformity so as to avoid any propensity that might result in a warning.
Product:	Element resulting from a process or manufacturing process, coming from a specific manufacturing unit, defined by a trademark and/or a specific trade reference with specific technical characteristics.
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements and specific rules and procedures apply.
Admissibility:	Study of a dossier which enables the application to be examined. Admissibility relates to the administrative and technical parts of the dossier.
Renewal:	Decision whereby the holder's right to use the NF mark is renewed.
Certification Reference System:	Technical document defining the characteristics that a product, a service or a combination of products and services shall have and the methods for inspecting the conformity with these characteristics as well as the methods for communicating on the certification (including the content of the information).
Withdrawal of the usage right:	Decision communicated by CSTB to cancel the right to use the NF mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the NF mark usage right by the holder.
Subcontractor:	A company that carries out some of the production steps for the certified products, under the control of the NF mark holder.

Suspension:	Decision notified by CSTB that temporarily and for a set period of time cancels the authorisation to use the NF mark. The suspension may be issued as a sanction or in the event that the right to use the mark is temporarily renounced by the holder. Suspension is accompanied by the prohibition on affixing the mark to future production. It shall be for a maximum 6-month period, renewable once, following which a withdrawal of the right to use the NF mark shall be announced if no action has been initiated by the holder. The sanction notifications that affect the usage right (suspension/withdrawal) are signed by CSTB Management.