



SANITARY TAPWARE

CERTIFICATION

# NF Certification Reference System: Sanitary tapware



Identification No.: NF 077  
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**CSTB**  
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**NF Certification Reference System - Sanitary Tapware**  
**Revision No.: 19**

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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 01/04/2019 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](http://www.cofrac.fr)), CSTB undertakes to draft certification reference systems that meet appropriate requirements with regard to 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 consulting the parties involved. Revisions to the certification reference system are approved by the AFNOR Certification Managing Director.

### MODIFICATION HISTORY

Modified Part	Revision no.	Effective date	Modification made
Entire document	18	01/06/2017	<p>New reference system structure split into two sections: the reference system document and an Administrative Management Appendix 1 to the reference system document.</p> <p>“Applicant commitment” paragraph added.</p> <p>Paragraph concerning fraud and falsification added.</p> <p>Glossary updated.</p> <p>Consumer Code references updated.</p> <p>Inclusion of measures from standard ISO 9001: 2015.</p> <p>Updating of standard letters and sheets in Administrative Management Appendix 1.</p> <p>Technical documents formatted and updated.</p> <p>Technical Documents 14 and 15 added.</p>
Entire document	19	02/04/2019	<p>Quality Management System provisions updated according to ISO 9001 version 2015.</p> <p>Technical Document No. 1 divided into 6 technical documents No. 1A to 1F.</p> <p>Technical Management Appendix 2 created to integrate the Applicant/Holder production quality requirements that were in the technical documents for all product families.</p> <p>Technical Management Appendix 2 created to integrate the procedures for inspections carried out by CSTB that were in the technical documents for all product families.</p> <p>EAU rating replaced with ECAU rating for single taps and mixer taps.</p> <p>ECAU rating option for the following families:</p> <ul style="list-style-type: none"> <li>- Shower outlets for sanitary tapware;</li> <li>- Extractable shower outlets for sink and basin mixers;</li> <li>- Shower hoses for sanitary tapware;</li> <li>- Extractable handspray hoses for sanitary tapware;</li> <li>- Waste fittings;</li> </ul>

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			<ul style="list-style-type: none"> <li>- Multiway selectors;</li> <li>- Automatic diverter Family H, type C;</li> <li>- Flow controllers.</li> </ul> <p>EChAU rating option for the following families:</p> <ul style="list-style-type: none"> <li>- Self-closing valves;</li> <li>- Automatic hydraulic shut-off valves for flushing systems and urinals;</li> <li>- Electronic opening and closing valve.</li> </ul>
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# Part 1

## Application

### 1.1 Scope of application

This certification reference system currently concerns sanitary tapware used in water installations in buildings.

The NF mark strives to inspect:

- the safety characteristics for people, pets and goods when required in consideration of the normal, routine use of the products;
- and/or the suitability for use;
- and/or the durability of the products;
- and/or any additional characteristics that enable them to stand out in the market.

The following product families are covered:

- single taps and mixer taps;
- mechanical mixer taps;
- thermostatic mixing valves;
- self-closing valves;
- automatic hydraulic shut-off valves for flushing systems and urinals;
- jet regulators;
- extractable shower outlets for sink and basin mixers;
- shower outlets for sanitary tapware;
- extractable shower hoses for sanitary tapware for type 1 and 2 water supply systems;
- shower hoses for sanitary tapware;
- waste fittings for sinks, bidets, baths, shower trays and sinks;
- stop valves installed:
  - upstream of a sanitary tapware system;
  - on a flushing cistern;
  - to supply a washing machine.
- multiway selectors;
- automatic diverter type H, family C;
- electronic closing and opening valves;
- flow controllers.

The certified characteristics are identified in §1.2 below.

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### 1.2 Certification added value

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

The certified characteristics of the NF – Sanitary Tapware application are the following:

According to the following relevant product families covered:

- For single taps and mixer taps
  - According to standard NF EN 200:
    - coating quality;
    - dimensions (product interchangeability);
    - leak tightness before and after the endurance test;
    - hydraulic performance;
      - flow rates suitable for use;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. or E.Ch.A.U. rating option.
- For mechanical mixers
  - According to standard NF EN 817:
    - coating quality;
    - dimensions (product interchangeability);
    - leak tightness before and after the endurance test;
    - cold and hot water cross-feed;
    - hydraulic performance;
      - flow rates suitable for use;
      - sensitivity;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. or E.Ch.A.U. or E.C.A.U-M rating option for tapware for Medical environments.
- For thermostatic mixers
  - According to standard NF EN 1111:
    - coating quality;
    - dimensions (product interchangeability);
    - leak tightness before and after the endurance test;
    - cold and hot water cross-feed;
    - hydraulic performance;
      - flow rates suitable for use;
      - behaviour during adjustment;
      - adjustment reliability;
      - adjustment sensitivity;
      - constant mixed water temperature when subjected to:
        - variations in flow rate;
        - variations in pressure;
        - variations in hot water temperature;
    - safety: cold water shut-off and end stop effectiveness;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. or E.Ch.A.U. or E.C.A.U-M rating option for tapware for Medical environments.

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- For self-closing valves
  - According to standard NF EN 816:
    - coating quality;
    - dimensions (product interchangeability);
    - leak tightness before and after the endurance test;
    - cold and hot water cross-feed;
    - hydraulic performance;
      - flow rates suitable for use;
    - verification of flow time;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.Ch.A.U. rating option.
- For automatic hydraulic shut-off valves for flushing systems and urinals
  - According to standard NF EN 12541:
    - coating quality;
    - dimensions (product interchangeability);
    - leak tightness before and after the endurance test;
    - hydraulic performance;
      - flow rates suitable for use;
      - verification of flow time;
      - verification of flush volumes;
      - impact force;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.Ch.A.U. rating option.
- For shower outlets for sanitary tapware
  - According to standard NF EN 1112:
    - coating quality;
    - dimensions (product interchangeability);
    - hydraulic performance;
      - flow rates suitable for use;
    - mechanical performance;
    - acoustic performance.
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.
- For extractable handsprays for sink and basin mixers
  - According to standard NF EN 16145:
    - coating quality;
    - dimensions (product interchangeability);
    - hydraulic performance;
      - flow rates suitable for use;
    - mechanical performance;
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.



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- For shower hoses for sanitary tapware
  - According to standard NF EN 1113:
    - coating quality;
    - dimensions (product interchangeability);
    - hydraulic performance;
      - flow rates suitable for use;
    - mechanical performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.
- For extractable handspray hoses for sanitary tapware for type 1 and 2 water supply systems
  - According to standard NF EN 16146:
    - coating quality;
    - dimensions (product interchangeability);
    - hydraulic performance;
      - flow rates suitable for use;
    - mechanical performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.
- For waste fittings
  - According to standard NF EN 274:
    - dimensions (product interchangeability);
    - water seal of at least 50 mm to prevent the rise of odours;
    - hydraulic performance;
      - flow rates suitable for use;
    - leak tightness;
    - resistance of waste fittings to thermal shock (95°C in hot water and 20°C in cold water);
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.
- For stop valves installed: (\*)
  - According to technical document 077-10:
    - upstream of a sanitary tapware system;
    - on a flushing cistern;
    - to supply a washing machine;
      - coating quality;
      - valve interchangeability;
      - leak tightness before and after the endurance test;
      - hydraulic performance;
        - flow rates suitable for use;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance.
- For multiway selectors (\*)
  - According to technical document 077-12:
    - coating quality;
    - leak tightness before and after the endurance test;
    - hydraulic performance;
      - flow rates suitable for use;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.

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- For automatic diverters, family H, type C
  - According to standard NF EN 14506:
    - coating quality;
    - leak tightness before and after the endurance test;
    - mechanical performance;
    - performance related to antipollution requirements;
  - With a performance level higher than the one specified in the standard:
    - E.C.A.U. rating option.
- For electronic closing and opening valves
  - According to standard NF EN 15091:
    - coating quality;
    - valve interchangeability;
    - leak tightness before and after the endurance test;
    - cold and hot water cross-feed;
    - hydraulic performance;
      - flow rates suitable for use;
    - verification of flow time;
    - mechanical performance;
    - moving part wear resistance (endurance);
    - acoustic performance;
  - With a performance level higher than the one specified in the standard:
    - E.Ch.A.U. or E.C.A.U.-M rating option for tapware for Medical environments.
- For jet regulators
  - According to standard NF EN 246:
    - coating quality;
    - dimensions (product interchangeability);
    - hydraulic performance;
      - flow rates suitable for use;
    - acoustic performance.
- For flow controllers
  - According to standard NF EN 246 and Technical Document 077-14:
    - coating quality;
    - dimensions (product interchangeability);
    - hydraulic performance;
      - flow control classes suitable for use;
    - acoustic performance.

**(\*): Technical specifications for products that are not subject to a specific standard**

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

	<b>Admission</b>	<b>Continued monitoring</b>
<p><b>Production audit carried out by a qualified technical auditor:</b></p> <ul style="list-style-type: none"> <li>- Verification that the production inspections and records have been carried out: raw materials, manufacturing and finished products.</li> <li>- Verification of the quality command provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints,</li> <li>- Supervision of certified characteristics tests carried out by the applicant, where applicable.</li> </ul>	<b>Yes</b>	<p><b>Yes</b></p> <p><b>Frequency:</b>  <b>2 annual audits following admission</b>  <b>1 annual audit (*)</b></p>
<p><b>Tests carried out by a laboratory recognised by the certifying body (independent and competent):</b></p> <ul style="list-style-type: none"> <li>- Samples taken by the certifying body and/or the applicant and carried out on the applicant/holder's site and on the market.</li> </ul>	<b>Yes</b>	<p><b>Yes</b></p> <p><b>Frequency:</b>  <b>2 annual test campaigns</b></p>

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

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### 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 tapware mark.

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

Applicants submit 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.

For a period of 10 working days, beginning on the date of receipt by the certifying body of their applications for certification, applicants have 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 (general rules for NF marking, certification reference system, complementary technical requirements).

The contract is entered into for an unlimited term.

The holder may, with no further legal formality, terminate NF certification 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 the 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 for which certification has ended.

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 after they arise, the dispute will be taken before the competent French courts by the most diligent Party.

#### **Note 1: Specific case of an admission request and follow-up audits in a country subject to special vigilance**

After observing a number of tensions throughout the world, the French Ministry of Foreign Affairs defines 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 as part of the certification process are located in the territory of a country classified in orange- or red-alert areas shall not be taken into consideration by CSTB.

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For certification applications made by entities whose sites to be assessed as part of the certification process, during the admission or follow-up stages, are located in the territory of a country classified in a yellow-alert area, Auditors are allowed to travel provided that 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 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.

For follow-up audits in red- or orange-alert areas, or in yellow-alert areas for which the Auditors have exercised their right to withdraw, the following exceptional measures shall be implemented:

Evaluations by follow-up audits are replaced by the following measures:

- ➔ performance of tests on one or more certified products sampled from the market, **and**
- ➔ analysis of the product inspection records and internal follow-up tests for which the holder shall provide a complete copy since the last audit, **and**
- ➔ analysis of the customer complaints register, for which the holder shall provide a complete copy since the last audit.

Furthermore, specific conditions relating to the applicant/holder's situation may require additional measures to be determined by CSTB after consultation with the relevant committee.

If the geographical zone remains classified in a red- or orange-alert area or a yellow-alert area for which the Auditors have exercised their right to withdraw for more than three successive exceptional assessments, withdrawal of the certification shall be announced.

#### **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 subcontractor in order to comply with the requirements in this certification reference system and, on the other hand, the evidence regarding the subcontractor's success in complying with such requirements.

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

When CSTB announces the withdrawal of a certificate following a penalty, 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.

Similarly, if CSTB announces the suspension of a certificate following a penalty, the holder loses the right to use the NF mark until CSTB lifts this 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.

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#### 1.4 Applicant's commitment

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

They must undertake to meet the same conditions throughout the entire 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 in question and, in particular, to:
  - present for certification products that conform to the current regulations concerned,
  - implement the changes required by changes to the certification reference system communicated by the certifying body,
  - use the NF mark in accordance with the conditions defined in the certification reference system and only for the products certified,
  - follow through 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 penalty decision);
- 2 pay the certification fees (management, audit and tests, if 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 provision of elements to be examined such as: documentation and records, access to the relevant equipment, locations, production areas, staff and client's subcontractors,
  - for the participation or non-participation of third-party observers during the audit, as 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 compliance with the certification requirements,
  - provide documents pertaining to the actions undertaken;
- 6 reserve the trade name of the product presented only for certified products in compliance with the relevant Technical Requirements;
- 7 effectively apply the production control system established in order to meet the requirements of the certification reference system;
- 8 apply the controls for which they are responsible so that maintenance of the right to use the NF mark may be granted;
- 9 inform the certifying body without delay of any modifications made to the basic file delivered with the application for the right to use the NF mark (in particular, any modifications made to the product(s) that is/are the subject of the application);
- 10 inform the certifying body of any permanent 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:
  - 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;

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- 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 measures;
- 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 comply with the requirements of the certifying body when making reference to their product certification in communication media, such as documents, brochures or advertising;
- 17 for all persons involved with the certifying body or its qualified sub-contractors, to ensure that all the safety provisions relating to working conditions, sites and equipment conform to current local regulations.

### 1.5 Publication

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

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

## Part 2

# Certification Scheme

The certification scheme for the NF – Sanitary Tapware 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 §2.2.1;
- the additional technical requirements referred to in §2.2.2.

This certification reference system is consonant with the framework of the certification of products and services other than foodstuffs, as provided for in the Consumer Code (articles R433-1 to R433-2 and L433-3 to L433-11). It specifies the conditions for applying the General Rules for NF marking to the products defined in Part 1.

### 2.1 Regulations

The granting of the right to use the NF mark in no way substitutes CSTB’s responsibility for the legal responsibility on the company which holds the NF mark usage right.

As regards the regulatory requirements covered by this certification reference system, the applicant/holder shall submit to the certifying body during the certification audits 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.

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 are listed below.

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 (Attestation of sanitary conformity) materials or accessories, as defined in the circular DGS/SDA 2002 n° 571 of 25/11/02, is proof of compliance with the regulation.



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## 2.2 The standards and additional 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

#### General 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 specification for electrodeposited coatings of Ni-Cr.*

#### Product standards

NF EN 200: *Sanitary tapware; General technical specifications for single taps and mixer taps (nominal size ½) PN 10. Minimum flow pressure 0.05 MPa (0.5 bar).*

NF EN 246: *Sanitary tapware - General specifications for flow rate regulators.*

NF EN 274: *Sanitary tapware. Waste fittings for basins, bidets and baths. General technical specifications.*

NF EN 816: *Sanitary tapware - Automatic shut-off valves PN 10.*

NF EN 817: *Sanitary tapware - Mechanical mixers (PN 10) – General technical specifications.*

NF EN 1111: *Sanitary tapware. Thermostatic mixing valves (PN 10). General technical specifications.*

NF EN 1112: *Shower outlets for (PN 10) sanitary tapware.*

NF EN 1113: *Shower hoses for (PN 10) sanitary tapware.*

NF EN 12541: *Sanitary tapware. Pressure flushing valves and automatic closing urinal valves PN 10.*

NF EN 14506: *Devices to prevent pollution by backflow of potable water - Automatic diverter - Family H, type C*

NF EN 15091: *Sanitary tapware - Electronic opening and closing sanitary tapware.*

NF EN 16145: *Extractable outlets for sink and basin mixer taps - General technical specification.*

NF EN 16146: *Extractable shower hoses for sanitary tapware for supply systems type 1 and type 2 - General technical specification.*

### 2.2.2. COMPLEMENTARY TECHNICAL SPECIFICATIONS

In addition to the requirements established in the previous paragraphs, the products shall meet the complementary specifications defined in the following applicable technical documents and may meet the ECAU rating requirements defined in the following applicable technical documents:

- Technical document 77-01A: Complementary specifications for NICKEL-CHROME surfaces
- Technical document 77-01B: Complementary specifications for surfaces other than NICKEL-CHROME surfaces
- Technical document 77-01C: Complementary specifications for minimal protection and the point of use of traditional household fittings (bath-shower, shower, washbasin and sink)
- Technical document 77-01D: Complementary acoustic specifications
- Technical document 77-01E: Complementary specifications on the concept of variants for sanitary tapware
- Technical document 77-01F: Complementary specifications for shower kits or sets
- Technical document 77-02: ECAU and EChAU ratings for single taps and mixer taps
- Technical document 77-03: ECAU and EChAU ratings for mechanical mixer taps
- Technical document 77-04: ECAU and EChAU ratings for thermostatic mixing valves
- Technical document 77-05: EChAU for automatic shut-off valves and for automatic hydraulic shut-off valves for flushing systems and urinals

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- Technical document	77-06:	ECAU rating for extractable handsprays for sink and basin mixers
- Technical document	77-07:	ECAU rating for shower outlets for sanitary tapware
- Technical document	77-08:	ECAU rating for shower hoses for sanitary tapware and extractable handspray hoses for sanitary tapware
- Technical document	77-09:	ECAU rating for waste fittings
- Technical document	77-10:	Specifications for stop valves installed <ul style="list-style-type: none"> <li>- upstream of a sanitary tapware system</li> <li>- on a flushing cistern</li> <li>- to supply a washing machine</li> </ul>
- Technical document	77-11:	ECAU rating for multiway selectors
- Technical document	77-12:	ECAU rating for automatic diverter Family H, type C.
- Technical document	77-13:	EChAU rating for electronic opening and closing valves
- Technical document	77-14:	Specifications for flow controllers
- Technical document	77-15:	ECAU M rating for fittings for medical environments

## 2.3 Declaration of modifications

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;
- service providers/subcontractors;
- the manufacturing plant;
- the quality organisation of the manufacturing plant;
- the product;
- the distribution system.

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 any cases not provided for above, CSTB determines whether the modifications bring the certification into question and whether it is necessary to carry out a complementary quality assurance operation.

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 shall 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 SERVICE PROVIDERS/SUBCONTRACTORS

The holder shall communicate to CSTB in writing any modification concerning their providers of supplies and services (change, evolution of contract, etc.).

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#### 2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- For production transfers:

Any transfer (in whole or in part) 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 affected products.

The holder shall declare this transfer in writing to CSTB, which will organise an audit of the new production unit and, where appropriate, have tests carried out. This declaration may be followed up by an additional admission request.

The visit may be streamlined or even cancelled if the new manufacturing unit is already known to CSTB.

The procedures for assessing and deciding whether to renew 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 features (see §2.4.2, §8.5.6. ISO 9001 V 15): They shall report this to CSTB.

#### 2.3.4 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION

The holder must declare in writing to CSTB any modification relating to their quality organisation that may affect the production process's compliance with the requirements of this certification reference system.

In particular, they must declare any changes to the certification of the quality management system.

Any modification concerning the quality organisation of the production unit may give rise to an inspection of this unit or be subject to a specific check during a follow-up inspection.

Any temporary halt in internal quality assurance operations 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.

#### 2.3.5 MODIFICATION CONCERNING THE CERTIFIED PRODUCT

Any modification to the certified product relative to the application dossier that is likely to have an effect on the product's compliance with the requirements in the certification reference system must be declared to CSTB in writing.

According to the modification declared, CSTB determines whether this is a certification extension application.

#### 2.3.6 CERTIFIED PRODUCT PRODUCED ON A ONE TIME BASIS

Regarding products covered by the NF mark that cannot be regularly checked by the certifying body, as is the case with products manufactured on-demand or on a one-time basis, the procedure is as follows:

The holder shall:

- identify the list of relevant products and communicate it to the certifying body;
- provide the certifying body with an additional product or products for testing.

#### 2.3.7 TEMPORARY OR PERMANENT HALT IN PRODUCTION

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

CSTB shall notify the holder of the NF mark of the 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.

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Any temporary halt in the manufacture of the certified product (or range of products) must result in 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 an assessment that may be in the form of an audit and/or tests.

#### **2.3.8 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 examination in accordance with Part 3 of this certification reference system.

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### **2.4 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.

The applicant/holder shall implement all necessary means to guarantee that the product complies with this certification reference system at all times. In addition, they must manage their external service providers by using all appropriate 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 in accordance with this 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 additional specifications and standards, 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, version 2015.

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

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

Within the framework of a follow-up audit, all the necessary requirements identified on the shaded lines in Table 1 below must be audited. All other requirements pertaining to quality management shall be audited over a period of 3 years.

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**Table 1 (Applicable Requirements)**

§ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
<b>5. Leadership</b>			
5.3.	Organisational roles, responsibilities and authorities	<ul style="list-style-type: none"> <li>* Organisation chart</li> <li>* Description of responsibilities and authorities (examples: organisation chart, job sheets, etc.)</li> <li>* Person appointed to be responsible for organising and effectively implementing the production system</li> </ul>	<p>To be used for persons responsible for the inspection or with a direct impact on critical points in the production of the product</p> <p>All items except: * ISO 9001 V15: §5.3 c,d</p>
<b>7. Support</b>			
7.1.4.	Environment for process implementation	<p>Evidence of maintenance of the work environment.</p> <p>Examples: storage of the product and its components to protect them from bad weather, suitable ambient conditions, etc.</p>	<p style="text-align: center;">■</p> <p>To be used for processes linked to the production of the products/execution of the services</p>
7.1.5.	Resources for monitoring and measuring	<ul style="list-style-type: none"> <li>* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory,</li> <li>* Identification of equipment used to determine its validity,</li> <li>* Verification or calibration schedule for equipment that has an impact on the validity of the results (in particular, the equipment used to perform tests on certified characteristics),</li> <li>* Evidence of the verification and/or calibration operations (e.g. equipment data sheet, verification or calibration report, etc.),</li> <li>* Evidence of connection to national or international standards (where possible),</li> <li>* Validation of software used to monitor and measure the specified requirements, where appropriate.</li> </ul>	<p style="text-align: center;">■</p> <p>To be used for processes linked to the production of the products/execution of the services</p>
7.2.	Competencies	<ul style="list-style-type: none"> <li>* Compliance with test methods and inspection provisions.</li> <li>* Actions planned to acquire the necessary competencies (training, tutoring, etc.), where appropriate.</li> </ul>	<p style="text-align: center;">■</p> <p>To be used for persons responsible for the inspection or with a direct impact on critical points in making the product</p>

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

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ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
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 compliance with this certification reference system.	■ <To be considered in all cases for identification (and for traceability, where relevant)>
8.5.4.	Preservation	Verification that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)	■
8.5.6.	Control of changes ( <i>in production/provision of service</i> )	* Evidence of control over modifications in the manufacturing process/provision of service, particularly the impact of modifications on the product's performance: - review of modifications, - person authorising the modification and all necessary actions.	■
8.6.	Release of products and services	* Provisions for the inspection of products/services; records of inspection results and of conformity with the acceptance criteria <b>(3)</b>  * Names of the persons having authorised release of the finished products/services	■
8.7.	Control of non-conforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions <b>(4)</b>  * No dispensation granted as regards the performance of a certified characteristic	■
<b>9. Performance evaluation</b>			
9.2.	Internal audit	Audit report	■
<b>10. Improvement</b>			
10.2.	Non-conformity and corrective action	* Implementation of corrective actions to deal with non-conformities pertaining to the certified product, including customer complaints <b>(5)</b>  * Effectiveness of the actions taken.	■

#### (1) Inspection of product components

Applicants/holders are required to carry out an inspection of all components used in the manufacture of their certified products upon reception, and in all cases prior to use.

The "reception" internal control specified by the applicant/holder shall cover:

- inspection methods for products upon receipt that assess their compliance and/or regularity in relation to the expected characteristics,
- if applicable, sample collection rules for product samples.

This inspection shall cover all control actions carried out by the supplier. For example: compliance sheet issued after a systematic pre-delivery inspection, 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 the subcontracting relationship is governed by a contract or an order. Subcontracting is only permitted 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);



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- the conditions for subcontracting the tests are formalised in the contract or order and must define the applicable test method, testing frequency, requested waiting times for results, notification of results in writing, the procedure in case of non-compliant results and the type of equipment used;
- the subcontractor laboratory where the test is carried out must be accredited according to Standard NF EN ISO/CEI 17025, or else 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 that the personnel performing the test have the necessary skills.

### **(3) Inspection during production and on finished products**

The applicant/holder shall have all means necessary for inspections and tests defined by standards, reference documents and complementary specifications mentioned in section 2.2 in this reference system. The applicants/holders agree to carry out reliable and regular verification of their production:

- inspection of product components,
- checks during production,
- verifications and tests carried out on finished products.

#### During production

Inspection during production shall be arranged 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).

Inspection instructions shall be formalised and made available to the operators. The results of the inspections are recorded upon each inspection. If the inspection results indicate that the product does not meet the requirements of this Certification Reference System, the necessary corrective actions must be implemented immediately.

#### On finished products

Applicants/holders are required to verify the characteristics of the finished products before delivery and are responsible for arranging this inspection. The inspections and tests of finished products manufactured by the applicant/holder are carried out according to the standards and additional specifications mentioned in this certification reference system.

The various characteristics to be inspected are measured using the operating procedures specified in the reference standards cited in paragraph 2.2 of this certification reference system.

Inspections of finished products are carried out by the applicants/holders themselves in their own manufacturing plant.

Applicants/holders shall take random samples at the end of the production line and carry out the checks and tests on these samples. The samples taken must be representative of the various dimensions of the products covered by this certification reference system.

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 previous inspections. Should the results of the normal inspections prove to be insufficient, these inspections shall be reinforced and the causes of failure shall be detected in order to remedy this by supplementing the inspections during production, where appropriate.

The inspections to be carried out during production and on finished products are defined in the Technical Management Appendix 2 (parts 1 to 15) associated with the reference system.

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### **(4) Provisions for processing non-conformities**

These include:

- an analysis to identify the cause of the anomaly,
- an analysis to determine the impact of the anomaly on production since the previous inspection,
- management to ensure that the implementation of the corrective actions is effective,
- and 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.

### **(5) Customer complaints**

The customer complaint record is audited. For this purpose, holders shall keep:

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

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

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### 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 helps to protect holders from wrongful usage and counterfeit products.

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

In addition, the listing of the main certified characteristics is intended to make it clear to consumers and users which technical characteristics the NF mark relates to. It thereby serves to emphasise 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 below is to guide the holder in complying with Regulatory Requirements and Certification Requirements. The General Rules for the NF mark specify the guidelines for usage, the guidelines for validity and the penalty procedures for wrongful usage of the NF mark.

Without prejudice to the penalties 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 exposes the holder to legal action for, in particular, deceptive marketing practices.

#### 2.5.1 THE NF LOGO

The NF logo must 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.

The NF-certified product must have a designation and identification distinct from those of 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 all documents in which the certification mark appears to CSTB in advance.

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

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### 2.5.2 MARKING CONDITIONS

This paragraph describes both the procedure for affixing the NF logo and the marking of the certified characteristics (see §1.2).

In order to meet the requirements in article R433-2 in the Consumer Code, the marking must include the following elements wherever possible:



[www.marque-NF.com](http://www.marque-NF.com)

or <http://evaluation.cstb.fr>

Certified characteristic 1:

Certified characteristic 2:

Certified characteristic 3:

See § 1.2

It is recommended that consumers 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 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 mentioned in this reference system, with the information given in standards and technical documents specific to each product family.

**NOTE:** If there is a code for identifying the product, the code must be given to CSTB.

If the product is manufactured in several factories, marking shall be extended by an identification of the manufacturing unit.

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

#### 2.5.2.2 Marking on the packaging of the certified product or on the product's accompanying document, if applicable

Certified products are required to bear the mark on their packaging as this is one of the ways the NF mark is promoted.

The packaging shall include the following indications:

- the logo 

However, should it be technically difficult to mark the packing or if the logo is less than 12 mm long, it may use the NF logo alone. The NF logo must be reproduced in accordance with the graphic charter (reproduction at any scale, but with the minimum length of the long axis of the oval to be at least 6 mm);

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- the name, symbol or reference identifying the holder or distributor benefiting from a maintenance of right of usage, where appropriate;
- the reference of the product.

Specific marking provisions are defined in Part 1 of Technical Management Appendix 2 of this reference system.

For sets, packs or kits

For a set (pack or kit), if all the components contributing to the performance of an NF-certified product are themselves NF-certified, the NF mark may be mentioned on the packaging.

#### Examples:

No. 1: A washbasin/bidet tapware pack with drain is NF-certified if the tap is NF-certified and the drain is NF-certified.

No. 2: Sink tapware with an extractable spout is NF-certified if it is equipped with an NF-certified hose supplying the extractable outlet and an NF-certified sink handspray.

No. 3: Washbasin tapware with an extractable spout is NF-certified if it is equipped with an NF-certified hose supplying the extractable outlet.

No. 4: Bathtub, washbasin, bidet and sink tapware is NF-certified if it is equipped with an NF-certified jet regulator (except if a tap aerator or water jet is used instead of a jet regulator).

No. 5: Washbasin tapware is NF-certified with a "Ch" rating if it is equipped with an NF-certified flow regulator (NF077 - Technical Document 77-14). Please note that this tapware cannot be used in medical environments as it is equipped with a flow regulator.

No. 6: A shower kit or set (mechanical mixing valve equipped with 2 outlets or thermostatic mixing valve equipped with 2 outlets) is NF-certified if all of the components of the kit or set comply with the standards for each component (NF EN 1112 and Technical Document 77-07 for showers, shower bar and slider, NF EN 1113 and Technical Document 77-08 for the shower hose).

Note for a shower kit or set: a manufacturer may request the NF mark on a shower tap (mechanical mixing valve equipped with 2 outlets or thermostatic mixing valve equipped with 2 outlets) and sell it without shower accessories to a distributor but must inform the distributor that they must meet the following conditions:

- an application must be filed to maintain the right to use the NF mark and;
- all of the components must comply with the standards for each component (NF EN 1112 and Technical Document No. 7 for showers, NF EN 1113 and Technical Document No. 8 for the shower hose and NF077 Technical Document No. 1 for the bar and slider).

Under these conditions, the distributor may communicate on their use of the NF mark and place the NF logo on the packaging of their kit or set.

#### **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 for the holder's correspondence is prohibited, unless the holder has been granted the NF mark for all of their 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 the list of certified characteristics.

For the French market, this information must be provided in French (Law No. 94-665 of 4 August 1994 regarding 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 is advised to submit to CSTB in advance all documentation where the certification mark is expected to be used.

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Example of information to be found in communication media



### SANITARY TAPWARE

#### What is the NF mark?

The NF mark affixed on a product attests that the latter complies with the relevant standards and with complementary technical specifications requested by the market, where appropriate.

The characteristics are detailed in the technical documents prepared in coordination with the manufacturers, the distributors, the specifiers/users, the laboratories and the public authorities, approved by AFNOR Certification and 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 certified products:

- single taps and mixer taps;
- mechanical mixers;
- thermostatic mixers;
- extractable handsprays for sink and washbasin mixer taps;
- shower outlets for sanitary tapware;
- shower hoses for sanitary tapware;
- extractable shower hoses for sanitary tapware for type 1 and 2 water supply systems;
- waste fittings;
- self-closing valves
- stop valves installed:
  - upstream of a sanitary tapware system;
  - on a flushing cistern;
  - to supply a washing machine;
- multiway selectors;
- automatic diverter family H, type C;
- electronic closing and opening valves;
- jet regulators
- flow controllers

#### What are the benefits of the NF mark?

The NF Mark – SANITARY TAPWARE certifies the compliance of products with the certification reference system approved by CSTB and AFNOR Certification. In particular, this guarantees:

##### For single taps and mixer taps:

- coating quality;
- dimensions (product interchangeability);
- leak tightness before and after the endurance test;
- hydraulic performance;  
flow rates suitable for use;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance

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#### For mechanical mixers:

- coating quality;
- dimensions (product interchangeability);
- leak tightness before and after the endurance test;
- cold and hot water cross-feed;
- hydraulic performance;
  - flow rates suitable for use;
  - sensitivity;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance

#### For thermostatic mixers:

- coating quality;
- dimensions (product interchangeability);
- leak tightness before and after the endurance test;
- cold and hot water cross-feed;
- hydraulic performance;
  - flow rates suitable for use;
  - behaviour during adjustment;
  - adjustment reliability;
  - adjustment sensitivity;
  - constant mixed water temperature when subjected to
    - variations in flow rate;
    - variations in pressure;
    - variations in hot water temperature;
- safety: cold water shut-off and end stop effectiveness;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance.

#### For self-closing valves:

- coating quality;
- dimensions (product interchangeability);
- leak tightness before and after the endurance test;
- cold and hot water cross-feed;
- hydraulic performance;
  - flow rates suitable for use;
- verification of flow time;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance.

#### For automatic hydraulic shut-off valves for flushing systems and urinals:

- coating quality;
- dimensions (product interchangeability);
- leak tightness before and after the endurance test;
- hydraulic performance;
  - flow rates suitable for use;
  - verification of flow time;
  - verification of flush volumes;
  - impact force;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance.

#### For shower outlets for sanitary tapware:

- coating quality;
- dimensions (product interchangeability);
- hydraulic performance;
  - flow rates suitable for use;
- mechanical performance;
- acoustic performance.

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#### **For extractable handsprays for sink and basin mixers:**

- coating quality;
- dimensions (product interchangeability);
- hydraulic performance;
  - flow rates suitable for use;
- mechanical performance;
- acoustic performance.

#### **For shower hoses for sanitary tapware:**

- dimensions (product interchangeability);
- hydraulic performance;
  - flow rates suitable for use;
- mechanical performance;

#### **For extractable handspray hoses for sanitary tapware for type 1 and 2 water supply systems:**

- coating quality;
- dimensions (product interchangeability);
- hydraulic performance;
  - flow rates suitable for use;
- mechanical performance;

#### **For waste fittings:**

- dimensions (product interchangeability);
- water seal of at least 50 mm to prevent the rise of odours;
- hydraulic performance;
  - flow rates suitable for use;
- leak tightness;
- resistance of waste fittings to thermal shock (95°C in hot water and 20°C in cold water);

#### **For stop valves (for sanitary tapware, flushing cisterns and washing machines):**

- coating quality;
- valve interchangeability;
- leak tightness before and after the endurance test;
- hydraulic performance;
  - flow rates suitable for use;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance;

#### **For multiway selectors:**

- coating quality;
- leak tightness before and after the endurance test;
- hydraulic performance;
  - flow rates suitable for use;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance;

#### **For automatic diverters, Family H, type C:**

- coating quality;
- leak tightness before and after the endurance test;
- mechanical performance;
- performance related to antipollution requirements;

#### **For electronic closing and opening valves:**

- coating quality;
- valve interchangeability;
- leak tightness before and after the endurance test;
- cold and hot water cross-feed;
- hydraulic performance;
  - flow rates suitable for use;
- verification of flow time;
- mechanical performance;
- moving part wear resistance (endurance);
- acoustic performance;



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### For jet regulators:



- coating quality;
- dimensions (product interchangeability);
- hydraulic performance;
  - flow rates suitable for use;
- acoustic performance.

### For flow controllers:

- coating quality;
- dimensions (product interchangeability);
- hydraulic performance;
  - flow control classes suitable for use;
- acoustic performance.

### How are NF products identified?



The  or  logo is placed adjacent to the NF-certified item to distinguish products accepted for the NF-SANITARY TAPWARE mark from products that are not in this catalogue.

Furthermore, to make them recognisable when on sale and during installation:

- the  logo is affixed to the products themselves;
- the  or  logo may be affixed to the packaging.

### Web sites

[www.marque-NF.com](http://www.marque-NF.com)  
or <http://evaluation.cstb.fr>

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

If any product is accidentally not in conformity, the product and its packaging shall not be marked with the NF logo or the logo must be crossed out or concealed to prevent any risk of confusion.

### **2.7 Fraud and falsification**

#### **2.7.1 INTRODUCTION**

For the Certification of Products or Services, any frauds and falsifications are subject to the sanctions set down in Articles L. 121-2 to L. 121-5 of the Consumer Code.

If fraud or falsification relating to the use of the NF mark is 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 non-certified products;
- citing or providing information in sales brochures, catalogues or any other medium that does not comply with the certification reference system.

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

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

CSTB communicates all wrongful use to the holder by registered letter with acknowledgement of receipt, and the holder must immediately take all necessary steps to eliminate such wrongful use.

#### **2.7.2 LEGAL ACTION**

In addition to the actions mentioned above, AFNOR Certification or CSTB reserves the right to initiate any legal action it deems necessary, and all third parties which consider themselves to have suffered damages shall also be free to seek appropriate redress for themselves.

## Part 3

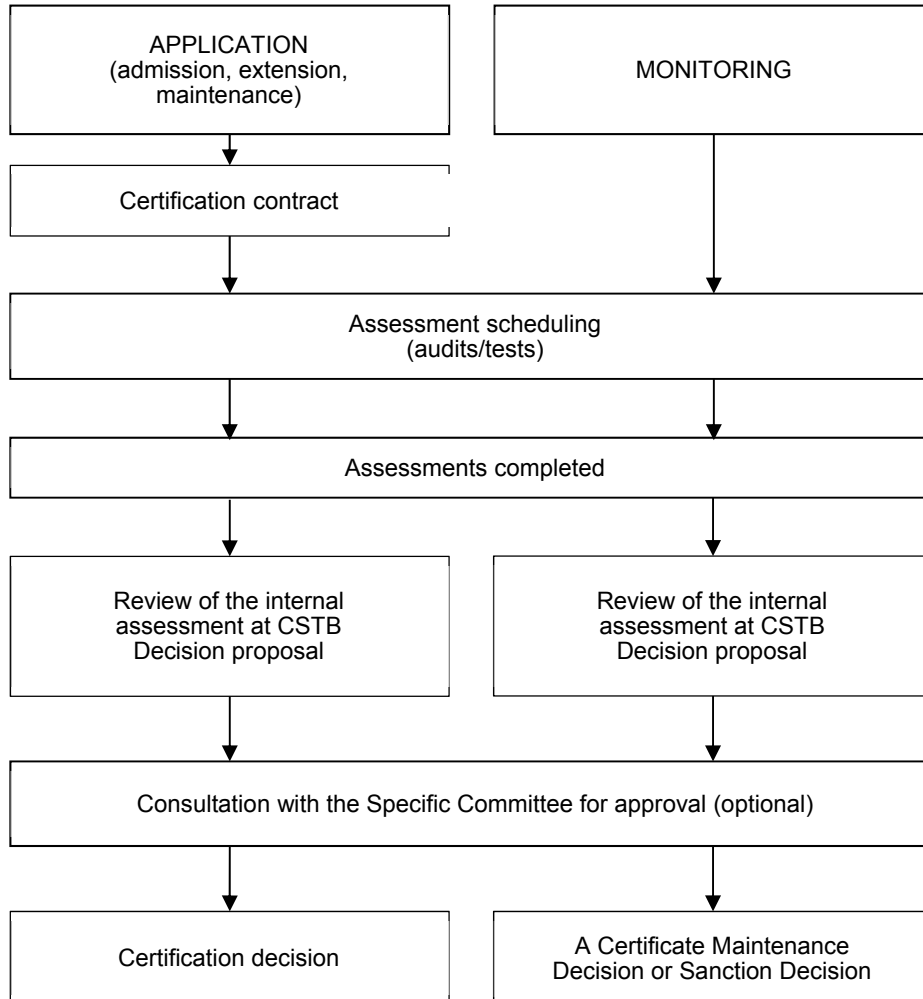
# Certification Process

### 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 application for admission is made by an applicant not having the right to use the NF mark for the NF - Sanitary Tapware 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 of 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 et seq. of the French Consumer Code.

### 3.2 Certification application processing procedure



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

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### 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, for the existence and effectiveness of the quality-related measures that have been taken, as well as the product inspections performed by the applicant. These are the admission audits conducted by the auditor.

If the applicant subcontracts part of their 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 him/her, shall be placed at his/her 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 as per the certifying body's safety requirements, the auditor reserves the right to withdraw.

An audit report shall be prepared and addressed to the applicant.

##### 3.3.1.1 For 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), number of products and 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 in increments of complementary half-days.

##### 3.3.1.2 For 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 For an extension application

The steps described in Paragraph 3.3.1 above apply with the following specifics:

- 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 that the provisions defined are still being maintained following admission.

All of the provisions described in Paragraph 3.3.1 apply.

#### Inspections

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

- verification of the actual application of the corrective measures announced as a result of any observations made during the previous audit;
- verification of compliance with the holder's quality requirements as 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 the mark laboratory's tests;
- verification of sales documents;

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- verification of any changes in the characteristics of the certified products.

An audit report is prepared and addressed to the holder.

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 during the first year after admission followed by 1 annual audit for each manufacturing unit with the right to use the NF mark.

#### Heightened monitoring:

In the event of a 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 inspections by the holder and sampling for test purposes in the manufacturing unit and/or in the distribution network.

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

### 3.4 Sampling

The auditor may arrange for samples to be taken as required from the stock and/or the production unit, for testing. For some destructive testing, it is possible to take samples of products eliminated due to minor defects in terms of appearance 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 mark laboratory responsible for carrying out the tests by the deadline established at the time of sampling, unless the auditor decides to take charge of them.

An information sheet listing the samplings 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 (see Appendix 2, parts 1 to 15, of this certification reference system) to the mark's laboratory, within the time required. If the holder does 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 samples collected for an admission application:

When the applicant/holder wishes to apply for the certification of new products, they must meet the sampling requirements established in Appendix 2 (parts 2 to 15) to this certification reference system.

#### For 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 production process for the products 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 laboratory to check the characteristics involved.

In the event of an additional audit, the tests induced by the non-conformity observed are conducted by the mark's laboratory.

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#### For samples/Inspections in retail sites:

Inspections at retail sites may be conducted by CSTB if necessary.

This follow-up will consist of a verification of packaging, a verification of the use of the NF mark in catalogues, websites, etc. and a sampling of products when they are available for testing at the mark's laboratory.

## 3.5 Tests

### 3.5.1 ADMISSION TESTS

The tests are conducted in accordance with the standards and complementary specifications established in part 2.2 of this certification reference system and in Technical Management Appendix 2 (Parts 1 to 15) to this certification reference system.

A test report is prepared and remitted to the applicant.

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

### 3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

In the two annual campaigns, the tests are carried out in accordance with the standards, complementary specifications and ECAU and EChAU ratings established in Part 2.2 of the certification reference system and in Technical Management Appendix 2 (Parts 1 to 15) to this certification reference system.

A test report is prepared and remitted to the holder.

Those tests on certified characteristics are carried out in a laboratory of the mark.

In the event of an additional audit, the tests induced by the non-conformity observed are conducted by the mark's laboratory.

## Part 4

# Stakeholders

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.

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

### 4.1 The certifying body

In accordance with the General Rules for NF marking, AFNOR Certification entrusts the management of the NF mark - Sanitary Tapware (NF 077) to the following body, referred to as the mandated body:

**Centre Scientifique et Technique du Bâtiment (CSTB)**

Department HES  
RAS Division  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2  
☎: +33 (0)1 64 68 82 82

<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.

**Contact:** Secretariat ☎: +33 (0)1 64 68 89 78 - [robinetteriesan@cstb.fr](mailto:robinetteriesan@cstb.fr)  
**Department:** Hydraulique et Equipements Sanitaires, (HES)  
**Division:** Robinetterie et Appareils Sanitaires (RAS)

### 4.2 Auditing bodies

The audit functions for the manufacturing unit, and on the utilisation premises where applicable, are carried out by the following body, designated the auditing body:

**Centre Scientifique et Technique du Bâtiment (CSTB)**

Department HES  
RAS Division  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2  
☎: +33 (0)1 64 68 89 78

<http://evaluation.cstb.fr/>

The auditors have the right of inspection on the premises of any applicant or holder in the context of their mandate.



### 4.3 Test bodies

When the inspections carried out as part of the holder's use of the NF mark include tests on products, such tests are carried out at CSTB's request by the following laboratory, referred to as the mark laboratory:

**Centre Scientifique et Technique du Bâtiment (CSTB)**

Department HES  
RAS Division  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2  
☎: +33 (0)1 64 68 89 78

<http://evaluation.cstb.fr/>

### 4.4 Subcontracting

The different functions described in Paragraphs 4.2 and 4.3 may be carried out, after an opinion from the Specific Committee where appropriate, by other auditing 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 of the certification reference system or the revised version, as specified in the 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 system and at CSTB's request.

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

It is composed as specified below:

- A Chairperson chosen from the members of the colleges defined below;
- A Vice Chairperson: a representative of CSTB;
- Manufacturers College (Holders): from 4 to 11 representatives;
- Users/Specifiers College: from 4 to 11 representatives;
- Technical and Administrative Bodies' College: from 4 to 11 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.

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Members of the Specific Committee are appointed for a term of three years. This appointment is renewable by tacit agreement for further successive periods of one year, not exceeding three renewals, unless notice of termination without just cause is given by CSTB or the member, by registered letter with acknowledgement of receipt, three months prior to the end of the current renewal period.

The Chairperson of the Specific Committee may be replaced every year.

The members of the Specific Committee formally undertake to keep confidential all information, particularly of an individual nature, 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 must be validated by the Specific Committee. The working groups are composed of at least one representative of the “Manufacturers” College, one representative of the “Users/Specifiers” College and one representative of CSTB. 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 makes decisions by simple majority of the members present or represented, under the following dual condition:

- actual representation of the College representing the applicants or holders, on the one hand, and of the College representing the users and specifiers, 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 shall be either a written consultation or a new meeting.

## Part 5 Glossary

<b>Abandonment of the right to use the NF mark:</b>	Voluntary request from a holder to terminate certification.
<b>Admissibility:</b>	Study of a dossier enabling the application to be examined. Admissibility relates to the administrative and technical parts of the dossier.
<b>Admission:</b>	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.
<b>Applicant/Holder:</b>	Legal entity that controls and/or is 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.
<b>Audit:</b>	See Standard NF EN ISO 9001.  For an NF mark, the audit is the part of the inspection of the production unit relating to evaluation of the manufacturer's quality management.
<b>Certification reference system:</b>	Technical document defining the characteristics that a product, a service or a combination of products and services shall have and the methods for verifying compliance with these characteristics, as well as the methods for communicating about the certification (including the content of the information).
<b>Certification scheme:</b>	Specific certification system for a defined category of products to which the same specified requirements and specific rules and procedures apply.
<b>Complementary admission:</b>	Application by which a holder wishes to benefit from the right to use the NF mark for a new product or a new production entity.
<b>Distributor:</b>	Body that distributes the applicant/holder's products and that does not modify the product's compliance with the requirements of the NF mark.  Distributors may be of the following types: <ul style="list-style-type: none"> <li>- distributors who distribute the product under the holder's trademark. In this case, no action is to be taken as part of the NF mark.</li> <li>- distributors who distribute the product after changing the trade name. The applicant/holder shall make an application for maintenance of right of use.</li> </ul> <p>If the distributor does not wish to have 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.</p> <p>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.</p>

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<b>Extension:</b>	Application by which a holder requests the extension of their right to use the NF mark for a certified product whose characteristics have been modified.
<b>Granting of the right to use the NF mark:</b>	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.
<b>Maintenance:</b>	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 brand and/or trade reference, but without modifying the certified characteristics.
<b>Observation:</b>	A comment drawing a holder's attention to a minor non-conformity in order to prevent a deviation that would lead to a warning.
<b>Product:</b>	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.
<b>Renewal:</b>	Application by which the holder requests the renewal of their right to use the NF mark before the validity of their NF certificate ends.
<b>Representative:</b>	<p>Legal Entity or individual based in the EEA who represents the applicants/holders outside the EEA and has a written mandate from them indicating that they may act on their behalf, specifying in which context (assignments and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the NF mark certification process according to the provisions of the certification reference system.</p> <p>The representative may be the distributor or importer; their different functions are clearly identified.</p> <p>The concept of a representative is indispensable for all applicants outside the EEA. For certain markets, the concept of a distributor may not be relevant.</p>
<b>Sampling/Inspections at dealers' premises</b>	Monitoring carried out by the certification body at specialist professional shops, holders' logistics' platforms, etc.
<b>Service-provider/Sub-contractor</b>	<p>Company which carries out some of the production steps for the certified products, under the control of the NF mark holder. (design, production, service).</p> <p>This supply or service is defined in a contract, the minimal requirements of which are specified in Administrative Management System Appendix 1 of certification reference system NF077.</p>
<b>Supplier:</b>	Entity that either manufactures or processes products or supplies certain goods to a company.
<b>Suspension:</b>	<p>Decision communicated by CSTB which cancels the authorisation to use the NF mark temporarily and for a specified period of time. The suspension may be issued as a sanction or in the event that the right to use the NF mark is temporarily abandoned by the holder.</p> <p>Suspension is accompanied by a prohibition on affixing the mark to future productions. It shall be for a maximum period of 6 months, 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.</p> <p>Sanction notifications which affect the right of use (suspension/withdrawal) are signed by CSTB Management.</p>

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**Warning:**

Non-suspensive sanction declared by CSTB. The product is still marked, but the holder must correct the observed deviations 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 specified time period. The warning may only be renewed once.

**Withdrawal of the right of use:**

Decision communicated by CSTB to cancel the right to use the NF mark. A withdrawal may be pronounced as a sanction or in the case of abandonment of the NF mark usage right by the holder.

