CERTIFICATION

NF Certification Reference System: TOILET SEATS

Identification No.: NF240
Revision No.: 07
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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 21/12/2018 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, accreditation range available at 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. The revision of the certification reference system is approved by the AFNOR Certification Managing Director.

MODIFICATION HISTORY

Modified Part	Revision No.	Date brought into application	Modification made
The whole document	07	21/12/2018	New reference system structure split into two sections: the reference system and an administrative management appendix to this reference system.
Technical document 240-01	00	21/12/2018	Creation

Part 1
Application

1.1 Scope

The present certification reference system currently covers seats for toilet bowls.

The seats concerned may be standard or specific, single or double, and “open-front” or not.

Seats for children’s toilets (specific seats) and seats fitted with a “soft-close” function also fall within the scope of this NF mark.

This certification reference system concerns 7 families of toilet seats, defined according to their constituent materials:

- Thermosetting materials;
- Thermoplastic materials;
- Synthetic materials with wooden core;
- Cross-linked wood-based composite materials;
- Lacquered compressed wood;
- Wood;
- Combinations of the above.

Any other material will be studied on a case-by-case basis.

A toilet seat is characterised by:

- Its constituent material(s).
- Its dimensions.
- Its attachment system.
- Its finishing coat.

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 certified characteristics are identified in § 1.2 below.

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 Toilet Seats application are the following:

a) In accordance with Standard NF D12-207:

- Suitability for use:
  - Adaptability;
  - Hygiene;
  - Stability;
  - Safety.
- Solidity:
  - Mechanical durability 30,000 cycles as specified in Standard NF D 12-207;
  - Static loads;
  - Dynamic loads.
- Acoustic comfort (concerns “soft-close” seats only).

b) With a level of precision higher than the one specified in Standard NF D12-207:

- Resistance to chemicals and staining (colour classification).

c) Other characteristics:

- Optimal adaptability (classification by toilet bowl shape),

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

	Admission	Continued monitoring
Production audit carried out by a qualified technical auditor: - Verification that the production inspections and records have been carried out: raw materials, production, finished products, - Verification of the quality management provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints, - Supervision of certified characteristics tests carried out by the applicant, where applicable.	***Yes***	***Yes*** ***Frequency:*** ***2 audit(s) in the first 12 months, then an annual audit (*)***
Tests carried out by a laboratory recognised by the certifying body (independent and competent): - Samples taken by CSTB and completed on the applicant/holder's site.	***Yes***	***Yes*** ***Frequency:*** ***2 test campaigns in the first 12 months, then 1 annual test campaign***

(*) The audit frequency may be increased to 2 or more annual audit(s) whenever critical non-conformities are observed.

1.3 Applying for certification / Certification contract

Any legal entity:

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

may request the right to use the NF mark – Toilet seats.

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

The applicant submits its 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 its application for certification, the applicant has the right to desist from its commitments, for any cause whatsoever, by sending a registered letter with acknowledgement of receipt to the certifying body.

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

The contract is entered into for an unlimited term.

The holder may terminate, with no further legal formality, NF certification for all or some of their certifications for any reason whatsoever, in particular when the relevant 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: Particular case of an admission request in a country subject to special vigilance

After observing a number of tensions throughout the world, the French Ministry of Foreign Affairs 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.

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:

The follow-up audits shall be cancelled and replaced by the following measures:

- performance of tests on one or more products sampled from the market, and
- analysis of tests and inspection records since the last audit, and
- analysis of customer complaint records 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.

After three exceptional evaluations, 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 those 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 sanction, the holder loses his/her right to use the NF mark. They become a former holder. Former holders may not submit a new certification application for a product, service or person that is identical to the product, service or person 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, service or person into strict and sustainable compliance with all the Certification requirements.

Likewise, when CSTB announces the suspension of a certificate following a sanction, the holder loses his/her right to use the NF mark until CSTB lifts the suspension. The suspension can be lifted when the holder provides CSTB with evidence deemed sufficient to demonstrate that curative and corrective actions have been taken since the suspension decision, so that the product or service or person strictly complies with all Certification requirements over the long term.

1.4 Applicant's commitment

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

They must undertake to meet the same conditions throughout the entire duration of 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 which are 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 sanction 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 efficiently 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;

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

14 communicate to the certifying body at its request all printed advertising material and catalogues that refer to the NF mark;

15 reproduce in full, or as specified by the certification reference system, any copies of certification documents that are supplied to others;

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 ensure, for all relevant personnel of the certifying body or for its qualified subcontractors, that all the safety provisions concerning the working conditions, sites or equipment are in compliance with the regulations in force at the locations concerned.

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 Toilet Seats application consists of this certification reference system, which references:

- the General Rules for the NF mark, 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 falls under the framework of the certification of non-food-related products and services, as provided for in the Consumer Code (articles R-433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General Rules for the NF mark 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, during the certification audits, submit to the certifying body the documentary evidence defined in the regulations and attesting to the product's compliance with the regulatory requirements.

Note: If the documentary evidence is not managed or stored 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.

It is not the certifying body's role to prove a product's compliance with the regulatory requirements listed in this document. That role falls exclusively to the bodies approved by the authorities in charge of applying each of the regulations concerned.

The main regulations that apply to launching products on the French market, and for which the applicants/holders shall submit to the certifying body a document attesting to their products' compliance with the regulations, are listed below.

Regulations	Documentary evidence required
Article L.121-2 of the French Consumer Code: "A marketing practice is deceptive if it is committed in one of the following circumstances: …. 2° "When it is based on allegations, information or presentations that are false or likely to mislead and that cover at least one of the following elements: … b) The essential features of the goods or services, namely: their substantial qualities, their composition, accessories, origin and quantity, the manufacturing method and date of manufacture, the conditions of use and their suitability for use, their properties and the results expected from their use, as well as the results and main characteristics related to the tests and inspection carried out on those goods and services".	Trade name of the product Commercial presentation of the product (brochures, website, etc.)

2.2 Additional standards and technical 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

Product standard

NF D12-207	Sanitary appliances – Toilet seat

Testing standards

NF EN ISO 2409	Paints and varnishes – Cross-cut test
NF EN ISO 9227	Corrosion tests in artificial atmospheres - Salt spray tests

2.2.2. ADDITIONAL TECHNICAL SPECIFICATIONS

To complement the requirements set down in the previous paragraphs, the products shall meet the complementary specifications defined in technical document 240-01.

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

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

In any cases not provided for above, CSTB determines whether the modifications bring the certification into question and if 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 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, as the case may be, have tests carried out.

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.

➔ **For production process modifications:**

The holder must demonstrate that the modification of the production process does not have an impact on the performance of the product's certified features (cf. § 2.4.2: § 8.5.6. 9001 V15), and must inform CSTB of this.

2.3.3 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, it must declare any changes to the certification of its quality management system. If the distribution is carried out by a third party, where appropriate, the holder shall undertake to immediately inform CSTB of any modification made to the distribution of his products, and in particular any halt in supply by the designated third party.

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.

2.3.4 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.

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

2.3.5 TEMPORARY OR 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.

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 one or more assessments, which may be in the form of an audit and/or tests.

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

The holder must undertake to inform CSTB of any modification to the distribution of the certified products as soon as he becomes aware of such modification and, in particular, whenever he stops 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 must undertake to inform CSTB of any modifications in his 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.

2.4 Quality management provisions: audit reference frame

2.4.1 PURPOSE

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

Applicants/holders shall implement all measures necessary to guarantee the product's conformity 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:

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

If the manufacturing unit is not NF EN ISO 9001-certified, the applicant/holder must 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 meet at least 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 as part of the certification.

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

Table 1 (Applicable requirements)

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
5. Leadership			
5.3.	Organisational roles, responsibilities and authorities	* Organisation chart * Description of responsibilities and authorities (examples: org chart, job sheets, etc.) * Person appointed to be responsible for organising and efficiently implementing the production system	■ To be used for persons responsible for the inspection or with a direct impact on critical points in making the product All items except: § 5.3 c,d
7. Support			
7.1.4.	Environment for process implementation	Evidence of maintenance of the work environment. Examples: storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	■ To be used for processes linked to the production of the products / execution of the services
7.1.5.	Resources for monitoring and measuring	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory, * Identification of the equipment used to determine their validity, * Planning for the verification or calibration of equipment that has an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics), * Evidence of the verification and/or calibration operations (e.g. equipment data sheet, verification or calibration report, etc.), * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate.	■ To be used for processes linked to the production of the products / execution of the services

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
7.2.	Competencies	* Compliance with test methods and inspection provisions. * Actions planned to acquire the necessary competencies (training, tutoring, etc.), where appropriate.	■ To be used for persons responsible for the inspection or with a direct impact on critical points in making the product
7.5.	Documented information	* List of internal and external documented information. Examples: Procedures, operating methods, test methods, inspection instructions, quality records, * Evidence of control of internal and external documents Example: Availability of the applicable version of the test method, rules, inspection mechanisms, etc.	■ To be used for processes linked to the production of the products / execution of the services All items *Note: Quality Manuals are no longer required.*
8. Operational activities			
8.4.	Control of externally provided processes, products and services	* List of service providers * Contract / order defining the requirements of the applicant / holder of the certification * Evidence of the verification of raw materials, components ***(1)***, services purchased * Evidence of the verification of subcontracting conditions: transport, handling, tests ***(2)***, etc.	■ To be used for raw materials, purchased components and outsourced services affecting the quality of the product/service <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service * subcontractor of external services (e.g. tests, handling, transport, etc.) *<u>(*) Specific case of applicants/holders subcontracting part of their production</u>* *CSTB audits the subcontractors (as provided for in the certification reference system)* All items except: § 8.4.1.

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
8.5.1.	Control of production and service provision	* Information defining the characteristics of products and services. Examples: product plan / description of the service, etc. * Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance) * Monitoring and measurement activities. Examples: monitoring plan, inspection procedures and instructions, test method(s), etc. * Conservation of documented information proving the conformity of products/services with the acceptance criteria *(Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v15)*	■
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 these 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 *(in production / provision of service)*	* Evidence of control of modifications in the manufacturing process / provision of service, in particular the impact of modifications on the product's performance ***(3)***: - review of modifications, - person authorising the modification and all necessary related actions.	■

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE
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 ***(4)*** * Names of the persons responsible for releasing the finished products/services	■
8.7.	Control of nonconforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions ***(5)*** * No dispensation granted for the performance of a certified characteristic	■
9. Performance evaluation			
9.3.	Management review	Management review report	■
10. Improvement			
10.2.	Non-conformity and corrective action	* Implementation of corrective action to deal with non-conformities pertaining to the certified product, including customer complaints ***(6)*** * 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 internal “reception” inspection established by the applicant/holder shall cover:

- inspection methods for products upon receipt that assess compliance and/or regularities 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);

- 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) Approach to the assessment of the additional requirement in Standard ISO 9001 version 2015 relative to Standard ISO 9001 version 2008

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

If the applicant/holder does not comply with this requirement, the auditor shall give notice of:

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

(4) Inspection during production and on finished products

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

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

All inspection, measuring and test equipment used by the applicant/holder for final inspections and tests shall be calibrated and set against equipment which has been certified or verified, or which validly refers to nationally recognised standards. The applicant/holder shall always keep full records of the calibration of inspection, measuring and test equipment.

The frequency of calibration is based on the type of device and its frequency of use. It is left up to the manufacturer. Nevertheless, the manufacturer may be required to observe a minimum frequency if the established frequency is not appropriate.

<u>During production</u>

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.

The applicant/holder is responsible for organising these inspections, which shall be performed at a frequency determined according to the characteristics to be checked. These checks are detailed in the table below.

Test	Relevant paragraph of Standard NF D12-207	Frequency
Dimensions	§ 4.1 and § 4.2 + document 240-1	Once per year: 1 model per material family and finish, and every time there is a change in process
Appearance, defects	§ 5.1 + document 240-1	Unitary (every seat produced)[1]
Colour[2]	§ 5.2	Once per batch of powder / application campaign
Safety	§ 6.1	Once per month per model.
Hygiene	§ 6.2	Once per month per material family and finish type.
Load tests (static and dynamic)	§ 6.3 + document 240-1	Once per year, per model and per material family.
Tightening torque of hinges and fasteners	§ 6.4.1 + document 240-1	Once during product design for each type of fastener
Ease of product assembly and adjustment	§ 6.4.2	
Corrosion of hinges and fasteners	§ 6.4.3	
Flatness	§ 6.6	Once per month per model for all materials
Resistance to chemicals and staining	§ 7.1 + document 240-1	Once per month per material family, finish type and colour range
Mechanical durability	§ 7.2 + document 240-1	Once per year, per model and per fastener type
Resistance to humidity	§ 7.3 + document 240-1	Once per month: one model per material family (except synthetic materials)
Resistance of removable seats to hot water	§ 7.4	Once per month, per model and per type of material
Lacquer resistance	§ 7.5	Once per week: one model per material and per type of lacquer

[1] *No record of this check is kept by the applicant/holder.*

[2] *The determination of the colour shall be carried out by the applicant/holder using its masters.*

Applicants/holders must take random samples at the end of the production line or from stock, and carry out the inspections and tests on these samples. The samples taken must be representative of the variety of 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 inspections conducted on finished products.

These records may be made in any medium (hard-copy, digital, etc.).

However, a record of the appearance inspection performed on each seat need not be kept by the applicant/holder.

The records of checks on the final product shall include, at least, the dates on which the tests were performed, the method used, the results and the measures taken.

They must be retained for 2 years and be available upon demand.

If the results of the standard checks are inconclusive, the checks must be strengthened and the causes of the malfunction must be identified so that corrections can be made by carrying out production controls if necessary.

(5) Provisions for handling non-conformities

These include:

- an analysis for identifying the cause of the anomaly,
- an analysis to determine the impact of the anomaly on production since the previous check,
- 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.

(6) Customer complaints

The customer complaint record is audited; to allow this, holders must retain:

- a record of all the 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 must retain, for a period of at least 18 months, excerpts from these records that pertain to complaints involving the products covered by this certification reference system, and be able to present them to the auditor.

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 the users against 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 laid out in the General Rules for the NF mark, any erroneous communication of the certified characteristics and any fraudulent use of the NF logo exposes the holder to legal action, in particular for 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.

2.5.2 TERMS AND CONDITIONS FOR MARKING

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

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

TOILET SEATS

www.marque-NF.com

or http://evaluation.cstb.fr

Suitability for use

Solidity

Acoustic comfort (soft-close)

It is recommended that consumers be informed about the primary 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 on or 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 marked.

The marking must appear in a permanent, legible and indelible fashion on the toilet seats, and indicate the following information:

- identification of the manufacturer holder, possibly encoded,
- identification of the manufacturing unit, possibly encoded,
- trade name and/or reference,
- date of manufacture (at least the quarter and the year),
- the logo of the mark according to the graphic charter,

The seat +lid + hinge assembly is considered as a batch. Only one manufacturing date is required. The date may be indicated under the buffers.

NOTE: If a code has been established for identifying the holder and the manufacturing unit, the code must be communicated to CSTB.

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

It is recommended that the NF marking be visible on the packaging. Where the packaging mentions the NF Mark, it shall carry the following information:

- the type of seat: specific or standard; in the case of a specific seat, the reference toilet bowl(s) shall be specified;
- the product reference;
- the NF logo as per the graphic charter;
- the following "information label" about the certified characteristics (either on the packaging or on a document attached directly to the packaging).

The seat type need not necessarily be specified on the packaging if it is made clear by the name of the range (subject to CSTB's agreement), or if it is part of a toilet set.

Information label

TOILET SEATS

What is the NF mark?

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

The product features set out by AFNOR Certification and CSTB (Centre Scientifique et Technique du Bâtiment) are listed in the specifications referred to as the Certification Reference System, drawn up in consultation with the manufacturers, distributors, consumer associations, laboratories and public authorities.

The Certification Reference System for toilet seats bear the number 240. It can be downloaded from the website www.cstb.fr

CSTB (Scientific and Technical Centre for Building) tests products and audits companies as part of this certification.

On what products can the NF mark be found?

The NF mark concerns toilet seats.

What does the NF 240 mark certify?

The NF – TOILET SEATS mark certifies the products' compliance with French Standard NF D12-207 and additional technical specifications defined in CSTB technical document 240-01, approved by AFNOR Certification. In particular, this guarantees:

- Suitability for use:
  - Optimal adaptability;
  - Hygiene;
  - Stability;
  - Safety;
  - Resistance to chemicals and staining.
- Solidity:
  - Mechanical durability 30,000 cycles as specified in Standard NF D 12-207;
  - Static loads;
  - Dynamic loads.
- Acoustic comfort *(applies to "soft-close" seats only).*

This product may be affected by cleaning products.[1]

How are NF products identified?

In this catalogue, to distinguish products that have been admitted to the NF – TOILET SEATS mark from those which have not, the logo is placed next to the item to which this mark applies.

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

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

CSTB
84, avenue Jean Jaurès - Champs sur Marne
F - 77447 MARNE LA VALLEE Cedex 2

[1] *This sentence should only be added for thermosetting synthetic materials that suffer deterioration (see technical document 240-01, § 2.3). In case of doubt, CSTB may be consulted.*

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 its manufactured products.

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

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

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

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

Any suspension or withdrawal of the right to use the NF mark leads to a prohibition on using the NF mark and making reference to it as from the date of notification.

Catalogues and other documentation must no longer carry the NF mark for those products for which the mark has been suspended or withdrawn (erratum and/or reprinting required).

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

Should a non-conformity be noticed after the product has been placed on the market, the holder must immediately notify CSTB so that, after a risk estimate, conditions for removing the mark can be established.

2.7 Frauds and falsifications

2.7.1 INTRODUCTION

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

If frauds or falsifications relating to the use of the NF mark are 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":

- to give the same trade name to certified products and non-certified products;
- to cite or provide 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 issued yet;
- to use the NF mark when the right to use the NF mark has not been granted yet.

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 which 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

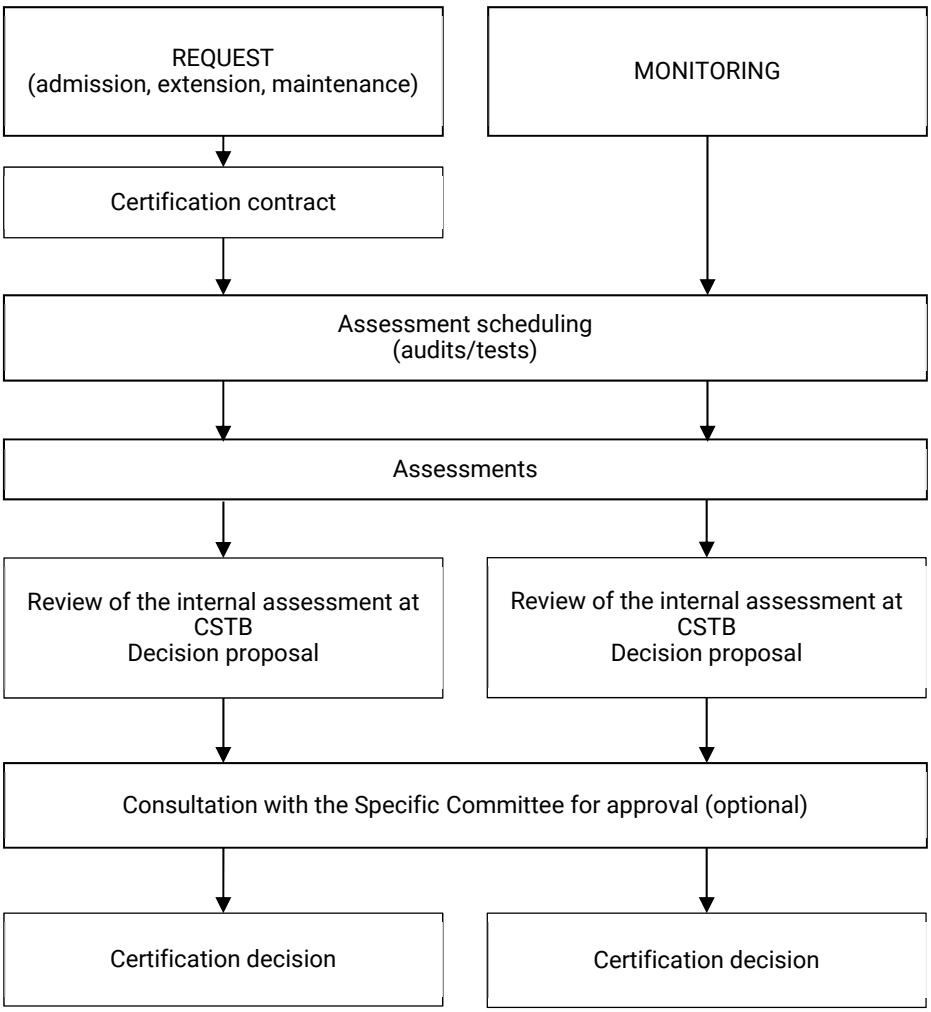
3.1 General

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

    - o An application for admission is made by an applicant not having the right to use the NF mark for the Toilet Seats 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 submitted product and its technical characteristics;
    - o A complementary admission and/or extension application is made by a holder and applies to a new product / a modified product at the same manufacturing site;
    - o 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;
    - o A new application for admission for a product (or 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 L121-5 from the Consumer Code.

3.2 Certification application process



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

3.3 Audits

3.3.1 ADMISSION AUDITS

The purpose of audits is to ensure 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 technical document 240-1.

This entails checking, before admission, 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 its production, CSTB reserves the right to carry out an audit on the premises of the subcontractor(s) based on this certification reference system.

All the resources (premises, installations, equipment) required by the auditor to carry out their mission shall be placed at their disposal free of charge, along with persons qualified to implement them.

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(s) per manufacturing unit.

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

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 additional 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, accompanied by a follow-up audit or even skipped altogether.

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, accompanied by a follow-up audit or even skipped altogether.

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 laboratory tests for the mark;
- verification of sales documents;
- 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.), admission of a new family, etc.

Normal monitoring:

The normal frequency is 1 annual audit for each manufacturing unit benefiting from a right to use the NF mark (2 audits per year in the first 12 months of admission).

Heightened monitoring:

In the event of any violation of the requirements in this certification reference system, or if the Specific Committee makes a justified request, a heightened monitoring procedure can be initiated for a specified 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

At each audit, the auditor shall have samples taken for testing purposes as required, from the stock and/or from the production unit. For certain destructive tests, it is possible to take samples from among products that have been eliminated due to minor defects 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.

Samples must be sent carriage and customs paid, where applicable. Shipping is at the applicant/holder's expense.

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 agreed that if these samples cannot be taken, the holder will send the sample(s) requested by CSTB to the mark laboratory by the specified deadline. If the holder does not send the sample(s) to the mark laboratory by the deadline specified by CSTB, penalties may be applied to the holder (sanction, suspension).

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 required by the detected non-conformity shall be conducted by the mark's laboratory.

Inspections at retail sites:

For distributors whose right of use has been maintained, verifications may be carried out at CSTB's initiative.

3.5 Tests

3.5.1 TESTS FOR ADMISSION AND COMPLEMENTARY ADMISSION

The tests are carried out in accordance with the standards and additional specifications set out in Part 2.2 of this certification reference system, under the following conditions.

Test	Relevant paragraph of Standard NF D12-207	Relevant paragraph of Technical Document No. 240.01	Sampling rules
Dimensions (length, width, spacing of fasteners and holes for adaptability to different toilet bowls)	§ 4.1 and § 4.2	parts 1 and 2.1	1 model out of the entire manufacturing run for all tests
Flatness	§ 6.6		
Appearance	§ 5.1		
Colour	§ 5.2	part 2.2	1 model per colour range
Safety	§ 6.1		Each model
Hygiene	§ 6.2		1 model per material family and finish type
Load tests (static and dynamic)	§ 6.3	part 1	1 model per material family
Tightening torque of hinges and fasteners	§ 6.4.1	part 1	1 model per type of fastener
Ease of product assembly and adjustment	§ 6.4.2		1 model per type of fastener
Corrosion of hinges and fasteners	§ 6.4.3		1 model per type of fastener
Resistance to chemicals and staining	§ 7.1	part 2.3	1 model per material family, finish type and colour range
Mechanical durability	§ 7.2 + document 240-01	part 1	1 model per material family and fastener type
Resistance to humidity	§ 7.3	part 1	1 model per material family (except synthetic materials)
Resistance to hot water	§ 7.4		1 model per type of fastener
Lacquer resistance	§ 7.5		1 model per type of lacquer and per supplier
Stability	§ 4.2		1 model per type of fastener

A test report is prepared and remitted to the applicant.

The tests are carried out in the CSTB laboratory.

3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

During each monitoring audit, CSTB takes the samples necessary to check the conformity of the certified product(s).

The tests are performed according to the additional specifications and standards laid out in Part 2 of the certification reference system and Technical Document 240-01, as per the table in § 3.5.1, but using a model covering the entire manufacturing run, together with each of the fastener types available for this model.

A test report is prepared and remitted to the holder.

These tests on certified characteristics are carried out in the CSTB laboratory.

In the event of an additional audit, the tests generated by the non-conformity detected are conducted by the CSTB laboratory.

3.5.3 TESTS ON THE MODIFIED CERTIFIED PRODUCT

The procedure to be followed in the event of modifications to the product characteristics is defined in the table below.

Modified characteristic	**Application to be submitted**	**Tests scheduled**
New brand name	Application for right of use Maintenance application	No tests
New material	Admission application	Tests as per § 3.5.1 of this reference system
New attachment system	Extension application	Tests as per NF D12-207 § 6.4.2 § 7.2
New buffers	Extension application	Tests as per NF D12-207 § 6.5 § 7.2
New finish	Extension application	Tests as per NF D12-207 § 7.1 § 7.4
New colour	Extension application	Tests as per NF D12-207 § 5.2 § 7.1
New fasteners	Extension application	Tests as per NF D12-207 § 6.4.1 § 6.4.3 § 7.2 § 7.4
New decoration	Extension application	No tests
New type of soft-close hinge	Extension application	Test as per NF D12-207 § 7.2.2

Part 4
The 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

AFNOR Certification commissions CSTB, the certifying body, to grant, suspend, or withdraw the right to use the NF mark, in its name and on its behalf, for the products it certifies in accordance with this reference system:

Centre Scientifique et Technique du Bâtiment (CSTB)
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/

Contact:
HES (Hydraulique et Equipements Sanitaires) Department
RAS (Robinetterie et Appareils sanitaires) Division

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)
HES Department
RAS Division
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

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)
HES Department
RAS Division
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

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.

The customer is informed of the subcontracting of a service when the assessment activity programme is established. If necessary, the customer is formally informed before any activity is started.

4.5 Specific Committee

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

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

- the initial draft certification reference system or the 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 in question, and in particular about any interpretation of the certification reference system relating to decisions to be taken about application dossiers, in accordance with the certification reference systems and at CSTB's request.

The composition of the Specific Committee is set in such a way as to ensure fair 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 and, if applicable, a vice-chairperson chosen from the members of the colleges defined below;
- Manufacturers College (Holders): from 3 to 10 representatives;
- Users'/Specifiers' college: from 3 to 10 representatives;
- Technical and Administrative Bodies' College: from 3 to 10 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 may not receive any remuneration for the functions entrusted to them.

Members 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 is given without proper reasons by the CSTB or the member, by registered letter with acknowledgement of receipt, three months prior to the scheduled end of the ongoing period at the time of renewal.

The Specific Committee's Chairperson can change every year.

The members of the Specific Committee formally undertake to maintain the confidentiality of information, particularly personal data, disclosed to them.

When appropriate, the Specific Committee may 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:

- effective representation of the College that represents applicants or holders on the one hand, and the College that represents users and specifiers on the other hand (failure to represent 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

Admissibility:	Study of a dossier which enables the application to be examined. Admissibility relates to the administrative and technical parts of the application dossier.
Admission:	Application by which applicants request, for the first time, the right to use the NF mark for a product; they declare that they understand this certification reference system and undertake to respect them.
Applicant / Holder:	Legal entity which 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.
Audit:	See Standard NF EN ISO 9001.
Certification reference system:	Technical document which defines 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).
Certification Scheme:	Specific certification system for a defined category of products to which the same specified requirements and specific rules and procedures apply.
Complementary admission:	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.
Distributor:	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: - 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. - distributors who distribute the product after changing the trademark. The applicant/holder shall make an application for maintenance of right of use.
Extension:	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.
Granting of the right to use the NF mark:	Authorisation granted by AFNOR Certification and communicated by CSTB to an applicant to affix the NF mark on the product for which the application has been made.

Maintenance:	Application by which a holder requests the maintenance of his right to use the NF mark for a product intended to be marketed by a distributor under a different trademark and/or trade reference, but without modifying the certified characteristics.
Observation:	Remark aiming to draw a holder's attention to a minor non-conformity so as to avoid any deviation that might result in a warning.
Product:	Element resulting from a process or manufacturing process, coming from a specific manufacturing unit, defined by a specific trademark and/or trade reference, with specific technical characteristics.
Renewal:	Application by which the holder requests the renewal of their right to use the NF mark before the validity of their NF certificate ends.
Representative:	Legal or natural person based in the EEA who represents the applicant/holder outside the EEA and has a written mandate from them signifying that they may act on their behalf and specifying in which context it may so act (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the NF mark certification process, according to the provisions in the certification reference system. The representative may be the distributor or the importer; its different functions are clearly identified. 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.
Subcontracting:	Company which carries out some of the production steps for the certified products, under the control of the NF mark holder.
Suspension:	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 mark is temporarily renounced by the holder. 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. Sanction notifications which affect the right of use (suspension/withdrawal) are signed by CSTB Management.
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 can be declared as a sanction, or if the holder renounces the right to use the NF mark.

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