

CERTIFICATION

# NF Certification Reference System: Water Treatment devices



WATER TREATMENT DEVICES



Identification No.: 406  
Revision No.: 01  
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The English version is provided for information.  
In case of doubt or dispute, the French version  
only is valid

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**NF Certification Reference System “Water treatment devices”**  
**Revision No.: 01**



This certification reference system has been submitted for validation by the CSTB Technical Department. It was approved by the AFNOR Certification Managing Director on 11/09/2017 for acceptance in the NF certification system.

It cancels and replaces all previous versions.

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

This certification reference system may therefore be revised, in whole or in part, by CSTB, after the interested parties have been consulted in accordance with the requirements in Standard NF X 50-067. The revision of the certification reference system is approved by the AFNOR Certification Managing Director.

**MODIFICATION HISTORY**

<b>Part modified</b>	<b>Revision no.</b>	<b>Application date</b>	<b>Modifications made</b>
The whole document	0	02/07/2008	Drafting of the Certification Rules
The whole document	1	02/10/2017	Updating of standards
The whole document	1	02/10/2017	Bringing the NF logo into compliance with the graphic charter
The whole document	1	02/10/2017	Updating of name of the contacts
The whole document	1	02/10/2017	Replacement of the term “manufacturer” by the term “applicant” and/or “holder”
The whole document + technical documents n°1, n°3 and n°4	1	02/10/2017	Withdrawal of technical documents n°1, n°3 and n°4 relative to the “water treatment devices permanently connected to the water distribution systems inside buildings, at the entry point or at the use point” (NF EN 13443-1+A1, NF EN 13443-2+A1, NF EN 14652+A1, NF EN 14743+A1, NF EN 14897+A1, NF EN 14898+A1, NF EN 15219+A1).
Part 2	1	02/10/2017	Integration of standard NF P41-650
Part 2	1	02/10/2017	Integration of standard Eusalt/AS 015-2015.
Part 2	1	02/10/2017	Cancellation of standard NF EN 14095: 2004 Water conditioning equipment inside buildings - Electrolytic treatment systems with aluminium anodes - Requirements for performance and safety, testing.

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NOM DE L'APPLICATION

<b>Part modified</b>	<b>Revision no.</b>	<b>Application date</b>	<b>Modifications made</b>
Part 2	1	02/10/2017	Cancellation of standard NF EN 14812+A1: 2007 Water conditioning equipment inside buildings - Chemical dosing systems - Pre-set dosing systems - Requirements for performance, safety and testing.
The whole document		02/10/2017	Cancellation of standard NF EN 15161: 2007 Water conditioning equipment inside buildings -installation, operation, maintenance and repair
Part 2	1	02/10/2017	Integration of regulation (CE) n°1935/2004 of the European Parliament and the Council, of October 27th, 2004, on materials and articles intended to come into contact with food.
Part 2	1	02/10/2017	Integration of the sentence "The analysis of substances: arsenic, cadmium, chromium, mercury, nickel, lead, antimony, selenium and copper, must be made in the course of manufacturing and if necessary on finished products.".
Part 4	1	02/10/2017	Specifying the conditions for subcontracting tests.
Part 3	1	02/10/2017	Specifying the tests conducted by the CSTB
Part 4	1	02/10/2017	Specifying the participants
Part 4	1	02/10/2017	Modification of the sampling rules applicable to regenerating salts.
Part 4	1	02/10/2017	Modification of the number of representatives by college
Technical Document n°5	1	02/10/2017	Withdrawal of Technical Document n°5 substituted by Technical Document N° 406-1.

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# Partie 1

## Application

### 1.1 Scope

This certification reference system concerns to date .:

- Filtering carafes  
These devices, within the framework of this application of the NF Mark, are designated "Adaptable devices".
- The regenerating salts for water softeners.

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

### 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 application "water treatment devices" are the following for the regenerating salts for water softeners:

- i. According to Standard NF EN 973/A1:2009:
  - Conditioning, storage.
- ii. With a performance level higher than the one specified in standard NF EN 973/A1:2009:
  - Criterion of purity
- iii. Other characteristics:
  - Particle size

The certified characteristics of the application "water treatment devices" are the following for the filtering carafes:

- iv. According to Standard NF P41-650:2013:
  - Design,
  - Harmlessness,
  - Performance,
  - Instruction for use and maintenance.

- v. Other characteristics:
- Conditioning for storage and transport.

These certified characteristics are assessed under CSTB's responsibility, with the following inspection resources:

	<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, finished products.</li> <li>- Verification of the quality command provisions: metrology, conditioning, storage, traceability, marking of the product, treatment of non-compliance and customer complaints.</li> <li>- Supervision of tests of certified characteristics carried out by the applicant, where applicable.</li> </ul>	<b>Yes</b>	<p><b>Yes</b></p> <p><b>Frequency:</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, on the production site of the applicant/holder.</li> </ul>	<b>Yes</b>	<p><b>Yes</b></p> <p><b>Frequency:</b></p> <p>- <b>Filtering carafes</b> <b>1 campaign every 5 years.</b> <i>This frequency can be increased if a strengthened surveillance is necessary.</i></p> <p>- <b>regenerating salts for water softeners</b></p> <p><i>In case of absence of non-compliance during three years following the admission, a trial campaign every 2 years. This frequency can be increased if a strengthened surveillance is necessary.</i></p>

### **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 "water treatment devices".

Such a request is referred to as "application", while the entity which makes it is known as the "applicant".

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.

During 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 return receipt to the certifying body.

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

The contract is entered into for an unlimited term.

The holder may terminate with no further legal formality NF certification for all or some of his or her 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 return 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, the certification of which has halted.

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

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

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

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



## NF Certification Reference System “Water treatment devices” Revision No.: 01



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

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

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

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

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

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

### Note 2: Specific case of production subcontracting by an applicant

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

If so, he undertakes 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 he imposes on his subcontractor in order to comply with the requirements in this certification system, on the other hand the evidence regarding the subcontractor’s skills in complying with those requirements.

### Note 3: Special case of a new application when a certificate is withdrawn or suspended after a sanction

When CSTB announces the withdrawal of a certificate following a sanction, the holder loses his/her right to use the NF mark. The holder thus becomes a former holder. Former holders can only submit a new certification application for a product, service, or person identical to the product or service or person involved in the decision to withdraw the certificate, subject to providing CSTB with evidence deemed sufficient to demonstrate that curative and corrective actions have been taken since the withdrawal decision, so that the product or service or person strictly complies with all Certification requirements over the long term.

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 removes the suspension. The suspension can be removed 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 shall commit themselves to meeting the same conditions during the whole duration of the use of the NF mark.

The applicant makes the commitment:

- 1 To accept and respect the conditions set and defined in the certification reference system specific to the area of the products concerned, and in particular to:
  - Present for certification products that conform to the current regulations concerned,
  - Implement the changes required by the developments of the certification reference system which are communicated by the certifying body,
  - Use the NF mark under the conditions defined in the certification reference system and for the products certified only,
  - Provide follow-up to the decisions taken by the certifying body in the context of the certification (in particular define and implement corrective actions following an observed irregularity or apply a penalty decision);
- 2 To pay certification fees (management, audit and any tests) in conformity with the current scale;
- 3 Not to present for certification any counterfeit products;
- 4 To take the necessary provisions for:
  - The conduct of the audit, including the supply of elements for their examination, such as: documentation and records, access to the equipment, sites, zones, personnel and sub-contractors of the customer in question,
  - The participation of third party observers or not during the audit, where applicable;
- 5 To examine and record all complaints:
  - Provide these records to the certifying body and auditors on request,
  - Take all appropriate actions in relation to these complaints and the imperfections observed in the products which have consequences for their conformity with the certification requirements,
  - Document the actions undertaken;
- 6 To reserve the trade name for the product presented to only certified products that conform to the Technical Requirements concerned;
- 7 To apply effectively the internal production inspection system in place to meet the requirements in the certification reference system;
- 8 To apply the controls that fall to them so that maintenance of the right to use the NF mark may be granted;

- 9 To inform without delay the certifying body of any modifications made to the basic file delivered with the NF mark usage right application (in particular any modifications made to the product(s) that are the subject of the application);
- 10 To inform the certifying body of any definitive or temporary halt in the production concerned by the certificate;
- 11 To make declarations and communicate on the certificate in keeping with the certification range;
- 12 Not to use the certification of its products in any way that may harm the certifying body or make any declaration about the certification of its products that the certifying body may consider as misleading or unauthorised, in particular:
  - Not to use the NF mark in any abusive way or in any way that does not conform to the current certification reference system,
  - Not to use the certifying body's logo;
- 13 If the certification is suspended, withdrawn or expires, to cease using all methods of communication which refer to it and to meet all the requirements laid down in the certification reference system and to acknowledge all other measures required;
- 14 To communicate to the certifying body at its request all printed advertising material and catalogues that refer to the NF mark;
- 15 If copies of certification documents are supplied to others, to reproduce them in full or as specified by the certification reference system;
- 16 When referring to the certification of its products in communication media such as documents, brochures or advertising, to comply with the certifying body's requirements;
- 17 For all participants of the certifying body or its qualified sub-contractors, to ensure that all the safety provisions relating to working conditions, sites and equipment conform to local current regulations.

Failing compliance with all of the commitments, the applicant may incur halt to or suspension of the examination of his dossier.

## **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.

## Partie 2

# The Certification Scheme

The certification scheme for the application “water treatment devices” contains 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 technical complementary 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 alimentary, 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 of the NF mark to products defined in Part 1.

### 2.1 Regulations

The granting of the right to use the NF mark can in no way substitute CSTB's responsibility for the legal responsibility on the company 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 his product with the regulatory requirements.

Note: If the documentary evidence is not handled 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 applicant/holder shall submit to the certifying body a document attesting to the conformity of his product to the regulations are listed below.

Regulations	Documentary evidence required
Regulation (IT) n°1935/2004 of the European Parliament and the Council, of October 27th, 2004, concerning materials and articles intended to come into contact with food.	Declaration of performances
Public health code, articles R.1321-48 in 52, (Materials in contact with water)	Certificate, according to the groups of materials and objects and according to their use: 1 ° Either by the person in charge of the first launch on the market; 2 ° Or by a laboratory authorized by the Health Minister.
Order of May 29th, 1997 modified concerning materials and objects of fixed installations of water distribution intended for human consumption.	THE ACS (certificate of sanitary conformity) materials or accessories, as defined in the circular DGS / SDA 2002 N 571 of 25/11/02, is a proof of conformity with the regulations.
Circular 2000-166 of March 28th, 2000 concerning products and treatment processes for water intended for human consumption.	Be included in the list of this circular

The applicable regulatory framework that does not require any document giving evidence of the conformity of its product with the regulations is listed below.

Decree N 2007-49 of January 11th, 2007 concerning the sanitary safety of water intended for human consumption.
Order of January 11th, 2007 concerning the limits and the quality references of raw water and water intended for human consumption mentioned in articles R. 1321-2, R. 1321-3, R 1321-7 and R. 1321-38 of the public health code.
Circular DGS VS 4 no. 99-360 of June 21st, 1999 relative to the individual devices for the treatment of tap water intended for human consumption.

## **2.2 The standards and complementary specifications**

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

### **2.2.1. APPLICABLE STANDARDS**

Products being the object of the present rules have to answer the requirements defined in the following standards:

NF 973/A1:2009 Chemicals used for treatment of water intended for human consumption - Sodium chloride for regeneration of ion exchangers.

NF P41-650: 2013 Water treatment devices – Water filter jug.

The standards are completed by complementary prescriptions defined in paragraph 2.2.2 of this part.

### **2.2.2. TECHNICAL COMPLEMENTARY SPECIFICATIONS**

In addition to the requirements set out in the previous paragraphs, the products shall comply with the complementary specifications laid down in the following documents:

- Technical document n°406-1: Regenerating salts: specifications complementary to the NF standard 973/A1:2009 Chemicals used for treatment of water intended for human consumption - Sodium chloride for regeneration of ion exchangers.

- CODEX 150-1985 Standard: food quality salts referred to in the Codex Alimentarius (CCA), specifications complementary to NF standard 973/A1:2009 Chemicals used for treatment of water intended for human consumption - Sodium chloride for regeneration of ion exchangers.

- Standard Eusalt/have 015-2015.

## **2.3 Modification declaration**

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

- The holder;
- The manufacturing unit;
- The quality organisation of the manufacturing unit;
- The product.

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

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

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

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### **2.3.1 MODIFICATION CONCERNING THE HOLDER**

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

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

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

### **2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT**

#### **- Case of a production transfer:**

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

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

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

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

#### **- Case of a modified production process:**

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 (Cf. § 2.4.2.: § 8.5.6. 9001 V15). Furthermore, the holder shall inform CSTB of this absence of impact.

### **2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION**

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

In particular, they shall declare any modification in the certification of their 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 the internal quality assurance operation for a certified product entails an immediate halt in the NF marking of this product by the holder, who must inform CSTB of this.

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

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#### **2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT**

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

Depending on the modification declared, CSTB determines whether this is a certification extension application.

#### **2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION**

Any definitive or temporary halt in the manufacture of the certified product (or range of products) or any abandonment of a right to use the NF mark shall be declared in writing to CSTB, specifying the time necessary to sell off the inventory of the NF-labelled products. The suspension or withdrawal of the right to use the NF mark is notified to the holder of the NF mark by CSTB. When the period indicated by the holder expires, the product is removed from the list of certified products.

Any temporary halt in the manufacture of the certified product (or range of products) must be the subject of a suspension of the right to use the NF mark for a maximum period of 6 months, < Renewable only once, if necessary >. 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 by means of an audit in the factory and tests on the product concerned.

#### **2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT**

The holder shall commit himself 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 shall commit himself 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 The quality management provisions: audit reference system**

### **2.4.1 PURPOSE**

Applicants/holders < and their distributors, holders of a maintenance of right of use are responsible < Each what concerns them > for the right to use the NF mark relative to the product in question.

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

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

The quality system depends in part on the establishment by the applicant/holder of a series of organisational systems enabling the conformity of the delivered products with standards and complementary specifications. These measures are described in paragraph 2.4.2 below.

### **2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT**

The applicant/holder shall have implemented the ways and means which he possesses, the existence and effectiveness of which have been 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 until 15 September 2015).

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

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

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

#### **Possible reduction:**

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

This reduction is possible as long as:

- The ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and

- The ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website [www.cofrac.fr](http://www.cofrac.fr), and
- The last ISO 9001 audit report from the body is forwarded to CSTB prior to the body’s audit, or examined during the body’s audit.

**Table 1 (Applicable requirements)**

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
<b>4. Context of the organization</b>				
-	4.1.	Understanding the organization and its context	-	NA
-	4.2.	Understanding the needs and expectations of interested parties	-	NA
1	4.3.	Determining the scope of the quality management system	-	NA
4.1.	4.4.	Quality management system and its processes	-	NA
<b>5. Leadership</b>				
5.1.	5.1.	Leadership and commitment	-	NA
5.3.	5.2.	Policy	-	NA
5.5.1 / 5.5.2.	5.3.	Organizational roles, responsibilities and authorities	* Organization chart  * Description of responsibilities and authorities (examples: organization chart, job sheets, etc.)  * Person appointed to be responsible for organizing and efficiently implementing the production system	■ <To be considered for persons in charge of inspection or having a direct impact on the critical points related to the making of the product>  All the items except: * ISO 9001 V15: §5.3 c,d
5.5.3.	7.4.	Communication		NA
<b>6. Planning</b>				
-	6.1.	Actions to address risks and opportunities	-	NA
5.4.	6.2.	Quality objectives and planning to achieve them	-	NA
-	6.3.	Planning of change (SMQ)		NA

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
<b>7. Support</b>				
6.1.	7.1. 1.	Resources – General	-	NA
6.3.	7.1. 3.	Infrastructure	-	NA
6.4.	7.1. 4.	Environment for the operation of processes	Evidence of the maintenance of the work environment. Examples: Storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	■ <To be considered for processes related to the products/services to be provided>
7.6.	7.1. 5.	Monitoring and measuring resources	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory,  * Identification of the equipment used to determine their validity,  * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics),  * Evidence of the verification and/or calibration operations (ex: 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 considered for processes related to the products/services to be provided>
-	7.1. 6.	Organizational knowledge	-	NA
6.2.	7.2.	Competence	* Compliance with test methods and inspection provisions.  * Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.	■ <To be considered for persons in charge of inspection or having a direct impact on the critical points related to the making of the product>
6.2.2.d	7.3.	Awareness	-	NA

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§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4.2.	7.5.	Documented information	<p>* List of the internal and external documented information.                      Examples: Procedures, operating methods, test methods, inspection instructions, quality records</p> <p>* Evidence of control of internal and external documents                      Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.</p>	<p>■                      &lt;To be considered for processes related to the products/services to be provided&gt;</p> <p>All the items except:                      * ISO 9001 v08: § 4.2.1., 4.2.2</p> <p><i>Note: Quality manuals are no longer required.</i></p>
<b>8. Operation</b>				
7.1.	8.1.	Operational planning and control	-	<p>NA</p> <p><i>Note: Operational control:                      Same as § ISO 9001 v08 7.5.1. / 7.5.2. and § ISO 9001 v14: 8.5.1.</i></p>
7.2.	8.2.2.	Requirements for products and services	-	NA
7.3.	8.3.	Design and development of products and services	-	NA
7.4.	8.4.	Control of externally provided processes, products and services	<p>* List of the 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 (1), services purchased</p> <p>* Evidence of the verification of subcontracting conditions: transport, handling, tests (2), etc.</p>	<p>■                      &lt;To be considered for raw materials and components that are purchased, as well as external services having an impact on the quality of a product/service&gt;</p> <p><u>External providers:</u>                      * supplier of raw materials, components, services integrated into the product/service                      * subcontractor of external services (ex: tests, handling, transport, etc.)</p> <p><i>(*) Specific case of applicants/holders subcontracting part of their production</i>                      CSTB audits the subcontractors (as provided for in the certification reference system)</p> <p>All the items except:                      * ISO 9001 v08: § 7.4.1.                      * ISO 9001 v15: § 8.4.1.</p>

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§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.5.1 / 7.5.2.	8.5.1.	Control of production and service provision	<p>* Information defining the characteristics of products and services. Example: 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 method(s), working instruction(s), test method(s), certification reference system (expected performance)</p> <p>* Monitoring and measurement activities Examples: Monitoring plan, inspection procedures and instruction(s), test method(s), etc.</p> <p>* Conservation of documented information proving the conformity of products/services with the acceptance criteria (Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v14)</p>	■
7.5.3.	8.5.2.	Identification and traceability	<p>* Identification / Marking of the product in accordance with the requirements in the Certification reference system</p> <p>*Marking of commercial documents in compliance with this certification reference system.</p>	<p>■</p> <p>&lt;To be considered in all cases for identification (and for traceability, where relevant)&gt;</p>
7.5.4.	8.5.3.	Property belonging to customers or external providers	-	NA
7.5.5.	8.5.4.	Preservation	Verifying that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)	■
-	8.5.5.	Post-delivery activities	-	NA
-	8.5.6.	Control of changes ( <i>in production / service provision</i> )	<p>* Evidence of the control pertaining to the modifications in the manufacturing process / service provision, in particular the impact of modifications on the product's performance (3):</p> <ul style="list-style-type: none"> <li>- reviewing the modifications,</li> <li>- person permitting modifications and all the necessary related actions.</li> </ul>	■

§ ISO 9001: 2008	§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.2.4.	8.6.	Release of products and services	* Provisions for the control of products; records of the results of inspections and the conformity with the acceptance criteria <b>(4)</b>  * Name of the persons responsible for releasing the finished products / services	■
8.3.	8.7.	Control of nonconforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions <b>(5)</b>  * No dispensation granted as regards the performance of a certified characteristic	■
<b>9. Performance evaluation</b>				
8.2.3.	9.1.	Monitoring, measurement, analysis and evaluation	-	NA
8.2.2.	9.2.	Internal audit	-	NA
5.6.	9.3.	Management review	Management review report	<NA
<b>10. Improvement</b>				
8.5.	10.1.	General		NA
8.5.2.	10.2.	Nonconformity and corrective action	* Implementation of corrective actions to deal with non-conformities pertaining to a certified product, including customer complaints <b>(6)</b>  * Effectiveness of the actions taken.	■
8.5.3.	10.3.	Continual improvement	-	NA

### **(1) Control of the product components**

Applicants/holders are required to carry out a control 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:

- the control methods for products upon reception that assess conformities and/or regularities in relation to the expected characteristics,
- including, as applicable, sampling rules for product samples.

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

### **(2) Subcontracting tests**

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

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

### **(3) Approach to the assessment of the complementary requirement in Standard ISO 9001 version 2015 compared to Standard ISO 9001 version 2008**

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

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

- Suggested improvement (if the fact occurred prior to 15/09/18)
- A deviation (if the fact is subsequent to 15/09/18).

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

The applicant/holder shall possess the necessary ways and means for the controls and tests defined by the standards, reference documents and complementary specifications mentioned in Paragraph 2.2 of this reference system. The applicant/holder undertakes to carry out a reliable and regular control of its production:

- Control of the product components,
- Inspection during production,
- Verifications and tests carried out on finished products.

#### During production

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

Control instructions shall be formalized and made available to the operators. The results of the controls are recorded at each control. If the results of the controls indicate that the product does not meet the requirements of this Certification Reference System, the necessary corrective actions must be implemented immediately.

#### filtering carafes:

In-production quality management operations shall be organised by the manufacturer. They concern the product in its intermediate states at the main steps of its production and the verification of conformity with the setting instructions for the production equipment



(production machines, tooling). Quality management instructions shall be formalised and provided to the operators.

Regenerating salts:

The quality management operations and tests, carried out by the manufacturer are normally done according to the standards and the complementary specifications mentioned in Paragraph 2.2 of these rules. They comply with the test procedures described in Paragraph 2.2. of these rules. Any method different from those described in the standards and complementary specifications must be validated by CSTB.

The chemical analyses that make it possible to verify the compliance of the product with the specifications of Standard NF EN 973, shall be carried out on the salt kept for feeding the installations for compacting, for pelletising, for screening or for beading. One sampling shall be taken each week to make it possible to measure the content of the following substances, expressed in per thousand (in ‰) as the case may be:

- sodium chloride,
- water,
- insolubles,
- sulphates,
- calcium,
- magnesium.

This frequency may be shortened if the production process makes it possible to prove that the product complies with the chemical characteristics of Standard NF EN 973. Moreover, every three months as a minimum, a sampling shall be taken to measure the content of the following substances:

- arsenic,
- cadmium,
- chromium,
- mercury,
- nickel,
- lead,
- antimony,
- selenium,
- copper.

On finished products

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

The various controlled characteristics are measured using the operating procedures specified in the reference standards mentioned in Paragraph 2.2 of this certification reference system.

The controls 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 controls and tests on these samples. The samples taken must be representative of the 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 controls. If the results of the standard controls are inconclusive, the controls must be reinforced and the causes of the

malfunction must be identified so that corrections can be made by carrying out, if necessary, production controls.

Filtering carafes:

The inspection and testing carried out by the manufacturer are normally carried out according to the standards and complementary specifications mentioned in Paragraph 2.2 of these rules. They comply with the test procedures described in Paragraph 2.2 of these rules.

The measurements of the various characteristics checked are carried out according to the procedures set down in the reference standards mentioned in Paragraph 2.2 of these rules and in the technical documents concerning each product family. However, the quality management operations at the end of the production line are not for judging the characteristics of the efficiency of the finished product, but for judging the mechanical characteristics such as resistance to pressure.

The quality management operations on finished products are carried out by the manufacturer himself at the production site.

The applicant shall mandatorily conduct samplings at random at the end of the production line and carry out inspection and testing on those products. The sampled products shall reflect a varied sampling of the dimensions of the water treatment devices covered by the mark. The frequency of those samplings shall be one test per batch and per model.

The procedure for sampling the water treatment devices needed for the tests, shall be described in detail in the applicant's quality plan and shall not be left to the operator's discretion only.

If the results of the normal quality management operations turn out to be deficient, the operations are reinforced in order to detect the causes of failure and to remedy them, by supplementing the production quality management operations, if necessary.

Regenerating salts:

The inspection on finished products consists of a particle size analysis that requires sampling one bag per week.

- For the salts that come in the form of pellets, the criterion decided upon is the percentage in weight of elements passing through a screen with 5 millimetre opening.
- For the compacted salts and the sea salts, the particle size range is defined by the upper and lower limits, with indication of the corresponding tolerances (see technical information sheets).

This frequency may be shortened if the production process makes it possible to prove that the product complies with the particle size characteristics defined in Technical Document 2.

Furthermore, in case the following substances were not analysed in the course of manufacturing, a finished product sample shall then be taken every three months at least to measure out the following substances:

- Arsenic
- Cadmium
- Chrome-plate
- Mercury
- Nickel
- Lead
- Antimony
- Selenium
- Copper

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

They include in particular:

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

### **(6) Customer complaints**

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

- A record of all complaints and actions relative to the 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 relating to complaints that involve products covered by this certification reference system.

## **2.5 Marking – General provisions**

Marking is an integral part of the certification of a product.

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

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

In addition, the statement of the main certified characteristics is intended to make transparent for consumers and users the technical characteristics to which the NF mark relates. It therefore adds value to 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 below is to guide the holder in complying with the regulation requirements and the certification requirements. The General Rules of the NF mark specify the guidelines for usage, the guidelines for validity and the procedures for penalties 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 expose the holder to legal action for, in particular, deceptive marketing practices.

### **2.5.1 THE NF LOGO**

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

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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 distinct designation and identification from non-certified products.

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

To avoid any confusion between certified products and non-certified products, the applicant/holder will ensure that they do not use trade names that are identical or similar (for example: "Prod+" for a certified product and "Prod" for an uncertified product).

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

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

### 2.5.2 THE MARKING PROCEDURES

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 in the Consumer Code, the marking must integrate the following elements each time possible:



WATER TREATMENT DEVICES

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

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

Certified characteristic 1:

Certified characteristic 2:

Certified characteristic 3:


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

#### 2.5.2.1 Marking of filtering carafes

##### a) **Marking of the certified products**

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

Marking shall be carried out in a permanent, legible and indelible way on the certified products, and include the following information:

- The  logo in compliance with the graphics standards. In case of technical impossibility not allowing the reproduction on the jug certified by the NF logo according to its graphics standards, the mention "Water treatment devices" can be omitted. In this case, this mention and the modalities according to which the certification reference system can be obtained or consulted must be postponed in the presentation of the product or any other media used to notify this information to the user or the consumer.
- The elements of marking described in the standard or the complementary technical specification of the corresponding product.

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

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

If the product is already marked, the marking on the packaging of the certified products must be recommended, knowing that it is one of the ways to promote the mark.

All packaging for certified products or accompanying documents shall include:

- The NF logo in compliance with the graphic charter, including the following mention "Water treatment devices".
- The elements of marking described in the standard or the complementary technical specification of the corresponding product.
- For the carafe components (example: cartridges), the packaging does not carry the NF logo, but gives the list of the devices with which they can be used.

**2.5.2.2 Marking of regenerating salts**

The marking applies only to products packaged in closed packagings which are under the responsibility of the holder.

Packagings, labels and other accompanying documents have to contain:

- The NF logo in compliance with the graphic charter, including the following mention "Water treatment devices".
- The mentions "sodium chloride, regenerating salt" or "sodium chloride, salt for water softeners"; these mentions can be split into two: "sodium chloride" and "regenerating salt" or "salt for water softeners"
- The net mass;
- The name or the company name and the address of the supplier and/or the holder;
- The identification of the place of origin or origin of the salt (possibly coded identification);
- The mention "to store in a clean and dry place";
- The mention "this product is in accordance with EN 973";
- A mark allowing to identify the month when the salt was packed in bags.

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

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

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

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

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

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

If 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 Frauds and falsifications**

### **2.7.1 PREAMBLE**

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.

In case 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 Frauds 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 to non-certified products;
- to cite or provide information from sales manuals, catalogues or any other medium, that does not comply with the certification reference system.

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

- 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.

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

### **2.7.2 LEGAL ACTION**

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

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## Partie 3

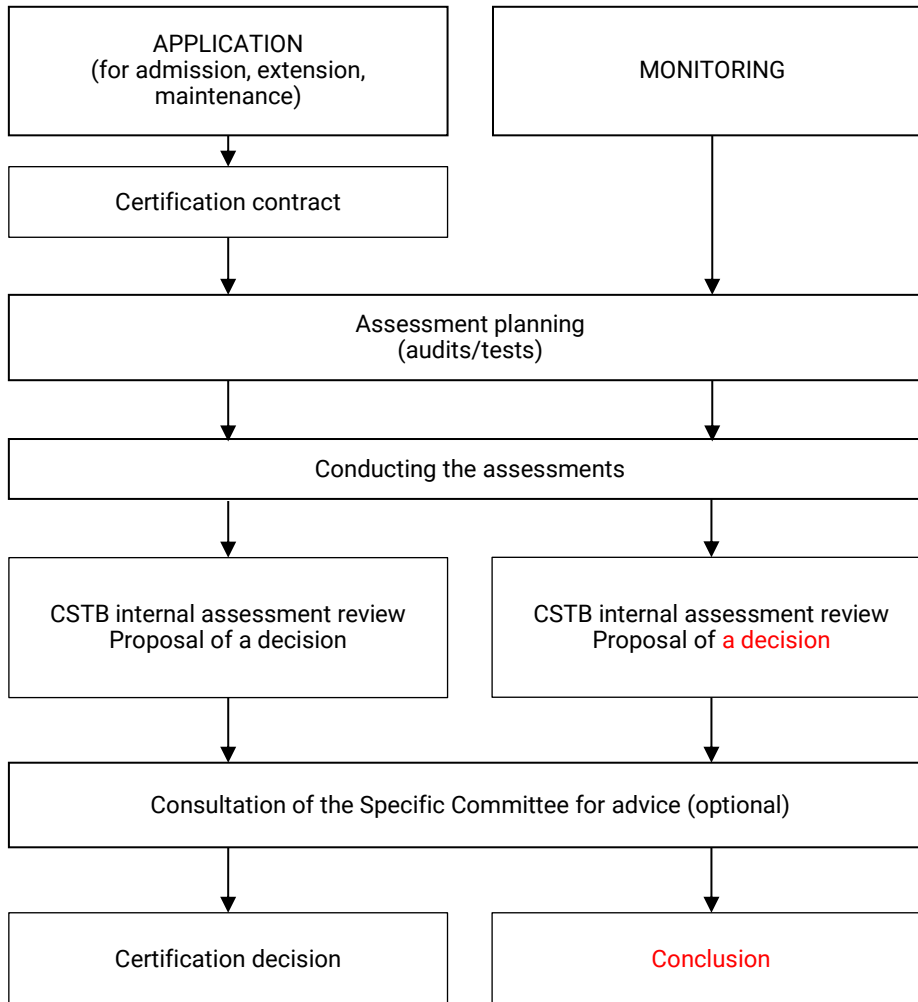
# Certification Process

### 3.1 General

- Definition of the applicant (see Part 5);
- Definitions of the various types of application (application for admission / application for additional admission / application for extension / application for maintenance):
  - An application for admission is made by an applicant not having the right to use the NF mark for the "water treatment devices" 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;
  - An application for additional admission and/or extension is made by a holder and applies to a new product / a modified product on the same manufacturing site;
  - An application for maintenance is made by a holder and applies to an NF-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
  - A new application for admission for a product (or a range of products) following the withdrawal of the right to use the NF mark as a result of a sanction in the event of deceptive marketing practices in application of Articles L 121-2 to L121-5 from the Consumer Code.



### 3.2 Certification application handling 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.

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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 of technical document 406-1.

This entails checking, before admission, the existence and effectiveness of the measures taken in the quality field as well as the product quality assurance operations 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 ways and means (premises, installations, equipment) enabling the auditor to carry out the mission incumbent upon him, shall be placed at his disposal free of charge, along with persons qualified to implement them.

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

An audit report is prepared and remitted to the applicant.

##### **3.3.1.1 Case of an initial admission application**

The duration of an audit is normally one day 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.).

##### **3.3.1.2 Case of a complementary admission application**

The steps described in Paragraph 3.3.1 above apply with a specificity indicating that the audit can be adapted combined with a follow-up audit.

##### **3.3.1.3 Case of an extension application**

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

- In the context of an extension request for a modified certified product, the tests are defined according to the planned modification;
- The audit can be adapted combined with a follow-up audit.

#### **3.3.2 FOLLOW-UP AUDITS**

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

All of the provisions described in Paragraph 3.3.1 apply.

### **Inspection operations**

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

- Verification that the corrective measures announced following any observations made during the previous audit are actually applied;
- Verification that the holder is respecting the quality requirements defined in the reference system;
- Verification of the self-inspection records since the last audit, statistically for at least one certified product and for the products which are sampled for mark laboratory tests;
- Verification of the commercial documents;
- Verification of the changes in the characteristics of the certified products.

An audit report is prepared and remitted to the holder.

The duration of an audit is normally one day 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.).

### **Normal monitoring:**

The normal frequency is one annual audit per manufacturing unit which benefits from the right to use the NF mark.

### **Heightened monitoring:**

In the event of breach of the requirements in this certification reference system, or if the Specific Committee makes a reasoned request, a heightened monitoring procedure can be initiated for a given period. This monitoring can be adjusted up to double the normal frequency of audits, with or without heightened monitoring of the applicant 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 or not combined with a sanction, may justify a transition to heightened monitoring. The latter will be initiated by CSTB, possibly after recommendation from the Specific Committee, for a set period including or not stricter holder's inspection and sampling for testing.

## **3.4 Sampling**

The auditor has samples taken as required from the stock or 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 laboratory of the mark responsible for carrying out the tests within the deadline set during sampling, unless the auditor decides to take charge of them.

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

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

Sampling in the follow-up context:

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 to be performed in the mark's laboratory, in particular 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.

## **3.5 Tests**

### **3.5.1 ADMISSION TESTS**

The tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of this certification reference system.

A test report is prepared and remitted to the applicant.

The tests are carried out under the responsibility of the mark's laboratory(s).

List of tests conducted for regenerating salts:

- Sodium chloride,
- Water,
- Insolubles,
- Sulfates,
- Calcium,
- Magnesium,
- Calculation of purity of the salt.

List of the tests conducted for filtering carafes:

Set of tests referred to in NF P41-650:2013 Water treatment devices – Water filter jug.

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

The tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of the certification reference system and of technical document 406-01.

A test report is prepared and remitted to the applicant.

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

List of tests conducted for regenerating salts:

- Sodium chloride,
- Water,
- Insolubles,
- Sulfates,
- Calcium,
- Magnesium,
- Calculation of purity of the salt.

List of the tests conducted for filtering carafes:

Set of tests referred to in NF P41-650: 2013 Water treatment devices – Water filter jug.

## Partie 4

### The stakeholders

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

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

#### 4.1 The certifying body

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

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

84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2  
\* : 01 64 68 84 52

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

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

#### 4.2 Audit bodies

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

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

84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

\* : 01 64 68 84 52 <http://evaluation.cstb.fr/>

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

#### 4.3 Test bodies

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

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

84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

\* : 01 64 68 84 52 <http://evaluation.cstb.fr/>

Within the framework of a subcontract that CSTB has signed with them, the following laboratory may perform tests on filtering carafes, at CSTB's request.

**TEST BODIES AS SUBCONTRACTORS:**

**EUROFINS EXPERTISES ENVIRONNEMENTALES SAS**

whose head office and laboratory are located at:

Rue Lucien Cuénot – Site Saint-Jacques II  
54521 Maxéville Cedex

#### **4.4 Subcontracting**

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

#### **4.5 Specific Committee**

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

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

- The initial draft certification reference system or the draft revised version, as specified in the Consumer Code,
- The preparation of advertising and promotional activities that fall within its competence,
- The selection of bodies participating in the certification process, and the examination and implementation of recognition agreements.

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

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

Its composition is as follows:

- 
- A President chosen from the members of the colleges defined below;
  - A Vice President: one representative of CSTB;
  - Manufacturers College (Holders): from 1 to 4 representatives;
  - Users / Specifiers College: from 1 to 4 representatives;
  - Technical Bodies and Administrations College: from 1 to 4 representatives.

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

The representatives of audit bodies and mark laboratories participate as of right 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. The time span for the appointment of the members is 3 years. This appointment is renewable by tacit agreement. The Specific Committee's President can change every year.

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

The Specific Committee may, where appropriate, decide to set up working groups or subcommittees and define their missions and responsibilities. The composition of the working groups is to be validated by the Specific Committee, those working groups being composed of at least one representative of the "Manufacturers" College, one representative of the "Users / 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 announces its decision by simple majority of its 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 (not representative of an interest);
- None of the Colleges has a majority of the people present or represented (predominance of an interest).

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



## Partie 5

# Glossary

<b>Agreement 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>Admission:</b>	Application by which an applicant requests for the first time the right to use the NF mark for a product; he declares that he knows this certification reference system and undertakes to respect it.
<b>Complementary admission:</b>	Application by which a holder wants to benefit from the right to use the NF mark for a new product or a new production entity.
<b>Audit:</b>	See Standard NF EN ISO 9001.
<b>Warning:</b>	Non-suspensive penalty notified by CSTB. The product is still marked, but the holder must correct the deviations observed within a defined time period. When a warning is accompanied by an increase in the number of inspections, the actions must be launched within a defined time period. The warning may only be renewed once.
<b>Applicant / Holder:</b>	<p>Public body 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.</p> <p>Any person who modifies the container and/or content of the product (for example, packets or loose cement distribution) becomes an applicant and may not be considered as a retailer. Therefore, this person must make a usage right admission application.</p>
<b>Distributor:</b>	<p>Person who distributes the applicant/holder's products and who does not modify the conformity of the product to the requirements of the NF mark.</p> <p>The types of distributors may be the following:</p> <ul style="list-style-type: none"><li>- distributors who distribute the product under the holder's trade name. In that 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 his right to use the NF mark for a certified product whose characteristics have been modified.
<b>Delegate:</b>	<p>Public body or individual 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 under which context (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the NF mark certification process according to the provisions in the certification reference system.</p> <p>The delegate may be the retailer or importer; their different functions are clearly identified.</p> <p>The delegate concept is vital once the applicants are outside the EEA. Depending on the markets, the retailer concept may not be relevant.</p>
<b>Maintenance:</b>	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 mark and/or trade reference, but without modifying the certified characteristics.
<b>Observation:</b>	Remark aiming to draw a holder’s attention to a minor non-conformity so as to avoid any propensity that might end up with a warning.
<b>Product:</b>	Element resulting from a process or manufacturing process coming from a specific manufacturing unit, defined by a trademark, a specific trade reference and technical characteristics.
<b>Certification Scheme:</b>	Specific certification system for well-defined products to which the same specified requirements, and specific rules and procedures apply.
<b>Receivability:</b>	Study of a dossier which enables the application to be examined. The receivability relates to the administrative and technical parts of the dossier.
<b>Renewal:</b>	Application by which the holder requests the renewal of his right to use the NF mark before the validity of its NF certificate.
<b>Certification Reference System:</b>	Technical document which defines the characteristics that a product, a service or a combination of products and services shall have, and the methods for inspecting the conformity with these characteristics, as well as the methods for communicating on the certification (including the content of the information).
<b>Withdrawal of the usage right:</b>	Decision communicated by CSTB to cancel the right to use the NF mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the NF mark usage right by the holder.
<b>Subcontracting:</b>	Company which carries out some of the production steps for the certified products, under the control of the NF mark holder.

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**Suspension:**

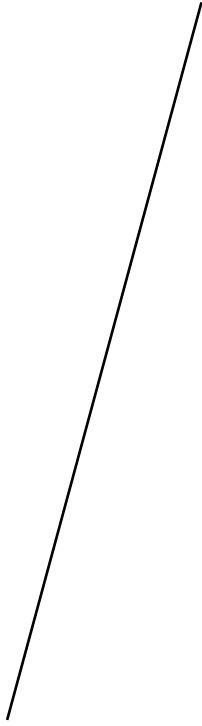
Decision notified by CSTB which temporarily and for a set period of time cancels the authorisation to use the NF mark. The suspension may be issued as a sanction or in the event that the right to use the mark is temporarily renounced by the holder.

Suspension is accompanied by the prohibition on affixing the mark to future production. It shall be for a maximum 6-month period, renewable once, following which a withdrawal of the right to use the NF mark shall be announced if no action has been launched by the holder.

The sanction notifications which affect the usage right (suspension/withdrawal) are signed by CSTB Management.



WATER TREATMENT DEVICES



Trame\_Référentiel\_NF\_VA\_DT\_R3 rev08