Identification no.: QB 04
Revision No.: 06
Effective date: 08/02/2021
# TABLE OF CONTENTS

Part 1  Application .............................................................................................................. 6
1.1  Scope ............................................................................................................................. 6
1.2  Certification added value ............................................................................................. 7
1.3  Applying for certification ............................................................................................ 9

Part 2  The Certification Scheme .................................................................................... 10
2.1  Regulations ................................................................................................................. 10
2.2  The standards and additional specifications ............................................................ 11
2.3  Modification declaration ............................................................................................ 13
2.4  The quality management provisions: audit reference system ................................... 16
2.5  Marking – General provisions ................................................................................... 24
2.6  Conditions for terminating marking or for removing the mark in the case of suspension, withdrawal or abandonment ................................................................. 29

Part 3  Certification Process ............................................................................................ 30
3.1  General ........................................................................................................................ 30
3.2  Certification application processing procedure ....................................................... 31
3.3  Audits ........................................................................................................................... 32
3.4  Sampling ...................................................................................................................... 36
3.5  Testing ......................................................................................................................... 37

Part 4  The Stakeholders .................................................................................................. 38
4.1  The certifying body ..................................................................................................... 38
4.2  Audit bodies ................................................................................................................ 38
4.3  Test bodies .................................................................................................................. 39
4.4  Subcontracting .......................................................................................................... 39
4.5  Specific Committee .................................................................................................... 39

Part 5  Glossary ................................................................................................................ 41

Administrative Management Appendix for QB Certification Combined with the ACOTHERM Label
This certification reference system was approved by the CSTB Technical Department on 08/02/2021.

It cancels and replaces all previous versions.

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

This certification reference system may therefore be revised, in whole or in part, by CSTB, after the interested parties have been consulted.

**MODIFICATION HISTORY**

<table>
<thead>
<tr>
<th>Modified Part</th>
<th>Revision No.</th>
<th>Effective date</th>
<th>Modification made</th>
</tr>
</thead>
<tbody>
<tr>
<td>The whole document</td>
<td>03</td>
<td>May 1997</td>
<td>Revision of the certification reference system</td>
</tr>
<tr>
<td>General Appendix 1</td>
<td>04</td>
<td>July 2012</td>
<td>Consumer Code</td>
</tr>
<tr>
<td>Appendix 5</td>
<td></td>
<td></td>
<td>Abandonment of appointive composition of the committee</td>
</tr>
<tr>
<td>Rate Scale CC181</td>
<td></td>
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<td>Abandonment of V.U. marking</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Removal of financial scale</td>
</tr>
<tr>
<td>The whole document</td>
<td>05 +</td>
<td>01/08/2015</td>
<td>New template</td>
</tr>
<tr>
<td>addendum no.1</td>
<td></td>
<td></td>
<td>Addition of the mock audit</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Procedures for transitioning to the QB mark and new application title replacing &quot;non-traditional outdoor joinery&quot;</td>
</tr>
<tr>
<td>The whole document</td>
<td>06</td>
<td>08/02/2021</td>
<td>New template (creation of an administrative management appendix)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Creation of Technical Document DT 99004-04 rev00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Removal of elements that are not characteristic of pitched roof windows</td>
</tr>
</tbody>
</table>
MANAGING THE REFERENCE SYSTEM’S TRANSITIONS

If the revision of a reference system is likely to have an impact on the product’s performance (evolution of the certified characteristics and/or the evaluation methods), transition management must be implemented, according to the following process:

- **Reference system “n”**
  - Evolution of certified characteristics and/or assessment provisions (test methods, etc.)
  - Assessment according to Reference system “n”

- **Reference system “n+1”**
  - Approval date
  - 12 to 18 months (for information purposes only)

- **Reference system “n+1” approval date**
  - End of transitional period set by Specific Committee

- **Transitional period:**
  - Assessment according to Reference systems “n” and “n+1”
  - Deviation solving according to reference system “n” in line with CSTB existing provisions (max 3 months in case of critical deviation, max 6 months or at the next audit in case of non-critical deviation)
  - Deviation solving regarding transitional period set by the auditee to comply with new requirements defined in “n+1” reference system: necessarily before the end of transitional period
  - Recording of assessment review by CSTB to check that corrective actions may be implemented in accordance with the time allotted

- **Assessment according to Reference system “n+1”**
  - Certificate according to existing reference system “n”
  - Certificate according to existing reference system “n+1”

- **Certificate according to existing reference system “n”**
  - Certificate according to existing reference system “n+1”
Part 1
Application

1.1 Scope

This certification reference system concerns pitched roof windows designed for installation in European France on pitched roofs clad with tiles, slates, asphalt shingles or metal elements with a pitch greater than 15°.

The pitched roof windows covered in this certification include pivoting (moved from the top or bottom rail) and hinged windows.

The QB mark strives to inspect:
- the safety characteristics for people, pets and property 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 complementary characteristics to enable them to stand out in the market.

QB certified products may also hold ACOTHERM certification under the conditions set out in the ACOTHERM regulations. The ACOTHERM label certifies the reported acoustic and thermal performances.

Note 01: In this reference system, notes provided (numbered: 01 to 11) for better understanding and mentioning the ACOTHERM reference system are specified in italics.

The certified characteristics are identified in § 1.2 below.

Certified products benefit from a positive evaluation of their suitability for use, in reference to, for example, a DTU (Unified Code of Practice), Technical Application Document or any other positive technical evaluation of a construction procedure including the product and compatible with the other procedures with which this procedure is combined to build a structure.

Note: a construction procedure covers the whole process from design to execution, leading to the processing of a product or the use of a service for the execution of parts of works.
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 Pitched Roof Windows application are as follows (relevant details are described in Technical Document 99004_01 rev00):

1) According to standard NF EN 14351-1 (including any amendments)

   **Functioning:** Strength of safety devices (Load-bearing capacity of safety devices) (**)
   according to standard NF P 20-501

2) With a performance level higher than the one specified in standard NF EN 14351-1 (including any amendments)

   **Durability:** The product’s compliance with its Technical Application Document ensures that a stable and durable structure can be built

   **Wind:** Resistance to wind load(*) according to classification standards NF EN 12210 and NF P20-302: Class V*A2
   **Functioning:** Operating effort (Operating Forces) and racking with static torsion (Mechanical Strength) (**), according to classification standard NF EN 13115: Class 1 and Class 2

3) With performance and evaluation levels greater than those specified in standard NF EN 14351-1 (including any amendments)

   **Water:** Watertightness(*) according to test standard NF EN 1027, measured based on a 15° tilt, by default, and according to classification standards NF EN 12208 and NF P20-302: Class E*8A
   **Air:** Air permeability(*) according to test standard NF EN 1026, measured in a vertical position at 90°

The complementary certified characteristics for the Pitched Roof Windows application, when combined with the ACOTHERM label, are:

1) With a performance level higher than the one specified in standard NF EN 14351-1 (including any amendments)

   **Acoustics:** The acoustic performance according to classification standard NF EN ISO 717-1

   **Heat:** Heat transfer according to calculation standards NF EN 410 and NF EN ISO 10077-1. The radiation properties according to calculation standard NF EN ISO 10077-2. The shading and light transmission factors according to standards NF EN 52022-3 and NF P50-777
   **Functioning:** Resistance to repeated opening and closing(**) according to classification standard NF EN 12400: Class 2
The certified characteristics identified by (*) or verified characteristics identified by (**) correspond to the characteristics defined in FD DTU 36.5 P3; the certified performance level complies with the one specified in the DTU for the defined use.

These certified characteristics are shown in the pitched roof windows certificate, via the radar chart with the titles (Functioning, Durability, Air, Water, Wind, Acoustics, Heat).

The QB mark is the exclusive property of CSTB, whose registered office is at 84, avenue Jean-Jaurès, 77420 CHAMPS-SUR-MARNE, by virtue of the registration as simple classification mark made with the INPI on its behalf.

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

<table>
<thead>
<tr>
<th>Production audit carried out by a qualified technical auditor:</th>
<th>Admission</th>
<th>Continued surveillance</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Verification that the production inspections and records have been completed: raw materials, manufacturing, products at the end of the production line, finished products, etc.,</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- Verification of the quality management provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints,</td>
<td></td>
<td>Frequency: 2 annual audits or according to the frequency required by the technical part</td>
</tr>
<tr>
<td>- Supervision of certified characteristics tests carried out by the applicant.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tests carried out by a laboratory recognised by the certifying body (independent and competent):</th>
<th>Admission</th>
<th>Continued surveillance</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Samples taken by the certifying body and/or applicant and completed on the applicant/holder's site.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
|                                                                                         | Frequency: According to the rate defined in the table from the technical management appendix of section 3.4.1.2
1.3 Applying for certification

Any legal entity that manufactures products that fall within the scope of application defined above and capable of meeting the technical requirements described in Part 2 of this document may request the right to use the QB mark –Pitched Roof Windows.

Such requests are referred to as ‘applications’ while the entities making them are referred to as ‘applicants’.

To substantiate their application dossier for the right to use the QB mark, the applicant must perform testing on a batch of roof windows representative of their current production, in accordance with the applicable test methods defined in section 1.2 herein. These tests are performed by the applicant on samples taken from ongoing production or from inventory.

The samples included roof windows of varying compositions to enable evaluation of all compositions included in the application as well as the largest dimensions manufactured. To substantiate their application dossier for the right to use the QB mark combined with the ACOTHERM label, the applicant must submit:
- Acoustic tests on a batch of roof windows, the characteristics of which are set out in this reference system and in the ACOTHERM reference system;
- Thermal calculations on one roof window type, the characteristics of which are set out in this reference system and in the ACOTHERM reference system.

Before applying, 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 the use of the QB mark.

When a product has QB certification at one production unit and it is manufactured under the same brand in multiple production units, it must also be certified in the other production units.

To this end, the holder has six months to comply with this requirement; failure to do so will result in the existing certification being lost.

However, if this same product is sold under different brand names, this rule does not apply to it.

Note: When an applicant has subcontracted production

Applicants may subcontract part of the manufacturing process for the 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 skills in complying with those requirements.

Failure to comply with all of the commitments may lead to a halt to or suspension of the examination of applicants’ files.
Part 2
The Certification Scheme

The certification scheme for the Pitched Roof Windows application consists of this certification reference system, which references:
- the QB mark General Requirements, which set the organisation and conditions for use of the mark,
- the standards referred to in § 2.2.1,
- the additional technical specifications referred to in § 2.2.2,
- the existing ACOTHERM reference system.

This certification reference system falls under the framework of the certification of non-food-related products and services, as provided for in the French Consumer Code (articles R-433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General Requirements of the QB mark to the products defined in Part 1.

2.1 Regulations

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

*Note 02: The granting of the right to use the QB mark combined with the ACOTHERM label adheres to the same provisions.*

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

The documentary evidence must be communicated to CSTB as part of the examination of the admission/extension file.

If the product has been modified, the documentary evidence must be presented to the auditor as part of the surveillance audit, by any appropriate means.

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

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

Below are the main regulations applicable for placing products on the French market and for which the applicant/holder shall submit to the certifying body a document attesting to the conformity of their product to the regulations.
2.2 The standards and additional specifications

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

2.2.1. **APPLICABLE STANDARDS**

- **NF EN 14351-1**, Windows and doors - Product standard, performance characteristics – Part 1: windows and external pedestrian doorsets;
- **NF EN 12211**, Windows and doors – Resistance to wind load – Test method;
- **NF EN 12210**, Windows and doors – Resistance to wind load – Classification;
- **NF P20-302**, Characteristics of windows;
- **NF EN 1027**, Windows and doors – Water tightness – Test method;
- **NF EN 12208**, Windows and doors – Watertightness – Classification;
- **NF EN 14609**, Windows – Determination of the resistance to static torsion.
- **NF P20-501**, Test methods for windows;
- **NF EN 1026**, Windows and doors – Air permeability – Test method;
- **NF EN 12207**, Windows and doors – Air permeability – Classification;
- **NF EN 12046-1**, Operating forces – Test method – Part 1: windows;
- **NF EN 13115**, Windows – Classification of mechanical properties – Racking, torsion and operating forces;
The following standards concern pitched roof windows, for the QB mark combined with the ACOTHERM label:

- **NF EN 14608**, Windows – Determination of resistance to racking;
- **NF EN ISO 10140-1**, Acoustics – Laboratory measurement of sound insulation of building elements – Part 1: application rules for specific products;
- **NF EN ISO 10140-2**, Acoustics – Laboratory measurement of sound insulation of building elements – Part 2: measurement of airborne sound insulation;
- **NF EN ISO 10140-4**, Acoustics – Laboratory measurement of sound insulation of building elements – Part 4: measurement procedures and requirements;
- **NF EN ISO 10140-5**, Acoustics – Laboratory measurement of sound insulation of building elements – Part 5: requirements for test facilities and equipment;
- **NF EN 10140-5/A1**, Acoustics – Laboratory measurement of sound insulation of building elements – Part 5: requirements for test facilities and equipment – Amendment 1: rainfall sound;
- **NF EN 410**, Glass in building – Determination of luminous and solar characteristics of glazing;
- **NF EN ISO 10077-1**, Thermal performance of windows, doors and shutters – Calculation of thermal transmittance – Part 1: general;
- **NF P 50-777**, Thermal performance of buildings – Glass walls with or without movable blinds or shutters – Determination of light and solar transmittance;
- **NF EN 1191**, Windows and doors – Resistance to repeated opening and closing – Test method;
- **NF EN 12400**, Windows and pedestrian doors – Mechanical durability – Requirements and classification;

### 2.2.2. COMPLEMENTARY TECHNICAL SPECIFICATIONS

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

- Technical Application Document or any other positive technical evaluation of a construction system (the whole process from design to execution, leading to the processing/use of a product for the execution of parts of works) including the product and compatible with the other systems which with is system is combined to build a structure (e.g. ATEX, etc.)
2.3  Modification declaration

This section specifies the information that the holder of the right to use the QB mark must provide to CSTB and the procedures they 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 QB 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.

2.3.1  MODIFICATION CONCERNING THE HOLDER

Holders 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 QB mark from which they might benefit shall automatically stop.

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

In the case of a merger or takeover bringing about a change of the holder’s company name but no modifications to:
- The certified product(s)
- The manufacturing process
- The technical and human resources
- The quality structure and inspection methods
The certificate can be updated upon receipt of an informative letter using the letterhead paper bearing the new company name.

2.3.2  MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Case of a production transfer:

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 QB marking by the holder on the relevant products.

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

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

The evaluation and renewal decision procedures for 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 characteristics (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 shall declare in writing to CSTB any modification relative to their quality organisation that may have an impact on the conformity of production with the requirements of this certification reference system.

In particular, they shall declare any change in the certification of their quality management system.

Any temporary halt in internal quality assurance operations for a certified product entails an immediate halt in the QB 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 QB mark for a specific duration following which, if the right of use cannot be re-established, this holder’s right to use the QB mark will be withdrawn.

2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT

Any modification to the certified product when compared with the application dossier likely to have an impact on the product’s compliance with the requirements in the certification reference system and to influence the certified characteristics shall be declared in writing to CSTB.

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

Product marking must be suspended pending the decision.

In addition, any modification made to the certified product in the environmental declarations shall be declared, at least during the follow-up audit.

2.3.5 TEMPORARY OR PERMANENT HALT IN PRODUCTION

Any temporary halt in the production site or production line (of products or a range of products), no matter the duration, or a definitive halt thereof must be identified, recorded and declared in writing to CSTB; this declaration must indicate the date of the halt in production, the anticipated resumption date and the confirmed resumption date.

This does not concern any temporary halt due to a period of leave, as long as the halt is shorter than one month.

2.3.5.1 Temporary halt for less than 6 months (no production of the certified product or a similar product)

No suspension is communicated to the holder. When production resumes, self-inspections set out in the reference systems must be carried out by the holder; these will be analysed by the CSTB auditor as part of the next follow-up audit. Furthermore, the holder undertakes to declare any modification that impacts their product’s performance (product modification, manufacturing unit, quality organisation, etc.).
2.3.5.2 Temporary halt for more than 6 months (no production)

The holder shall specify the time needed to sell off the inventory of products marked and manufactured prior to the date production ceased. The decision to suspend the certificate and, if applicable, the right to use the associated label, is communicated to the holder by CSTB, for a maximum duration of 6 months, renewable once, where appropriate.

The total duration of the suspension of the right to use the QB mark for these products must not exceed one year. The removal of the suspension may only be announced following one or more suspension removal evaluations defined by CSTB: audit and, if necessary, testing.

When the period indicated by the holder and deemed consistent by CSTB expires, the product is removed from the list of certified products.

2.3.5.3 Definitive halt

The holder shall specify the time needed to sell off the inventory of marked products.

When the period indicated by the holder and deemed consistent by CSTB expires, the product is removed from the list of certified products. The withdrawal decision is communicated to the holder by CSTB.

2.3.5.4 Abandonment of the right to use the QB mark

Any abandonment of a right to use the QB mark shall be declared in writing to CSTB, specifying the time necessary to sell off the inventory of QB-labelled products.

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

2.3.5.5 Abandonment of the right to use the ACOTHERM label combined with the QB mark

Any abandonment of a right to use the ACOTHERM label shall be declared in writing to CSTB, specifying the time necessary to sell off the inventory of ACOTHERM-labelled products.

CSTB shall notify the holder of the ACOTHERM label of the suspension or withdrawal of the right to use the ACOTHERM label. When the period indicated by the holder expires, the product is removed from the list of certified products.
2.4 The quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders are responsible for fulfilling all requirements of the certification under which the right to use the QB mark for the considered product is granted.

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

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

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

2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

Applicants/holders shall have implemented their own ways and means, the existence and effectiveness of which are assessed based on the requirements of standard NF EN ISO 9001; version 2015.

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

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

As part of an audit, all the necessary requirements identified on the shaded lines in Table 1 below, shall be audited. All the other requirements pertaining to quality management shall be audited over a period of 2 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, and
- the last ISO 9001 audit report for the applicant/holder is forwarded to CSTB prior to the audit or examined during the audit.
<table>
<thead>
<tr>
<th>§ ISO 9001: 2015</th>
<th>REQUIREMENTS</th>
<th>MINIMUM EVIDENCE EXPECTED</th>
<th>APPLICABLE (NA = not applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Context of the body</td>
<td>4.1. Understanding the body and its context</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>4.2. Understanding the needs and expectations of interested parties</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>4.3. Determining the field of application for the quality management system</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>4.4. Quality management system and its processes</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td>5. Leadership</td>
<td>5.1. Leadership and commitment</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>5.2. Policy</td>
<td>-</td>
<td>NA</td>
</tr>
</tbody>
</table>
|                 | 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 | □  All the items except:  
* ISO 9001 V15: §5.3 c,d |
| 6. Planning     | 6.1. Actions to address risks and opportunities | - | NA |
|                 | 6.2. Quality objectives and planning to achieve them | - | NA |
|                 | 6.3. Planning of changes (SMQ) | - | NA |
| 7. Support      | 7.1.1. Resources – General points | - | NA |
|                 | 7.1.3. Infrastructure | - | NA |
|                 | 7.1.4. Environment for the operation of processes | Evidence of maintenance of the work environment.  
Examples: storage of a product and its components to protect them from bad weather, appropriate ambient conditions, etc. | □ |
<table>
<thead>
<tr>
<th>§ ISO 9001: 2015</th>
<th>REQUIREMENTS</th>
<th>MINIMUM EVIDENCE EXPECTED</th>
<th>APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.1.5. Surveillance and measuring resources</td>
<td>* List of the inspection, measuring and test equipment used on the product production site and/or in the laboratory,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Identification of the equipment used to determine its validity,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>* 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),</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Evidence of verification and/or calibration (1) Examples: equipment data sheet, verification or calibration report, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Evidence of connection to national or international standards (where possible),</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>* Validation of software used to monitor and measure the specified requirements, where appropriate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.1.6. Organisational knowledge</td>
<td>-</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td>7.2. Competence</td>
<td>* Compliance with test methods and inspection provisions.</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.3. Awareness</td>
<td>-</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td>7.5. Documented information</td>
<td>* List of the internal and external documented information, Examples: Procedures, operating procedures, test methods, inspection instructions, quality records, etc.</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>* Evidence of control of internal and external documents, Example: Availability of the applicable version of the test method, reference system, inspection mechanisms, etc.</td>
<td></td>
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<tr>
<td></td>
<td>Note: Quality Manuals are no longer required.</td>
<td></td>
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</tr>
</tbody>
</table>

(1) Examples: equipment data sheet, verification or calibration report, etc.
<table>
<thead>
<tr>
<th>§ ISO 9001: 2015</th>
<th>REQUIREMENTS</th>
<th>MINIMUM EVIDENCE EXPECTED</th>
<th>APPLICABLE (NA = not applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1. Operational planning and control</td>
<td>-</td>
<td>NA</td>
<td>Note: Operational control: Same as § ISO 9001 v15: 8.5.1.</td>
</tr>
<tr>
<td>8.2.2. Determination of product requirements</td>
<td>-</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>8.3. Design and development of products</td>
<td>-</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>
| 8.4. Control of externally provided processes and products | * List of service providers  
* Contract/order defining the requirements of the applicant/holder of the certification  
* Evidence of the verification of raw materials and components (2)  
* Evidence of the verification of subcontracting conditions: transport, handling, tests (3), etc. | External providers:  
* supplier of raw materials, components and services integrated into the product  
* subcontractor of external services (e.g. tests, handling, transport, etc.)  
(*) Specific case of applicants/holders subcontracting part of their production  
CSTB audits the subcontractors (as provided for in the certification reference system)  
All the items except:  
* ISO 9001 v15: § 8.4.1. |
| 8.5.1. Control of production and service provision | * Information defining the products’ characteristics.  
Examples: product plan  
* 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)  
* Surveillance and measurement activities.  
Examples: surveillance plan, inspection procedures and instructions, test method(s), etc.  
* Conservation of documented information demonstrating conformity of products with the acceptance criteria (same as §8.6. ISO 9001 v15) | }
### 8. Operational activities

<table>
<thead>
<tr>
<th>§ ISO 9001:2015</th>
<th>REQUIREMENTS</th>
<th>MINIMUM EVIDENCE EXPECTED</th>
<th>APPLICABLE (NA = not applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5.2. Identification and traceability</td>
<td>* Identification/Marking of the product in accordance with the requirements in this Certification Reference System. * Marking of commercial documents in accordance with the requirements in this Certification Reference System.</td>
<td></td>
<td>■</td>
</tr>
<tr>
<td>8.5.3. Property belonging to customers or external providers</td>
<td>Verification that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.)</td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td>8.5.4. Preservation</td>
<td></td>
<td></td>
<td>■</td>
</tr>
<tr>
<td>8.5.5. Post-delivery activities</td>
<td>* Evidence of control over modifications in the manufacturing process, particularly the impact of modifications on the product’s performance: - modification review, - person authorising the modification and all the necessary related actions.</td>
<td></td>
<td>■</td>
</tr>
<tr>
<td>8.5.6. Control of modifications (in production)</td>
<td>* Provisions for inspecting products; records of the results of inspections and conformity with the acceptance criteria (4) * Names of the persons responsible for releasing the finished products</td>
<td></td>
<td>■</td>
</tr>
<tr>
<td>8.6. Release of products</td>
<td>* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions (5) * No dispensation granted as regards the performance of a certified characteristic</td>
<td></td>
<td>■</td>
</tr>
<tr>
<td>8.7. Control of non-conforming outputs</td>
<td></td>
<td></td>
<td>■</td>
</tr>
</tbody>
</table>

### 9. Performance evaluation

<table>
<thead>
<tr>
<th>§</th>
<th>REQUIREMENTS</th>
<th>MINIMUM EVIDENCE EXPECTED</th>
<th>APPLICABLE (NA = not applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1. Surveillance, measurement, analysis and evaluation</td>
<td></td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td>9.2. Internal audit</td>
<td></td>
<td>-</td>
<td>NA</td>
</tr>
<tr>
<td>9.3. Management review</td>
<td>Management review report</td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

### 10. Improvement

<table>
<thead>
<tr>
<th>§</th>
<th>REQUIREMENTS</th>
<th>MINIMUM EVIDENCE EXPECTED</th>
<th>APPLICABLE (NA = not applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1. General</td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>10.2. Non-conformity and corrective action</td>
<td>* Implementation of corrective action to deal with non-conformities pertaining to the certified product, including customer complaints (6) * Effectiveness of the actions taken</td>
<td></td>
<td>■</td>
</tr>
<tr>
<td>10.3. Continuous improvement</td>
<td></td>
<td>-</td>
<td>NA</td>
</tr>
</tbody>
</table>
(1) Clarifications regarding provisions concerning measuring equipment outside metrological validity following a halt in production in an exceptional situation (pandemic, etc.)

Measuring and testing equipment outside metrological validity can be used within three months (*) of production resuming, on the condition that calibration operations are planned and evidence demonstrates that measuring and testing results remain reliable:
- by relying on test results confirmed on a reference sample, where appropriate,
- by confirming that the instrument drift determined on prior calibration operations is acceptable, or
- by validating the values obtained during in-service checks (e.g. using a gauge block for the in-service check of a slide calliper or a temperature sensor for an oven check).

In return for metrological calibration, this waiver will be validated by confirmation of the new drift.

(*) Any period greater than three months requires a waiver request be submitted to CSTB. Each request shall be assessed on a case-by-case basis; particular attention shall be given in cases where the measurement concerns a certified characteristic with an impact on the health or safety of persons or property.

(2) Control of the product components

Applicants/holders are required to carry out an inspection of all components used in the manufacture of their certified products upon receipt (raw materials and especially integrated products, certified glass and hardware) and, in all cases, prior to use.

Note: If there is a line of butyl in the vicinity of the insulated glazing’s seal, it is important to make sure these two components are compatible.

The ‘reception’ internal quality control operation established by the applicant/holder shall cover:
- the inspection methods for products upon reception that assess compliance and/or regularities in relation to the expected characteristics,
- including, where appropriate, rules for collecting 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.

(3) 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’s 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 settings, etc.) and that the staff carrying out the test have the necessary competencies.
(4) Inspection during production, on products at the end of the production line and on finished products

The applicant/holder shall possess the necessary ways and means for the inspections and tests defined by the standards, reference documents and additional specifications mentioned in section 2.2 of this reference system.

The applicant/holder transcribes the inspection results onto records kept continuously available to the certifying body at the production unit for one year, after which they are archived for 10 years. It must be possible to provide copies of the records to the auditor. The applicants/holders agree to carry out reliable and regular verification of their production:
- inspection during production,
- end of production line inspections performed,
- verifications and tests carried out on finished products.

The rate of testing done during manufacture is defined by:
- the applicant/holder’s internal instructions;
- guidelines in compliance with the technical file of the certified product’s DTA;
- requirements in compliance with the Appraisal part of the certified product’s DTA; or
- requirements in this certification reference system such as the specified frequency of A*E*V* follow-up testing.

Test reports must be available at the production unit.
- If testing is performed by the system’s designers/process development engineers or by manufacturers authorised by CSTB in advance, the reports must be sent by the process development engineer or manufacturer to the applicant/holder within eight days of the completion of the tests, particularly A*E*V* follow-up testing.

During production

The applicant/holder shall put in place quality assurance operations during production. 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).

In accordance with the Technical Application Document’s description, the auditor collects half-finished products required for quality assurance, as needed.

Quality assurance instructions shall be formalised and made available to the operators. Quality assurance results recorded upon each inspection. If the results of the quality assurance operations 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 or products at the end of the production line

Applicants/holders must take random samples of finished products and products at the end of the production line to verify the products’ characteristics.

Their collection method must be clearly specified in the applicant’s/holder’s quality plan and must not be left to the sole discretion of the operator. The samples taken for inspections and testing must be representative of the various dimensions of the products covered by this certification reference system. During each follow-up audit, samples are collected either at the end of the production line or from inventory by the auditor to perform A*E*V* testing.

It is the responsibility of applicants/holders to organise these quality assurance operations. They are carried out by the applicants/holders themselves in their own manufacturing plants.
Applicants/holders carry out inspections at the end of the production line according to their internal provisions for releasing products.

The inspections and testing for measuring certified characteristics on finished products made by the applicant/holder are carried out according to the standards and complementary specifications mentioned in section 2.2 of this certification reference system.

In the specific case of applicants with an average annual production of less than 300 roof windows per month, companies that do not have a test bench enabling them to perform the A*E*V* tests on the manufacturing site itself may carry out these internal quality assurance tests on the premises of the system’s designers/process development engineers, in agreement with them and under their responsibility, or on another authorised test station previously audited by CSTB and visited annually by CSTB. These tests will be performed under the same conditions (procedures and frequencies) as those specified in the below certification process. The auditor must first ensure the equipment is in good working order and is calibrated, and they must agree to the model for this report. These tests must take place with the applicant/holder present, and the reports shall be sent directly to CSTB for the attention of the relevant Application Manager. If it is not possible to comply with these provisions, sample roof windows will be collected at random for testing at CSTB and not for the purposes of facilitating transport.

Note: CSTB must first audit the A*E*V* test station located at the premises of the designer/process development engineer.

Applicants/holders shall record the results of the previous inspections. If the results of the standard inspections are inconclusive, the inspections must be increased and the causes of the malfunction must be identified in order to correct it by carrying out manufacturing inspections, if necessary.

In general, the Committee may ask the applicant/holder to increase the frequency of some inspections depending on the results.

(5) Provisions for handling non-conformities

These notably include:
- an analysis for identifying the cause of the anomaly;
- an analysis to determine the impact of the anomaly on production since the previous inspection;
- 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.

When the results of the standard inspections are inconclusive, particularly for A*E*V* testing, the inspections are increased in order to detect the causes of the failures and to remedy this by completing manufacturing inspections, when necessary.

(6) Customer complaints

The customer complaint record is audited; to allow this, holders must retain:
- a record of all complaints and recourse 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 must be able to show the auditor extracts from such records pertaining to complaints involving the products covered by this certification reference system.
2.5 Marking – General provisions

Marking is an integral part of product certification.

Beyond the identification of a certified product and its traceability, the marking of a product with the certification logo of the QB mark and the QB mark combined with the ACOTHERM label ensures optimal protection for users and protects holders against wrongful use and counterfeits.

Under no circumstances is it possible to make reference to the QB mark or consequently the ACOTHERM label before the right to use the QB certification mark is obtained or to present counterfeit products for certification.

The reproduction or affixing of CSTB logos is only authorised through strict application of the QB graphic charter and, where appropriate, the ACOTHERM graphic charter and with the support of the right of use, authorised by a valid certificate or with the prior consent of CSTB.

Furthermore, the purpose of mentioning the main certified characteristics is to ensure that the technical characteristics covered by the certification, which is formalised by the QB mark and, where appropriate, the ACOTHERM label, are transparent for consumers and users. It thus enhances the certification and its content.

The purpose of the marking rules described hereafter is to guide the holder in complying with regulatory requirements and certification requirements. The QB mark General Requirements define the conditions of use, the conditions of validity of the right to use the QB mark and the procedures for sanctions in the case of wrongful use.

Note 03: For a product that also has the ACOTHERM label, these rules that describe the marking procedures apply, supplemented with the addition of the ACOTHERM logo, as set out in the ACOTHERM reference system.

Without prejudice to the sanctions provided for in the QB mark General Requirements, any incorrect declaration of the certified characteristics and any fraudulent use of the QB logo will result in legal action against the holder for deceptive marketing.

Note 04: The existing provisions provided for in the event of fraud and wrongful use of the QB mark also apply to the ACOTHERM label.

All windows manufactured according to the technical specifications in this reference system (dimensions, glass, A*E*V* classification) and, where appropriate, the ACOTHERM reference system must be marked in the production unit.

At least 50% of production compliant with the product’s technical definition must be marked.
2.5.1 THE QB LOGO

The QB logo must ensure the identification of each certified product. The holder undertakes to respect the QB mark’s graphic charter. The QB logo and its graphic charter are available from the application administrator.

The certified product must have a distinct designation and identification from non-certified products.

The holder shall not use the QB 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 remit to CSTB in advance any marking projects or materials 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 TERMS AND CONDITIONS FOR MARKING

This section describes both the terms for affixing the QB logo and the marking of certified characteristics.

The requirements of article R 433-2 of the Consumer Code stipulate that marking must comply with the provisions outlined in the following sections and, whenever possible, include the following information:

FENÊTRES POUR TOIT EN PENTE

http://evaluation.cstb.fr
Certified characteristic 1: Air permeability
Certified characteristic 2: Watertightness
Certified characteristic 3: Resistance to wind load

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).

COFRAC accreditation marking can only be used with the prior written authorisation of CSTB and under the conditions expressed in the following wording: ‘Certification issued by CSTB, benefiting from COFRAC Certification of Products and Services accreditation no. 5-0010, list of locations and scope available at www.cofrac.fr’.
2.5.2.1 Marking of the certified products

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

Marking must be carried out permanently, legibly and indelibly on the products, with the following information:

00 - 00  QB  A*3  E*8A  V*A3

1: Identification code for the manufacturing unit indicated on the certificate
2: Code for the Technical Application Document of the system indicated on the certificate
3: Voluntary certification mark logo
4: Certified characteristics with their performance levels indicated on the certificate

The certificate includes the identification of the manufacturer holding the certification, the trade name and/or reference and the serial number.

Note 05: When the right to use the ACOTHERM label is granted, the marking is supplemented as follows:

00 - 00  QB  Ac1  Th11  A*3  E*8A  V*A3

5: The logo for the QB mark combined with the ACOTHERM voluntary certification label
6: Certified characteristics of the ACOTHERM label with their performance levels indicated on the certificate

Additionally, the marking may include the level of the shading and total light transmission factor characteristics.

Note: If there is a code for identifying the product, the code must be given to CSTB.
2.5.2.2 Marking on the packaging of the certified product or on the product’s accompanying document(s) (where appropriate)

All packaging for certified products or accompanying documents shall include all the marking components defined in section 2.5.2: logo of the mark(s), name of the application, reference to the website and, if possible, the list of certified characteristics.

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

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

The generic use of the QB mark or ACOTHERM label through its reproduction in the holders’ correspondence is forbidden, unless the holder has the right to use the QB mark and ACOTHERM label for all of their products.

References to the QB mark or ACOTHERM label in communication materials or documentation must 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 section 2.5.2: logo of the mark, name of the application, reference to the website and, if possible, the list of certified characteristics.

They must meet the following requirements:

- Case No. 1: Example with the certificate mentioned under the QB logo:

  ![Certification Example](image)

  (1) Identification code for the manufacturing unit indicated on the certificate

  (2) Code for the Technical Application Document of the system indicated on the certificate

The certificate includes: the name and address of the certifying body; the name, address and identification of the manufacturer holding the certification; the trade name and/or reference; the essential certified characteristics (designations and values).

Note 06: When the right to use the ACOTHERM label is granted, references to the QB mark and ACOTHERM label must appear as follows:

![Certification Example](image)
- Case No. 2: Example with no certificate mentioned:

Monitoring of the following information:

- Name and address of the certification body;
- Name, address and identification of the holder;
- Trade name and/or reference;
- Essential certified characteristics (designations and values): these are the A*E*V* classification and conformity with the reference Technical Application Document;
- Certificate serial number.

Note 07: When the right to use the ACOTHERM label is granted, references to the QB mark and ACOTHERM label must appear as follows:

Note 08: Monitoring of the following information:

- Essential certified characteristics (designations and values): Acoustics and Heat classifications and, where appropriate, Shading and Total Light Transmission factors

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 section, the holder is advised to submit to CSTB, in advance, all communication materials and documentation where the certification is expected to be mentioned.
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 must not be marked with the QB logo or, where appropriate, the ACOTHERM logo or this marking must be crossed out or concealed to prevent any risk of confusion.

In case of accidental non-compliance observed after the product has been placed on the market:

→ The manufacturer is responsible for:
  ✷ Immediately informing CSTB;
  ✷ Validating the qualities/batch numbers/lead times, etc. involved;
  ✷ Planning retroactive removal of the mark and possible withdrawal from the market.

→ CSTB is responsible for:

  ✷ Defining the means to verify mark removal (customer commitment, etc.);
  ✷ Estimating the risks of improper use of the mark, particularly in the event that certification applies to products/services at risk;
  ✷ Depending on those risks, possibly triggering an on-site inspection (company or shop) or informing the public authorities;
  ✷ Requiring the holder to undertake corrective actions and/or on-site inspection and, where appropriate, suspending or withdrawing the certification;
  ✷ Announcing as of right the withdrawal of certification after more than three successive exceptional evaluations.
Part 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):

- **An application for admission** is made by an applicant not having the right to use the QB mark for the Pitched Roof Windows application. It corresponds to a product (or a range of products) originating from a specific design process and/or manufacturing unit and/or a specific sales location, defined by a trademark and/or with a specific reference to the product submitted and the technical characteristics;

- **A complementary and/or extension application** is made by a holder and applies to a new product/modified product on the same manufacturing site;

- **A new application for admission for a product (or a range of products) following the withdrawal of the right to use the QB mark as a result of a sanction** is made in the event of deceptive marketing practices in application of Articles L121-2 to L121-5 of the French Consumer Code.

*Note 09: these various types of applications may relate to the ACOTHERM label, where appropriate*
3.2 Certification application processing procedure

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.

(1) The conditions for surveillance after the right to use the QB mark has been granted are specified in article 7 of the General Requirements of the QB certification reference system

(2) The contract is concluded for an unlimited term and may be terminated with no further legal formality for all or some of the holder's products, for any reason whatsoever, whenever the certified products are no longer manufactured or whenever activity in the production factory ceases. This cancellation only takes effect following the expiry of a 15-day period starting from the reception by CSTB of the registered letter with acknowledgement of receipt sent by the holder notifying them of termination as of right of the QB – Pitched Roof Windows certification.
3.3 Audits

With each audit, the auditor verifies that the product is manufactured in accordance with Appendix 1 of the General Requirements of the QB certification reference system.

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, Technical Document 99004-01 and the Technical Application Document for the certified product.

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.

The auditor shall investigate the manufacturing operations (machining, processing, assembly, hardware installation, glass, finishes) and ensure they comply with the provisions of the reference Technical Application Document and the existing reference system, including its additions.

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

All the ways and means (premises, installations, equipment) enabling the auditor to carry out the mission incumbent upon him/her shall be placed at his/her disposal free of charge, along with 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 addressed to the applicant.

Special case of a mock audit

Prior to an admission audit, a mock audit may be suggested in order to review the situation. It complies with the requirements in COFRAC’s doctrine no. 05 of CERT REF 04. A mock audit shall in no way constitute advisory action.

The conditions for intervention are as follows:
- A mock audit shall be limited to one single intervention per site prior to an admission audit;
- The sole purpose of a mock audit is to make a factual evaluation of an entity’s state of readiness with regard to the certification criteria, by identifying any possible deviations without recommending any solutions;
- A mock audit shall not constitute a comprehensive evaluation of the applicant’s quality system;
- A mock audit shall be set out in a written audit report addressed to the applicant. Should a deviation be identified, the audit report shall not be supplemented by deviation sheets. The administrator shall not make any pronouncement on the relevance of the corrective actions;
- The duration of a mock audit shall be far shorter than the scheduled duration of an admission audit. It is equivalent to 0.5 days;
- A mock audit may not be considered comparable to an admission audit.

Later on, if certification is requested, an admission audit will be conducted in full.
3.3.1.1 Case of an initial admission application

The audit normally lasts 1 day per manufacturing plant.

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

3.3.1.2 Case of a complementary admission application

The steps described in section 3.3.1 above apply, with the specificity that the audit may be adapted by concentrating on the process for the product covered in the application, and the audit is included in the follow-up audit.

3.3.1.3 Case of an extension application

The steps described in section 3.3.1 above apply with the following specificities:

- in the context of an extension application for a modified certified product, the tests are defined according to the planned modification;
- the audit may be adapted by concentrating on the process for the product covered in the application, and it is integrated into the follow-up audit;
- To compile the extension dossier, the applicant must perform tests on a batch of windows representative of their current production. To be extended to larger dimensions, CSTB assesses whether or not further testing is required based on the system’s characteristics.

3.3.1.4 Exceptional measures during an epidemic/pandemic and in case of travel restrictions

For risk exposure areas\(^{(1)}\) or areas to which CSTB may not travel in order to avoid spreading the infection (in accordance with a directive or instruction from a government or internal instructions at the company), a ‘remote audit’\(^{(2)}\) is performed covering analysis of the elements requested by the certification administrator prior to the audit and, where appropriate, the supervision of on-site testing provided for in the certification reference system; as a minimum, processing of the test reports sent to CSTB immediately after conducting the tests. The audit must be conducted on-site in the year following the admission application.

Testing will be performed, where appropriate, on one or more certified products collected by the holder based on instructions specified by CSTB (e.g. manufacturing date, batch number, etc.), which will send the product(s) to the mark laboratory. This sampling can be performed prior to the date planned for the remote audit. The date of manufacture of the sampled product must be later than the most recent audit and/or sample collection carried out. For supervised on-site tests provided for in the reference system, means must be proposed by the holder to allow them to be supervised remotely by the auditor.

\(^{(1)}\): The list of risk exposure areas is made public and updated by French Government departments.

In the case of the CORONAVIRUS epidemic, the list of risk exposure areas is continuously updated by the Agence Nationale Française de Santé Publique (French National Public Health Agency):

\(^{(2)}\): CSTB suggests secure means of communication (video-conferencing, sharing documents, etc.) to the holder, if the latter wishes to use other means of communication, they shall, under their sole responsibility, use the means of communication they deem appropriate for preserving the integrity and confidentiality of documents and videos conveyed to CSTB.
However, CSTB reserves the right to refuse certain means of communication:
- should these means of communication:
  o be incompatible with those used by CSTB, or
  o present a risk for CSTB’s information systems, or
- should CSTB be forced, in order to receive documents and videos from the holder, to purchase, at a cost, the same means of communication as those of the holder.

After the audit is formalised with the holder’s signature of the audit closure report, CSTB undertakes to destroy any items provided by the holder and not to retain any copies. Additionally, CSTB and the applicant/holder undertake not to make any audio or visual recordings of the content shared when video-conferencing (video, audio, screen sharing, etc.)

3.3.1.5 Exceptional measures in a country subject to special vigilance\(^{(3)}\)(\(^{(4)}\))

There are no exceptional measures for red- and orange-alert zones. In accordance with the recommendations of the French Government, with a view to ensuring the safety of CSTB’s staff and 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.

\(^{(3)}\): After observing a number of tensions throughout the world, the French Ministry of Foreign Affairs defines and continuously updates alert areas for each country under the following conditions:
- green areas for normal vigilance;
- yellow areas for increased vigilance;
- orange areas inadvisable unless for imperative reasons;
- red areas highly inadvisable.

\(^{(4)}\): 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 the 10 days prior to any travel, the applicant/holder shall provide CSTB with the travel and accommodation conditions designed to ensure the Auditors’ 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.
3.3.2 FOLLOW-UP AUDITS

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

All of the measures described in section 3.3.1 apply.

3.3.2.1 General Provisions

Inspections

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

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

An audit report is prepared and addressed to the holder.

The audit normally lasts 1 day per manufacturing plant.

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

Normal surveillance:

The normal frequency is 2 annual audits for each manufacturing unit benefiting from a right to use the QB mark. They may be unannounced.

Increased surveillance:

In the event of breach of the requirements in this certification reference system or if the Specific Committee makes a reasoned request, an increased surveillance procedure can be initiated for a given period. This surveillance can be adjusted up to double the normal frequency of audits, with or without increased surveillance of the holder and sampling for testing purposes in the production 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 increased surveillance. The latter will be initiated by CSTB, possibly after recommendation from the Specific Committee, for a set period with or without stricter holder inspections and sampling for testing.

3.3.2.2 Exceptional measures during an epidemic/pandemic and in case of travel restrictions or in a country subject to special vigilance

For risk exposure areas or areas to which CSTB may not travel in order to avoid spreading the infection (in accordance with a directive or instruction from a government or internal instructions at the company) or in red-, orange- or yellow-alert zones for which Auditors have exercised a right to withdraw, the exceptional measures related to admission audits apply.
3.4 Sampling

The auditor has samples taken from stock or from the production unit as needed 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.

When samples are sent to the mark laboratory, the samples taken are marked with a distinctive symbol by the auditor (or by the auditee in the case of remote audits) and are sent by and under the responsibility of the applicant to the mark laboratory responsible for carrying out the tests within the deadline set during sampling, unless the auditor decides to assume responsibility for them during an on-site audit.

A sheet listing the samples taken as well as the results of tests performed in the auditor’s presence (on-site audit) is prepared on site and two copies are handed over to the applicant/holder or sent electronically (remote audit).

When the audit is finished, the auditor provides the production unit manager with a copy of this sheet. A copy of this sampling information sheet is automatically sent to CSTB for examination, as the laboratory may be in charge of carrying out the tests.

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

**Samples collected when testing is not performed:**

When testing cannot be performed during the audit, samples collected are sent to the CSTB laboratory.

**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 to be performed in the applicant/holder’s laboratory or in the mark laboratory, in particular to check the characteristics involved.

In the case of an additional audit, the tests generated by the non-conformity observed are conducted by the mark laboratory.
3.5  Testing

Note: Technical Document 99004-01 rev00 provides useful clarifications on the conditions for performing tests.

3.5.1  ADMISSION TESTS

The admission tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of this certification reference system and the Technical Application Document for the certified product.

As part of examination of the application, CSTB performs corroboration testing of results obtained by the applicant on the roof windows with the largest dimensions from the application (appearing in the reference Technical Application Document) and selected types.

The compliance of the roof window with the production drawings is verified and the results of this verification are noted in the test report.

3.5.2  TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The follow-up tests are carried out under the supervision of a qualified auditor in accordance with the standards and complementary specifications set out in Part 2 of this certification reference system and the Technical Application Document for the certified product.

The laboratory shall have equipment that is appropriate to perform tests under the conditions required by the standards or reference test methods.

In the case of an additional audit, the tests generated by the non-conformity observed are conducted by the mark laboratory.

3.5.2.1  Frequency of A*E*V* follow-up testing

Based on the certified monthly production, the following table specifies:

- the number of windows to test per month and, in parentheses, the allowed number of non-compliant tests before moving to increased inspections;

- the number of windows to test per month as part of increased inspections and, in parentheses, the allowed number of non-compliant tests;

- the number of windows to test per month as part of reduced inspections, with the prior agreement of CSTB and the Specific Committee, following a 6-month period of completely satisfactory results with no option for non-compliant tests.

<table>
<thead>
<tr>
<th>MONTHLY PRODUCTION</th>
<th>STANDARD INSPECTIONS</th>
<th>INCREASED INSPECTIONS</th>
<th>REDUCED INSPECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 300</td>
<td>1 (0)</td>
<td>2 (0)</td>
<td>1 (0)</td>
</tr>
<tr>
<td>300 - &lt; 1000</td>
<td>2 (0)</td>
<td>3 (0)</td>
<td>1 (0)</td>
</tr>
<tr>
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<td>1 (0)</td>
</tr>
<tr>
<td>2000 - 4000</td>
<td>3 (1)</td>
<td>6 (1)</td>
<td>1 (0)</td>
</tr>
<tr>
<td>4000 - 6000</td>
<td>4 (1)</td>
<td>7 (1)</td>
<td>2 (0)</td>
</tr>
<tr>
<td>6000 - 8000</td>
<td>4 (1)</td>
<td>8 (2)</td>
<td>2 (0)</td>
</tr>
<tr>
<td>8000 - 10000</td>
<td>5 (1)</td>
<td>9 (2)</td>
<td>3 (0)</td>
</tr>
<tr>
<td>&gt; 10,000</td>
<td>5 (1)</td>
<td>10 (2)</td>
<td>3 (0)</td>
</tr>
</tbody>
</table>
Part 4
The Stakeholders

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

4.1 The certifying body

The QB mark is the property of CSTB, which is a certifying body. CSTB specifies the governance rules and the operating conditions applicable to the marks. Furthermore, it takes responsibility for the application of the reference system and the decisions made in this context.

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction Baies et Vitrages
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
☎: +33 (0)1 64 68 84 45
http://evaluation.cstb.fr/

At least once a year, the Certifying Body presents a general report on all certified products to the Specific Committee. Special reports are prepared for products with significant observations. Where appropriate, CSTB informs holders in question of any sanctions put forward by the Specific Committee following its examination.

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(-ies), designated the audit body(-ies):

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction Baies et Vitrages
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
http://evaluation.cstb.fr/

The auditors have the inspection right on the premises of any applicant or holder within the framework of their assignments.
4.3  Test bodies

Whenever the quality assurance operations carried out within the framework of QB mark use 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)
Direction Baies et Vitrages
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
http://evaluation.cstb.fr/

Note 10: For acoustic testing performed for the QB mark combined with the ACOTHERM label:

Acoustic testing must be performed by one of the three laboratories in accordance with the NF EN ISO 10140-1, NF EN ISO 10140-2, NF EN ISO 10140-4 and NF EN ISO 10140-5 standards, as amended, and according to the conditions set out in the ACOTHERM reference system:
GINGER CEBTP, CSTB or Institut Technologique FCBA.

With the agreement of the ACOTHERM coordination committee, testing may be performed by another Body that satisfies the requirements of the NF EN ISO/CEI 17025 standard and which has a subcontracting agreement with one of the above laboratories.

4.4  Subcontracting

The different functions described in sections 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.

The customer is informed of the subcontracting of a service when the evaluation activity programme is established. They are given formal information before any activities are undertaken, where appropriate.

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 French Consumer Code;
- the preparation of advertising and promotional activities that fall within its competence;
- the selection of bodies participating in the certification process and the examination and implementation of recognition agreements.
It can be consulted about any other question pertaining to the application concerned, and in particular about any interpretation of the certification reference system with a view to taking decisions regarding dossiers in accordance with the certification reference systems and at CSTB’s request.

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

Its composition is as follows:

- A President and, where appropriate, a vice-president, chosen from the members of the colleges defined below;
- Manufacturers College (Holders): from 7 to 13 representatives;
- Users/Specifiers college: from 7 to 13 representatives;
- Technical and Administrative Bodies College: from 7 to 13 representatives.

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

The Specific Committee issues decision notifications and its members shall be precluded from receiving any remuneration for the functions entrusted to them.

Members are appointed for a three-year mandate. This mandate is renewable by tacit agreement for further successive periods of one year, not exceeding three renewals, unless notice of termination is given without due cause by 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 President can change every year.

The members of the Specific Committee formally undertake to keep confidential all information, particularly of an individual nature, which is communicated to them.

CSTB shall take specific measures in order to ensure the confidentiality of the applicants’ or holders’ dossiers that have been submitted to the Specific Committee (except in the event of a dispute or recourse).

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.

Note 11: the QB 04 Specific Committee is also the ACOTHERM Certificate Issuing Committee for pitched roof windows. Both of the other Certification Bodies for the ACOTHERM label (GINGER CEBTP and the Institut Technologique FCBA) are represented on this committee.
**Part 5**  
**Glossary**

**Admissibility:** Study of a dossier which enables the application to be examined. The admissibility relates to the administrative and technical parts of the dossier.

**Admission:** Application by which applicants request for the first time the right to use the QB mark for a product; they declare that they understand this certification reference system and undertake to respect it.

**Applicant/Holder:** Legal entity that controls and/or is responsible for respecting all the requirements defined in the QB mark certification reference system. These requirements cover at least the following steps: design, manufacture, assembly, quality control, marking, packing and placing on the market and specify the critical points in the different steps.

**Audit:** See standard NF EN ISO 9001.

**Certification Reference System:** Technical document that 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).

**Certification Scheme:** Specific certification system for well-defined products to which the same specified requirements and specific rules and procedures apply.

**Complementary admission:** Application by which a holder wants to benefit from the right to use the QB mark for a new product or a new production entity.
Environmental Declaration: Data based on the analysis of the product’s life cycle, used for computing the environmental impacts of works into which the product subject to the Environmental Declaration is likely to be integrated (see also www.inies.fr).

This Environmental Declaration is to be drawn up under the responsibility of an applicant/holder (individual data sheet) or of an association (common data sheet).

Note: Other environmental declarations are regarded as equivalent, in particular the “Environmental Product Declaration” (EPD) and the “Product Environmental Profile” (PEP).

Extension: Application by which a holder requests the extension of their right to use the QB mark for a certified product with characteristics that have been modified.

Granting of the right to use the QB mark: Authorisation granted by CSTB to an applicant to affix the QB mark on the product for which the application has been submitted.

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 QB mark before the validity of their QB certificate ends.

Representative [EEA]: 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 QB mark certification process according to the provisions in the certification reference system.

The representative may be the importer; their various duties are clearly identified.

The representative concept is vital when applicants are outside the EEA.

Subcontracting: A company carries out some of the production steps for the certified products, under the control of the QB mark holder.
### Suspension:
Decision communicated by CSTB which cancels authorisation of the right to use the QB 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 QB mark is temporarily abandoned by the holder.

Suspension is accompanied by a ban on affixing the mark on future products. It shall be for a maximum period of 6 months, renewable once, following which a withdrawal of the right to use the QB mark shall be announced if no action has been initiated by the holder.

The sanction notifications that affect the right of use (suspension/withdrawal) are signed by CSTB Management.

### Warning:
Non-suspensive sanction notified by CSTB. The product is still marked, but the holder must correct the deviations observed within a defined time period. When a warning is accompanied by an increase in the number of inspections, the actions must be launched within a defined 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 QB mark. A withdrawal may be announced as a sanction or in the case of the user's abandonment of the right to use the QB mark.