

CERTIFICATION

QB certification system administrative management appendix: Pitched Roof Windows



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Note 01: In this Appendix, notes provided for better understanding (numbered: 01 to 04) and mentioning the ACOTHERM reference system are specified in italics.



Part 1

Obtaining the Certification

1.1 Lodging an initial admission application

1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (section 3.1).

If the product comes from a manufacturing plant located outside the European Economic Area, the applicant shall designate a representative within the EEA as a joint signatory to the application.

The representative is a public body or individual based in the EEA who represents the applicant/holder outside the EEA and has a written mandate from the latter signifying that the former may act on the latter's 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.

When the application is received, the following procedure is initiated:

- an administrative and technical review of the request is undertaken;
- the evaluation (audits and tests) is carried out;
- the evaluation is reviewed;
- the decision is taken.

1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB verifies that:

- all documents requested in the application dossier are included;
- elements contained in the technical file respect the requirements in the certification reference system.

The request is only admissible if:

- the application letter is complete, signed and accompanied by the signed quote where appropriate;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and placing on the market and specifies the critical points of the various steps;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications laid out in Part 2 of this certification reference system;
- the inspections and tests related to the products covered by the application and specified in this certification reference system and in the Technical Application Document for the relevant product are implemented;
- all requested documents are enclosed with the application, in particular the contractual documents between the applicant/representative and the applicant, where appropriate.



The applicant undertakes to submit the verified environmental declaration, where appropriate, or details of where it is available.

CSTB also makes sure that it has all the ways and means to reply to the application, and it may be led to request additional information necessary for the admissibility of the dossier if it is incomplete.

Once the application is admissible, CSTB plans for the evaluation and informs the applicant of the organisational procedures (auditor, audit duration, sites to be audited, laboratories, products to be sampled, etc.).

1.1.3 EVALUATION PROCEDURES

Two types of controls are carried out within the framework of the QB mark:

- audits carried out at the production site including supervision of tests conducted on certified characteristics;
- tests on products carried out in the laboratory of the mark.

Note 02: Within the framework of the ACOTHERM label, testing and calculations enable the product to be characterised at the time of examination. They are also used to support the establishment of levels associated with the certification.

Inspections are supplemented by analysis of inspection records following the audit, an evaluation of the competence of the holder's technical support, etc.

A report is drafted following the evaluations: audit report, test report, etc.

In case of a deviation, the applicant must:

- 1 - propose an action plan to CSTB within 15 days following notification of the deviation,
- 2 - implement an action plan within:
 - 3 months in the event of a critical deviation,
 - 6 to 12 months in the event of a non-critical deviation.

The audit reports may mention weak points. Those points indicate departures from the optimal product/service performance. They do not require any corrective actions. However, they are analysed within the framework of the next evaluation and may be reclassified as deviations in the event of departures leading to non-respect of the reference system requirements.

After testing is complete, the applicant has 1 month to potentially take back their roof window.

1.1.4 EVALUATION REVIEW AND DECISION

CSTB assesses, in particular, the test and audit reports that are prepared and sent to the applicant (evaluation review).

In some cases, a complementary inspection operation may be requested by CSTB once it has analysed the reports.

For each irregularity, the applicant shall describe the actions implemented or planned with the time span for their application consistent with the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the relevance of the reply and may ask for an additional test to be carried out to check that corrective actions have been set up (partial or complete audit and/or testing/document verification).

CSTB may present an anonymous summary of all evaluation results to the Specific Committee for its opinion.



On the basis of the results of the entire evaluation, CSTB will take one of the following decisions:

- certification granted, with or without observations;
- certification refused, giving reasons for the refusal.

If granted, CSTB authorises the right to use the QB mark and, where appropriate, the QB mark combined with the ACOTHERM label and issues the associated certificate(s). At this time, the applicant becomes a holder of the right to use the QB mark and, where appropriate, the QB mark combined with the ACOTHERM label.

The certificates are issued without a validity date.

Applicants can contest the decision taken by sending a request in accordance with the General Rules of the QB mark. They are entitled to present their case formally.

Note 03: The recourse procedure for the granting of the QB mark combined with the ACOTHERM label is the procedure provided for in the General Requirements of the QB mark.

The granting of the right to use the mark shall in no case substitute CSTB's responsibility for the responsibility that is legally incumbent upon the company that holds the right to use the QB mark and, where appropriate, the QB mark combined with the ACOTHERM label.

The holder can therefore provide information about their certification using the methods defined in Part 2 of the certification reference system.

1.2 Complementary admission application

The steps described in section 1.1 above apply. The application shall be submitted in compliance with the conditions and templates provided in Part 3 (section 3.2).

1.3 Extension application

The steps described in section 1.1 above apply. The application shall be submitted in compliance with the conditions and templates provided in Part 3 (section 3.3).



Part 2

Maintaining Certification: Terms and Conditions for Follow-Up

Throughout the certification period, the holder shall:

- comply with the requirements and marking procedures described in Part 2 of the certification reference system;
- update their certification file using the models supplied in Part 3 of this Appendix;
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or to their organisation that is likely to have an impact on the certification.

In addition, CSTB reserves the right to carry out any inspections (visits, tests, verifications, etc.) it deems necessary as a result of:

- a modification concerning the certified product or the quality organisation of manufacturing entities (production factory, production workshops, sub-contractors' factory, etc.);
- complaints, disputes, legal actions, etc. of which it becomes aware that relate to the use of the QB mark;
- inspections (including sampling) may be carried out at retail outlets.

In case of disputes with users, the verifications may include sample-taking or testing on the utilisation premises (in that case, the holder is invited to be represented so as to witness the operations).

2.1 Conditions for follow-up inspection

The monitoring of the certified products includes follow-up audits of the production unit, including supervision of tests on certified characteristics and tests on the products.

It also involves surveillance of the usage of the mark and the logos on the products, packaging and any communication materials.

The reports are accompanied by deviation sheets, where appropriate, including a request for a proposed corrective action by the holder within a prescribed time span. Deviations are processed in accordance with the provisions defined in §1.1.3.

The follow-up conditions depend upon the following:

- whether or not the holder holds the ISO 9001 certification, in compliance with Part 2 of this certification reference system;
- decisions made following previous controls (audits and tests);
- any applicable reductions.

Before initiating the follow-up process, CSTB completes an administrative and technical review of the certification dossier to make sure no modifications affecting certification need to be taken into account.



2.2 Evaluation review and decision

CSTB assesses the audit reports that are prepared and sent to the holder (evaluation review).

In some cases, a complementary inspection operation may be requested by CSTB once it has analysed the reports.

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for bringing them into application with regard to the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the pertinence of the reply and can request the implementation of a complementary check.

CSTB may anonymously submit to the Specific Committee, for approval, a summary of all the evaluation results and the evaluation conclusions.

Depending on the results of all the checks, CSTB comes to a conclusion about the evaluation and notifies the holder of the conclusion, which may be:

- a decision to maintain the certificate;
- a decision to sanction in accordance with the General Requirements of the QB certification mark in section 7.2.

In the event of a sanction, this will be operative dating from its notification. The choice of sanction depends on the severity of the observed deviation. The sanction notifications that affect the right of use are signed by CSTB Management.

The cost of additional verifications due to the sanctions or after analysis of reports is to be borne by the holder.

Holders that benefit from maintenance of the right of use are each responsible for the right to use the QB mark with regard to the product under consideration and undertake to apply the measures resulting from the penalties, decided upon in conformity with the certification reference system.

Any suspension or withdrawal of the right to use the QB mark results in the prohibition to use the QB mark or to make reference to it. This obligation is valid not only for the holder but also for the whole sales network of their company, as well as for the dealers responsible for distributing the company's products.

All the documentation (technical and sales documents, labels, notices, advertising, Web sites, etc.) shall no longer mention the QB mark for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

Holders can contest the decision taken by submitting a request in accordance with the General Rules of the QB mark. They are entitled to present their case formally.

Note 04: The monitoring procedure for sanctions and recourse within the framework of granting the ACOTHERM label is identical to the procedure for the QB mark.



Part 3

Certification Files

The application for the right to use the mark must be drawn up by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original of this request shall be made on the applicant's letterhead paper in French** and the entire application shall be sent to CSTB.

In the event that the product comes from a manufacturing unit located outside the European Economic Area, the applicant designates a representative within the European Economic Area who co-signs the application.

An application concerning a product that benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory is processed, taking into account any existing recognition agreements, in conformity with the General Requirements of the QB mark and the ACOTHERM label, where appropriate.

Note: Electronic versions of template letters and sheets may be obtained from CSTB.

3.1 Case of an initial admission application

Applicants prepare a dossier to include:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- one data sheet per product, as per standard sheet 4 (3 versions).

3.2 Case of a complementary admission application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- one data sheet per product, as per standard sheet 4 (3 versions).

3.3. Case of an extension application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2;
- one data sheet per product, as per standard sheet 4 (3 versions).

3.4 Case of a new admission application following withdrawal of the right to use the QB mark

Holders prepare a dossier to include:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- one data sheet per product, as per standard sheet 4 (3 versions);
- specific items that all applicants must submit as part of a new admission application where the right of use has been withdrawn as a result of a sanction, using standard sheet 5.

QB Certification Administrative Management Appendix
Pitched Roof Windows Combined with the ACOTHERM Label
Revision number: no.06



STANDARD LETTER 1
QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL

APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL OR FOR EXTENDING THIS RIGHT TO A NEW PRODUCT (COMPLEMENTARY ADMISSION)

(to be drawn up on the applicant/holder's letterhead paper)

Centre Scientifique et Technique du Bâtiment
Direction Baies et Vitrages
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Admission application for the right to use the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label / Complementary admission application for the right to use the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label⁽²⁾**

To whom it may concern,

I am writing to apply for the right to use the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label:

- for the following product/range of products: (detailed list of the product/range of products or specify "as set out in the list included with this application");
- produced at the following production unit: (company name, address);
- and for the following trade name: (trademark and/or specific trade reference, which may be on the list included with this application).

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark⁽¹⁾ combined with the ACOTHERM label and the certification reference system(s) of the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label, and I undertake to comply with them and to inform my commercial network of them throughout the duration of use of the QB mark⁽¹⁾ and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Requirements of the QB mark⁽¹⁾ combined with the ACOTHERM label and with the certification reference system(s) of the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label.

I declare that the products/product range covered by this application ⁽²⁾:

- are not subject to an environmental declaration;
- are subject to an environmental declaration / are subject to an EPD/PEP/other environmental declaration (please specify) / individual or collective or self-declared / subject to an environmental declaration which has been verified by (name/date): ...⁽²⁾

This declaration can be viewed at: (attach the declaration)>

⁽³⁾ Optional: And furthermore, I delegate to the Company (company name) (company legal form), (registered office), represented by (Mr/Ms) (name of the legal representative) in that person's capacity as (position) to represent me in the European Economic Area for all questions relative to the use of the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label.

I undertake to immediately notify CSTB of any new appointment of the representative designated above.

For this purpose, I request that the expenses that are to be borne by me be invoiced directly to the representative. They will make the payments on my behalf and in my name as soon as the invoices are received, as agreed when accepting the role of representative.

Yours faithfully,

Date and signature of the applicant's/holder's legal representative

⁽²⁾ Date and signature of the representative in the European Economic Area

Preceded by the handwritten words
'Fit for acceptance of representation'

⁽¹⁾ Delete the association between marks if not applying for the ACOTHERM label

⁽²⁾ Delete as appropriate

⁽³⁾ Only applies to applicants or holders located outside the European Economic Area (EEA).



STANDARD LETTER 2

QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL

APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE QB MARK⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL FOR A MODIFIED PRODUCT

(to be drawn up on the holder's letterhead)

Centre Scientifique et Technique du Bâtiment
Direction Baies et Vitrages
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Extension application for the right to use the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label for a modified product**

To whom it may concern,

As the holder of the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label for the product of my manufacture identified under the following references:

- designation of the product/range of products:
- production unit:
- trademark:
- specific trade reference:
- right of use granted on (date) and bearing the following number:

I am writing to apply for the right to use the QB mark⁽¹⁾ combined with the ACOTHERM label for the product/product range of my manufacture, derived from the certified product/product range with the following modifications: **<exposé des modifications>**.

The product/range of products for which I am seeking an extension will replace the certified product listed above:

- NO (1);
- YES (1).

I declare that the products/product range covered by this application are, with relation to the other characteristics, strictly in conformity with the product/product range already certified and manufactured under the same conditions.

For that purpose, I declare that I am familiar with and accept the General Requirements of the QB mark⁽¹⁾ combined with the ACOTHERM label and the certification reference system(s) of the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label, and I undertake to comply with them and to inform my commercial network of them throughout the duration of use of the QB mark⁽¹⁾ and, in particular, to comply with the decisions made, without any restriction or reservation, in accordance with the General Requirements of the QB mark⁽¹⁾ combined with the ACOTHERM label and with the certification reference system(s) of the QB mark – Pitched Roof Windows⁽¹⁾ combined with the ACOTHERM label.

I declare that the products/product range covered by this application ⁽²⁾:

- are not subject to an environmental declaration;
- are subject to an environmental declaration / are subject to an EPD/PEP/other environmental declaration (please specify) / individual or collective or self-declared / subject to an environmental declaration which has been verified by (name/date): ...⁽²⁾

Yours faithfully,

**Date and signature of the holder's
legal representative**

**Date and signature of the representative
in the European Economic Area ⁽²⁾**

⁽¹⁾ Delete the association between marks if there is no ACOTHERM label certification

⁽²⁾ Delete as appropriate



STANDARD SHEET 3
QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL

APPLICANT GENERAL INFORMATION SHEET

PRODUCTION UNIT:

- Company name: _____
- Address: _____
- Country: _____
- Telephone: _____ Fax: _____
- SIRET No. (2): _____ NAF Code (2): _____
- Name and capacity of the legal representative (3): _____
- Name and capacity of the correspondent (if other): _____
- VAT identification number (4): _____
- Email address: _____
- Website: _____
- Certified quality management system (5): ISO 9001

MANUFACTURER (if different from the manufacturing plant):

- Company name: _____
- Address: _____
- Country: _____
- Telephone: _____ Fax: _____
- SIRET No. (2): _____ NAF Code (2): _____
- Name and capacity of the legal representative (3): _____
- Name and capacity of the correspondent (if other): _____
- VAT identification number (4): _____
- Email address: _____
- Website: _____

REPRESENTATIVE (if requested):

- Company name: _____
- Address: _____
- Country: _____
- Telephone: _____ Fax: _____
- SIRET No. (2): _____ NAF Code (2): _____
- Name and capacity of the legal representative (3): _____
- Name and capacity of the correspondent (if other): _____
- VAT identification number (4): _____
- Email address: _____
- Website: _____

(1) Delete the association between marks if there is no ACOTHERM label certification
(2) Only for French companies.
(3) The Legal Representative is the individual who is legally responsible.
(4) Applies to European manufacturers.
(5) Include a copy of the certificate.



**STANDARD SHEET 4 (1/3)
QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL**

PRODUCT INFORMATION SHEET

TRADE NAME OF THE PRODUCT:

- **BRAND NAME:**
- **SPECIFIC RETAIL PRODUCT NAME (WHERE APPROPRIATE):**
- **BUSINESS NAME (OPTIONAL):**

NAME OF THE APPLICANT/HOLDER:

PRODUCTION UNIT (FULL ADDRESS):

TECHNICAL DEFINITION OF THE PRODUCT COVERED IN THE APPLICATION

- **RELEVANT TECHNICAL APPLICATION DOCUMENT: 6/xx-xxxx**
- **CERTIFIED CHARACTERISTICS BEING APPLIED FOR**
 - o **Air permeability: A*x**
 - o **Watertightness: E*xx**
 - o **Resistance to wind load: V*xx**
- **COMPONENTS OF THE PRODUCT DESCRIBED IN THE DTA:**
- **INSTALLED CERTIFIED INSULATED GLAZING:**
- **INSTALLED HARDWARE:**
- **INSTALLED AIR INLETS:**
- **DIMENSIONAL LIMITS: (MAXIMUM OVERALL DIMENSIONS H x L (MM))**
- **IF APPLYING FOR THE ACOTHERM LABEL**
 - o **Type of installation in question:**
 - o **Type of glass in question (with a DTA reference if needed):**
 - o **Certified characteristics applied for by case (Acxx Thxx FSh 0,xx TL 0,xx):**
 - o **Valid acoustical test reports according to the existing reference system**

Is there an Environmental Declaration? YES NO

If yes: sheet attached to certification application

location at which this sheet can be viewed:

GENERAL CHARACTERISTICS OF THE MANUFACTURING UNIT

- **POSITION OF THE ANNUAL PRODUCTION VOLUME OF THE PRODUCT COVERED IN THE APPLICATION ON THE EXISTING RATE SCALE:**
- **INDICATION OF PRODUCTS (CERTIFIED OR NOT CERTIFIED) FROM THE UNIT NOT COVERED IN THIS APPLICATION:**
- **POSITION OF THE TOTAL ANNUAL PRODUCTION VOLUME ON THE EXISTING RATE SCALE:**
- **IF BELONGING TO A GROUP**
 - o **Other group sites:**
 - o **By site, indication of products (certified or not certified):**
- **GENERAL PRODUCTION ORGANISATION:**
- **MEANS OF PRODUCTION:**
- **DIAGRAMMATIC DESCRIPTION OF THE PRODUCTION PROCESS (DESCRIPTION OF THE DIFFERENT PRODUCTION WORK STATIONS)**

⁽¹⁾ Delete the association between marks if there is no ACOTHERM label certification

Date and signature of the applicant/holder



STANDARD SHEET 4 (2/3)

QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL

PRODUCT INFORMATION SHEET

TRADE NAME OF THE PRODUCT:

- **BRAND NAME:**
- **SPECIFIC RETAIL PRODUCT NAME (WHERE APPROPRIATE):**
- **BUSINESS NAME (OPTIONAL):**

NAME OF THE APPLICANT/HOLDER:

PRODUCTION UNIT (FULL ADDRESS):

LEADERSHIP

- **ORGANISATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES**
 - o **Organisation chart:**
 - o **Description of responsibilities and authorities:**
 - o **Person appointed to be responsible for organising the production system:**

SUPPORT

- **ENVIRONMENT FOR THE OPERATION OF PROCESSES**
 - o **Evidence of maintenance of the work environment:**
- **SURVEILLANCE AND MEASURING RESOURCES FOR COMPLETING THE PRODUCT COVERED IN THE APPLICATION**
 - o **List of inspection, measurement and testing equipment used:**
 - o **Identification of this equipment:**
 - o **Schedule for verifying or calibrating this equipment:**
 - o **Proof of verifying or calibrating this equipment:**
 - **If possible, proof of compliance with national or international standards:**
 - o **Validation of software for monitoring and measuring specified requirements:**
- **COMPETENCE**
 - o **Compliance with test methods and inspection provisions:**
 - o **Actions planned to acquire the necessary competence:**
- **DOCUMENTED INFORMATION ON COMPLETION OF THE PRODUCT COVERED IN THE APPLICATION**
 - o **List of procedures and operating procedures:**
 - o **List of test methods and inspection instructions:**
 - o **List of quality records:**
 - o **Evidence of control of internal and external documents:**

⁽¹⁾ Delete the association between marks if there is no ACOTHERM label certification

Date and signature of the applicant/holder



STANDARD SHEET 4 (3/3)

QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL

PRODUCT INFORMATION SHEET

TRADE NAME OF THE PRODUCT:

- **BRAND NAME:**
- **SPECIFIC RETAIL PRODUCT NAME (WHERE APPROPRIATE):**
- **BUSINESS NAME (OPTIONAL):**

NAME OF THE APPLICANT/HOLDER:

PRODUCTION UNIT (FULL ADDRESS):

OPERATIONAL ACTIVITIES

- **CONTROL OF EXTERNALLY PROVIDED PROCESSES AND PRODUCTS**
 - o **List of service providers:**
 - o **Contract defining the requirements of the applicant:**
 - o **Evidence of the verification of raw materials and components:**
 - o **Evidence of the verification of subcontracting conditions for testing:**
- **CONTROL OF PRODUCTION AND SERVICE PROVISION**
 - o **Information defining the characteristics of the product covered in the application:**
 - o **Operating procedures, test methods and reference systems to use:**
 - o **Surveillance and measurement activities:**
 - o **Conservation of information demonstrating the product's conformity with the acceptance criteria (A*E*V follow-up testing with manufacturing sheets):**
- **IDENTIFICATION AND TRACEABILITY**
 - o **Identification and marking of the product covered in the application:**
 - o **Marking of the commercial documents:**
- **PRESERVATION**
 - o **Verification that the product is preserved throughout the production line:**
- **CONTROL OF CHANGES IN PRODUCTION**
 - o **Proof of control of changes made to the manufacturing process:**
- **RELEASE OF PRODUCTS**
 - o **Provisions for inspecting products and recording results:**
- **CONTROL OF NONCONFORMING OUTPUTS**
 - o **Provisions for internal and external non-conformity processing and its implementation:**

IMPROVEMENT

- **NON-CONFORMITY AND CORRECTIVE ACTION**
 - o **Implementation of corrective actions to deal with non-conformities pertaining to a certified product, including customer complaints:**

REFERENCES

- **SPECIFIC INFORMATION ON RECENT PRODUCT USE REFERENCES:**

⁽¹⁾ Delete the association between marks if there is no ACOTHERM label certification

Date and signature of the applicant/holder

QB Certification Administrative Management Appendix
Pitched Roof Windows Combined with the ACOTHERM Label
Revision number: no.06



STANDARD SHEET 5
QB MARK – Pitched Roof Windows⁽¹⁾ COMBINED WITH THE ACOTHERM LABEL

SPECIFIC ITEMS ALL APPLICANTS (INDUSTRIALISTS, IMPORTERS, ETC.) MUST PRODUCE AS PART OF A NEW ADMISSION APPLICATION WHERE THE RIGHT OF USE HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION

1. Deceptive marketing practices in application of Articles L 121-2 to L121-5 from the Consumer Code (Issuance of a false attestation and/or a false certificate indicating that the products are CSTB-certified when they are not).
 Failure to meet commitments as regards the correct use of the certification mark.

The applicant is responsible for determining and carrying out a course of action that will fully address and remedy the causes and consequences of their commitments as regards the correct use of the certification mark.

ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CURATIVE ACTIONS	<ul style="list-style-type: none"> • A list of those affected including full contact details (customers, prospects, technical controllers, etc.) who have received false attestations/false certificates; failing that, a list of those affected (customers, prospects, technical controllers, etc.) who have been contacted over the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> • A list of customers, including full contact details, who have taken delivery of inappropriately marked products or who have been presented with the certification mark(s); failing that, a list of customers during the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter written by the Applicant’s manager informing those affected of the invalidity of the false attestations/false certificates they were sent. 	<i>CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical controllers.</i> <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter written by the Applicant’s manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s). 	<i>CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers</i> <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> • Action undertaken against the person or persons responsible for approving and issuing the false attestations/false certificates and/or delivering inappropriately marked products. 	<input type="checkbox"/> Action relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>

(1) Delete the association between marks if there is no ACOTHERM label certification

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Revision number: no.06



ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> • Proof that all the personnel in the company have been informed/made aware of the deceptive marketing practices (e.g. signed attendance record, informative media, etc.). 	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<ul style="list-style-type: none"> • Commitment by all the personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.). 	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available <i>Comments:</i>
	<ul style="list-style-type: none"> • Scheduling of internal audits on the observance of the ethical rules: * first internal audit to be scheduled within three months of the date of the CSTB admission application at the latest; * internal audits to be scheduled once a year. 	<input type="checkbox"/> Scheduling compliant <input type="checkbox"/> Scheduling non-compliant <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter from the company manager committing to: * grant the CSTB auditor access to the contact details of all those in receipt of proposals so that a sample of the items received can be examined by CSTB for a period of two years; * agree to being invoiced for two additional auditing days over the course of the year at the applicable rate. <u>Note:</u> the purpose of this audit is to verify the effective implementation of the actions on a documentary and <i>in situ</i> basis. 	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available <i>Comments:</i>
	<ul style="list-style-type: none"> • grant the CSTB auditor access to the full contact details of all those having received proposals so that a sample of the items received can be examined by CSTB for a period of two years. 	<i>CSTB will make enquiries with 5% of the recipients of proposals or at least 5 recipients for a period of two years from the date of the CSTB admission application.</i>
PREVENTIVE ACTIONS	<ul style="list-style-type: none"> • Where appropriate, proof of diffusion of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>

- All the actions required are available, defined, relevant or compliant. The admission application can proceed.
- Not all the required actions are available. The admission application cannot proceed.

ANALYSIS CARRIED OUT BY (Name of the application manager and/or administrator):
 DATE: __/__/____ SIGNATURE:

VALIDATED BY THE OPERATIONS DIRECTOR (name):
 DATE: __/__/____ SIGNATURE:



Part 4 Prices

The purpose of this part is to define the total cost due for QB certification-related services and to describe the terms of payment.

QB certification includes the following services:

- Management (development and implementation of an application, examination of the certification application, processing of certification application);
- Right to use the QB mark;
- Testing; Sampling;
- Audits;
- Complementary or supplementary checks;
- Travel expenses.

4.1 Services relating to QB certification

Nature of the service	Definition of the service	Paying for the services
<p><u>Management:</u> Development and implementation of an application, examination of the certification application</p>	<p>Participation in the implementation of the QB mark, including preparation of the certification reference system.</p> <p>Services including the examination of the application dossiers, the relationships with the applicants, the laboratories and the auditors as well as evaluation of the results of the checks.</p>	<p>➤ <i>Initial application/extension application: See § 4.2.1.</i></p>
<p><u>Management:</u> Processing of the certification application</p>	<p>Services including the processing of the dossiers of certified products, the relations with the holders, the laboratories and the auditors, the publication of certified data, certificates, the evaluation of the results of the verifications and the sectorial communication actions.</p>	<p>➤ <i>Surveillance: See § 4.2.2.</i></p>
<p>Right to use the QB mark</p>	<p>This right of use contributes to:</p> <ul style="list-style-type: none"> - protection of the QB mark: <ul style="list-style-type: none"> ➔ registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (legal costs); - the generic promotion of the QB mark; - general operation of the QB mark (governance, etc.). 	<p>➤ <i>Initial application/extension application: See § 4.2.1.</i></p> <p>➤ <i>Surveillance: See § 4.2.2.</i></p>



Nature of the service	Definition of the service	General terms and conditions
Testing	<p>Laboratories' testing services.</p> <p>Services including preparation and the sampling itself.</p>	<p>The laboratories' price lists are provided upon request.</p> <p>The minimum amount invoiced will be a half day if the sampling is carried out outside the ambit of the audit.</p> <p>The applicant/holder supplies samples free of charge and makes them available at the laboratory's address.</p> <p>The costs related to the import duties and taxes are to be borne by the test applicant; the applicant shall pay all the duties and taxes before dispatching the samples.</p> <ul style="list-style-type: none"> ➤ <i>Initial application/extension application: See § 4.2.1.</i> ➤ <i>Surveillance: See § 4.2.2.</i>
Audit	<p>Services including preparation for the audit, the audit itself as well as the report, and, where appropriate, follow-up on corrective actions mentioned in the deviation sheets.</p>	<ul style="list-style-type: none"> ➤ <i>Initial application/extension application: See § 4.2.1.</i> ➤ <i>Surveillance: See § 4.2.2.</i>
Complementary/supplementary checks.	<p>Services required by the additional checks (audit or complementary verification tests) which may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.</p>	<p>These services are to be paid for by the applicant/holder according to the existing prices, provided upon request. The fees for complementary/supplementary checks are invoiced and paid prior to provision of the services.</p>
Travel expenses		<p>If they are not included in the 'audit' service, the travel expenses are to be invoiced after the performance of each audit.</p>



4.2 Paying for the services

4.2.1 INITIAL APPLICATION/EXTENSION APPLICATION

Along with their certification application (initial or extension application), the Applicant includes:

- payment for the fees associated with the management and audit services.
- an advance payment equivalent to 50% of the fees for testing services.

These services are invoiced at the Admission stage (granting of right of use). It is a single flat amount.

If they are not included in the 'audit' service, the travel expenses are to be invoiced after the performance of each audit.

These fees remain payable even if the right to use the QB mark is not awarded or extended or if the application is abandoned during the examination.

Whenever the QB mark is granted during the year, the amount of the usage fee is calculated on a pro rata basis, based on the number of months following the decision to grant the right of use.

4.2.2 SURVEILLANCE

The fees for the annual services pertaining to management, audits, testing and the right to use the QB mark will be invoiced during the first quarter of each year and remain payable if the right to use the QB mark is not renewed, is cancelled or is suspended during the year.

If they are not included in the 'audit' service, the travel expenses are to be invoiced after the performance of each audit.

4.2.3 NON-PAYMENT OF AMOUNTS DUE

The applicant or holder of the right to use the QB mark must pay all their fees in accordance with the stipulated terms of payment. Any failure on their part constitutes an obstacle to the performance by CSTB of the responsibilities of verification and corrective action that are incumbent upon it under this certification reference system.

In case an initial notification by registered letter, with receipt acknowledgement, should not result, within one month, in the payment of all the sums due, all penalties provided for in the General Requirements of the QB mark may be applied for all the products accepted for that holder.

4.3 Cancellation by the applicant/holder of an audit or a test

As regards any audit cancelled by the applicant/holder less than 30 days prior to the date of the audit, CSTB may charge a lump sum by way of damages:

- 25% of the audit invoice if cancelled 1 month prior to the audit;
- 50% of the audit invoice if cancelled from 1 month to 15 days prior to the audit;
- 75% of the audit invoice if cancelled less than 15 days prior to the audit.



If the CSTB travel and accommodation expenses are not subject to a fixed rate, they will also be invoiced if those expenses cannot be fully refunded.

Applicants/holders do not have to pay this lump sum provided that they can demonstrate that the cancellation directly results from a case of *force majeure* as specified under French Law.

4.4 Prices

Prices are reviewed annually, in the form of a price list drawn up by CSTB.

The fee amount is based on the position of the relevant product's annual production from the previous year on the rate scale's table in accordance with the information described in the admission and/or follow-up audit reports.

If holders refuse to recognise the annual price review, they will be deemed to have voluntarily terminated the certification contract and the right to use the QB mark for their certified products.

Exceptional evaluations shall be invoiced in accordance with the fees specified in the existing rate scale (audits, testing, sampling from retail sites, etc.).



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