



CERTIFICATION

# QB certification system administrative management appendix:

## Glass fibre mesh for façade renders



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## Partie 1

# Obtaining 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 (Paragraph 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.

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

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

#### 1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, the 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 application is only admissible if:

- the application letter is complete, signed and accompanied by the signed quote, where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing 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 set out in Part 2 of this certification reference system;
- the inspections and tests for the products covered by the application and specified in this certification reference system and in the technical requirements are implemented;
- all requested documents are enclosed with the application, in particular the contractual documents between the applicant/representative and the applicant/distributor, if applicable.



The CSTB also ensures that it has all the ways and means to reply to the application and it may need to request additional information necessary for the admissibility of the dossier if the latter is incomplete.

Once the application is admissible, the CSTB plans for the assessment 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 METHODS**

The verifications performed within the framework of the QB mark are generally of two types:

- audits carried out at the production site;
- the tests on the products.

### **1.1.4 EVALUATION REVIEW AND DECISION**

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

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by the CSTB, based on its analysis of 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.

The 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 tests/documentation verification).

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

Depending on the results of the entire assessment, the CSTB will make one of the following decisions:

- certification agreement with or without comments;
- certification refusal, giving reasons for the refusal.

In case of a positive certification decision, the CSTB shall remit the QB certificate to the applicant, which, on that occasion, will become the holder of the right to use the QB mark.

The certificates are issued without a validity end date. Unless withdrawn, suspended or amended, the certificate remains valid. The list of valid certificates is kept up-to-date and available on the website <http://evaluation.cstb.fr/>. The certificate includes:

- the name of the holder;
- the name of the product and the manufacturing plant;
- the certified characteristics (T Ra M E Rating), determined according to the test procedures specified in the Technical Requirements.

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The certificate includes a published identification sheet for the product. This sheet contains:

- the product definition;
- the nature of the components;
- the identification of the product: colour, reference line;
- the type (welded or woven);
- the mesh dimensions;
- the surface density;
- the ash content;
- the Higher Heating Value (HHV), if provided by the manufacturer and on the basis of an NF EN ISO 1716:2013 test report completed by a notified laboratory less than 5 years previous.

The information on the identification sheet is data **for information purposes only** and is verified by the CSTB (in-factory verification, examination of test report, tests, etc.).

The certificate is issued in both French and English versions.

The applicant can contest the decision made by sending a request in conformity with the General Requirements of the QB mark. The applicant is entitled to present its case formally.

The granting of the right of use can in no way substitute the CSTB's responsibility for the legal responsibility on the company that holds the QB mark usage right.

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

## **1.2 Complementary admission application**

The steps described in Paragraph 1.1 above apply.

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (Paragraph 3.2).

## **1.3 Extension application**

The steps described in Paragraph 1.1 above apply.

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (Paragraph 3.3).

## **1.4 Maintenance application**

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (Paragraph 3.4).

For distribution under other trademarks, it is acceptable to make certain presentation modifications to the products in question that have no functional effect. In this case, the holder must specify in the maintenance application the list of modifications made to the products in question.

The CSTB then makes sure that these modifications have no functional effect.

The Specific Committee is notified when the CSTB issues decisions to maintain the right of use.

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The company that distributes the certified products must provide the CSTB with all the sales documents (catalogues, brochures, websites, etc.) that refer to these products and send updated documents as appropriate.

The CSTB may carry out inspections at the retail site (merchants, DIY superstores, etc.) for products that are the subject of a maintenance application.



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## Partie 2

# Maintaining certification: terms and conditions for follow-up

Throughout the certification period, holders 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 the CSTB of any modification to one of the characteristics of the certified product and/or of its organisation that is likely to have an impact on the certification.

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

- a modification affecting the certified product or the quality organisation of the manufacturing entities (manufacturing plant, production workshops, subcontractors' plants, etc.);
- complaints, disputes, legal actions, etc. about which it becomes aware and related to the use of the QB mark.

Checks (including sampling) may take place in retail sites.

In case of disputes with users, the verifications may include samplings or tests 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 and tests on the products.

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

The follow-up conditions (for audits and tests) 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, the CSTB completes an administrative and technical review of the certification dossier to make sure no modifications affecting certification need to be taken into account.



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## **2.2 Evaluation review and decision**

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

The reports are accompanied, where appropriate, by deviation sheets, including a request for a proposal of corrective action by the holder, within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by the CSTB, based on its analysis of the reports.

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

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

The CSTB may anonymously submit to the Specific Committee, for approval, a summary of all the assessment results or submit the assessment conclusions.

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

- decision to maintain the certificate (for certificates with no validity date), or
- decision to sanction in accordance with the General Requirements of the QB mark.

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 usage right are signed by CSTB Management.

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

The holders and their distributors that benefit from usage right maintenance are each, in their respective roles, responsible for the right to use the QB mark, relative to the product considered, and commit to applying the measures resulting from the penalties, decided upon in conformity with the certification reference system.

Any suspension or any withdrawal of the right to use the QB mark entails the prohibition to use the QB mark and to make reference to it. This obligation is valid not only for the holder but also for the whole sales network of its company, as well as for the dealers called upon to distribute its 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 made by submitting a request in conformity with the General Requirements of the QB mark. The applicant is entitled to present its case formally.





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## Partie 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 the CSTB.

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

An application concerning a product benefiting 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.

#### 3.1 Regarding initial admission applications

Applicants prepare a dossier to include:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet concerning the applicant, as per standard sheet 3;
- a data sheet per product according to standard sheet 4.

#### 3.2 Regarding complementary admission applications

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1.
- a general information sheet concerning the applicant, as per standard sheet 3;
- a data sheet per product according to standard sheet 4.

#### 3.3 Regarding extension applications

Holders prepare a dossier to include:

- an application and commitment letter from the holder in accordance with standard letter 2A;
- a data sheet per product according to standard sheet 4.

#### 3.4 Regarding maintenance applications

Holders prepare a dossier to include:

- an application and commitment letter from the holder in accordance with standard letter 2B;
- a distributor's commitment sheet (signature) on its Company's letterhead paper, in accordance with standard letter 2B (cont'd).



### **3.5 Regarding new admission applications subsequent to 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 concerning the applicant, as per standard sheet 3;
- a data sheet per product as per standard sheet 4;
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction in accordance with standard sheet 5.

Note: The electronic versions of the letter templates indicated below can be obtained from the CSTB or from the Mesh application website, available on <http://evaluation.cstb.fr/>:

**STANDARD LETTER 1**  
APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK  
OR FOR EXTENDING THIS RIGHT TO A NEW PRODUCT (COMPLEMENTARY ADMISSION)

**STANDARD LETTER 2A**  
APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE QB MARK FOR A MODIFIED PRODUCT

**STANDARD LETTER 2B**  
MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK  
+  
DISTRIBUTOR'S COMMITMENT SHEET (SIGNATURE)

**STANDARD SHEET 3**  
APPLICANT GENERAL INFORMATION SHEET

**STANDARD SHEET 4**  
PRODUCT INFORMATION SHEET

**STANDARD SHEET 5**  
SPECIFIC ITEMS THAT ALL APPLICANTS (INDUSTRIALISTS, IMPORTERS, DISTRIBUTORS, ETC.) MUST PRODUCE AS PART OF A NEW ADMISSION APPLICATION WHERE THE USAGE RIGHT HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION



## Partie 4 Prices

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

QB certification includes the following services:

- Examination of the certification application;
- Processing of the certification application;
- Testing;
- Audits;
- Sampling;
- Complementary or supplementary checks.

### 4.1 Services relating to QB certification

Nature of the service	Definition of the service	General terms and conditions
Development and implementation of an application.	Participation in the implementation of the QB mark, including the preparation of the certification reference system.	This service is paid by the applicant when it makes its initial application for the right to use the QB mark. The fee for this service remains due even if the right to use the QB mark is not awarded or if the application is abandoned during the examination.
Examination of the certification application.	Services including examination of the application dossiers, the relationships with the applicants, the laboratories, the auditors and the assessment of the results of the checks.	These services are invoiced when the application is received. It is a single flat amount. The fee for these services remains due even if the right to use the QB mark is not awarded or if the application is withdrawn during examination.
Processing of the certification application.	Services for processing the dossiers of certified products and of their holders, preparation of lists of certified products, assessment of the results of the checks. Actions related to communicating, defending and protecting the mark.	
Tests	Laboratories' testing services.	The laboratories' price lists are provided upon request. The fee for these services remains due even if the right to use the QB mark is not awarded or if the application is withdrawn during examination.
Audit	Services including preparation of the audit, the audit itself as well as the report. Travel expenses are to be added to these services.	The fee for these services remains due even if the right to use the QB mark is not awarded or renewed.
Sampling	Services including preparation and the sampling itself.	The minimum amount invoiced will be a half day if the sampling is carried out outside the ambit of the audit.
Complementary/supplementary checks.	Services required by the additional checks or complementary verification tests that may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.	These services are to be borne by the applicant/holder according to the prices in force, provided upon request.



## **4.2 Paying for the services**

The registration fee and the costs relative to the services of examination and audit, invoiced as part of an admission or extension application of the right to use the QB mark are payable in a single payment, at the time the application is submitted, for its official registration.

These fees remain payable even if the right to use the QB mark is not awarded or renewed.

The fees for the annual services pertaining to follow-up and 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.

Applicants for or holders 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 the 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 acknowledgement of receipt, 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 Prices**

Prices are reviewed annually, in the form of a price list drawn up by the CSTB. This revision is decided on after consultation with the Specific Committee.

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