CERTIFICATION

QB - UPEC Certification Reference System:

Tufted and woven carpets in lengths

Identification No.: QB 27
Revision No.: 02
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The English version is provided for information. In case of doubt or dispute, the French version only is valid

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This certification reference system was approved by the CSTB Technical Department on 15/02/2019.

It cancels and replaces all previous versions.

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

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

MODIFICATION HISTORY

Modified Part	Revision No.	Date brought into application	Modification made
Whole document	00	01/01/2015	Creation of the certification reference system : from homologation to certification
Whole document	01	01/11/2016	Procedure of transition to the QB mark
Whole document	02	15/02/2019	Possibility to have 20% of U3 classified colours in the range of a U3s classified product. Precision regarding structured carpets with several yarns per tufting point. Precision regarding counter-tests. Change in numbers of members of the specific committee.

Part 1
Application

1.1 Scope

This certification reference system concerns to date the QB mark associated with the UPEC classification for 100% polyamide tufted and woven carpets in lengths. It is referred to in its simplified form: QB mark associated with the UPEC classification for tufted and woven carpets in lengths.

The UPEC classification for floor coverings allows a quick appreciation of the product's behaviour when used, thus guiding the end-user in a simplified choice that is adapted to defined premises. The QB certification associated with the UPEC classification gives a classification to a floor covering according to its performance. It shows for every product the appropriate use in the considered premises with a sufficient and reasonable durability.

The textile floor coverings are meant to be installed in premises such as defined in the Note on the UPEC classification of premises (see applicable *e-cahier du CSTB : Revêtements de sols – Notice sur le classement UPEC et le classement UPEC des locaux*), in conformity with the following applicable installation standard : *NF DTU 53.1 P1-1 & P1-2 – Travaux de bâtiment – Revêtements de sol textiles.*

The QB mark strives to inspect:

- the safety characteristics fo people, pets and goods, when required in view of the normal and common use of 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.

The certified characteristics are identified in § 1.2 hereafter.

Certified products benefit from an assessment of suitability for use that is acknowledged as positive with reference, for instance, to a DTU *(Unified Code of Practice)*, a Technical Appraisal or any other technical assessment pertaining to a construction system including a product and deemed both positive and compatible with the other systems with which this system is combined for the construction of a work.

Note: A construction system 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 "tufted and woven carpets in lengths" certification.

The certified characteristics of the application classification for tufted and woven carpets in lengths are the following:

According to Standard *NF EN 1307 – Textile floor coverings*:

- Basic requirements according to table 3 in chapter 6 of the standard

With a performance level higher than the one specified in the standard:

- Identification requirements according to table 2 in chapter 5 of the standard (with narrower tolerances in comparison to the standard)

Other characteristics:

UPEC classification:

- U : wear
- P : indentation
- E : water resistance
- C : resistance to chemical agents

The UPEC classification is the exclusive property of CSTB, which headquarters are located at 84 avenue Jean-Jaurès, 77 420 CHAMPS-SUR-MARNE France.

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

	Admission	**Continued monitoring**
Production audit carried out by a qualified technical auditor: - Verification that the production inspections and records have been carried out: raw materials, production, finished products, - Verification of the quality command provisions: calibration, conditioning, warehouse, traceability, marking on product or packaging, management of customer complaints and non-conforming products.	***Yes***	***Yes*** ***Frequency:*** ***1 audit every 2 years ****
Tests carried out by a laboratory recognised by the certifying body (independent and competent): - Samples taken by the certification body and from the production site of the certificate holder.	***Yes***	***Yes*** ***Frequency :*** ***1 annual test campaign*****

* The audit frequency may be increased to 1 annual audit whenever critical non-conformities are observed (depending on the relevance of corrective actions).
** During the year without audit the certificate holder shall send the products to the laboratory according to the sampling program of CSTB.

1.3 Applying for certification

Any legal entity:

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

may request the right to use the QB mark associated with the UPEC classification for tufted and woven carpets in lengths.

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

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

They shall commit themselves to meeting the same conditions during the whole duration of the use of the QB mark associated with the UPEC classification.

Note: Case of production subcontracting by an applicant

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

If so, he undertakes to:

- Be responsible for the effectiveness of the production control system as a whole in accordance with this certification reference system;
- Be able to provide on the one hand the specifications that define the inspection operations that he imposes on his subcontractor in order to comply with the requirements in this certification system, on the other hand the evidence regarding the subcontractor's skills in complying with those requirements.

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

Part 2
The Certification Scheme

The certification scheme for the application Tufted and woven carpets in lengths contains this certification reference system, which references:

- the QB mark General Requirements, which set the organisation and conditions for the use of the mark (see specific pages for UPEC),
- the standards given in § 2.2.1,
- the additional technical specifications given in § 2.2.2.

This certification reference system is consonant with the framework of the certification of products and services other than alimentary, as provided for in the Consumer Code (articles R-433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General Requirements of the QB mark to products defined in Part 1.

2.1 Regulations

The granting of the right to use the QB mark associated with the UPEC classification can in no way substitute CSTB's responsibility for the legal responsibility on the company which holds the QB mark associated with the UPEC classification usage right.

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

Note: If the documentary evidence is not handled or available on the site where the audit is being conducted, this evidence shall be submitted to the certifying body, using any appropriate means, before the certifying body ends its assessment.

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

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

The regulations applicable for launching products on the French market and for which the applicant/holder shall submit to the certifying body a document attesting to the conformity of his product to the regulations are listed below.

Regulations	Documentary evidence required
Article L121-2 of the Consumer Code: "Trade practice is regarded as deceptive if it is done in either of the following circumstances: …. 2° "When it is based on allegations, information or presentations that are false or likely to mislead and that cover at least one of the following elements: … b) The essential features of the goods or services, namely: their substantial qualities, their composition, accessories, origin and quantity, the manufacturing method and date of manufacture, the conditions of use and their suitability for use, their properties and the results expected from their use, as well as the results and main characteristics related to the tests and inspection carried out on those goods and services".	Trade name of the product Trade presentation of the product (brochures, Web site, etc.)
REGULATION (EU) No 305/2011 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC. Products applicable to standard NF EN 14041:2005 are under the CE marking procedure.	Declaration of Performance
Decree n°2011-321 of 23 March 2011 related to the labelling of construction and decoration products in regards with their Volatile Organic Compounds emissions.	Labelling

2.2 The standards and complementary specifications

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

2.2.1. APPLICABLE STANDARDS

The products mentioned in this reference system must comply with the following applicable standard:

- NF EN 1307, *Textile floor coverings – Classification.*

2.2.2. ADDITIONAL TECHNICAL SPECIFICATIONS

In addition to the requirements defined in the previous paragraphs, the products must meet the additional specifications described in the applicable Technical Document 99031-01.

2.3 Modification declaration

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

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

Failure to respect this obligation as observed by CSTB may lead to a suspension or withdrawal of the right to use the QB mark associated with the UPEC classification.

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

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

In case of merger, liquidation or absorption of the holder, all rights to use the QB mark associated with the UPEC classification, to which he might benefit, automatically stop.

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

2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Case of a production transfer:

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

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

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

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

- Case of a modified production process:

The holder shall prove that the modification of the production process does not have an impact on the performances of the product's certified features (Cf. § 2.4.2.: § 8.5.6. 9001 V15). Furthermore, the holder shall inform CSTB of this absence of impact.

2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION

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

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

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the 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 associated with the UPEC classification for a specific duration following which, if the right of use cannot be re-established, this holder's right to use the QB mark associated with the UPEC classification 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 effect on the product's compliance with the requirements in the certification reference system, shall be declared in writing to CSTB.

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

2.3.5 TEMPORARY OR DEFINITIVE HALT IN PRODUCTION

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

Any temporary halt in the manufacture of the certified product (or range or products) must be the subject of a suspension of the right to use the QB mark associated with the UPEC classification for a maximum period of 6 months, renewable once. The total duration of the suspension of the right to use the QB mark associated with the UPEC classification for these products must not exceed one year. The lifting of the suspension may only be announced following one or more assessments: audits and/or tests.

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

The holder shall commit himself to inform CSTB of any modification to the distribution of the certified products as soon as he becomes aware of such modification and, in particular, whenever he stops supplying a distributor who holds the right to use the QB mark associated with the UPEC classification, which means that the right to use the QB mark associated with the UPEC classification is no longer maintained.

The distributor whose right to use the QB mark associated with the UPEC classification has been maintained shall commit himself to inform CSTB of any modifications in his supplies that would result in the right to use the QB mark associated with the UPEC classification no longer being maintained. The distributor's right to use the QB mark associated with the UPEC classification can only be validated after a new examination in accordance with Part 3 of this certification reference system.

2.3.7 MODIFICATION CONCERNING THE APPLICABLE STANDARDS AND SPECIFICATIONS

Should a standard be removed because of safety reasons, CSTB shall notify this removal from the right to use the QB mark associated with the UPEC classification, thus entailing an immediate halt by the manufacturer in the QB marking related to its production as well as the removal of its QB-labelled products from the market.

2.4 The quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders and their distributors are each of them responsible the right to use the QB mark associated with the UPEC classification relative to the product in question.

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

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

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

2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

The applicant/holder shall have implemented the ways and means which he possesses, the existence and effectiveness of which have been assessed based on the requirements of Standard NF EN ISO 9001: 2015.

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

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

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

Possible reduction:

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

This reduction is possible as long as:

- The ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and
- The ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website www.cofrac.fr, and
- The last ISO 9001 audit report from the body is forwarded to CSTB prior to the body’s audit, or examined during the body’s audit.

Table 1 (applicable requirements)

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4.1.	Understanding the organization and its context	-	NA
4.2.	Understanding the needs and expectations of interested parties	-	NA
4.3.	Determining the scope of the quality management system	-	NA
4.4.	Quality management system and its processes	-	NA
5.1.	Leadership and commitment	-	NA
5.2.	Policy	-	NA
5.3.	Organizational roles, responsibilities and authorities	* Organization chart * Description of responsibilities and authorities (examples: organization chart, job sheets, etc.) * Person appointed to be responsible for organizing and efficiently implementing the production system	■ <To be considered for persons in charge of inspection or having a direct impact on the critical points related to the making of the product> All the items except: * ISO 9001 V15: §5.3 c,d
7.4.	Communication		NA
6.1.	Actions to address risks and opportunities	-	NA
6.2.	Quality objectives and planning to achieve them	-	NA
6.3.	Planning of change *(SMQ)*		NA
7.1.1.	Resources – General	-	NA
7.1.3.	Infrastructure	-	NA
7.1.4.	Environment for the operation of processes	Evidence of the maintenance of the work environment. Examples: Storage of a product and its components to protect them from bad weather, adapted ambient conditions, etc.	■ <To be considered for processes related to the products/services to be provided>

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.1.5.	Monitoring and measuring resources	* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory, * Identification of the equipment used to determine their validity, * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics), * Evidence of the verification and/or calibration operations (ex: equipment data sheet, verification or calibration report, etc.), * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate.	■ <To be considered for processes related to the products/services to be provided>
7.1.6.	Organizational knowledge	-	NA
7.2.	Competence	* Compliance with test methods and inspection provisions. * Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.	■ <To be considered for persons in charge of inspection or having a direct impact on the critical points related to the making of the product>
7.3.	Awareness	-	NA
7.5.	Documented information	* List of the internal and external documented information. Examples: Procedures, operating methods, test methods, inspection instructions, quality records * Evidence of control of internal and external documents Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.	■ <To be considered for processes related to the products/services to be provided> All the items except: * ISO 9001 v08: § 4.2.1., 4.2.2 *Note: Quality manuals are no longer required*.

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.1.	Operational planning and control	-	NA *Note: Operational control:* *Same as § ISO 9001 v08 7.5.1. / 7.5.2. and § ISO 9001 v15: 8.5.1.*
8.2.2.	Requirements for products and services	-	NA
8.3.	Design and development of products and services	-	NA
8.4.	Control of externally provided processes, products and services	* List of the service providers * Contract / order defining the requirements of the applicant / holder of the certification * Evidence of the verification of raw materials, components ***(1)***, services purchased * Evidence of the verification of subcontracting conditions: transport, handling, tests ***(2)***, etc.	■ <To be considered for raw materials and components that are purchased, as well as external services having an impact on the quality of a product/service> <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service * subcontractor of external services (ex: tests, handling, transport, etc.) *<u>(*) Specific case of applicants/holders subcontracting part of their production</u>* *CSTB audits the subcontractors (as provided for in the certification reference system)* All the items except: * ISO 9001 v08: § 7.4.1. * ISO 9001 v15: § 8.4.1.
8.5.1.	Control of production and service provision	* Information defining the characteristics of products and services. Example: product plan / description of the service, etc. * Information defining the activities to be carried out and the results to be obtained. Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance) * Monitoring and measurement activities. Examples: Monitoring plan, inspection procedures and instruction(s), test method(s), etc. * Conservation of documented information proving the conformity of products/services with the acceptance criteria *(Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v14)*	■

§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.5.2.	Identification and traceability	* Identification / Marking of the product in accordance with the requirements in the Certification reference system. *Marking of commercial documents in compliance with this certification reference system.	■ <To be considered in all cases for identification (and for traceability, where relevant)>
8.5.3.	Property belonging to customers or external providers	-	NA
8.5.4.	Preservation	Verifying that the product is preserved throughout the production line (identification, handling, storage, packaging, transport, etc.).	■
8.5.5.	Post-delivery activities	-	NA
8.5.6.	Control of changes *(in production / service provision)*	* Evidence of the control pertaining to the modifications in the manufacturing process / service provision, in particular the impact of modifications on the product's performance ***(3)***: - reviewing the modifications, - person permitting modifications and all the necessary related actions.	■
8.6.	Release of products and services	* Provisions for the control of products; records of the results of inspections and the conformity with the acceptance criteria ***(4)*** * Name of the persons responsible for releasing the finished products / services	■
8.7.	Control of nonconforming outputs	* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions ***(5)*** * No dispensation granted as regards the performance of a certified characteristic	■
9.1.	Monitoring, measurement, analysis and evaluation	-	NA
9.2.	Internal audit	-	NA
9.3.	Management review	Management review report	NA
10.1.	General		NA
10.2.	Nonconformity and corrective action	* Implementation of corrective actions to deal with non-conformities pertaining to a certified product, including customer complaints ***(6)*** * Effectiveness of the actions taken.	■
10.3.	Continual improvement	-	NA

(1) Control of the product components

Applicants/holders are required to carry out a control of all components used in the manufacture of their certified products upon reception, and in all cases prior to use.

The “reception” internal control specified by the applicant/holder shall cover:

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

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

(2) Subcontracting tests

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

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

(3) Control during production and on finished products

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

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

During production

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

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

On finished products

Applicants/holders are required to verify the characteristics of the finished products before delivery and are responsible for putting this control in place. The controls and tests of finished products manufactured by the applicant/holder are carried out according to the standards and additional specifications mentioned in table 2 of this certification reference system.

The tests results must be analyzed by the operator or the manager to check the conformity to the internal specifications and those of this reference system.

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

The controls of finished products are carried out by the applicants/holders themselves in their own manufacturing plant.

Applicants/holders shall take random samples at the end of the production line and carry out the controls and tests on these samples. The samples taken must be representative of the dimensions of the products covered by this certification reference system.

The method for collecting the samples required for testing must be clearly specified in the applicant's/holder's quality plan and must not be left to the sole discretion of the operator.

Applicants/holders shall record the results of the previous controls. If the results of the standard controls are inconclusive, the controls must be reinforced and the causes of the malfunction must be identified so that corrections can be made by carrying out, if necessary, production controls.

Table 2

TESTS TO BE CARRIED OUT BY THE MANUFACTURER WITH CONTROL FREQUENCY

Controlled characteristics	Frequency
Determination of total thickness	❶
Determination of pile thickness above the substrate	❶
Determination of density of the foam backing	❶
Determination of number of tufts and/or loops per unit length and per unit area	❶
Determination of total mass by surface area	❶
Determination of pile mass by surface area above the substrate	❶
Determination of apparent thickness of the backings	❶
Colour fastness to light	❷
Colour fastness to rubbing	❷
Colour fastness to water	❷
Tests using the Lisson Tetrard machine Fibre binding Cut pile (Lisson 2000 cycles) Loop pile (Lisson 400 cycles)	 ❷+❸ ❷+❸
Production of changes in appearance by means of Vettermann drum and hexapod tumbler tester	❷+❸
Castor chair test	* ❷+❸
Determination of resistance to damage at cut edges using the modified Vetterman drum test	* ❷
Behaviour to soiling for U3s classified products	* ❹

Legend :

❶ = every product manufactured within the month must be controlled at least once,

❷ = at any modification having an incidence on the characteristic,

❸ = yearly,

❹= for any new colour.

* = according to the claimed classification or additionnal characteristics.

Nota : Control with frequency ❶ must be carried out internally.

For frequencies❷, ❸ and ❹, control scan be sub-contracted.

The tests will be carried out in compliance with the modalities described in reference standards or according to an internal method.

Whenever an internal method is used, it must be formalized with indication of the variations from the standard and the related justification.

The internal method must be approved by CSTB.

The manufacturer can subcontract some tests, except for the high frequency tests (frequency ❶ in the table)

(4) Provisions for processing non-conformities

They include in particular:

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

(5) Customer complaints

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

- A record of all complaints and actions relative to the products covered by this certification reference system;
- A record of the corrective measures adopted, in particular when complaints have revealed a manufacturing anomaly.

The holder shall be able to show the auditor extracts from these records relating to complaints that involve products covered by this certification reference system.

2.5 Marking – General provisions

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

Beyond the identification of a certified product and its traceability, the marking of a product with the logo of the collective certification mark ensures optimal protection for users and protects holders against wrongful use and counterfeit.

It is not under any circumstances permitted to refer to the QB mark associated with the UPEC classification without having obtained the right to use said certification mark, or to submit counterfeit products for certification.

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

In addition, the fact of mentioning the main certified characteristics is intended to make the technical characteristics covered by the mark transparent to the 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 General Requirements of the QB mark define the conditions of use (see specific UPEC chapters), the conditions of validity of the right to use the QB mark and the penalty arrangements in the case of wrongful use.

Without prejudice to the penalties 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.

2.5.1 THE QB LOGO ASSOCIATED WITH THE UPEC CLASSIFICATION

The QB associated with the UPEC classification logo will ensure the identification of each certified product throughout the transition period and shall assure this identification beyond this transition period.

The holder undertakes to respect the QB mark's graphic charter. The QB associated with the UPEC classification 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 associated with the UPEC classification logo except to single out certified products without there being any risk of confusion whatsoever with other products, especially non-certified products.

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

It is recommended that the holder remit to CSTB in advance any marking projects or material 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 paragraphs, and whenever possible, include the following information:

Tufted and woven carpets in lengths or QB 27

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Certified characteristic 1:

Certified characteristic 2:

Certified characteristic 3:

The complete name of the application is recommended. If it is not possible to display the complete name of the application, the mention “QB 27” can be authorized.

It is recommended that consumers be informed about the primary reasons for and advantages of using a certified product. The certified characteristics must appear on at least one of the materials (product, packaging or communication media).

2.5.2.1 Marking of certified products

All certified products manufactured after the date indicated on the approval of the right to use the QB mark associated with the UPEC classification (via an admission or extension procedure) and which comply with the requirements of this Certification Reference System, must be marked, at a minimum, with the mark logo (unless not possible for technical reasons).

The marking must be permanently present, legible and indelible on the products, with the following specifications:

- mark logo
- UPEC classification of the product
- certificate reference

Depending on the nature of the product, the marking can only be made on the packaging of the product.

NB: 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 (if applicable)

All packaging for certified products or accompanying documents shall include all the following marking components:

- mark logo
- name of the application
- website address

Tufted and woven carpets in lengths or QB 27

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- holder identification (manufacturer or distributor)
- commercial name of the system
- production batch number
- if possible the list of certified characteristics

Note: 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 reproduction of the QB mark associated with the UPEC classification on the papers heading is forbidden unless the holder has the right to use the QB mark associated with the UEPC classification for all of his or her products.

The references to the QB mark associated with the UPEC logo in communication documents or commercial documentation must be made in a way that there is no risk of confusion between the certified products and the others.

They must include all the following information:

- mark logo
- name of the application
- website address

Tufted and woven carpets in lengths or QB 27

Tufted and woven carpets in lengths

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- holder identification (manufacturer or distributor)
- commercial name of the product
- UPEC certificate number
- Related UPEC classification
- Pile fiber composition
- Total surface weight
- Total thickness

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

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

In the limited context of this certification system, and provided that traceability of the product if perfectly assured, it is tolerated that only the commercial documentation bears the BQ logo associated with the UPEC classification.

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

If any product is accidentally not in conformity, the product and its packaging shall not be marked with the QB associated with the UPEC classification logo or the logo must be crossed out or concealed to prevent any risk of confusion:

- When a product is accidentally non-conform
- When the product or the holder is under suspension or withdrawal of the right to use the mark
- When the holder abandons the certification

In case of non-conformity identified after the product is put on the market :

→ The manufacturer must :
- ❖ Immediately inform CSTB
- ❖ Check the concerned products, batches…
- ❖ Retroactively unmark the product and remove it from the market if necessary

→ CSTB must :
- ❖ Define the control means of the unmarking process (end-user commitment…) ;
- ❖ Estimate the risks of improper use of the mark, for instance :
  - certification on risky products,
  - very competitive market with self surveillance ;
- ❖ Depending on these risks, program a control on site or inform the public authorities if necessary;
- ❖ Ask the holder to commit to lead corrective actions and / or controls on site before the withdrawal decision if necessary

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 / application for maintenance):

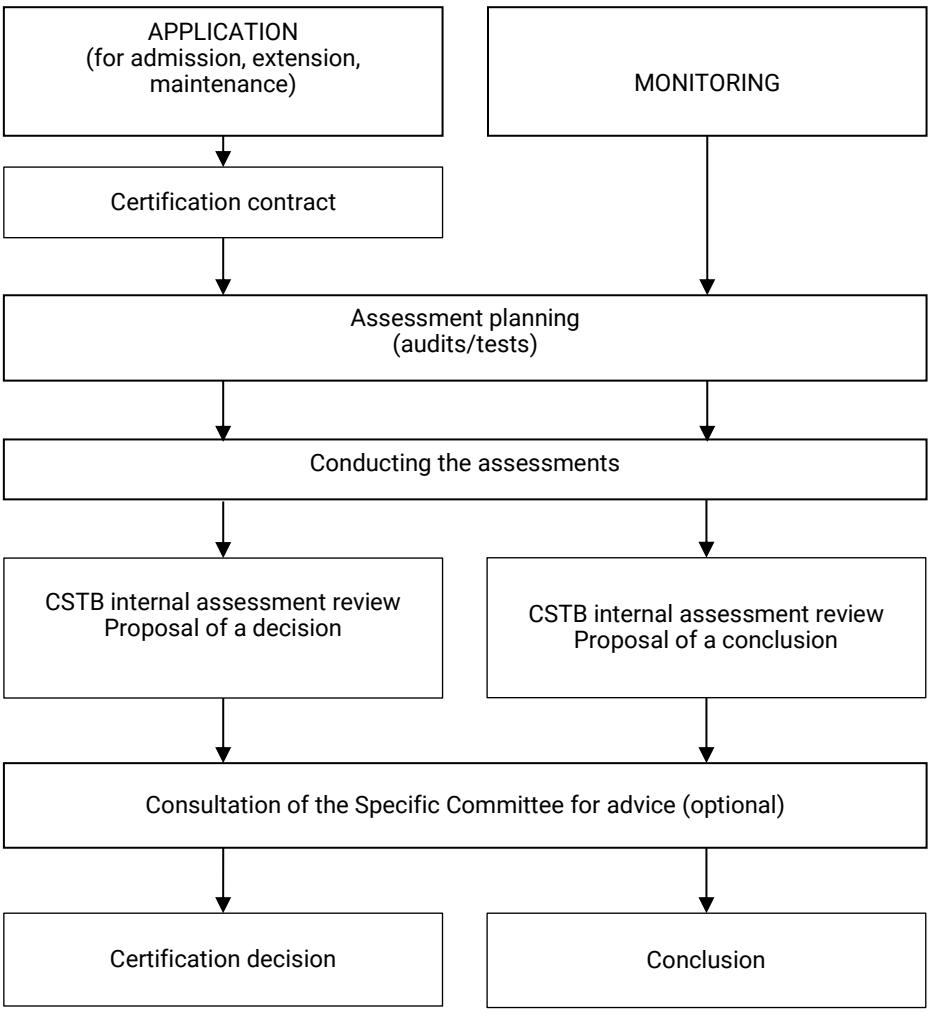
    - An application for admission is made by an applicant not having the right to use the QB mark associated with the UPEC classification for the Tufted and woven carpets in lengths application.
      It corresponds to a product (or a range of products) coming from a specific design process and/or manufacturing unit and/or a specific sales location, defined by a trademark and/or with a specific reference to the product submitted and the technical characteristics;

    - An application for extension is made by a holder and applies to a new product / a modified product on the same manufacturing site;

    - An application for maintenance is made by a holder and applies to a QB-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;

    - A new application for admission for a product (or a range of products) following the withdrawal of the right to use the QB mark associated with the UPEC classification as a result of a sanction in the event of deceptive marketing practices in application of Articles L 121-2 to L121-5 of the Consumer Code.

3.2 Certification application handling process



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

3.3 Audits

3.3.1 ADMISSION AUDITS

The purpose of audits is to make sure that the measures defined and implemented by the applicant in the manufacturing unit meet the requirements in Part 2 of this certification reference system and in the technical and administrative appendix.

This entails checking, before admission, the existence and effectiveness of the measures taken in the quality field as well as the product quality assurance operations by the applicant. These are the admission audits conducted by the auditor.

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

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

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

An audit report is prepared and remitted to the applicant.

3.3.1.1 Case of an initial admission application

The duration of an audit is normally 1 day per manufacturing unit.

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

In the case of an audit combined with the CE marking application CE 31 – NF EN 14041, the audit duration is of one day for both applications.

In the case of an audit combined with the certification application QB 31 “Textile floor coverings”, the audit duration is extended to 1.5 days for both applications.

3.3.1.2 Case of an extension request

An extension request does not require an audit.

3.3.2 FOLLOW-UP AUDITS

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

All of the provisions described in Paragraph 3.3.1 apply.

Inspection operations

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

- Verification that the corrective measures announced following any observations made during the previous audit are actually applied;
- Verification that the holder is respecting the quality requirements defined in the reference system;
- Verification of the self-inspection records since the last audit, statistically for at least one certified product and for the products which are sampled for mark laboratory tests;
- Verification of the commercial documents;
- Verification of the changes in the characteristics of the certified products.
- For a U3s range, verification of the following:
    - New references (colours/patterns) meet the requirements of the soiling test for the U3s classification;
    - There is no more than 20% of U3 classified references (colours/patterns) within the U3s classified range.

An audit report is prepared and remitted to the holder.

The duration of an audit is normally 1 day per manufacturing unit.

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

In the case of an audit combined with the CE marking application CE 31 – NF EN 14041, the audit duration is of one day for both applications.

In the case of an audit combined with the certification application QB 31 “Textile floor coverings”, the audit duration is extended to 1.5 days for both applications.

Normal monitoring:

The normal frequency is 1 audit every other year per manufacturing unit which benefits from the right to use the QB mark.

Heightened monitoring:

In the event of breach of the requirements in this certification reference system, or if the Specific Committee makes a reasoned request, a heightened monitoring procedure can be initiated for a given period. This monitoring can be adjusted up to double the normal frequency of audits, with or without heightened monitoring of the applicant and sampling for test purposes in the manufacturing unit and/or in the distribution network.

In addition, any critical deviation observed during an audit, whether or not combined with a sanction, may justify a transition to heightened monitoring. The latter will be initiated by CSTB, possibly after recommendation from the Specific Committee, for a set period including or not stricter holder’s inspection and sampling for testing.

3.4 Sampling

The auditor has samples taken as required from the stock and the production line for testing.

For years without audit, the manufacturer must send the samples to the laboratory of the mark according to the sample plan of the certification manager.

The samples taken are marked with a distinctive symbol by the auditor and are sent by and under the responsibility of the applicant to the laboratory of the mark responsible for carrying out the tests within the deadline set during sampling, unless the auditor decides to take charge of them.

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

A copy of this sampling sheet will always be sent to the laboratory in charge of 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, penalties may be applied to him (sanction, suspension).

Sampling in the admission context:

The auditor takes the necessary samples for the tests in the applicant's stock and on the production line: **2 m x 4 m (or width of production)** in two different colours.

Sampling in the follow-up context:

The auditor takes the necessary samples for the tests in the applicant's stock and on the production line: **2 m x 4 lm (or width of production)** in two different colours.

For 1 to 5 certified products, 1 product in two colours will be sampled.

From 6 certified products, 2 products in two colours will be sampled.

3.5 Tests

3.5.1 ADMISSION TESTS

The tests are carried out in accordance with the standards and complementary specifications set out in table 3 below.

A test report is prepared and remitted to the applicant.

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

In the case when results would not comply with the requirements, a counter-test will be made at the mark's laboratory on two new batches of the related product.

If the results still do not comply, a second counter-test will be made on two other batches of the related product.

If the non-conforming results are the outputs of a dimensional stability test, a Lisson test, a Vettermann drum test or a castor chair test, then identification counter-tests will be systematically carried out.

Sending new batches after 6 months (from the date the test report was sent) or non-complying results after the second counter-test will lead to a new complete test program.

3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The tests are carried out in accordance with the standards and complementary specifications set out in table 4 below**.**

The related test reports are made and sent to the holder. In the case where the results do not comply with the requirements of the standard or this certification system, the manufacturer must write to the CSTB to give explanations regarding the non-conformity and the corrective actions that were set up as well as the deadline for their implementation. If the holder is a distributor, a copy of the test report is sent to the manufacturer by the CSTB.

In the case when results would not comply with the requirements after the follow-up sampling, a counter-test will be made at the mark's laboratory on two new batched of the related product.

If the non-conforming results are the outputs of a dimensional stability test, a Lisson test, a Vettermann drum test or a castor chair test, then identification counter-tests will be systematically carried out.

Sending new batches after 6 weeks from the date the test report was sent) or non-complying results after the counter-test will lead to a new complete test program.

Table 3 – List of tests to be carried out in the case of an admission or extension

Characteristics	Test method	Minimum test number Admission	Minimum test number Extension
Total thickness in mm	ISO 1765 (1)	2 colours / sampled product	1 colour / sampled product
Thickness of pile above the substrate in mm	ISO 1766 (1)		
Density of foam backing (if necessary) in g/cm^3	ISO 845		
Number of tufts or loops every dm	ISO 1763		
Total mass by surface area in g/m²	ISO 8543		
Pile mass by surface area above the substrate in g/m²	ISO 8543		
Apparent thickness of the foam backing in mm (if necessary)	EN 1318		
Lisson – Tetrard machine tests – Fibre binding Cut pile - Method a - 2000 cycles Loop pile – Method c – 400 cycles	NF EN ISO 12951		
Production of changes in appearance by means of Vettermann drum and hexapod tumbler tester	ISO 10361		2 colours / sampled product (2)
Castor chair test	NF EN 985		1 colour / sampled product
Determination of resistance to damage at cut edges using the modified Vetterman drum test	NF EN 1814		
Behaviour to soiling for U3s classified products	NF EN 1269 method A (assessment according to NF EN ISO 9405)	20 % of the colours in the range	20 % of the colours in the range

(1) in the case of structured products, the results of total and pile thickness are only given as an average, as for flat products, instead of being given by areas as requested by the standard.

(2) 2 colours/ product are samples for the Vettermann drum test. Once done, the most sensitive colour goes through the complete test campaign.

The sampled products are sent to CSTB which carries out the tests or subcontracts them.

Table 4 – List of tests to be carried out for follow-up

Characteristics	Test method	Minimum test number
Total thickness in mm	ISO 1765 (1)	2 colours / sampled product
Production of changes in appearance by means of Vettermann drum and hexapod tumbler tester	ISO 10361 et NF EN 1471	
Castor chair test for the P3 classified products	NF EN 985 (test A)	
Number of tufts or loops every dm	ISO 1763	
Total mass by surface area in g/m²	ISO 8543	
Pile mass by surface area above the substrate in g/m²	ISO 8543	
Thickness of pile above the substrate in mm	ISO 1766 (1)	
Behaviour to soiling for U3s classified products	NF EN 1269 méthode A	
Mass loss through the Lisson test	NF EN 12951 (test A)	
Fibre bind through the Lisson test for loop pile products	NF EN 12951 (test C)	

(1) in the case of structured products, the results of total and pile thickness are only given as an average, as for flat products, instead of being given by areas as requested by the standard.

The sampled products are sent to CSTB which carries out the tests or subcontracts them.

3.5.3 GRANTING UPEC CLASSIFICATION

Depending on the tests results, a UPEC classification is granted to the product according to the specifications given in the applicable technical document 99027-01.

Nota 1: the U3s classification is given to a floor covering for all the references (colours and patterns) of its range; this means that all the references must comply with the requirements of the soiling test in view of the U3s classification.

However, in the range of colours, it is possible to keep a few colours which do not comply with this requirement and are therefore classified U3 as long as they are clearly identified (with an asterisk for instance). This tolerance is only applicable for 20% of the colours of the whole range.

New references can be added later under the responsibility of the holder who must absolutely warn CSTB and respect the previously given conditions.

Part 4
The stakeholders

The organisations 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 taken in this context.

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction DEIS
Division REEM
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
☎ : 01 64 68 85 44

http://evaluation.cstb.fr/

4.2 Audit bodies

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

Centre Scientifique et Technique du Bâtiment (CSTB)
Direction DEIS
Division REEM
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
☎ : 01 64 68 85 44

http://evaluation.cstb.fr/

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

Within the framework of a subcontract that CSTB has signed with them, the following body can conduct follow-up audits, at CSTB's request.

AUDIT BODIES AS SUBCONTRACTORS:

Centre de Recherche et d'Etudes Techniques du Tapis (CRET)
3, rue du Vert Bois – B.P. 30
59531 Neuville-en Ferrain Cedex

4.3 Test bodies

Except for admission tests, for any new product, the tests are carried out at the Centre Scientifique et Technique du Bâtiment (CSTB) or at the following laboratory within the framework of the test recognition contract established between them:

Centre de Recherche et d'Etudes Techniques du Tapis (CRET)
3, rue du Vert Bois – B.P. 30
59531 Neuville-en Ferrain Cedex

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

Centre Scientifique et Technique du Bâtiment (CSTB)
Département **E**nveloppe, **I**solation et **S**ols
Division **R**evêtements, **E**tanchéité, **E**nduits et **M**ortiers
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

http://evaluation.cstb.fr/

Within the framework of a subcontract that CSTB has signed with them, the following laboratory may perform follow-up tests for the UPEC certification, at CSTB's request.

TEST BODIES AS SUBCONTRACTORS:

Centre de Recherche et d'Etudes Techniques du Tapis (CRET)
3, rue du Vert Bois – B.P. 30
59531 Neuville-en Ferrain Cedex

4.4 Subcontracting

The different functions described in paragraphs 4.2 and 4.3 could be realized, after potential advice of the Specific Committee, by other recognized audit or test bodies with which CSTB would have established a subcontracting framework.

4.5 Specific Committee

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

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

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

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

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

Its composition is as follows:

- A President chosen from the members of the colleges defined below;
- A Vice President: one representative of CSTB;
- Manufacturers College (Holders): from 2 to 6 representatives;
- Users / Specifiers College: from 2 to 6 representatives;
- Technical Bodies and Administrations College: from 2 to 6 representatives.

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

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

The time span for the appointment of the members is 3 years. This appointment is renewable by tacit agreement for further successive periods of one year, not exceeding three renewals, unless notice of termination is given without proper reasons by the CSTB or the member, by registered letter with acknowledgement of receipt three months prior to the deadline of the ongoing period during the renewal process. The Specific Committee's President can change every year.

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

The Specific Committee may, where appropriate, decide to set up working groups or subcommittees and define their missions and responsibilities. The composition of the working groups is to be validated by the Specific Committee, those working groups being composed of at least one representative of the "Manufacturers" College, one representative of the "Users / Specifiers" College and one representative of CSTB. It may call upon professionals, external individuals or holders that are not members of the Specific Committee.

Part 5
Glossary

Agreement 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 made.

Admission: Application by which an applicant requests for the first time the right to use the QB mark for a product; he declares that he knows this certification reference system and undertakes to respect it.

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.

Audit: See Standard NF EN ISO 9001.

Warning: Non-suspensive penalty notified by CSTB. The product is still marked, but the holder must correct the deviations observed within a defined time period. When a warning is accompanied by an increase in the number of inspections, the actions must be launched within a defined time period. The warning may only be renewed once.

Applicant / Holder: Public body which 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 market release and specify the critical points in the different steps.

Any person who modifies the container and/or content of the product (for example, packets or loose cement distribution) becomes an applicant and may not be considered as a retailer. Therefore, this person must make a usage right admission application.

Distributor: Body that distributes the applicant/holder's products and that does not modify the conformity of the product to the requirements of the QB mark.

The types of distributors may be the following:

- Distributors who distribute the product under the holder's trade name. In that case, no action is to be taken as part of the QB mark.
- Distributors who distribute the product after changing the trade name. The applicant/holder shall make an application for maintenance of right of use.

If the distributor does not wish to have explicit reference to the manufacturer, then an application for admission to the QB mark shall be made by the distributor. In that case, the manufacturing plant is not mentioned on the certificate.

Depending on the various operations carried out by the applicant/holder or the distributor, the sites audited and the audit duration within the framework of initial certification or monitoring are to be defined case by case.

Extension:	Application by which a holder requests the extension of his right to use the QB mark for a certified product whose characteristics have been modified.
Delegate:	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 delegate may be the retailer or importer; their different functions are clearly identified. The delegate concept is vital once the applicants are outside the EEA. Depending on the markets, the retailer concept may not be relevant.
Maintenance:	Application by which a holder requests the maintenance of his right to use the QB mark for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.
Observation:	Remark aiming to draw a holder's attention to a minor non-conformity so as to avoid any propensity that might end up with a warning.
Product:	Element resulting from a process or manufacturing process coming from a specific manufacturing unit, defined by a trademark, a specific trade reference and technical characteristics.
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements, and specific rules and procedures apply.
Receivability:	Study of a dossier which enables the application to be examined. The receivability relates to the administrative and technical parts of the dossier.
Renewal:	Application by which the holder requests the renewal of his right to use the QB mark before the validity of its QB certificate.
Certification Reference System:	Technical document which defines the characteristics that a product, a service or a combination of products and services shall have, and the methods for inspecting the conformity with these characteristics, as well as the methods for communicating on the certification (including the content of the information).
Withdrawal of the usage right:	Decision communicated by CSTB to cancel the right to use the QB mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the QB mark usage right by the holder.
Subcontracting:	Company which carries out some of the production steps for the certified products, under the control of the QB mark holder.

Suspension:

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

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

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