

UPEC

UPEC.A

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## QB – UPEC.A+ **GB** <u>UPEC</u> Certification Reference System: **Resilient floor coverings**



Identification No.: QB 30 Revision No.: 10 Date brought into application: 15/05/2023

The English version is provided for information. In case of doubt or dispute, the French version only is valid



CENTRE SCIENTIFIQUE ET TECHNIQUE DU BATIMENT – CERTIFYING BODY 84 avenue Jean Jaurès – Champs-sur-Marne – 77447 Marne-la-Vallée Cedex 2 Tel. (33) 01 64 68 82 82 – Fax (33) 01 64 68 89 94 – www.cstb.fr MARNE-LA-VALLÉE / PARIS / GRENOBLE / NANTES / SOPHIA-ANTIPOLIS



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QB certification administrative management appendix

#### **QB 30 Certification Reference System: Resilient floor coverings Revision No.: 10**



This certification reference system was approved by the CSTB Technical Department on 11/05/2023.

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under the number 5-0010, accreditation range available at <u>www.cofrac.fr</u>, 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.

Modified Part	Revision No.	Date brought into application	Modification made
All the document	00	October 1997	Creation of the certification rules
All the document	01	February 1999	Revision of the certification rules
All the document	02	June 1999	Revision of the certification rules
Acoustic Addendum	00	February 2002	
All the document	03	March 2003	Revision of the certification rules
All the document	04	March 2006	Integration of NF EN 14041 standard dated March 2005 Amendments of the document frame
New annex	05	June 2007	Creation of the technical document 2
All the document	06	January 2010	Revision & Translation of the certification rules, introduction of new characteristic. The acoustic characteristic advances in with the improvement of impact sound insulation and the walk noise. This characteristic is materialized by the letter A+.
Additif	00	January 2012	Dispositions relatives à la mise à jour du logo NF
All the document and all annexes	07	July 2015	All the document and all annexes
All the document	08	01/01/2019	Transition to the QB mark – Withdrawal of the associated NF mark Update of ISO 9001: 2015 requirements Addition of "Technical Document 2" to the reference system Creation of the Annex n°2 for the NF marking
All the document	09	21/02/2022	Integration of the addendum no.1 to the reference system revision 08.
All the document	10	15/05/2023	Replacement of references to standard NF EN 651 by those of standard NF EN ISO 11638 and integration of standard NF EN 13845

#### **MODIFICATION HISTORY**

#### MANAGING THE REFERENCE SYSTEM'S TRANSITIONS





## Part 1. Application

#### **1.1. Scope**

This certification reference system currently concerns the QB mark associated with the UPEC classification for resilient floor coverings as defined in the standards listed in paragraph 2.2 of this document.

The QB mark strives to inspect:

- the safety characteristics for 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 below.

Certified resilient floor coverings 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 resilient floor covering and deemed both positive and compatible with the other systems with which this system is combined for the construction of a work.

<u>Note:</u> 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.

#### QB mark associated with UPEC(.A+) classification.

The QB mark associated with the UPEC(.A+) classification is the exclusive property of CSTB (Centre Scientifique et Technique du Bâtiment) by virtue of the depository as simple classification mark made to INPI on its behalf, who dispose of a total exploitation licence for this mark in all of its shapes. It is a collective mark of certification on products and classification mark of premises for which the use is authorized within the defined conditions of the general requirements of the QB mark and by this certification reference system.

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UPEC classification applied on floor coverings allow a quick estimation of the performance of a product, helping the user to make an easier choice and adapt it according to the targeted premises. The QB certification associated with the UPEC(.A+) classification is a use classification of the floor coverings regarding their performances. It indicates the proper use for each product in considered premises, with sufficient and reasonable durability.

Resilient floor coverings certified are meant to be installed in premises such as defined in UPEC(.A+) classification. (see applicable e-cahier of CSTB: Floor covering – on the UPEC(.A+) classification and UPEC(.A+) classification of premises), in accordance with installation standard, NF DTU 53.12 – Building works – Substrate preparation and flexible floor coverings (*Travaux de bâtiment - Préparation du support et revêtements de sol souples*).

In continuation with the reference system, the application is designated in the simplified form: "QB UPEC(.A+) Mark - Resilient floor coverings" and terms QB UPEC or QB UPEC.A or QB UPEC.A+ are designated in the simplified form: "QB UPEC(.A+)".

#### Acoustic properties.

For the resilient floor coverings having intrinsic acoustic properties  $\Delta Lw$  declared by the manufacturer applicant ( $\Delta Lwr$ )  $\geq$  15 dB with the walk noise Ln,e,w class A (Ln,e,w < 65 dB), the referential indicates under what conditions the improvement of impact sound insulation and the walk noise (acoustic performances) can be certified. In this case the QB mark Resilient floor coverings associated with the UPEC classification is completed by the letter A+ which symbolizes the acoustic performances of the product (UPEC.A+).

When the UPEC mark is completed by the letter A+, it means that the acoustic performances regarding the improvement of impact sound insulation and the walk noise of the product are certified.

Linoleum products are limited for acoustic certification to the impact sound insulation only. This certification is symbolised by a UPEC classification with the letter A (UPEC.A).

#### Scope of the certificate.

The QB certification associated with UPEC(.A+) classification offers to the user a double assurance that:

- the products delivered and marked with the QB UPEC or QB UPEC.A or QB UPEC.A+ logos comply with the prescriptions of the product standard by virtue of these rules and they present the use characteristics defined in the Technical document 99030-01;
- this conformity is maintained actual, the manufacturer is bound to examine permanently his products according to the provisions of these rules and register the results. The controls and provisions of the quality management are regularly audited by the mandated body (or the audit body which it has designated). CSTB carries out some measurements and tests on the finished products which it has taken, on the spot or in a mark laboratory;
- the manufacturer applied the provisions in order to give the information in relation with the mark to his customers and it complies with the requirements defined inside the paragraph §2.5. of the reference system.



#### **1.2. Certification added value**

Certification is recognition by a third party of the conformity of the characteristics demonstrating the added value of the resilient floor coverings.

The certified characteristics of the application "QB UPEC(.A+) – Resilient floor coverings" are the following:

- i. According to Standard of the product family (§2.2), such as:
  - Dimensions,
  - Overall thickness,
  - Wear layer thickness (if necessary),
  - Total mass per unit area,
  - Dimensional stability and curling,
  - Residual indentation.
- ii. With a performance level higher than the one specified in the standards, such as:
  - Castor chair test with castors type H (if necessary),
  - Furniture leg (if necessary),
  - Dimensional stability in submersion,
  - Spread of water.
- iii. Other characteristics:

\_

- Abrasion group,
  - UPEC classification according to the laying method and substrate:
    - U for wear resistance,
    - P for indentation,
    - E for presence of water on the floor,
    - C for resistance to stains and chemical agents.
  - Acoustic performances (if necessary)

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

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

	Admission	Continued monitoring
<ul> <li>Production audit carried out by a qualified technical auditor: <ul> <li>Verification that the production inspections and records have been carried out: raw material, manufacturing, finished products;</li> <li>Verification of the quality command provisions: metrology, conditioning, storage, traceability, marking of products, management of non-conforming product and claims;</li> <li>Supervision of certified characteristics tests carried out by the applicant, where applicable.</li> </ul> </li> </ul>	Yes	Yes Frequency: 1 annual audit(s) (*)
<ul> <li>Tests carried out by a laboratory recognised by the certifying body (independent and competent):</li> <li>Samples taken by the certification body or the applicant (extension application only) and made on the applicant / holder's place.</li> </ul>	Yes	Yes Frequency: 1 annual test campaign (see sampling rules at § 3.4.)

(\*) An additional audit can be necessary whenever critical non-conformities are observed.

The audit frequency may be increased to two annual audits whenever critical nonconformities are observed, or when a claim, approved and validated by the Specific Committee, is transmitted to 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 UPEC(.A+) classification for resilient floor coverings.

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 and its annex concerning their product and the concerned sites. 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(.A+) 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.

#### Contact?

The certification manager contact is available on the website:

https://evaluation.cstb.fr/fr/certifications-produits-services/produit/revetements-solresilients/



## Part 2. The Certification Scheme

The certification scheme for the application "QB UPEC(.A+) – Resilient floor coverings" contains this certification reference system, which references:

- the QB mark General Requirements, which set the organisation and conditions for the use of the mark,
- the standards referred to in § 2.2.1,
- the technical complementary requirements referred to in § 2.2.2.

This certification reference system is consonant with the framework of the certification of products and services other than alimentary, as provided for in the Consumer Code (articles R-433-1 to R 433-2 and L 433-3 to L 433-11). It specifies the conditions for applying the General 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 UPEC(.A+) classification can in no way substitute CSTB's responsibility for the legal responsibility on the company which holds the QB mark associated with UPEC(.A+) 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.

The documentary evidence must be communicated to CSTB for the examination of the admission/extension file. If the product is modified, the documentary evidence must be presented to the auditor as part of the surveillance audit, by any appropriate means.

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

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

The main 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.

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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, in particular with regard to the rules justifying the affixing of the words "made in France" or "origin France" or any equivalent mention, sign or symbol, within the meaning of the Union Customs Code on the non-preferential origin of products, and quantity, the manufacturing method and date of manufacture, the conditions of use and their suitability for use, in particular its environmental impact, 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, website, etc.)
Regulation (EU) No 305/2011 of the European Parliament and Council of the 9th March of 2011 laying down harmonized conditions for the marketing of construction products.	Declaration of performance
Decree 2011-321 of March 23rd, 2011 concerning marking of construction product or wall or floor coverings and paints and coatings about their volatile pollutant emissions.	Labelling
Decree 2013-1264 of December 23rd, 2013 on environmental declarations regarding certain construction and decoration products intended for use in construction works.	Verified individual or collective environmental declaration(s), in the case of an environmental claim on French territory.

#### 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).

The performance of coverings in these applications is validated by particular specifications for UPEC classification complementary for standardized requirements.

In any case, these requirements aim to ensure that performance of coverings meet, at the minimum, the particular specification for UPEC classification and standardized requirements.

The classifications U, P and E are conferred in accordance with the specifications defined by the Technical document 99030-01.



#### E Class.

The NF EN ISO 10581 floor coverings with tile size could be asserted the E3 class only if the size of tiles is > 400 mm.

The NF EN ISO 10595 and NF EN 650 floor coverings cannot be classified E3.

The NF EN 655 floor coverings are classified E2 at most.

For linoleum products, E2 class can only be achieved for thermo-glued junction between rolls or tiles/planks and with a laying method that ensure the watertightness. Otherwise, the product is E1 classified.

#### C Class.

The resilient floor coverings made of polyvinyl chloride and linoleum are classified as C2 by nature.

In any case, the classification C3 is conferred on the basis of tests performed with a list of specific products to be tested, e.g. the list drawn up by the Contracting Authorities for a special purpose.

#### 2.2.1. APPLICABLE STANDARDS

#### Product standards:

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

**NF EN ISO 10581**, February 2014: Resilient floor coverings – Homogeneous polyvinyl chloride floor coverings (formerly EN 649)

**NF EN ISO 10582**, January 2018: Resilient floor coverings – heterogeneous polyvinyl chloride floor coverings (formerly EN 649)

**NF EN 13845**, august 2017 : Resilient floor coverings - Polyvinyl chloride floor coverings with particle based enhanced slip resistance

**NF EN ISO 26986**, February 2013: Resilient floor coverings – Expanded (cushioned) poly(vinyl chloride) floorcovering (formerly EN 653)

**NF EN ISO 10595**, February 2013: Resilient floor coverings – Semi-flexible/vinyl composition (VCT) poly(vinyl chloride) floor tiles (formerly EN 654)

**NF EN 650**, November 2012: Resilient floor coverings – Polyvinyl chloride floor coverings on jute backing or on polyester felt backing or on polyester felt with polyvinyl chloride backing

**NF EN ISO 11638**, July 2022 : Resilient floor coverings – Heterogeneous poly(vinyl chloride) flooring on foam (formerly EN 651)

**NF EN 652**, June 2011: Resilient floor coverings – Polyvinyl chloride floor coverings with corkbased backing

**NF EN 655**, January 2012: Resilient floor coverings – Tiles of agglomerated composition cork with polyvinyl chloride wear layer

**NF EN 686**, June 2019: Resilient floor coverings – Specification for plain and decorative linoleum on a foam backing

**NF EN ISO 24011**, March 2013: Resilient floor coverings – Specification for plain and decorative linoleum

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NF EN ISO 10874, April 2012: Textile, Resilient and laminate floor coverings - Classification.

#### Implementation standard:

**NF DTU 53.12** – Building works – Substrate preparation and resilient flooring (Travaux de bâtiment - Préparation du support et revêtements de sol souples).

For documents referenced and dated, only the cited version applies. For which not dated, the last version should be applied (including any amendments).

These standards are completed by complementary prescriptions defined in this document and in the Technical document 99030-01(cf. § 2.2).

#### 2.2.2. COMPLEMENTARY TECHNICAL SPECIFICATIONS

In addition to the requirements of the standards listed in 2.2.1, the products must meet the complementary specifications defined in the following documents:

The Technical document: **99030-01** 

The performance of coverings in these applications is validated by particular specifications for UPEC classification complementary for standardized requirements.

Some requirements are based on specific tests to UPEC classification. All the complementary testing methods are described in §2 "Standardised test methods" and §3 "Complementary test methods".

The specific test conditions for products claiming acoustic performance (UPEC.A or UPEC.A+) are defined in §3.5.

Notes relating to the test methods:

Flexibility test (according to NF EN ISO 24344)

Flexibility test is not mandatory for tiles with an E1 or E2 class on hydraulic binder base. For E2 or E3 class on wooden base, flexibility test will be systematically done, except when there is a recommendation for specific laying that ensure impermeability without coving the floor covering. In this case, a comment specifying the method of laying for E2 or E3 premises on wooden base will be added on the certificate.

Determination of the thickness of layers for PVC floor coverings (according to NF EN ISO 24340):

The device used should have an accuracy of 0,01 mm, measurement uncertainty included as specified in the testing standard NF EN ISO 24340. This must be valid for every product colour and designs.

It is possible to certify products with a wear layer composed of multiple layers (coloured or not), which do not respect the minimum thickness of wear layer requirements by themselves.

They must meet the following requirements:

- The product can only request a U4P3EXCX and U3P3EXCX classification,
- The coloured layer shall be positioned under the transparent layer,
- The nominal thickness of the transparent layer must be at 0,35 mm or above for U4P3EXCX classification and 0,33 mm or above for U3P3EXCX classification,
- The addition of constituted layers has to respect the minimum wear layer thickness requested,
- The layers must be mechanically inseparable,
- The formula between two layers cannot differ more than 5% of pigment.

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Therefore, if the measurement cannot be performed (ex: same layer colours, same aspect...), the manufacturer has to implement a way to distinguish the layers (ex: colour one of the layers).

The possibilities to use the production records or to consider the product as homogeneous are not admitted.

It is possible to establish one certificate for identical product with transparent and coloured wear layer as long as it does not exceed 5% of pigment in the composition of the wear layer between the two products. At the admission audit and for the follow-up, an inspection of the wear layer composition will be made in order to confirm that the percentage of pigment added is fewer than, or equal to 5%.

For all the product concerned by this reference system, the factory finish is not considered as part of the wear layer. Thus, it is not included in the measurement of the wear layer thickness.

Determination of the layers for linoleum floor coverings (according to NF EN ISO 24340):

When the thickness of the surface layer (linoleum layer excluding jute) of a linoleum floor covering is made up of one or more layers, the rules below must be observed:

- A minimum value strictly greater than 0.80 mm on the surface layer must be respected when the product claims U2sP2E1/2C2 classification;
- A minimum value strictly greater than 1.30 mm on the surface layer must be respected when the product claims a U4P3E1/2C2 classification.

## 2.2.3. TERMS AND CONDITIONS OF PRATICAL APPLICATION OF "PRODUCTS" STANDARDS

This chapter discusses the requirements for which the certification body has to treat with specific applications. These exceptions concern products which do not strictly correspond to all specifications defined in the standards though its use value has been demonstrated.

Exceptions to be considered here concern products which present some particularities inherent in their conception (heat curling, conventional pattern depth, ...). It will be applied specially for the products complying with some specific requirements from French market, but its application and utilisation do not deviate from the installation rules in application (§2.2.5 of reference system).

The experience obtained in this way has allowed the assurance for the use value of some kind of coverings which today do not comply strictly with the specifications reserved in the European standards.

In this case and by exception granted by CSTB after assessment of the Specific Committee, the manufacturing limits and tolerances indicated in the certificate, which correspond to these particularities, may be regarded as acceptable and substitute for the tolerances of the standard.

In addition, CSTB could eventually submit it to Specialized Group (GS 12).

The characteristics which are the subject of an exception of this type as well as the corresponding specifications are clearly indicated no less than other characteristics certified by the certification:

- in the internal documents which should be available for the auditor during his visit,
- for some of them, in the certificate.

The information obtained during the certification should allow a proposal of a revision of certain standards.



#### 2.3. Modification declaration

This paragraph specifies the information that the holder of the right to use the QB mark associated with UPEC(.A+) 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 UPEC(.A+) classification.

In the cases previously not provided, CSTB determines whether the modifications bring the certification into question and if it is necessary to carry out a complementary control.

Depending on 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 UPEC(.A+) classification, to which he might benefit, automatically stop.

A new admission application may be submitted, and its examination may be moderated depending on 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 associated with UPEC(.A+) classification marking by the holder on the products concerned.

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

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

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

#### Case of a modified production process:

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

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

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

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

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the QB associated with UPEC(.A+) classification 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 UPEC(.A+) 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 UPEC(.A+) 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.

When the extension application is confirmed and has been considered by CSTB, the applicant must follow the marking rules for extension application specified in the paragraph § 1.4. of the management administrative Appendix.

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

Any definitive or temporary halt in the manufacture of the certified product (or range of products) or any abandonment of a right to use the QB mark associated with UPEC(.A+) 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 UPEC(.A+) classification is notified to the holder of the QB mark associated with UPEC(.A+) 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 of products) must be the subject of a suspension of the right to use the QB mark for a maximum period of 6 months, renewable only one time. The total duration of the suspension of the right to use the QB mark for these products must not exceed one year. The lifting of the suspension may only be announced following one or more assessments: audit 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 UPEC(.A+) classification, which means that the right to use the QB mark associated with UPEC(.A+) classification is no longer maintained.

The distributor whose right to use the QB mark associated with UPEC(.A+) 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 UPEC(.A+) classification no longer being maintained.

The distributor's right to use the QB mark associated with UPEC(.A+) 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 UPEC(.A+) classification, thus entailing an immediate halt by the manufacturer in the QB associated with UPEC(.A+) classification marking related to its production as well as the removal of its QB associated with UPEC(.A+) classification labelled products from the marketing channels.



#### 2.4. The quality management provisions: audit reference system

#### 2.4.1. PURPOSE

As far as they are concerned, applicants/holders and their distributors are responsible for satisfying all the certification requirements for the right to use the QB mark associated with UPEC(.A+) 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 revision 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 <u>www.cofrac.fr</u>, 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. Context of the organization								
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. Leadership									
5.1.	Leadership and commitment	-	NA						
5.2.	Policy	-	NA						
5.3.	Organizational roles, responsibilities and authorities	<ul> <li>* Organization chart</li> <li>* Description of responsibilities and authorities (examples: organization chart, job sheets, etc.)</li> <li>* Person appointed to be responsible for organizing and efficiently implementing the production system</li> </ul>	<ul> <li>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&gt;</li> <li>All the items except:</li> <li>* ISO 9001 V15: §5.3 c,d</li> </ul>						
7.4.	Communication		NA						
		6. Planning							
6.1.	Actions to address risks and opportunities	-	NA						
6.2.	Quality objectives and planning to achieve them	-	NA						
6.3.	Planning of change (SMQ)		NA						

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§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)				
	•	7. Support					
7.1.1.	Resources – General	Resources - General -					
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>				
7.1.5.	Monitoring and measuring resources	<ul> <li>* List of the inspection, measuring and test equipment used on the product/service production site and/or in the laboratory,</li> <li>* Identification of the equipment used to determine their validity,</li> <li>* 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),</li> <li>* Evidence of the verification and/or calibration operations (ex: equipment data sheet, verification or calibration report, etc.),</li> <li>* Evidence of connection to national or international standards (where possible),</li> <li>* Validation of software used to monitor and measure the specified requirements, where appropriate.</li> </ul>	To be considered for processes related to the products/services to be provided>				
7.1.6.	Organizational knowledge	-	NA				
7.2.	Competence	<ul> <li>* Compliance with test methods and inspection provisions.</li> <li>* Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.</li> </ul>	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				

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§ ISO 9001:	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	
2015			(NA = not applicable)
		* List of the internal and external documented information.	
7.5	Documented information	Examples: Procedures, operating methods, test methods, inspection instructions, quality records	To be considered for processes related to the products/services to be provided>
		* 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.	Note: Quality manuals are no longer required.
		8. Operation	
8.1.	Operational planning and control	-	NA Note: Operational control: Same as § 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	<ul> <li>* List of the service providers</li> <li>* Contract/order defining the requirements of the applicant/holder of the certification</li> <li>* Evidence of the verification of raw materials, components (1), services purchased</li> <li>* Evidence of the verification of subcontracting conditions: transport, handling, tests (2), etc.</li> </ul>	<ul> <li>To be considered for raw materials and components that are purchased, as well as external services having an impact on the quality of a product/service&gt;</li> <li><u>External providers:</u> <ul> <li>* supplier of raw materials, components, services integrated into the product/service</li> <li>* subcontractor of external services (ex: tests, handling, transport, etc.)</li> <li>(*) Specific case of applicants/holders subcontracting part of their production</li> <li>CSTB audits the subcontractors (as provided for in the certification reference system)</li> <li>All the items except:</li> <li>* ISO 9001 v15: § 8.4.1.</li> </ul> </li> </ul>

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§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.5.1.		* 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.	
	Control of production and	working instruction(s), test method(s), certification reference system (expected performance)	_
	service provision	* 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 § 8.6.ISO 9001 v15)	
8.5.2.	Identification and	* Identification / Marking of the product in accordance with the requirements in the Certification reference system.	
	traceability	*Marking of commercial documents in compliance with this certification reference system.	
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	(7)	
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: - reviewing the modifications,	-
		and all the necessary related actions.	

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§ ISO 9001: 2015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8.6.	Release of products and services	<ul> <li>* Provisions for the control of products; records of the results of inspections and the conformity with the acceptance criteria (3) and (4)</li> <li>* Name of the persons responsible for releasing the finished products/services</li> </ul>	•
8.7.	Control of nonconforming outputs	* Provisions for processing non- conformities, including customer complaints, and implementation of those provisions (5) and (6) * No dispensation granted as regards the performance of a certified characteristic	•
	9. Pe	rformance evaluation	1
9.1.2	Customer satisfaction	(7)	
9.2.	Internal audit	-	NA
9.3.	Management review	-	NA
	1	0. Improvement	
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 (5), (6) and (7) * 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.

The sampling mode of samples necessary for inspections should be described in detail in the quality plan of the manufacturer and should not be left for the self-appreciation of the operator.

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.

In the case of external sub-contracting of inspections of the impact sound insulation  $\Delta L_w$ , the proposed laboratory should be audited by an acoustician from the mandated body. This audit should be agreed by the Specific Committee.

#### (3) Inspection during production and on finished products

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

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

#### During production

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

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

#### On finished products

Applicants/holders are required to verify the characteristics of the finished products before delivery and are responsible for putting this control in place. The controls and tests of finished products manufactured by the applicant/holder are carried out according to the standards and additional specifications mentioned in this certification reference system and the Technical document 99030-01.

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 on finished products are carried out by the applicants/holders themselves in their own manufacturing plant (or can be sub-contracted according to the  $\S(2)$ ).

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Controls made by the manufacturer have to be done, at least, for every product family in accordance with the terms and conditions and the frequencies of inspections defined in tables below. Each characteristic on the following tables must be controlled according to one of the lines corresponding to the characteristic. Otherwise, controls made on finished products will not be considered as conform to the requirements.

Applicants/holders shall take random samples at the end of the production line (or after the final inspection) 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 number of specimens tested in compliance with the standard methods could be taken on several batches (lots or colours) of the same production.

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.

The controls "performed at high frequency according to a not correlated method" correspond to automatic controls in production and to manual controls with a frequency of at least once per 1000 m<sup>2</sup>. In the case where the manufacturing frequency of a product does not allow to meet the requirement (1 per month for example), the test will be carried out on the next production.

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: POLYVINYL CHLORIDE HOMOGENOUS (NF EN ISO 10581) AND HETEROGENEOUS (NF EN ISO 10582) FLOOR COVERINGS

Characteristics			Approbation of new products		Production inspections			
		Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method <sup>(1)</sup>	With reference method	External Sub- contracting Y/N	
Roll lengt	h and width	NF EN ISO 24341		Х			No	
Dimensions, squaren tiles ar	ess and straightness of Id planks	NF EN ISO 24342		х	Each production	Each production	No	
Overall	thickness	NF EN ISO 24346		х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Layer thickness (only for	or NF EN ISO 10582)	NF EN ISO 24340		х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Mass pe	r unit area	NF EN ISO 23997		х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Density (except tra	nsparent wear layer)	NF EN ISO 23996		Х		MAICC	No	
Colour	fastness	NF EN ISO 105-B02	Х		MAICC		Yes	
Tensile strength (onl	y for NF EN ISO 10581)	M.1 of TD 99030-01		Х		MAICC	Yes	
Wield resistance		NF EN 684		Х		MAICC	Yes	
Flexibility (for IS	0 10582 only rolls)	NF EN ISO 24344		Х		MAICC	Yes	
Dim on single to bility	reinforced products					MAICC		
to heat	no reinforced products	M.7 of TD 99030-01		Х	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
to neut						Each production, 25 000 m <sup>2</sup> and MAICC		
	rolls	rollo				Each production and 50 000 m <sup>2</sup>	Once per year and MAICC	
Curling to boot		NF EN ISO 23999 (roll)		Y		Each production, 50 000 m <sup>2</sup> and MAICC	No	
Curling to heat	tilos and planks	M.7 of TD 99030-01		^	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC		
	tiles and planks					Each production, 25 000 m <sup>2</sup> and MAICC		
Wear resistance (except NF EN ISO 10582 with transparent wear layer + multiple wear layer according to definition)		NF EN 660-2		х		MAICC	Yes	
Conventiona	l pattern depth	M.8 of TD 99030-01		Х		MAICC	Yes	
Residual	indentation	NF EN ISO 24343-1		Х		Once per month and MAICC	No	
Castor chair,	oolyamid H type	NF EN ISO 4918		X		Once per year and MAICC	Yes	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method

<sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.
 <sup>(4)</sup> This MAICC verification can be done by an external laboratory.



#### TABLE 3: EXPANDED (CUSHIONED) POLY (VINYL CHLORIDE) FLOORCOVERING - NF EN ISO 26986

Characteristics			Approbation of new products		Production inspections		
		Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method $^{(1)}$	With reference method	External Sub- contracting Y/N
Roll length an	id width	NF EN ISO 24341		Х			No
Dimensions, squareness an and plar	d straightness of tiles Iks	NF EN ISO 24342		х	Each production	Each production	No
Overall this	knocc			×	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No
	KIIE55	INF LIN 130 24340		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO
Thickness of	lavere	NE EN ISO 24340		¥	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No
Thickness of	layers	NI EN 130 24340		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO
Mass per un	it area	NE EN ISO 22007		Y	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No
Mass per un		INF EIN 130 23997		~		Each production, 25 000 m <sup>2</sup> and MAICC	NO
Colour fast	tness	NF EN ISO 105-B02	Х		MAICC		Yes
Wield resis	tance	NF EN 684		Х		MAICC	Yes
Peel resist	ance	NF EN ISO 24345		Х		Once per year and MAICC	No
Dimensional stability to	reinforced products	NF EN ISO 23999 (roll)		х		MAICC	No
Dimensional stability to	no reinforced				Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	
nout	products					Each production, 25 000 m <sup>2</sup> and MAICC	
	rolle	NF EN ISO 23999 (roll) M.7 of TD 99030-01		х	Each production and 50 000 m <sup>2</sup>	Once per year and MAICC	No
Curling to boot	10115					Each production, 50 000 m <sup>2</sup> and MAICC	
Curning to heat	tilog and planks				Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	
	tiles and planks					Each production, 25 000 m <sup>2</sup> and MAICC	
Spread to water	chemical foam	M 2 of TD 00020 01		×		MAICC	Yes
Spread to water	mecanical foam	101.5 01 10 99050-01		^		Once per month and MAICC	No
Dimensional stability in	chemical foam	M 2 of TD 00020-01		v		MAICC	Yes
submersion	mecanical foam	WI.2 01 1D 99030-01		^		Once per month and MAICC	No
Decidual indeptetion to complement		NE EN ISO 24242-1		v	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No
Residual indentation	i + suppletiess	NF LN 130 24343-1		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO
Effect of simulated	P2			v		Every 100 000 m <sup>2</sup> and MAICC	No
movement of a furniture leg	P3	INF EN 150 10381		^		MAICC	INU
Castor chair, polyami	id H type (if U3)	NF EN ISO 4918		Х		MAICC	No

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method

<sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



#### TABLE 4: SEMI-FLEXIBLE/VINYLCOMPOSITION (VCT) POLY (VINYL CHLORIDE) FLOOR TILES (NF EN ISO 10595)

		Approbation of new products		Production inspections		
Characteristics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method <sup>(1)</sup>	With reference method	External Sub- contracting Y/N
Dimension of tiles	NF EN ISO 24342		Х	Each production		No
Straightness and squareness of tiles	NF EN ISO 24342		Х		Once per month	No
Overall thickness	NF EN ISO 24346		Х	Each production	MAICC	No
Mass per unit area	NF EN ISO 23997		Х	Each production		No
Density	NF EN ISO 23996		Х		MAICC	No
Colour fastness	NF EN ISO 105-B02	Х		MAICC		Yes
Dimensional stability to best	M.7 of TD 99030-01		x	Each production	Once per month and MAICC	No
Dimensional stability to heat					Each production and MAICC	
Dimensional stability in submersion	M.2 of TD 99030-01		Х		MAICC	No
Curling on exposure to moisture	NF EN 662		Х		MAICC	No
Wear resistance (special products)	NF EN 660-2		Х		MAICC	Yes
Conventional pattern depth	M.8 of TD 99030-01		Х		MAICC	Yes
Dell herdnood	M E of TD 00020 01		v	Each production	Once per month and MAICC	
Bail hardness	MI2 01 1D 99030-01		~		Each production and MAICC	INO INO
Ball impact resistance	M.6 of TD 99030-01		Х		Once per month	No
Residual indentation	NF EN ISO 24343-1		Х		Once per month	No
Castor chair, polyamid H type (if U3/U4)	NF EN ISO 4918		Х		MAICC	Yes

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method <sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



## TABLE 5: POLYVINYL CHLORIDE FLOOR COVERINGS ON JUTE BACKING OR ON POLYESTER FELT BACKING OR ON POLYESTER FELT WITH POLYVINYL CHLORIDE BACKING (NF EN 650)

			Approbation of new products		Production inspections			
Char	acteristics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method <sup>(1)</sup>	With reference method	External Sub- contracting Y/N	
Roll len	gth and width	NF EN ISO 24341		Х			No	
Dimensions, squareness an	d straightness of tiles and planks	NF EN ISO 24342		Х		Each production	No	
Quere	ll thicknoo			v	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	Ne	
Overa	in thickness	INF EIN ISU 24340		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Thickn	and of lowers			v	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
THICKI	ess of layers	INF EIN 130 24340		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Maaa	nor unit orog			v	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
IVIdSS	per unit area	INF EIN 130 23997		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Mass per unit area of a	a reinforcement or a backing	NF EN 718		Х		MAICC	No	
Density (if co	bloured wear layer)	NF EN ISO 23996		Х		MAICC	No	
Color	ur fastness	NF EN ISO 105-B02	Х		MAICC		Yes	
Wield	l resistance	NF EN 684		Х		MAICC	Yes	
Peel resistance		NF EN ISO 24345		Х		Once per year and MAICC	No	
Shear force		NF EN 432		Х		MAICC	Yes	
Dimensional at a bility to	reinforced products	NF EN ISO 23999				MAICC		
Dimensional stability to	no reinforced products	(roll) M.7 of TD 99030-01		Х	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
neut						Each production, 25 000 m <sup>2</sup> and MAICC		
	rollo				Each production and 50 000 m <sup>2</sup>	Once per year and MAICC		
Curling to heat	TOIIS	NF EN ISO 23999		v		Each production, 50 000 m <sup>2</sup> and MAICC	- No	
Cuning to neat	tiles and planks	M.7 of TD 99030-01		^	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC		
						Each production, 25 000 m <sup>2</sup> and MAICC		
Sprood of water	jute	M 2 of TD 00020-01		v		MAICC	Yes	
Spread of water	polyester	MI.3 01 1D 99030-01		^		Once per month and MAICC	No	
Dimensional stability in	jute	M 2 of TD 00020-01		v		MAICC	Yes	
submersion	polyester	MI.2 01 1D 99030-01		^		Once per month and MAICC	No	
Wear resistance (if coloured wear layer)		NF EN 660-2		Х		MAICC	Yes	
Conventior	nal pattern depth	M.8 of TD 99030-01		Х		MAICC	Yes	
Posidur	alindantation	NE EN ISO 24242-1		v	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	Nia	
Residua		INI LINI ISO 24545*1		^		Each production, 25 000 m <sup>2</sup> and MAICC	NU	
Effect of simulated n	novement of a furniture leg	NF EN ISO 16581		Х		MAICC	No	
Castor chair, po	olyamid H type (if U3)	NF EN ISO 4918		Х		MAICC	No	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method <sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced. <sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)
 <sup>(4)</sup> This MAICC verification can be done by an external laboratory.



#### TABLE 6: HETEROGENEOUS POLY (VINYL CHLORIDE) FLOORING ON FOAM (NF EN ISO 11638)

		Approbation of n		on of new products		Production inspections		
Characte	eristics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method <sup>(1)</sup>	With reference method	External Sub- contracting Y/N	
Roll length	and width	NF EN ISO 24341		Х			No	
Dimensions, squareness a and pl	and straightness of tiles anks	NF EN ISO 24342		х	Each production	Each production	No	
Overall th	ickness	NF EN ISO 24346		х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Thickness	of layers	NF EN ISO 24340		х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Mass per	unit area	NF EN ISO 23997		х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Colour fa	astness	ISO 105-B02 Method 3	Х		MAICC		Yes	
Wield res	istance	ISO 16906		Х		MAICC	Yes	
Peel resi	stance	NF EN ISO 24345		Х		Once per year and MAICC	No	
Dimensional stability to	reinforced products					MAICC		
Dimensional stability to	no rainforced producto	M 7 of TD 99030-01		Х	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
neat	no reimorceu products					Each production, 25 000 m <sup>2</sup> and MAICC		
		NF EN ISO 23999 (roll) M.7 of TD 99030-01		x	Each production and 50 000 m <sup>2</sup>	Once per year and MAICC		
	rolis					Each production, 50 000 m <sup>2</sup> and MAICC		
Curling to heat					Each production and 25 000 m <sup>2</sup>	Once per year and MAICC		
	tiles and planks					Each production, 25 000 m <sup>2</sup> and MAICC		
	chemical foam					MAICC	Yes	
Spread of water	mecanical foam	M.3 of TD 99030-01		Х		Once per month and MAICC	No	
Dimensional stability in	chemical foam					MAICC	Yes	
submersion	mecanical foam	M.2 of TD 99030-01		Х		Once per month and MAICC	No	
Flexib	pility	NF EN ISO 24344:2008 Method A		Х		Once per year and MAICC	No	
Wear resistance (if coloured wear layer)		NF EN 660-2		Х		MAICC	Yes	
Conventional p	oattern depth	M.8 of TD 99030-01		Х		MAICC	Yes	
Residual in + suppleness (fo	dentation or U2 and U2s)	NF EN ISO 24343-1		х	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC Each production, 25 000 m <sup>2</sup> and MAICC	No	
Effect of simulated move	ement of a furniture leg	NF EN ISO 16581		Х		MAICC	No	
Castor chair, polyamic	d H type (if U3 or P3)	NF EN ISO 4918		Х		MAICC	No	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method

<sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



#### TABLE 7: POLYVINYL CHLORIDE FLOOR COVERINGS WITH CORK-BASED BACKING (NF EN 652)

			Approbation of r	ew products	Production inspections			
Characteristi	ics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method $^{(1)}$	With reference method	External Sub- contracting Y/N	
Roll length and	width	NF EN ISO 24341		Х			No	
Dimensions, squareness and	straightness of tiles			v	Each production		No	
and planks	3	NF LN 130 24342		^		Each production	NO	
Overall thickn	966			Y	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
	635	NI EN 150 24540		~		Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Thickness of la	avers	NE EN ISO 2/13/0		x	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
	iyers	NI EN 100 24040		Λ		Each production, 25 000 m <sup>2</sup> and MAICC	110	
Mass per unit	area	NE EN ISO 23007		x	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
	aica	NI EN 186 23757		~		Each production, 25 000 m <sup>2</sup> and MAICC	INU	
Density (if coloured v	wear layer)	NF EN ISO 23996		Х		MAICC	No	
Colour fastness		NF EN ISO 105-B02	Х		MAICC		Yes	
Wield resistance		NF EN 684		Х		MAICC	Yes	
Peel resistan	ice	NF EN ISO 24345		Х		Once per year and MAICC	No	
	reinforced products	NF EN ISO 23999				MAICC		
Dimensional stability to heat	no reinforced	(roll) M.7 of TD 99030-01		Х	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
	products					Each production, 25 000 m <sup>2</sup> and MAICC		
	rolls				Each production and 50 000 m <sup>2</sup>	Once per year and MAICC		
Curling to heat		(roll)		x		Each production, 50 000 m <sup>2</sup> and MAICC	No	
	tiles and planks	M.7 of TD 99030-01		, A	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC		
						Each production, 25 000 m <sup>2</sup> and MAICC		
Wear resistance (if coloured wear layer)		NF EN 660-2		Х		MAICC	Yes	
Conventional pattern depth		M.8 of TD 99030-01		Х		MAICC	Yes	
Residual indent	ation	NE EN ISO 2/13/13-1		x	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
	ation	NI EN 150 24545 1		Λ		Each production, 25 000 m <sup>2</sup> and MAICC	110	
Effect of simulated movement	nt of a furniture leg	NF EN ISO 16581		Х		MAICC	No	
Castor chair, polyamid H t	ype (if U3 or P3)	NF EN ISO 4918		Х		MAICC	No	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method

<sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



#### TABLE 8: TILES OF AGGLOMERATED COMPOSITION CORK WITH POLYVINYL CHLORIDE WEAR LAYER (NF EN 655)

		Approbation of new products		Production inspections			
Characteristics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method $^{(1)}$	With reference method	External Sub- contracting Y/N	
Dimensions, squareness and straightness of	NF EN ISO 24342		х	Each production		No	
tiles and planks			~		Each production		
Overall thickness	NE EN ISO 24346		x	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
overall therees	NI EN 100 24040		A		Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Thickness of lavers			Y	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
Thickness of layers	NI LN 130 24340		~		Each production, 25 000 m <sup>2</sup> and MAICC	INU	
Maga par unit area		7		High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
mass per unit area	INF EIN 150 23997		^		Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Colour fastness	NF EN ISO 105-B02	Х		MAICC		Yes	
Wield resistance	NF EN 684		Х		MAICC	Yes	
Peel resistance	NF EN ISO 24345		Х		Once per year and MAICC	No	
Dimensional stability to heat	M.7 of TD 99030-01		Х		MAICC	No	
Curling to heat	M 7 of TD 00020-01		v	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
Curning to heat	WI.7 01 1D 99030-01		^		Each production, 25 000 m <sup>2</sup> and MAICC		
Lateral capillarity	M.4 of TD 99030-01		Х		MAICC	No	
<b>Pesidual indentation</b>	NE EN ISO 24343-1		Y	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
	INI LINIGO 24040°1		^		Each production, 25 000 m <sup>2</sup> and MAICC	INU	
Effect of simulated movement of a furniture leg	NF EN ISO 16581		Х		MAICC	No	
Castor chair, polyamid H type (if U3/U4)	NF EN ISO 4918		Х		MAICC	Yes	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method

<sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



#### TABLE 9: PLAIN AND DECORATIVE LINOLEUM (ISO 24011)

		Approbation of	of new products	Production inspections			
Characteristics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method <sup>(1)</sup>	With reference method	External Sub- contracting Y/N	
Identification test	NF EN ISO 26985		Х		MAICC	Yes	
Rolls length and width	NF EN ISO 24341		Х			No	
Dimension, straightness and squareness of	NE EN 180 24242		v	Each production	MAICC <sup>(4)</sup>	No	
tiles and planks	INF EN 130 24342		^		Each production and MAICC	NO	
Total thicknoop	NE EN 180 24246		Х	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	- No	
l otal thickness	INF EN 150 24340				Each production, 25 000 m <sup>2</sup> and MAICC		
Thickness of lovers			v	High frequency (3)	MAICC <sup>(4)</sup>	No	
Thickness of layers	INF EN 130 24340		^		Once per month, 25 000 m <sup>2</sup> and MAICC	NO	
Mass per unit area			Y	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
Mass per unit area	INF EN 130 23997		^		Each production, 25 000 m <sup>2</sup> and MAICC	INO	
Colour fastness	NF EN ISO 105-B02	Х		MAICC		Yes	
Flexibility of rolls	NF EN ISO 24344 Method A		Х		Once per month and MAICC	Yes	
Dimensional stability in submersion	M.3 of TD 99030-01		Х		MAICC	Yes	
Residual indentation	NF EN ISO 24343-1		Х		Once per month and MAICC	No	
Castor chair test (W type)	NF EN ISO 4918		Х		Once per year and MAICC	Yes	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method
 <sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.
 <sup>(4)</sup> This MAICC verification can be done by an external laboratory.



#### TABLE 10: PLAIN AND DECORATIVE LINOLEUM ON A FOAM BACKING (EN 686)

Obarrastariatian	Taatin o waatka da	Approbation of	new products	Production inspections			
Characteristics	resting methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method <sup>(1)</sup>	With reference method	External Sub- contracting Y/N	
Identification test	NF EN ISO 26985		Х		MAICC	Yes	
Rolls length and width	NF EN ISO 24341		Х			No	
Dimension, straightness and squareness			v	Each production	MAICC <sup>(4)</sup>	No	
of tiles and planks	NF EN 150 24342		~		Each production, 25 000 m <sup>2</sup> and MAICC	NO NO	
Total this/mass				High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
	INF EN 150 24340				Each production, 25 000 m <sup>2</sup> and MAICC	Ю	
Thiskness of layers	NF EN ISO 24340			High frequency (3)	MAICC <sup>(4)</sup>	No	
I nickness of layers					Once per month, 25 000 m <sup>2</sup> and MAICC	NO	
Maga par unit area				High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup>	No	
	INF EN 130 23997				Each production, 25 000 m <sup>2</sup> and MAICC	NO	
Colour fastness	NF EN ISO 105-B02	Х		MAICC		Yes	
Flexibility of rolls	NF EN ISO 24344 Method A		Х		Once per month and MAICC	Yes	
Peel resistance	NF EN ISO 24345		х		Once per month and MAICC $^{(4)}$	No	
Dimensional stability in submersion	M.3 of TD 99030-01		Х		MAICC	Yes	
Residual indentation	NF EN ISO 24343-1		Х		Once per month and MAICC <sup>(4)</sup>	No	
Castor chair test (W type)	NF EN ISO 4918		Х		Once per year and MAICC	Yes	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method

<sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



#### TABLE 11 : POLYVINYL CHLORIDE FLOOR COVERINGS WITH PARTICLE BASED ENHANCED SLIP RESISTANCE (NF EN 13845)

			Approbation of r	new products	Production inspections			
Characte	eristics	Testing methods	With internally correlated method <sup>(1)</sup>	With reference method	With internally correlated method (1)	With reference method	External Sub- contracting Y/N	
Rolls length	and width	NF EN ISO 24341		Х			No	
Dimension, straightness and pl	and squareness of tiles anks	NF EN ISO 24342		x	Each production	Each production	No	
Total thi	ckness	NF EN ISO 24346		x	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
Mass per	unit area	NF EN ISO 23997		x	High frequency <sup>(3)</sup>	MAICC <sup>(4)</sup> Each production, 25 000 m <sup>2</sup> and MAICC	No	
		CEN /TS 16165 Annex C		х		Each production, 25 000 m <sup>2</sup> and MAICC	No	
Slip classification		EN 13845:2017 Annex C		х		MAICC	Yes	
Colour fa	stness	NF EN ISO 105-B02	Х		MAICC		Yes	
Wield res	istance	NF EN 684		Х		MAICC	Yes	
Flexib	oility	NF EN ISO 24344		Х		MAICC	Yes	
Discoursi en el etek iliterte	rolls	NF EN ISO 23999				MAICC		
Dimensional stability to	tilos and planks	(rolls)		Х	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC	No	
neut	tiles and planks	M.7 du DT 99030-01				Each production, 25 000 m <sup>2</sup> and MAICC		
	rolle				Each production and 50 000 m <sup>2</sup>	Once per year and MAICC		
Curling to heat	10115	NF EN ISO 23999 (rolls)		×		Each production, 50 000 m <sup>2</sup> and MAICC	- No	
Curning to neat	tiles and planks	M.7 du DT 99030-01		~	Each production and 25 000 m <sup>2</sup>	Once per year and MAICC		
	tiles and planks					Each production, 25 000 m <sup>2</sup> and MAICC		
Effect of wea	r resistance	EN 13845:2017 Annex D		х		MAICC	Yes	
Conventional	decor depth	M.8 of DT 99030-01		Х		MAICC	Yes	
Residual in	dentation	NF EN ISO 24343-1		Х		Once per month and MAICC	No	
Chaise à roulettes, polyan	nide type H (si U3 ou P3)	NF EN ISO 4918		Х		Once per year and MAICC	Yes	

<sup>(1)</sup> Correlated method: initial study + annual crossed test with reference method <sup>(2)</sup> MAICC: modification with incidence to this characteristic (the manufacturer should prove the non-incidence)

<sup>(3)</sup> High frequency: one test is made every 1000m<sup>2</sup> produced.



#### Frequency of controls of the acoustic efficiency *ALw* and *Ln*,e,*w*, for production controls

#### -PVC floor coverings

		Approbation of new products	Production inspections	
Characteristics	Testing methods	With reference method	With reference method	External Sub- contracting Y/N
Impact acoustic efficiency $(\Delta Lw \ge 15 \text{ dB})$	TD 99030- 01	X	Each production, 12 500 m <sup>2</sup> and MAICC	
Walk noise (class A)	g 1.2 maintained laying	X	Each 125 000 m <sup>2</sup> and MAICC	Yes

#### -Linoleum floor coverings

	Approbation of new products		Production inspections		
Characteristics	Testing methods	With reference method	With reference method	External Sub- contracting Y/N	
Impact acoustic efficiency $(\Delta Lw \ge 15 \text{ dB})$	DT 99030- 01 § 1.2 maintained laying	х	Each production, 12 500m <sup>2</sup> and MAICC <sup>(1)</sup>	Yes	

<sup>(1)</sup> This test frequency can be reduced to once per month, following CSTB's decision. This is based on a validation of controls made on the foam layer and sufficient and conform records of acoustic tests.

#### Conditions of controls of the acoustic efficiency *ALw* and *Ln,e,w*, for production controls

	'MAINTAINED' tests						
	Impact acoustic efficiency Walk noise						
Results	$\Delta L W_{mf1}$	Ln,e,w <sub>mf1</sub>					
Interpretation	$\begin{array}{l} \text{Si } \Delta Lw_{mref} \text{-} \Delta Lw_{mf1} \leq 1 \text{ dB} \Rightarrow \text{conform} \\ \text{Si } \Delta Lw_{mref} \text{-} \Delta Lw_{mf1} > 1 \text{ dB} \Rightarrow \text{counter-} \\ \text{test} \end{array}$	Ln,e,w <sub>mf1</sub> < 67 dB ⇒ conform Ln,e,w <sub>mf1</sub> ≥ 67 dB ⇒ counter-test					
Batch	1 batch						
Samples	3 maintained specimens						


	'GLUED DOWN' tests (if counter-test)				
	Impact acoustic efficiency Walk noise				
Results	$\Delta Lw_{cf}$	Ln,e,w <sub>cf</sub>			
Interpretation	$\begin{array}{l} Si \; \Delta Lw_{c1(ou\;c2)} \text{-} \; \Delta Lw_{cf} \leq 2 \; dB \Rightarrow conform \\ Si \; \Delta Lw_{c1(ou\;c2)} \text{-} \; \Delta Lw_{cf} > 2 \; dB \Rightarrow non-conform \end{array}$	Ln,e,w <sub>cf</sub> < 67 dB $\Rightarrow$ conform Ln,e,w <sub>cf</sub> ≥ 67 dB $\Rightarrow$ non-conform			
Samples	1 batch				
Samples	3 glued down specimens				

Légende			
$\Delta Lw_r$		$\Delta$ Lw declared by the applicant	
$\Delta Lw_{c1}$	Ln,e,w <sub>c1</sub>	average for 6 specimens glued, calculated during the admission	
$\Delta Lw_{c2}$	Ln,e,w <sub>c2</sub>	average of 12 specimens glued, after check test during the admission	
$\Delta Lw_{certifi\acute{e}}$	Ln,e,w <sub>certifié</sub>	certified value	
$\Delta Lw_{mref}$		average for 3 specimens maintained, calculated during the admission	
$\Delta Lw_{mf1}$	Ln,e,w <sub>mf1</sub>	average for 3 specimens maintained, calculated during the annual supervision	
$\Delta Lw_{cf}$	Ln,e,w <sub>cf</sub>	average of 3 specimens glued, after check test during the annual supervision	



### (4) Exploitation of results

The test results (except furniture leg + spread of water) should be submitted for exploitation by the operator or his responsible for verification of the conformity with internal specifications and specifications of these rules **at latest 8 working days** after sampling in the production. This period starts when the product arrives to the packaging phase.

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

They include in particular:

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

#### (6) Customer complaints

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

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

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

#### (7) Information given to customers

In the case when a plant is affiliated to a group or have a representative, these paragraphs can have a specific audit at the head office (cf.§2.5).

# 2.5. Complementary disposition: Holder's information obligation with respect to his customers

## Definition of holder's information obligation with respect to his customers regarding the QB and UPEC(.A+) marks.

The UPEC classification is an end use classification of coverings, associated with each product in a considered premise, the applicant has to give to his customers some information about the QB UPEC(.A+) marks.

This paragraph defines the specific requirements regarding the information relative to the mark provided to the customers.

Compliance with the requirements of the Technical document is essential to all applicant/holder of the QB mark – Resilient floor coverings associated with the UPEC(.A+) mark.

Essentially, the notion of "information provided to the customer" is organized in the form of relation between the customer and the holder to the UPEC(.A+) mark.



To better meet the customers' wishes, the applicant/holder will ensure a service quality for the certified products as complement of the NF EN ISO 9001:2015 standard:

- § 8.5.5 Post-delivery activities,
- § 9.1.2 Customer satisfaction,
- § 10.2 Improvement.

The applicant/holder should establish and keep the procedures up to date in order to perform and to show that its engagement regarding information relative to the mark is in compliance with the specified requirements.

The applicant/holder should register in written the dispositions in matter of organization, documents, human and material resources which he prepares to guarantee the quality control of the information concerning the certification mark which he holds.

### Organization and responsibilities

The applicant/holder should describe his principal service engagements in a document and communicate them to the personnel as well as customers and prospects (by posting, mail, commercial brochure ...). All of the supports should be available in French.

The applicant/holder should define the terms and conditions of sensitization of his personnel to the manufacturer's engagement regarding the right to use the QB associated with UPEC(.A+) marks.

The applicant/holder should post up clearly the functions of every intervener in the step of customer's information relative to the mark. If the applicant entrusts in part this mission of information to a third party, he should inform the mandated body of it and the latter will accomplish the verification of the prepared measures.

### Control of application of the service performance

The applicant/holder should have an organization allowing the control of the means used to realize the service and ensure the permanence of requirements defined below.

The applicant/holder should have technical assistance in French.

### Employees information

The applicant/holder should make sure that his employees are aware of the pertinence and importance of their activities and the manner of which they contribute to the service quality.



## 2.5.1 TECHNICAL DOCUMENTATION

The applicant/holder disposes, for the national market, a documentation in French relative to the objective products of the mark.

Available information	Available documents	Means to be supplied	Terms and conditions of controls
Products (European standards). Installation (see also §2.2.5). Maintenance (maintenance guide). Contact (phone, internet address, postal address).	Technical documentation (technical form, website,) Registration of organization. Procedures.	Support. Registration of organization (establishment, validation,). Traceability (version, update,).	Existence of documents. Operation of the organization.

The reference to normative texts should be clearly stated (number, version, year) and regularly updated if necessary.

### 2.5.2 TECHNICO-COMMERCIAL SUPPORT

The applicant/holder disposes of means to inform the customers of his objective products of the mark.

Available information	Available documents	Means to be supplied	Terms and conditions of controls
Destination product / premise. Conditions of warranty (explanative guideline).	Technical documentation.	Define and list the means provided to his customers and prospects to come into contact with the holder. Describe the terms and conditions of physical and telephonic reception during the opening period.	Existence of documents. Operation of the organization.



### 2.5.3 TECHNICAL ASSISTANCE

The applicant/holder prepares (human and material) means to accompany the technical requests of the customer relative to objective products of the mark.

### Technical contact (phone assistance)

Available information	Available documents	Means to be supplied	Terms and conditions of controls
Telephone number of the assistance and an address. Technical information (see also §2.2.1).	Technical documentation. Contact organization.	Telephonic reception (orientation of calls).	Existence of documents. Operation of the organization.

### Technical assistance

Available information	Available documents	Means to be supplied	Terms and conditions of controls
Advice of installation. Availability of the technical documentation.	Technical documents. Assistance organization. Intervention form and/or intervention review.	Customers assistance and technical advice to sales team (installation, maintenance,). Accompaniment of the customer (starting and/or supervision of building site). Register and treatment of the assistance request. Demonstration (maintenance).	Existence of documents. Operation of the organization. Intervention form and/or review.

## 2.5.4 QUALITY OF SERVICES PROVIDED TO THE CUSTOMERS

This chapter defines the requirements to be satisfied by the applicant/holder in matter of service quality provided to his customers.

### Measure of the customer's satisfaction

The applicant/holder should measure the satisfaction of his clients.



The methods of measurement and analysis of the results should be defined by the applicant/holder.

The minimum frequency is left to the appreciation of the applicant/holder.

### Treatment of the customer's complaints

The applicant/holder should determine and use effective dispositions to communicate with the customer's information feedback which comprises their complaints.

Records proving the complaints against the certified products and their treatment should be made and conserved.

A register of customer complaints should be kept and show their treatment. The holder should conserve in the register:

- a registration of all complaints and feedback relative to products covered by the QB UPEC(.A+) mark,
- a registration of follow actions up,
- a registration of the corrective measures adopted when the complaints have proved a manufacturing anomaly.

### Control of quality indicators

The applicant/holder should determine, collect and analyze the indicators to demonstrate the pertinence and efficiency of the service quality.

#### Implementation of corrective actions

The applicant/holder should describe the terms and conditions of establishment and implementation of corrective actions to:

- respond to noticed divergences at the time of internal inspections and to registered dysfunctions,
- improve the results of indicators and the satisfaction of his customers.

The applicant/holder should describe the terms and conditions of the internal and/or external communication about the results of indicators, the client satisfaction and the introduced corrective actions.

## 2.6. 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 associated with UPEC classification mark 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 QB 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, the conditions of validity of the right to use the QB associated with UPEC classification 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.

## 2.6.1. THE QB LOGO ASSOCIATED WITH UPEC CLASSIFICATION

The QB associated with UPEC classification logo should ensure the identification of all certified product.

The holder undertakes to respect the QB mark's graphic charter. The QB associated with 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 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.

### 2.6.2. TERMS AND CONDITIONS FOR MARKING

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

The "certified characteristics" are all information of which the content is controlled within the range of the QB UPEC(.A+) Mark - Resilient floor coverings.



The requirements of article R 433-2 of the Consumer Code stipulate that marking must comply with the provisions outlined in the standard NF EN 14041 and the following paragraphs, and whenever possible, include the following information:



Resilient floor coverings **OR** QB 30

http://evaluation.cstb.fr

Certified Characteristic 1: Certified Characteristic 2: Certified Characteristic 3:

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

The COFRAC accreditation mark can only be reproduced with prior written consent from CSTB and shall be formulated as follows: "Certification issued by CSTB, covered by a COFRAC Certification of Products and Services accreditation, No. 5-0010, the list of sites and scope being available at www.cofrac.fr".

### 2.6.2.1. Marking of certified products

All certified products manufactured after the date indicated on the approval of the right to use the QB UPEC(.A+) mark (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 QB UPEC(.A+) mark logo (unless not possible for technical reasons).

The marking must be permanently present, legible and indelible printed on the product or on a sticking label with following information prescribed by the NF EN and NF EN ISO standards relative to the kinds of resilient floor coverings:

- Identification of the supplier (manufacturer or distributor),
- Trade denomination and colour/pattern reference,
- Number of the manufacturing batch,
- Reference of the product standard to be considered,
- Appropriate classes or symbols,
- For the roll products: dimensions roll number,
- For the tile products: tile dimensions area surface (in m<sup>2</sup>) in one box,



Also, the following elements as given in example 1 and 2 below which prevail over elements given as examples in the style guide of QB:

- Identification of the production unit (number informed to the holder by CSTB),
- The QB UPEC, QB UPEC.A or QB UPEC.A+ logo where required,
- The indices of the U, P, E and C classifications. They may be simply written near each letter (example 1), put under the stamp on the right of each letter (example 2) or in a table,
- Name or number of the application,
- CSTB's website: <u>http://evaluation.cstb.fr</u>

### Example 1:



APPLICATION NUMBER U3 P3 E2/3 C2 UPEC CLASSIFICATION OF THE PRODUCT UPEC CLASSIFICATION OF THE PRODUCT UPEC CLASSIFICATION OF THE PRODUCTION UNIT Mttp://evaluation.cstb.fr

In view of the nature of these products, the marking may only appear on the product packing.

For the certified products manufactured in rolls and sold in pieces, a sticker with the QB and UPEC(.A+) logos and the UPEC classification should remain fixed on every section and on the roll until it is totally sold, when only the packing is marked.

For the certified products distributed by the distributor holder, the information relating to the certification could be shown on the delivery bill.

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



# 2.6.2.2. 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 marking components defined in Paragraph §2.6.2.1 : logo of the mark, name of the application, reference to the website and, where possible, the list of the certified characteristics.

<u>Note</u>: 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.

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

The generic use of the QB mark associated with UPEC(.A+) classification through its reproduction in the holders' correspondence is forbidden, unless the holder has the right to use the QB mark associated with UPEC(.A+) classification for all of its products.

References to the QB mark in communication material or documentation must be made in a way that does not allow for any confusion between certified products and other products. These references must include all the marking elements defined in this paragraph and the paragraph 2.6.2.1: logo of the mark, name of the application, reference to the website and, where possible, the list of the certified characteristics.

For example, the risks of confusion to avoid imperatively are especially following:

- any other classification and/or information not targeted by the certification may be placed next to the logos,
- and any other classification and/or information not targeted by the certification may be intercalated between the certified characteristics.

As information to the users, the scope of the certificate should be reminded in the general commercial documents (catalogues, ...).

The reproduction of QB and UPEC(.A+) logos should be realised in compliance with this paragraph and indications of previous chapters

Information about certified characteristics:

Each documentation relative to product certified by QB UPEC(.A+) should include following form:

- Identification of the supplier (manufacturer or distributor),
- Trade denomination,
- Name or number of the application when it is not possible to indicate the full application name,
- CSTB's website: <u>http://evaluation.cstb.fr</u>
- The QB UPEC, QB UPEC.A or QB UPEC.A+ logo where required,
- Certificate number
- Certified characteristics:
  - UPEC classification: the levels of U, P, E and C classifications means (synthetically but completely) the use characteristics. They may be simply written near each letter, put under the stamp below each letter or in a table,
  - acoustic efficiency to impact sound  $\Delta Lw$  in dB for QB UPEC.A or QB UPEC.A+ products,
  - walk noise of class A (Ln,e,w < 65 dB) for QB UPEC.A+ products.



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.

Examples of communication on the documentation for QB UPEC.A+ products:

The diffusion in the documentation of information relative to the certification for the certified products QB UPEC.A+ could be done only with the following form:

– the QB and UPEC.A+ logos with the UPEC classification and acoustic performances  $\Delta Lw$  and Ln,e,w.

by keeping separate from them by graphic manner with a separator (line, ...). The order of the elements remains for choice.

Example 1:



Example 2:

When the separator does not exist, the distance between the band including this information and the rest of the documentation mustn't be smaller than the total length of the logos in all directions:





### Example 3:

In the table of characteristics, the UPEC classification, the acoustic performances and the certificate number are regrouped as follows:

TRADE NAME	XYZ
UPEC Classification	U4 P3 E2/3 C2
Acoustic efficiency	∆Lw = 18 dB
Walk noise	Class A
QB UPEC.A+ Certificate n° (QB 30 rules)	300-001.1
NF EN ISO 11638 Classification	34
Euro class on incombustible support A2fl	Bfl

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 QB UPEC(.A+) is expected to be used.

# 2.7. 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 UPEC(.A+) logo or the logo must be crossed out or concealed to prevent any risk of confusion.

This also applies to suspension, withdrawal or abandonment of certification.

In case of accidental non-compliance observed after the project has been launched on the market:

- $\rightarrow$  The manufacturer is responsible for:
  - Immediately informing the CSTB
  - Validating the qualities/batch numbers/lead times, etc. involved
  - Planning retroactive declassification and possibly withdrawal from shops
- $\rightarrow$  <u>The CSTB is responsible for:</u>
  - Defining the means to check declassification (customer commitment, etc.);
  - Estimating the risks of improper use of the mark, in particular in the event that certification applies to products/services at risk:
  - Depending on those risks, possibly triggering an on-site inspection (company or shop) or informing the public authorities;
  - Undertaking from the holder to perform corrective action and/or an on-site inspection; where appropriate, declaring the suspension or withdrawal of the certification.

In the situation where the marking removal is not done by the manufacturer on its website, a first letter of warning of suspension is sent to demand corrective actions from the manufacturer.



The manufacturer has 15 days to send back to the application manager the corrective actions he plans to do. Once this period over, a reminder is sent to explain that he has now 15 days to apply the corrective actions. A complementary documentary audit can be made to ensure that non-conform documentation have been modified.

In case of the manufacturer has not done any modification during the authorized period, he exposes himself to a process refusal due to non-respect of the certification rules, until a suspension of all his certificates.



## 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):
  - <u>An application for admission</u> is made by an applicant who do not have the right to use the QB mark associated with UPEC(.A+) classification for the Resilient floor coverings 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;

- <u>An application for additional admission</u> is made by a holder already certified when there is:
  - a new technology,
  - a new production line,
  - an important change of manufacturing technology or in the formulation of products,
  - the manufacture of a new technical family product,
  - an extension of scope of the certificate to the acoustic performances (acoustic admission).
- <u>An application for extension is made by the holder on the same manufacturing</u> site and concerns:
  - a new product,
  - a product with modified characteristics and/or performances,
  - a new UPEC classification for a certified product,
  - an extension of scope of the certificate to the acoustic performances,
  - a new structure range,
  - a new pattern technique.
- <u>An application for maintenance</u> is made by a holder and applies to an QB associated with UPEC classification product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
- <u>An application to change a certificate</u> is made by the holder for a modification of trade name, a duplication of certificate of a product already certified or an edition of generic certificate;
- <u>A new application for admission of a product (or a range of products) following</u> the withdrawal of the right to use the QB mark associated with UPEC classification as a result of a sanction is made in the event of deceptive marketing practices in application of Articles L 121-2 to L121-5 of the Consumer Code.



In a case of an application for extension or maintain of right to use only, the applicant can communicate on the registration number of the certification application if he respects the rules described in paragraphs §1.4 of the administrative management appendix. Outside of these conditions, the use of QB and UPEC(.A+) logos is completely forbidden during the instruction of the application and until getting the certificate.

If the applicant does not respect this rule, a first letter of warning of suspension is sent to the applicant to demand corrective actions.

The manufacturer has 15 days to send back to the application manager the corrective actions he plans to do. Once this period over, a reminder is sent to explain that he has now 15 days to apply the corrective actions. A complementary documentary audit can be made to ensure that non-conform documentation have been modified.

In case of the manufacturer has not done any modification during the authorized period, he exposes himself to a process refusal due to non-respect of the certification rules, until a suspension of all his certificates.

## 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 administrative management appendix.

## 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, the Technical document 99030-01 and the administrative management 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.

In order to confirm that the applicant meet the requirement of information given to customers, an audit may be conducted at the head office of the company or at the representative office, when the manufacturing unit do not have this responsibility. The audit lasts a half-day at maximum and is made remotely.

In the case of an audit combined with CE 16 – EN 14904, CE 30 – EN 14041 or CE 50 – EN 15102 applications, the audit duration is one day for both applications.

When a new representative makes a certification request for an already certified factory by CSTB, an admission audit is performed for this new representative-factory couple. This audit can be made with a follow-up audit of another representative-factory couple. A half supplementary day can be added depending on the audit scope.

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 or acoustic admission

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

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

### 3.3.1.2. Case of a complementary admission application

The steps described in Paragraph 3.3.1.1 above apply with a specificity indicating that the audit can be adapted or combined with a follow-up audit.

### 3.3.1.3. Case of a distributor's initial admission application

In order to make the distributor aware of compliance with the requirements of §2.6 of this reference system, information is given to the distributor upon admission in the form of a face-to-face presentation.

The CSTB verifies the application of the conditions of marking prescribed in § 2.6 of these rules by consulting:



- the catalogues and/or the available applicant's commercial documentations,
- the catalogues and/or the available commercial documentations which refer to the QB UPEC(.A+) certification (manufacturer holder).

## 3.3.2. FOLLOW-UP AUDITS

The follow-up audits are intended to check, following admission, that the provisions defined are still being maintained and continue to meet the requirement of the reference system and its annexes.

In the case of an audit combined with CE 16 – EN 14904, CE 30 – EN 14041 or CE 50 – EN 15102 applications, the audit duration is one day for both applications.

A follow-up audit of a factory with a representative can be made at the same time as the admission audit of another representative. A half supplementary day can be added depending on the audit scope.

All of the provisions described in Paragraph 3.3.1 applies.

The certification holder agrees that audits defined in the present rules can be subcontracted by CSTB to the bodies identified on paragraph 4.2.

#### Inspection operations

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

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

An audit report is prepared and remitted to the holder.

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

In order to confirm that the holder meet the requirement of information given to customers, an audit may be conducted at the head office of the company or at the representative office, when the manufacturing unit do not have this responsibility. The audit lasts a half-day at maximum and is made remotely.

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

### Normal monitoring:

The normal frequency is one annual audit per manufacturing unit which benefits from the right to use the QB UPEC (.A+) 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.

### 3.3.3. DISTRIBUTOR'S SUPERVISION VISIT

In the case of distributors holders of a maintain of right to use, CSTB proceed to verifications.

The purpose of these checks is to ensure that the provisions defined and applied by the distributor in his distribution network comply continuously with the requirements of § 2.6 of these rules by consulting on the website and the place of storage of the products if possible:

- the holder's available commercial documentation,
- the available commercial documentations which refer to the QB UPEC(.A+) certification (manufacturer holder).

An analysis sheet is drawn up and delivered to the distributor holder. If a specific deviation sheet about a documentary support of a manufacturer holder has been made, a copy of the form is also provided in order to get a reply of the concerned holder.

## 3.4. Sampling

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 is systematically sent to the laboratory in charge of carrying out the tests.

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

In the case of a certified products storage where it is not possible to take samples during the audit (separate site or logistic support is not able to obtain the samples in time to do the required factory tests), the sampling on list can be performed 7 days before the audit.

### <u>Sampling</u>

The specimens are distributed in all the available samples in order to reflect the average quality of the product as far as possible.

For rolls, about one third of specimens are taken near the edges, the distance between the outer edge of the sample and the edge closest to the sample should be 100 mm at least.

### Case of admission sampling:



The auditor takes samples from the stock to make necessary tests: at least 3 batches of 10  $m^2$  for a product which have an acoustic efficiency or, where required, at least 2 batches of 10 $m^2$ .

Among these rolls, the auditor or the certification manager checks that at least 1 batch per technical design (coloured, transparent or with inclusion) are sampled. The design with the highest inclusion ratio will be chosen as the representative of the 'with inclusion' technical design. Moreover, when several total thicknesses are available for a same commercial name, one batch of each thickness will be sampled.

Example: the product A is available in two different thicknesses with two different design technics on each total thicknesses. Four batches will have to be taken by the auditor as followed

Product A	Coloured design	With inclusion design
Thickness 1	1 batch	1 batch
Thickness 2	1 batch	1 batch

In case of requested design with inclusion, the sampling will be made with a plain design and the design with most inclusion. If dispersions are obtained on test results, certificates can be separated following the certification manager and/or Specific Committee's decision. This is also possible when there is different inclusion nature.

When a counter-test is required, the sampling is made by the certification manager from stock lists.

### Case of sampling made during distributor's supervision visit:

The auditor can take samples in case of breach of compliance with these rules.

### Case of follow-up sampling:

Samplings for the follow-up of a manufacturing unit are made in order to test at CSTB all certified products within 5 years, with one product per family taken for tests each year. For each product selected, a minimum of 2 batches of 10 m<sup>2</sup> minimum each will be taken.

Among these rolls, the auditor checks that at least 1 batch per technical design (coloured, transparent or with inclusion) are sampled. The design with the highest inclusion ratio will be chosen as the representative of the 'with inclusion' technical design. Moreover, when several total thicknesses are available for a same commercial name, one batch of each thickness will be sampled.

Example: the product A is available in two different thicknesses with two different design technics on each total thicknesses. Four batches will have to be taken by the auditor as followed

Product A	Coloured design	With inclusion design
Thickness 1	1 batch	1 batch
Thickness 2	1 batch	1 batch

When modifications declared as minor have been made to the products or when changes also declared as minor have been made to the production process for the products and the holder cannot prove that these changes do not affect the certified characteristics, samples are systematically taken and tests are to be performed in the mark's laboratory, in particular to check the characteristics involved.

In the case of an additional visit, the tests concerned by the detected non-conformity are realized by the mark laboratory.



When a counter-test is required, the sampling is made by the certification manager from stock lists.

### Case of extension sampling:

The applicant sends samples necessary for the tests: at least 3 batches of 10 m<sup>2</sup> for a product with an acoustic efficiency or, where required, at least 2 batches of 10m<sup>2</sup>.

Among these rolls, the applicant checks that at least 1 batch per technical design (coloured, transparent or with inclusion) are sampled. The design with the highest inclusion ratio will be chosen as the representative of the 'with inclusion' technical design. Moreover, when several total thicknesses are available for a same commercial name, one batch of each thickness will be sampled.

Example: the product A is available in two different thicknesses with two different design technics on each total thicknesses. Four batches will have to be taken by the auditor as followed

Product A	Coloured design	With inclusion design
Thickness 1	1 batch	1 batch
Thickness 2	1 batch	1 batch

When a counter-test is required, the sampling is made by the applicant, according to the quantities, dimensions or other specificities asked by the certification manager.

## 3.5. Tests

### 3.5.1. ADMISSION/EXTENSION TESTS

The tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of this certification reference system and Technical document 99030-01. They are made in accordance with sampling rules given above.

When the extension application concerns a product already certified, the tests are defined according to the modifications.

A test report is prepared and remitted to the applicant.

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

Homogeneous products with a foam layer, considered as NF EN ISO 11638 products, must pass the tensile strength test and respect the requirement stated inside NF EN ISO 10581 standard. This test is made on the wear layer.

When a certification request is made for stairs products, tests and specifications of the family product are applicable, except for castor chair and furniture leg tests, which cannot be made on such products. Conformity to the standard will not be delivered for them.



TABLE 12 : Tests within the admission/extension framework (NF EN ISO 13845, NF EN ISO10581, NF EN ISO 10582, NF EN ISO 11638, NF EN ISO 26986 and NF EN 652)

			Number of batches tested per technical family		l family	
Charao	Characteristics		NF EN ISO 13845	NF EN ISO 10581 NF EN ISO 10582	NF EN ISO 11638 NF EN ISO 26986	NF EN 652
dimensions of tiles		NF EN ISO 24342				
squareness and	straightness of tiles	NF EN ISO 24342	2 batches			
overall	thickness	NF EN ISO 24346				
thicknes	ss of layers	NF EN ISO 24340				
mass pe	er unit area	NF EN ISO 23997				
density o (if co	f wear layer loured)	NF EN ISO 23996			2 batches	
slip classification EN 13845:2017 Annex C CEN /TS 16165 Annex C						
flexibility		ISO 24344:2008, Method A	2 batches	2 batches (for ISO 10582 only rolls cf §2.2.2.)	2 batches (except ISO 26986)	
tensile strength (no	reinforced products)	Method M.1 of DT 99030-01		2 batches (except ISO 10582)		
peel re	esistance	NF EN ISO 24345		2 batches		atches
dimensional	reinforced products	NF EN ISO 23999 (rolls)	1 batch		1 batch	
stability to heat	no reinforced products	M.7 (tiles) of DT 99030-01	2 batches		2 batches	
ourlin	a ta baat	NF EN ISO 23999	1 batch (for rolls)	1 ba	1 batch (for rolls)	
curling to heat		M.7 of DT 99030-01	2 batches (for tiles)	2 bat	2 batches (for tiles)	
	chemical foam		1 batch		1 batch	
dimensional stability	mechanical foam	M.2 of DT 99030-01	2 batches		2 batches	
	without foam					
$\Delta L w_r = \Delta L w$ claim	S					



TABLE 12 : Tests within the admission/extension framework (NF EN ISO 13845, NF EN ISO10581, NF EN ISO 10582, NF EN ISO 11638, NF EN ISO 26986 and NF EN 652) - Continuation

			N	Number of batches tested per technical family				
Characteristics		Testing methods	NF EN ISO 13845	NF EN ISO 10581 NF EN ISO 10582	NF EN ISO 11638 NF EN ISO 26986	NF EN 652		
	chemical foam		1 batch		1 batch			
spread of water	mechanical foam	M.3 of DT 99030-01	2 batches		2 batches			
	jute or polyester felt backing							
wear re (if coloured)	sistance I wear layer)	NF EN 660-2		1 batch	1 batch (except ISO 26986)	1 batch		
conventional pattern depth (if necessary)		M.8 of DT 99030-01		2 batches	2 lots (except ISO 26986)	2 batches		
effect of wear resistance		EN 13845:2017 Annex D	1 batch					
indeptation	residual	NF EN ISO	2 t	oatches		2 batches		
indentation	residual + suppleness	24343-1			2 batches			
effect of simulat a furnit	ed movement of ure leg	NF EN ISO 16581	2 batches (on foam)		2 batche	S		
castor chair (with type H polyamide wheels)		NF EN ISO 4918	2 batches (if U3/U4) 2 batches (if U3, P3 or U4)		P3 or U4)			
impact acoustic efficiency	$\Delta L w_r \geq 15 \ dB$	NF EN ISO	3 batches					
walk noise	class A	717/2	3 bat		atches			
$\Delta Lw_r = \Delta Lw claims$								



# TABLE 13: Tests within the admission/extension framework (NF EN 650,NF EN ISO NF 10595 and EN 655)

Characteristics		Testing	Number of batches tested per technical family					
Cnarac	teristics	methods	NF EN 650	NF EN ISO 10595	NF EN 655			
dimensio	ons of tiles	NF EN ISO 24342						
squareness and s	straightness of tiles	NF EN ISO 24342	2 batches					
overall thickness		NF EN ISO 24346						
thickness of layers		NF EN ISO 24340	2 batches		2 batches			
mass per unit area		NF EN ISO 23997		2 batches				
mass per unit area of a reinforcement or a backing		NF EN 718	2 batches					
density of wear layer (if coloured)		NF EN ISO 23996	2 batches					
flexibility		NF EN ISO 24344		2 batches				
peel re	sistance	NF EN ISO 24345	2 batches		2 batches			
shea	r force	NF EN 432	2 batches					
dimensional	reinforced products	NF EN ISO 23999 (rolls) M 7 of TD	1 batch		1 batch			
stability to heat	no reinforced products	99030-01 (tiles)		2 batches				
	rolls	NF EN ISO 23999	1 batch					
curling to heat	tiles	Method M.7 of TD 99030- 01		2 batches				
	chemical foam							
dimensional stability in submersion	mechanical foam	Method M.2 of TD 99030- 01						
	without foam		2 ba	tches				



# TABLE 13Tests within the admission/extension framework (NF EN 650,NF EN ISO NF 10595 and EN 655)Continuation

Characteristics		Testing	Number of b	hnical family	
Charac	ciensiics	methods	NF EN 650	NF EN ISO 10595	NF EN 655
	chemical foam				
spread of water	mechanical foam	Method M.3 of TD 99030- 01			
	jute or polyester felt backing		2 batches		
lateral capillarity		Method M.4 of TD 99030- 01			2 batches
curling on exposure to moisture		NF EN 662		2 batches	
wear resistance (if coloured wear layer)		NF EN 660-2	1 batch	1 batch	
conventional pattern depth (if necessary)		Method M.8 of TD 99030- 01	2 batches		
indontation	residual	NF EN ISO	2 batches		ches
indentation	residual + suppleness	24343-1	2 batches		
ball h	ardness	Method M.5 of TD 99030- 01		2 batches	
impact ball resistance		Method M.6 of TD 99030- 01		2 batches	
effect of simulated movement of a furniture leg		NF EN ISO 16581	2 batches		2 batches
castor chair (with type H polyamide wheels)		NF EN ISO 4918		2 batches (if U3 or U4)	
impact acoustic efficiency	$\Delta Lw_r \ge 15 \ dB$	NF EN ISO	3 batches		
walk noise	class A	717/2		3 batches	



TABLE 14 : Tests within the admission/extension framework (NF EN ISO 24011 and NF EN 686)

Characteristic	Test	Number of batches tested per technic family			
	-	method	NF EN ISO 24011	NF EN 686	
Identification te	NF EN ISO 26985				
Dimension, straigthne squarenes of tiles and	ess and d planks	NF EN ISO 24342			
Total thicknes	S	NF EN ISO 24346	2 h	atches	
Thickness of lay	NF EN ISO 24340	2 Datches			
Mass per unit ar	NF EN ISO 23997				
Flexibility of rolls					NF EN ISO 24344
Peel resistanc	e	NF EN ISO 24345		2 batches	
Dimensional stability in submersion		Method M.3 of TD 99030-01	1 batch		
Residual indentation		NF EN ISO 24343-1	2 batches		
Castor chair (H type wheels)		NF EN ISO 4918	2 batches		
Acoustic efficiency to noise impact (if claimed UPEC.A)	$\Delta Lw_r \ge 15$ dB	NF EN ISO 717/2		3 batches	
$\Delta Lw_r = \Delta Lw$ claimed					

In case of detection of non-conform results, a check test will be performed in the laboratory of the mark on two new batches, according to sampling rules. When a non-conformity is found on a dimension, straightness and squareness characteristic, the counter-test must be made on the same dimension.

These counter-test program might include additional tests depending on the non-conform results.

If the test results are still non-conform, a second check test will be performed on two other batches of the product.

The delivery of new batches after 6 months (from the sending of test report) or non-conform results of the second check test will lead to a new full test program of the product.



## Conditions of controls of the acoustic efficiency $\Delta Lw$ and Ln,e,w

	Initial glued test	Check test	Initial maintained test if ∆Lw <sub>certifié</sub> and Ln,e,w <sub>certifié</sub>	
Samples	3 batches tested	Same batches	Same batches	
Specimens	6 specimens glued (2 specimens/batch)	6 more specimens glued (2 specimens/batch)	3 specimens maintained (1 specimen/batch)	

### Impact acoustic efficiency

Results	$\Delta Lw_{c1}$	$\Delta Lw_{c2} = \Delta Lw_{c1} + 6 \text{ suppl}$	$\Delta Lw_{mref}$
Interpretatio n	$\begin{array}{l} \Delta Lw_{c1} \geq \Delta Lw_{r} \Longrightarrow \Delta Lw_{certifié} \\ = \Delta Lw_{r} \\ else \ complementary \ test^{(1)} \end{array}$	$\Delta Lw_{c2} \ge \Delta Lw_r \implies \Delta Lw_{certifie}$ = $\Delta Lw_r$	∆Lw <sub>mref</sub> = Reference value for the annual supervision

### Walk noise

Results	Ln,e,w₀1	Ln,e,w <sub>c2</sub> = Ln,e,w <sub>c1</sub> + 6 suppl
Interpretatio n	$\begin{array}{l} Ln,e,w_{c1} < 65 \ dB \Longrightarrow \\ Ln,e,w_{certifi\acute{e}} = class \ A \\ else \ complementary \ test^{(1)} \end{array}$	Ln,e,w <sub>c2</sub> < 65 dB ⇒ Ln,e,w <sub>certifié</sub> = class A

(1) New application or check test.

	Légende				
$\Delta Lw_r$		$\Delta Lw$ declared by the applicant			
$\Delta Lw_{c1}$	Ln,e,w <sub>c1</sub>	average for 6 specimens glued, calculated during the admission			
$\Delta Lw_{c2}$	Ln,e,w <sub>c2</sub>	average of 12 specimens glued, after check test during the admission			
$\Delta Lw_{certifi\acute{e}}$	Ln,e,w <sub>certifié</sub>	certified value			
$\Delta Lw_{mref}$		average for 3 specimens maintained, calculated during the admission			
$\Delta Lw_{m1}$	Ln,e,w <sub>m1</sub>	average for 3 specimens maintained, calculated during the annual supervision			
$\Delta Lw_{cs}$	Ln,e,w <sub>cs</sub>	average of 3 specimens glued, after check test during the annual supervision			



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

The tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of the certification reference system and the Technical document 99030-01. A test report is prepared and remitted to the applicant.

The guarantee is whether the veracity of controls realized as the quality constancy of the certified products, its conformity with the requirements of the standard and UPEC classification, and maintain the level of declared acoustic performances, if necessary.

These tests will be in two categories:

- the ones executed in the laboratory of the mark related to UPEC classification,
- the ones which could be executed in the factory with auditor of the mark.

Tests on certified characteristics can be carried out in the laboratory of the manufacturing unit under the supervision of a qualified auditor. This laboratory shall have equipment that is appropriate to perform tests under the conditions required by the standard (or the reference test method).

The tests duration on site during the surveillance audit is limited to half a day. If all the tests are not completed in time, they will be performed in the laboratory of the mark. The products which are subject to duplication, the generic products and the commercial extension (MDU) are not taken into account in the sampling.

However, for some tests having recourse to an equipment or a series of complicated equipment (e.g. acoustic testing), some verifications by the laboratory of the mark are necessary every year on 20 % of certified products at least in order to control all products on every site within 5 years.

When modifications declared as minor have been made to the products or when changes also declared as minor have been made to the production process for the products and the holder cannot prove that these changes do not affect the certified characteristics, samples are systematically taken and tests are to be performed in the mark's laboratory, in particular to check the characteristics involved.

When a certification request is made for stairs products, tests and specifications of the family product are applicable, except for castor chair and furniture leg tests, which cannot be made on such products. Conformity to the standard will not be delivered for them.



# TABLE 15 : Tests within the follow-up framework (NF EN 13845, NF EN ISO 10581, NF EN ISO 10582, NF EN ISO 11638 and NF EN ISO 26986)

Characteristics			Number of batches tested per technical family					
		Testing methods	NF EN	13845	NF EN IS NF EN IS	SO 10581 SO 10582	NF EN IS NF EN IS	SO 11638 SO 26986
			Factory <sup>(1)</sup>	CSTB (2)	Factory <sup>(1)</sup>	CSTB <sup>(2)</sup>	Factory (1)	CSTB <sup>(2)</sup>
dimensio	ns of tiles	NF EN ISO 24342	х		х		х	
squareness an of t	d straightness iles	NF EN ISO 24342	х		Х		Х	
overall th	nickness	NF EN ISO 24346	х		Х		Х	
thickness	of layers	NF EN ISO 24340			х		Х	
mass per	unit area	NF EN ISO 23997	x		х		Х	
density of (if coloured	wear layer wear layer)	NF EN ISO 23996			х		х	
slip class	sification	NF EN 13845:2017 Annex C		X every 3 years				
		CEN /TS 16165 Annex C		х				
flexibility		ISO 24344:2008, Method A		x				X (except ISO 26986)
tensile strength (no reinforced products)		Method M.1 of DT 99030-01				X (except ISO 10582)		
dimensional	reinforced products	NF EN ISO 23999 Method M 7 of						
stability to heat	no reinforced products	TD 99030-01 (tiles only)		х		х		X
curling to heat		NF EN ISO 23999 Method M.7 of TD 99030-01 (tiles only)		X <sup>(5)</sup>		X <sup>(5)</sup>		X <sup>(5)</sup>
wear res (for coloured)	sistance I wear layer)	NF EN 660-2				X (3)		X <sup>(3)</sup> (except ISO 26986)
residual ir	dentation	NF EN ISO 24343-1	х	X <sup>(4)</sup>	х	X <sup>(4)</sup>		
residual indentation + suppleness		NF EN ISO 24343-1					х	X <sup>(4)</sup>
ball hardness		M.5 of DT 99030- 01						
ball impact resistance		M.6 of DT 99030- 01						
effect of simulated movement of a furniture leg		NF EN ISO 16581						x
castor chair polyamide	(with type H wheels)	NF EN ISO 4918		х		x		x
impact acousti UPEC	ic efficiency (if C.A+)					x		x
walk	noise	- NF LN 130 / 1//2				Х		X



TABLE 16 : Tests within the follow-up framework (NF EN 650, NF EN ISO 10595 and NF EN 655)

			Number of batches tested per technical family					
Cha	racteristics	Testing methods	NF EI NF EI	N 650 N 652	NF EN ISO 10595		NF EN 655	
			Factory <sup>(1)</sup>	CSTB <sup>(2)</sup>	Factory <sup>(1)</sup>	CSTB <sup>(2)</sup>	Factory <sup>(1)</sup>	CSTB (2)
dimer	nsions of tiles	NF EN ISO 24342	х		х		х	
squareness ar	nd straightness of tiles	NF EN ISO 24342	х		Х		х	
over	all thickness	NF EN ISO 24346	х		Х		х	
thickr	ness of layers	NF EN ISO 24340	х				х	
mass	per unit area	NF EN ISO 23997	х		Х		х	
densit (for cold	y of wear layer oured wear layer)	NF EN ISO 23996	х		х			
tensile stre p	ngth (no reinforced products)	M.1 of DT 99030- 01						
dimensional	reinforced products	NF EN ISO 23999						
dimensional stability to heat	no reinforced products	. Method M.7 of TD 99030-01 (tiles only)		X		x		X
		NF EN ISO 23999 (rolls)		V(5 for FN				
cur	ling to heat	Method M.7 of TD 99030-01 (tiles)		650)				Х
wea (for colo	r resistance oured wear layer)	NF EN 660-2		X (3)				
residu	al indentation	NF EN ISO 24343-1	X (except EN 650)	X <sup>(4)</sup> (except EN 650)	Х	X <sup>(4)</sup>	х	X <sup>(4)</sup>
residual inde	ntation + suppleness	NF EN ISO 24343-1	X (except EN 652)	X <sup>(4)</sup> (except EN 652)				
ball hardness		M.5 of DT 99030- 01				х		
impact ball resistance		M.6 of DT 99030- 01				х		
effect of simulated movement of a furniture leg		NF EN ISO 16581		х				х
castor chair (with type H polyamide wheels)		NF EN ISO 4918		х		х		х
impact ac (if	coustic efficiency UPEC.A+)	NE EN ISO 717/2		х		х		х
w	ralk noise			X		Х		X

(1) the conditioning of samples for the tests in factory is reduced at 12 hours (instead of 24 hours).
 (2) the tests which couldn't be realized in the factory and the tests realized in factory which result in non-conformity are repeated in the laboratory of the mark.
 (3) if the density is no conform.
 (4) 1 minimum batch tested at CSTB.
 (5) 1 hote for refuse for the content of the tested at the tested for the formation.

<sup>(5)</sup> 1 batch for rolls / 2 batches for tiles.



Characteristic	Test NF EN ISO 24		0 24011	24011 NF EN 686		
Characteristic	method	Factory <sup>(1)</sup>	CSTB <sup>(2)</sup>	Factory <sup>(1)</sup>	CSTB <sup>(2)</sup>	
identification test	NF EN ISO 26985		Х		Х	
dimension, straightness and squareness of tiles and planks	NF EN ISO 24342	Х		х		
total thickness	NF EN ISO 24346	х		х		
thickness of layers	NF EN ISO 24340	х		х		
mass per unit area	NF EN ISO 23997	х		х		
dimensional stability in submersion	M.3 of TD 99030-01		Х		Х	
residual indentation	NF EN ISO 24343-1	х	X <sup>(3)</sup>	х	X <sup>(3)</sup>	
castor chair (H type wheels)	NF EN ISO 4918		Х		Х	
acoustic efficiency to noise impact (if UPEC.A)	NF EN ISO 717/2				Х	

### TABLE 17 : Tests within the follow-up framework (NF EN ISO 24011 and NF EN 686)

<sup>(1)</sup> the conditioning of samples for the tests in factory are reduced at 12 hours (instead of 24 hours).

<sup>(2)</sup> the tests which couldn't be realized in the factory and the tests realized in factory which result in non-conformity are repeated in the laboratory of the mark.

<sup>(3)</sup> 1 minimum batch tested at CSTB.

In the case where some non-conform results are detected following the follow-up sampling, a check test will be performed in the laboratory of the mark on two new batches. The delivery of new batches after 6 months (from the sending of test report) or non-conform results of the second check test will lead to the suspension of the right to use for the concerned product.

In case of non-conformity on the dimension, straightness and squareness test, the countertest must be performed on the same dimension.

In case of non-conform results highlighted by the laboratory of the mark, the holder has to inform in writing to CSTB, its explanation, corrective actions and the period for their implementation.

In the event of an additional audit, the tests induced by the non-conformity observed are conducted by the mark's laboratory.

Conditions of controls of the acoustic efficiency *\(\Delta\)*Lw and *\(Ln,e,w\)* 



#### Test in "MAINTAINED" Impact acoustic efficiency Walk noise Results $\Delta L w_{m1}$ Ln,e,w<sub>m1</sub> If $\Delta Lw_{mref}$ - $\Delta Lw_{m1} \le 1 \text{ dB} \Longrightarrow$ renewal of $Ln,e,w_{m1} < 67 \text{ dB} \Rightarrow \text{renewal of}$ Interpretation certification certification If $\Delta Lw_{mref}$ - $\Delta Lw_{m1}$ > 1 dB $\Rightarrow$ check test Ln,e,w<sub>m1</sub> $\geq$ 67 dB $\Rightarrow$ check test 2 batches (A and B) withdrawal Samples 3 specimens maintained (2 specimens from batch A + 1 specimen from batch B) Specimens

	Test in "GLUED" (if check test)				
	Impact acoustic efficiency	Walk noise			
Results	$\Delta Lw_{cs}$	Ln,e,w <sub>cs</sub>			
Interpretation	$\begin{array}{l} \mbox{If } \Delta Lw_{c1(ou\ c2)} \mbox{-} \Delta Lw_{cs} \leq 2\ dB\ renewal\ of \\ certification \\ \mbox{If } \Delta Lw_{c1(ou\ c2)} \mbox{-} \Delta Lw_{cs} > 2\ dB \Longrightarrow \\ \mbox{no\ renewal\ of\ certification} \end{array}$	Ln,e,w <sub>cs</sub> < 67 dB ⇒ renewal of certification Ln,e,w <sub>cs</sub> ≥ 67 dB ⇒ no renewal of certification			
Samples	Same batches				
Specimens	3 specimens glued (1 specimen from batch A + 2 specimens from batch B)				

	Légende				
$\Delta Lw_r$		$\Delta Lw$ declared by the applicant			
$\Delta Lw_{c1}$	Ln,e,w <sub>c1</sub>	average for 6 specimens glued, calculated during the admission			
$\Delta Lw_{c2}$	Ln,e,w <sub>c2</sub>	average of 12 specimens glued, after check test during the admission			
$\Delta Lw_{certifi\acute{e}}$	Ln,e,w <sub>certifié</sub>	certified value			
$\Delta Lw_{mref}$		average for 3 specimens maintained, calculated during the admission			
$\Delta Lw_{m1}$	Ln,e,w <sub>m1</sub>	average for 3 specimens maintained, calculated during the annual supervision			
$\Delta Lw_{cs}$	Ln,e,w <sub>cs</sub>	average of 3 specimens glued, after check test during the annual supervision			



# 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 associated with UPEC(.A+) classification 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 Sols et Revêtements 84, avenue Jean Jaurès Champs sur Marne F-77447 Marne La Vallée Cedex 2 22 22 101 64 68 83 96

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

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

Direction Sols et Revêtements 84, avenue Jean Jaurès Champs sur Marne F-77447 Marne La Vallée Cedex 2

## https://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(-ies) 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

and

**CLAAS Consulting** 2 rue Léon Jouhaux F-77470 TRILPORT



## 4.3. Test bodies

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)

Direction Sols et Revêtements 84, avenue Jean Jaurès Champs sur Marne F-77447 Marne La Vallée Cedex 2

https://evaluation.cstb.fr/

## 4.4. Subcontracting

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

Customers are informed of the subcontracting of a service once the assessment activities programme has been drawn up. They are given formal information before any commitment for activities, where appropriate.

## 4.5. Specific Committee

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

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

- the initial draft certification reference system or the 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, and if necessary a vice-president, chosen from the members of the colleges defined below;
- Manufacturers College (Holders): from 4 to 7 representatives;
- Users / Specifiers College: from 4 to 7 representatives;
- Technical Bodies and Administrations College: from 4 to 7 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.

At the end of an appointment, a committee member can submit his application to the certification manager for a new appointment.

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

CSTB takes particular provisions allowing assurance of the confidentiality of applicant's or holder's documents submitted to the committee (except for the contestation/recourse).

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



## Part 5 Glossary

Admissibility:	Study of a dossier which enables the application to be examined. The admissibility relates to the administrative and technical parts of the dossier
Admission:	Application by which an applicant requests for the first time the right to use the QB mark associated with UPEC(.A+) classification for a product; he declares that he knows this certification reference system and undertakes to respect it.
Agreement of the right to use the QB mark associated with UPEC(.A+) classification:	Authorisation granted by CSTB to an applicant to affix the QB mark on the product for which the application has been made.
Applicant / Holder:	Public body which controls and/or is responsible for respecting all the requirements defined in the QB mark associated with UPEC(.A+) classification 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.
Audit:	See Standard NF EN ISO 9001.
Backing layer:	Layer of floor covering directly installed in contact with the support.
Batch:	In a same production, subset of appearance and identical nuance except for tolerances.
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).
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements, and specific rules and procedures apply.
Chemical foam:	Foam mainly constituted of closed cells, made by incorporating a foaming agent which decompose at a given temperature to release gas bubbles.
Coloured wear layer:	Layer of the product, where the formula does have pigments, which can be directly exposed or under a transparent wear layer.
Complementary admission:	Application by which a holder wants to benefit from the right to use the QB mark associated with UPEC(.A+) classification for a new product or a new production entity.
Conventional pattern depth:	Thickness of the material that can be removed without significantly changing the appearance.

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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 associated with UPEC(.A+) classification 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.
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 associated with UPEC(.A+) classification.
	The types of distributors may be the following:
	<ul> <li>Distributors who distribute the product under the holder's trade name. In that case, no action is to be taken as part of the QB mark associated with UPEC(.A+) classification.</li> </ul>
	<ul> <li>Distributors who distribute the product after changing the trade name. The applicant/holder shall make an application for maintenance of right of use.</li> </ul>
	If the distributor does not wish to have explicit reference to the manufacturer, then an application for admission to the QB mark associated with UPEC(.A+) classification 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.
Expanded polyvinyl chloride floor covering; cushioned vinyl:	Floor covering with a transparent wear layer on top of a printed polyvinyl chloride foam layer, possibly structured in relation with the design.
Extension:	Application by which a holder requests the extension of his right to use the QB mark associated with UPEC(.A+) classification for a certified product whose characteristics have been modified or for a new product manufactured by a production unit already certified by CSTB.
External sub-contracting:	Applies to tests made by an external laboratory (third part) or by another laboratory of the same group as the factory is part of (example: central laboratory).
Heterogeneous floor covering:	Floor covering constituted of a wear layer and other compact layers of different compositions and/or designs and possibly comprising a framework.
Homogeneous floor covering:	Floor covering constituted of one or more layers of the same composition, colour, and decorated throughout the thickness.
## QB 30 Certification Reference System: Resilient floor coverings Revision No.: 10

In application:	Mention used in the reference system for standard NF DTU 53.12 and e-Cahier of CSTB. At every version changes, a transition period of 6 months from edition date is to be considered. During this transition period, both standard or e-Cahier are applicable.
Layer:	Part of a floor covering of a given thickness and composition.
Maintenance:	Application by which a holder requests the maintenance of his right to use the QB mark associated with UPEC(.A+) classification for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.
Manufacture:	Continuous production of a same product (same structure, same dimension) for a same batch of materials.
Mechanical foam:	Foam mainly constituted of open cells, made by incorporating surfactants into the dough, in order to produce a foam by air incorporation and dough agitation.
Multiple wear layer:	Layer made of multiple layers (transparent on top of a coloured layer) where the composition between the two does not exceed from more than 5% in pigments. Both layers are then considered as homogeneous and constitute the wear layer. The factory finish (lacquer) is included in the surface layer.
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.
Pigment:	Fine powder insoluble used for making a layer opaque/colouring it.
Plank:	Plank is a rectangular dimension with a ratio length divided by width between 3 and 10. The minimum width is 8 cm.
Polyvinyl chloride floor covering:	Floor covering composed of a wear layer made of polyvinyl chloride (pure or modified) as binder.
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.
Renewal:	Application by which the holder requests the renewal of his right to use the QB mark associated with UPEC(.A+) classification before the validity of its QB UPEC(.A+) certificate.
Series:	Ensemble of products by reference to a product standard.
Subcontracting:	Company which carries out some of the production steps for the certified products, under the control of the QB mark holder.
Surface layer:	Top layer using the same binder, placed on a support or an under layer.

## QB 30 Certification Reference System: Resilient floor coverings Revision No.: 10

Suspension:	Decision notified by CSTB which temporarily and for a set period of time cancels the authorisation to use the QB mark associated with UPEC(.A+) classification. 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 associated with UPEC(.A+) classification 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.
Transparent wear layer:	The upper layer of a floor covering, without any trace of pigmentation.
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.
Wear layer:	Top layer of a floor covering directly exposed to wear (factory varnish excluded, where needed).
Withdrawal of the usage right:	Decision communicated by CSTB to cancel the right to use the QB mark associated with UPEC(.A+) classification. A withdrawal can be pronounced as a sanction or in case of abandonment of the QB mark associated with UPEC(.A+) classification usage right by the holder.

**UPEC** 

QB