

CERTIFICATION

Certification  
reference system

QB - UPEC

QB - UPEC A+

QB - UPEC A++ :

Textile floor coverings



Identification n° : QB 31

Revision n° : 05

Date brought into application: 15/02/2019

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Administrative appendix

This certification reference system was approved by the CSTB Technical Department on 06/02/2019.

It cancels and replaces all previous versions.

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

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

## MODIFICATION HISTORY

| Modified Part                              | Revision No. | Date brought into application | Modification made   |
|--|--------------|-------------------------------|---|
| Whole document                             | 00           | 10/05/1999                    | Creation of the certification reference system.   |
| Whole document                             | 01           | 07/11/2005                    | Integration of annex 9 (additions to NF 262 rules) revision 01 of 29/08/2002<br>Standard NF EN 1307 (May 2005) taken into account.<br>Standard EN 14041 (February 2004) taken into account.   |
| Whole document                             | 02           | 01/12/2012                    | Integration of new NF logo.<br>Addition of acoustic characteristics as optional certified characteristics (UPEC.A+) or (UPEC.A++).<br>Integration of the dispositions of "Mark NF 186 – Neddled textile floor coverings" associated with the UPEC classification.<br>Enlargement of application field to needled pile textile floor coverings in lengths and in tiles (NF EN 13297).  |
| Whole document<br>And Technical Document 1 | 03           | 16/04/2015                    | Update of the name of the certification body: replacement of "Département Enveloppe et Revêtements" by "Direction Revêtements et Isolation".<br>Addition of an audit body (CRET) and a test body (Laboratoire Cambresis).<br>Modifications related to CE marking.<br>Insertion of paragraph 7 of annex A in the technical document n°1 (forgotten in the previous version).<br>Modification of technical requirements following the evolution of standard NF EN 1307 – removal of classification U2s+<br>Integration of Part 9 – Commitment of the applicant<br>Integration of the new UPEC logo. |
| Whole document                             | 04           | 20/12/2017                    | Transfer from NF mark to QB mark.<br>Update of the requirements related to standard ISO 9001 : 2015.  |
| Whole document                             | 05           | 15/02/2019                    | Creation of Technical Document 99031-01 and migration of technical information into it.<br>Addition of specificities for structured carpets.<br>Change in number of committee members to 2 to 6 per college.<br>Update in the subcontractors list.<br>Standard letters and sheets are now in a separate document.<br>Flocked carpets are allowed to have 20% of C1 classified colors in a C2 certificate.   |

# Part 1

## Application

### 1.1 Scope

This certification reference system concerns to date the textile floor coverings as described in standard NF EN 1307.

The related families of product are the following:

- Tufted carpets in tiles with 100% polyamide pile,
- Flocked carpets in tiles or lengths with 100% polyamide pile,
- Flat needled textile floor coverings in tiles or lengths,
- Needled pile textile floor coverings in tiles or lengths.

#### **The QB mark associated with the UPEC classification**

The QB mark associated with the UPEC classification is the property of CSTB (Centre Scientifique et Technique du Bâtiment) which holds a total exploitation license of this mark in all its forms. It is a collective classification mark for products and premises of which use is authorized in the conditions described in the General Requirements and by this certification system.

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

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

The QB mark strives to inspect:

- the safety characteristics 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 hereafter.

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

Note: A construction system covers the whole process from design to execution, leading to the processing of a product or the use of a service for the execution of parts of works.

**(A+) and (A++) are optional characteristics left at the applicant's appreciation.**

When the UPEC mark is associated with the letter A+ or A++, then the acoustic performances in regards with improvement of impact sound insulation, acoustic absorption and the walking noise class of the product are certified.

For textile floor coverings having inherent acoustic properties  $\Delta L_{wr}$ ,  $\alpha_{wr}$  declared by the applicant ( $\Delta L_{wr} \geq 15$  dB and  $< 22$  dB and  $(\alpha_{wr}) \geq 0,1$  with the walking noise  $L_{n,e,w}$  of class A ( $L_{n,e,w} < 65$  dB), the certification system indicates in which conditions the improvement of impact sound insulation,  $\Delta L_w$  the acoustic absorption  $\alpha_w$  and the walking noise class  $L_{n,e,w}$  (acoustic performances) can be certified. In this case, the QB mark associated with the UPEC classification is completed by the letter A+ which symbolizes the acoustic performances of the product (UPEC.A+).

For textile floor coverings having inherent acoustic properties  $\Delta L_{wr}$ ,  $\alpha_{wr}$  declared by the applicant ( $\Delta L_{wr} \geq 22$  dB and  $(\alpha_{wr}) \geq 0,15$ , the certification system indicates in which conditions the improvement of impact sound insulation,  $\Delta L_w$  the acoustic absorption  $\alpha_w$  and the walking noise class  $L_{n,e,w}$  (acoustic performances) can be certified. In this case, the QB mark associated with the UPEC classification is completed by the letter A++ which symbolizes the acoustic performances of the product (UPEC.A++).

## **1.2 Certification added value**

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

The certified characteristics of the application QB mark associated with the UPEC or UPEC A+ or UPEC A++ classification for textile floor coverings are the following:

According to Standard NF EN 1307 – Textile floor coverings:

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

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

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

Other characteristics:

UPEC classification:

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

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

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

|   | <b>Admission</b> | <b>Continued monitoring</b>   |
|---|------------------|---|
| <p><b>Production audit carried out by a qualified technical auditor:</b></p> <ul style="list-style-type: none"> <li>- Verification that the production inspections and records have been carried out: raw materials, production, finished products,</li> <li>- Verification of the quality command provisions: calibration, conditioning, warehouse, traceability, marking on product or packaging, management of customer complaints and non-conforming products.</li> <li>- Supervision of tests of certified characteristics carried out by the holder/applicant.</li> </ul> | <b>Yes</b>       | <p><b>Yes</b></p> <p><b>Frequency:</b><br/><b>1 audit every calendar year</b></p> |
| <p><b>Tests carried out by a laboratory recognised by the certifying body (independent and competent):</b></p> <ul style="list-style-type: none"> <li>- Samples taken by the certification body and from the production site of the certificate holder.</li> </ul>  | <b>Yes</b>       | <p><b>Yes</b></p> <p><b>Frequency :</b><br/><b>1 annual test campaign</b></p>     |

\* The audit frequency can be reinforced to two audits per calendar year when critical non-conformities are observed.

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### **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 and in the applicable Technical Document 99031-01,
- or distributing products within the scope defined above for which the manufacturer complies with the technical requirements described in Part 2 of this document,

may request the right to use the QB mark associated with the UPEC classification for textile 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 concerning their product and the sites concerned. It is the applicants' responsibility to make sure that the regulations applicable to their product are respected.

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

#### 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.



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## Part 2

# The Certification Scheme

The certification scheme for the application Textile 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 (see specific pages for UPEC),
- the standards given in § 2.2.1,
- the additional technical specifications given in § 2.2.2.

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

### 2.1 Regulations

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

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

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

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

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

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

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

## 2.2 The standards and complementary specifications

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

### 2.2.1. APPLICABLE STANDARDS

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

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

### 2.2.2. ADDITIONAL TECHNICAL SPECIFICATIONS

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

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## **2.3 Modification declaration**

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

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

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

In the cases not provided for earlier, CSTB determines whether the modifications bring the certification into question and if it is necessary to carry out a complementary quality assurance operation.

Depending upon the results of the examination, CSTB communicates the appropriate decision.

### **2.3.1 MODIFICATION CONCERNING THE HOLDER**

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

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

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

### **2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT**

#### **- Case of a production transfer:**

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

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

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

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

#### **- Case of a modified production process:**

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

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

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

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

Any temporary halt in the internal quality assurance operation for a certified product entails an immediate halt in the QB marking of this product by the holder, who must inform CSTB of this.

CSTB then communicates to the holder a decision to suspend the right to use the QB mark associated with the UPEC classification for a specific duration following which, if the right of use cannot be re-established, this holder's right to use the QB mark associated with the UPEC classification will be withdrawn.

#### **2.3.4 MODIFICATION CONCERNING THE CERTIFIED PRODUCT**

Any modification to the certified product when compared with the application dossier likely to have an effect on the product's compliance with the requirements in the certification reference system, shall be declared in writing to CSTB.

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

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

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

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

#### **2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT**

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

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

### **2.3.7 MODIFICATION CONCERNING THE APPLICABLE STANDARDS AND SPECIFICATIONS**

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

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

### **2.4.1 PURPOSE**

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

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

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

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

### **2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT**

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

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

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

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

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**Possible reduction:**

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

This reduction is possible as long as:

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

Table 1 (applicable requirements)

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

| § ISO 9001:<br>2015 | REQUIREMENTS                       | MINIMUM EVIDENCE EXPECTED  | APPLICABLE<br>(NA = not applicable)  |
|---------------------|------------------------------------|--|--|
| 7.1.5.              | Monitoring and measuring resources | <ul style="list-style-type: none"> <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> | <ul style="list-style-type: none"> <li>■</li> </ul> <p>&lt;To be considered for processes related to the products/services to be provided&gt;</p>  |
| 7.1.6.              | Organizational knowledge           | -  | NA   |
| 7.2.                | Competence                         | <ul style="list-style-type: none"> <li>* Compliance with test methods and inspection provisions.</li> <li>* Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate.</li> </ul>  | <ul style="list-style-type: none"> <li>■</li> </ul> <p>&lt;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;</p>  |
| 7.3.                | Awareness                          | -  | NA   |
| 7.5.                | Documented information             | <ul style="list-style-type: none"> <li>* List of the internal and external documented information.<br/>Examples: Procedures, operating methods, test methods, inspection instructions, quality records</li> <li>* Evidence of control of internal and external documents<br/>Example: Availability of the applicable version of the test method, the reference system, the inspection provisions, etc.</li> </ul>  | <ul style="list-style-type: none"> <li>■</li> </ul> <p>&lt;To be considered for processes related to the products/services to be provided&gt;</p> <p>All the items except:<br/>* ISO 9001 v08: § 4.2.1., 4.2.2</p> <p><i>Note: Quality manuals are no longer required.</i></p> |



| § ISO 9001: 2015 | REQUIREMENTS  | MINIMUM EVIDENCE EXPECTED   | APPLICABLE (NA = not applicable)  |
|------------------|---|---|---|
| 8.1.             | Operational planning and control                                | -   | NA<br><i>Note: Operational control: Same as § ISO 9001 v08 7.5.1. / 7.5.2. and § ISO 9001 v15: 8.5.1.</i>   |
| 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 style="list-style-type: none"> <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>  | <p>■</p> <p>&lt;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;<br/>External providers:</p> <ul style="list-style-type: none"> <li>* supplier of raw materials, components, services integrated into the product/service</li> <li>* subcontractor of external services (ex: tests, handling, transport, etc.)</li> </ul> <p><i>(*) Specific case of applicants/holders subcontracting part of their production</i><br/>CSTB audits the subcontractors (as provided for in the certification reference system)</p> <p>All the items except:</p> <ul style="list-style-type: none"> <li>* ISO 9001 v08: § 7.4.1.</li> <li>* ISO 9001 v15: § 8.4.1.</li> </ul> |
| 8.5.1.           | Control of production and service provision                     | <ul style="list-style-type: none"> <li>* Information defining the characteristics of products and services. Example: product plan / description of the service, etc.</li> <li>* Information defining the activities to be carried out and the results to be obtained.<br/>Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance)</li> <li>* Monitoring and measurement activities.<br/>Examples: Monitoring plan, inspection procedures and instruction(s), test method(s), etc.</li> <li>* Conservation of documented information proving the conformity of products/services with the acceptance criteria (Same as § 8.2.4. ISO 9001 v08 and § 8.6.ISO 9001 v14)</li> </ul> | <p>■</p>  |

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

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### **(1) Control of the product components**

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

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

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

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

### **(2) Subcontracting tests**

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

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

### **(3) Control during production and on finished products**

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

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

#### During production

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

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

These controls concern at least the following production steps:

- Tufting, dyeing, coating of the underlay and cutting for the tufted carpets in tiles with 100% polyamide pile
- Coating, dyeing, flocking, gelating, printing and cutting for the flocked carpets in tiles or lengths
- Dyeing, fiber mixing, needling, printing, fibre binding (coating, impregnating...), drying, underlay application and cutting for the flat needed textile floor coverings in tiles or lengths

#### 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 tables 2 to 5 of this certification reference system.

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

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

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

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

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

If the holder has the necessary equipment and if he or she wants so, he or she can carry out the controls on acoustic characteristics of his or hers UPEC.A+ or UPEC.A++ certified products in accordance with the dispositions described in tables 2 to 5 below.

In this case, the follow-up control frequencies of CSTB can be lightened (§ 3.4 of the certification system).

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 – Control of the applicant/holder on tufted carpets in tiles**

| Controlled characteristics                             |  | Test method   | Frequency / certified product  | External subcontracting<br>Yes / No |
|--|--|---|--|-------------------------------------|
| Dimensions of tiles                                    | Squareness and straightness of tiles                                     | NF EN 994   | at least 1 daily test according to the standard or the internal method (1) and in this case at least 1 yearly test according to the standard         | No                                  |
| Total mass by surface area                             |  | NF ISO 8543   |  |                                     |
| Total thickness  | NF ISO 1765 <sup>(2)</sup>   |   |  |                                     |
| Pile mass by surface area above the substrate          | NF ISO 8543  |   |  |                                     |
| Pile thickness   | ISO 1766 <sup>(2)</sup>  |   |  |                                     |
| Number of tufts and loops                              | NF ISO 1763  | 1 daily test according to the standard  |  |                                     |
| Dimensional stability and distortion                   |  | NF EN 986   | at least 1 daily test according to the standard or the internal method (1) and in this case at least 1 test every 3 months according to the standard | No                                  |
| Colour fastness to light                               | NF EN ISO 105-B02  | at least 1 test according to the standard for every modification impacting the characteristic                                       | Yes  |                                     |
| Colour fastness to rubbing                             | NF EN ISO 105-X12  |   |  |                                     |
| Colour fastness to water                               | NF EN ISO 105-E01  |   |  |                                     |
| Soiling <sup>(3)</sup>                                 | NF EN 1269 method A<br>(assessment according to standard NF EN ISO 9405) |   |  |                                     |
| Fibre bind - loop pile                                 | NF EN ISO 12951 test C   | at least 1 yearly test according to the standard and for every modification impacting the characteristic                            | Yes  |                                     |
| Damage at cut edges                                    | NF EN 1814   |   |  |                                     |
| Fibre bind - cut pile                                  | NF EN ISO 12951 test A   | at least 1 yearly test according to the standard or the internal method (1) and for every modification impacting the characteristic | Yes  |                                     |
| Mass loss to Lisson test                               |  |   |  |                                     |
| Change in aspect after Vettermann drum or Hexapod test | ISO 10361  | at least 1 test according to the standard every 6 months and for every modification impacting the characteristic                    | Yes  |                                     |
| Resistance to castor chair test                        | NF EN 985 test A   |   |  |                                     |
| If option claimed                                      | Sound impact insulation $\Delta L_w$                                     | NF EN ISO 10140-3   | at least 1 yearly test according to the standard and for every modification impacting the characteristic   | Yes                                 |
|  | Acoustic absorption $\alpha_w$   | NF EN ISO 354   |  | Yes                                 |

- (1) the internal method must be approved by the certification body at the admission time and potentially after committee advice  
(2) in the case of structured products, the results of total and pile thickness are only given as an average, as for flat products, instead of being given by areas as requested by the standard.  
(3) depending on classification

**Table 3 – Control of the applicant/holder on flocked carpets in lengths and tiles**

| Controlled characteristics                             |                                      | Test method  | Frequency / certified product   | External subcontracting<br>Yes / No |
|--|--------------------------------------|--|---|-------------------------------------|
| Dimensions of tiles                                    | Squareness and straightness of tiles | NF EN 994  | at least 1 daily test according to the standard or the internal method <sup>(1)</sup> and in this case at least 1 yearly test according to the standard | No                                  |
| Total mass by surface area                             |                                      |  |   |                                     |
| Total thickness  |                                      |  |   |                                     |
| Pile mass by surface area above the substrate          |                                      |  |   |                                     |
| Apparent thickness of the backing                      |                                      | NF EN 1318   | 1 yearly test according to the standard   | Yes                                 |
| <b>Tiles</b><br>Dimensional stability and distortion   |                                      | NF EN 986  | at least 1 weekly test according to the standard or the internal method <sup>(1)</sup> and at least 1 test every 3 months according to the standard     | No                                  |
| <b>Lengths</b><br>Dimensional stability                |                                      | ISO 2551   |   |                                     |
| Dimensional stability to heat                          |                                      | NF EN ISO 23999  |   |                                     |
| Colour fastness to light                               |                                      | NF EN ISO 105-B02  | at least 1 test according to the standard for every modification impacting the characteristic   | Yes                                 |
| Colour fastness to dry and humid rubbing               |                                      | NF EN ISO 105-X12  |   |                                     |
| Colour fastness to water                               |                                      | NF EN ISO 105-E01  |   |                                     |
| Soiling <sup>(2)</sup>                                 |                                      | NF EN 1269 method A<br>(assessment according to standard NF EN ISO 9405) |   |                                     |
| Stains resistance                                      |                                      | § 2.1 of technical document 99031-01                                     |   |                                     |
| Damage at cut edges                                    |                                      | NF EN 1814   |   |                                     |
| Peel resistance  |                                      | NF EN ISO 24345  | 1 daily test for tiles according to the internal method<br>1 yearly test according to the standard  | Yes                                 |
| Water tightness  |                                      | EN 1307 Annex G  | 1 yearly test   | Yes                                 |
| Resistance to abrasion                                 |                                      | EN 1307 Annex F  | 1 monthly test  | Yes                                 |
| Mass loss to Lisson test                               |                                      | NF EN ISO 12951 test A   | At least 3 yearly tests according to the standard or the internal method <sup>(1)</sup> and for every modification impacting the characteristic         | Yes                                 |
| Change in aspect after Vettermann drum or Hexapod test |                                      | ISO 10361  | at least 1 yearly test according to the standard and for every modification impacting the characteristic  | Yes                                 |
| Resistance to castor chair test                        |                                      | NF EN 985 test A   |   |                                     |
| Furniture leg test                                     |                                      | NF EN 424  |   |                                     |
| Use in stairs test <sup>(3)</sup>                      |                                      | NF EN ISO 12951 test B   | at least 1 yearly test according to the standard or the internal method <sup>(1)</sup> and for every modification impacting the characteristic          | Yes                                 |
| If option claimed                                      | Sound impact insulation $\Delta L_w$ | NF EN ISO 10140-3  | at least 1 yearly test according to the standard and for every modification impacting the characteristic  | Yes                                 |
|  | Acoustic absorption $\alpha_w$       | NF EN ISO 354  |   |                                     |

(1) the internal method must be approved by the certification body at the admission time and potentially after committee advice

(2) depending on classification

(3) according to given additional characteristic

**Table 4 - Control of the applicant/holder on flat needed textile floor covering in lengths or tiles**

| Controlled characteristics  |  | Test method  | Frequency / certified product   | External subcontracting<br>Yes / No |
|---|--|--|---|-------------------------------------|
| Dimensions of tiles   | NF EN 994  | NF EN 994  | at least 1 daily test according to the standard or the internal method <sup>(1)</sup> et at least 1 yearly test according to the standard   | No                                  |
| Squareness and straightness of tiles                                      |  |  |   |                                     |
| Total mass by surface area  |  |  |   |                                     |
| Total thickness   |  |  |   |                                     |
| Mass by surface area of the use-surface                                   | NF EN 984  | NF EN 984  | 1 test every 25 000 m <sup>2</sup> and at least 1 monthly test according to the standard or the internal method <sup>(1)</sup> and at least 1 yearly test according to the standard |                                     |
| Fibre bind  | NF EN ISO 12951<br>test D  | NF EN ISO 12951<br>test D  | at least 1 daily test according to the standard or the internal method <sup>(1)</sup> et at least 1 yearly test according to the standard   | No                                  |
| <b>Tiles</b><br>Dimensional stability and distortion                      | NF EN 986  | NF EN 986  | at least 1 daily test according to the standard or the internal method <sup>(1)</sup> and at least 1 test every 3 months according to the standard                                  | No                                  |
| <b>Lengths</b><br>Dimensional stability                                   | ISO 2551   | ISO 2551   | At least 1 test every 6 months and for every modification impacting the characteristic, according to the standard or the internal method  | Yes                                 |
| Colour fastness to light  | NF EN ISO 105-B02  | NF EN ISO 105-X12  | at least 1 test according to the standard for every modification impacting the characteristic   | Yes                                 |
| Colour fastness to rubbing  | NF EN ISO 105-X12  |  |   |                                     |
| Colour fastness to water  | NF EN ISO 105-E01  |  |   |                                     |
| Puncture  | ISO 3415   | ISO 3415   | at least 1 yearly test according to the standard and for every modification impacting the characteristic  | Yes                                 |
| Soiling test  | EN 1269<br>Method A<br>(assessment according to standard NF EN ISO 9405) | EN 1269<br>Method A<br>(assessment according to standard NF EN ISO 9405) |   |                                     |
| Mass loss to Lisson test  | NF EN ISO 12951<br>test A  | NF EN ISO 12951<br>test A  | at least 1 test according to the standard for every modification impacting the characteristic   | Yes                                 |
| Colour change under the castor chair                                      | NF EN 985<br>test B  | NF EN 985<br>test A  | at least 1 test according to the standard every 6 months and for every modification impacting the characteristic  | No                                  |
| Behaviour under castor chair after 5 000 and 25 000 cycles <sup>(2)</sup> | NF EN 985<br>test A  |  |   |                                     |
| General behaviour   | NF EN 985<br>test C  |  |   |                                     |
| Use in stairs test <sup>(3)</sup>   | NF EN ISO 12951<br>test B  | NF EN ISO 12951<br>test B  | au moins 1 essai selon la norme à chaque modification ayant une incidence sur la caractéristique  | Yes                                 |
| If option claimed   | Sound impact insulation $\Delta L_w$                                     | NF EN ISO 10140-3  | at least 1 yearly test according to the standard and for every modification impacting the characteristic  | Yes                                 |
|   | Acoustic absorption $\alpha_w$   | NF EN ISO 354  |   |                                     |

(1) the internal method must be approved by the certification body at the admission time and potentially after committee advice

(2) depending on classification

(3) according to given additional characteristic

**Table 5 - Control of the applicant/holder on pile needed textile floor coverings in lengths or tiles**

| Controlled characteristics  |                                      | Test method   | Frequency / certified product   | External subcontracting<br>Yes / No |
|---|--------------------------------------|---|---|-------------------------------------|
| Dimensions of tiles   |                                      | NF EN 994   | at least 1 daily test according to the standard or the internal method <sup>(1)</sup> and at least 1 yearly test according to the standard  | No                                  |
| Squareness and straightness of tiles                                  |                                      |   |   |                                     |
| Total mass by surface area  |                                      | NF ISO 8543   |   |                                     |
| Total thickness   |                                      | NF ISO 1765   |   |                                     |
| Mass by surface area of the use-surface (type B1, B2 and B3 products) |                                      | NF EN 984   | 1 test every 25 000 m <sup>2</sup> and at least 1 monthly test according to the standard or the internal method <sup>(1)</sup> and at least 1 yearly test according to the standard |                                     |
| Fibre bind (type B1 and B3 products)                                  |                                      | NF EN ISO 12951 test D  | at least 1 yearly test according to the standard or the internal method <sup>(1)</sup> and at least 1 yearly test according to the standard   | Yes                                 |
| <b>Tiles</b><br>Dimensional stability and distortion                  |                                      | NF EN 986   | at least 1 daily test according to the standard or the internal method <sup>(1)</sup> and at least 1 test every 3 months according to the standard                                  | No                                  |
| <b>Lengths</b><br>Dimensional stability                               |                                      | ISO 2551  | At least 1 test every 6 months and for every modification impacting the characteristic, according to the standard or the internal method <sup>(1)</sup>                             | Yes                                 |
| Colour fastness to light  |                                      | NF EN ISO 105-B02   | at least 1 test according to the standard for every modification impacting the characteristic   | Yes                                 |
| Colour fastness to rubbing  |                                      | NF EN ISO 105-X12   |   |                                     |
| Colour fastness to water  |                                      | NF EN ISO 105-E01   |   |                                     |
| Mass loss to Lisson test  |                                      | NF EN ISO 12951 test A  | at least 1 test according to the standard for every modification impacting the characteristic   | Yes                                 |
| Change in aspect after Vettermann drum or Hexapod test                |                                      | ISO 10361<br>NF EN 1471   | at least 1 test according to the standard every 6 months and for every modification impacting the characteristic  | No                                  |
| Resistance to castor chair test                                       |                                      | NF EN 985 test A  |   |                                     |
| Global behaviour  |                                      | NF EN 985 test C  |   |                                     |
| Soiling test (U3s)  |                                      | NF EN 1269 method A (assessment according to standard NF EN ISO 9405) | at least 1 test according to the standard for every modification impacting the characteristic   | Yes                                 |
| Use in stairs test <sup>(2)</sup>                                     |                                      | NF EN ISO 12951 test B  |   |                                     |
| If option claimed   | Sound impact insulation $\Delta L_w$ | NF EN ISO 10140-3   | at least 1 yearly test according to the standard and for every modification impacting the characteristic  | Yes                                 |
|   | Acoustic absorption $\alpha_w$       | NF EN ISO 354   |   | Yes                                 |

(1) the internal method must be approved by the certification body at the admission time and potentially after committee advice

(2) according to given additional characteristic



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#### **(4) Provisions for processing non-conformities**

They include in particular:

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

#### **(5) Customer complaints**

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

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

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

## **2.5 Marking – General provisions**

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

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

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

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

In addition, the fact of mentioning the main certified characteristics is intended to make the technical characteristics covered by the mark transparent to the consumers and users. It thus enhances the certification and its content.

The purpose of the marking rules described hereafter is to guide the holder in complying with Regulatory Requirements and Certification Requirements. The General Requirements of the QB mark define the conditions of use (see specific UPEC chapters), the conditions of validity of the right to use the QB mark and the penalty arrangements in the case of wrongful use.

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

### **2.5.1 THE QB ASSOCIATED WITH THE UPEC CLASSIFICATION LOGO**

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

The holder undertakes to respect the QB mark's graphic charter. The QB associated with the UPEC classification logo and its graphic charter are available from the application administrator.

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

The holder shall not use the QB associated with the UPEC classification logo except to single out certified products without there being any risk of confusion whatsoever with other products, especially non-certified products.

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

It is recommended that the holder remit to CSTB in advance any marking projects or material upon which the certification mark appears.

If the product cannot be marked for technical reasons, CSTB must be contacted to determine a common marking rule.

### **2.5.2 TERMS AND CONDITIONS FOR MARKING**

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

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

Textile floor coverings **OR** QB 31

Textile floor coverings **OR** QB 31

Textile floor coverings **OR** QB 31



<http://evaluation.cstb.fr>

Certified characteristic 1:

Certified characteristic 2 :

Certified characteristic 3 :

The complete name of the application is recommended. If it is not possible to display the whole name of the application, the mention "QB 31" can be authorized.

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

### **2.5.2.1 Marquage des produits certifiés**

All certified products manufactured after the date indicated on the approval of the right to use the QB mark associated with the UPEC classification (via an admission or extension procedure) and which comply with the requirements of this Certification Reference System, can be marked, at a minimum, with the mark logo.

The marking must be permanently present, legible and indelible on the products.

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

### **2.5.2.2 Marking on the packaging of the certified product or on the product's accompanying document (if applicable)**

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

- Identification of the holder (manufacturer or distributor),
- identification of the production site (number given by CSTB to the holder),
- commercial name and colour/pattern,
- production batch number,
- reference to the applicable standard,
- for products in lengths : dimensions and number of the roll
- for the products in tiles : dimension of a tile – surface in m<sup>2</sup> of covering in one box,

It is also recommended that the packaging includes the following information:

- mark logo, name of the application or its number and reference to the CSTB website,



Textile floor coverings or QB 31



<http://evaluation.cstb.fr>

- UPEC classification.

The classification numbers for U, P, E and C must be clearly indicated. They can simply be written next to each letter (ex. 1) or below each letter (ex. 2) or in a table (ex. 3).

| Example 1   | Example 2   | Example 3  |   |   |   |   |   |   |   |   |
|-------------|---|--|---|---|---|---|---|---|---|---|
| U3 P3 E1 C0 |  |  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>U</td> <td>P</td> <td>E</td> <td>C</td> </tr> <tr> <td>3</td> <td>3</td> <td>1</td> <td>0</td> </tr> </table> | U | P | E | C | 3 | 3 | 1 | 0 |
| U           | P   | E  | C |   |   |   |   |   |   |   |
| 3           | 3   | 1  | 0 |   |   |   |   |   |   |   |

For the certified products in lengths which are sold by cuts, when the packaging is marked, a label indicating both QB UPEC or QB UPEC.A+ or QB UPEC.A++ logos and the UPEC classification must stay on every cut and on the roll until is completely sold.

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

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

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

References to the QB mark associated with the UPEC classification in communication material or documentation must be made in a way that does not allow for any confusion between certified products and other products.

They shall include the following elements :

- logo of the mark,
- name of the application or its identification number,
- reference to the CSTB website,

Textile floor coverings or QB 31



<http://evaluation.cstb.fr>

- identification of the holder,
- commercial name of the product,
- certificate number,
- UPEC classification,
- fibre composition of the use-surface,

- total mass per surface area.
- Total thickness,

For products in tiles :

- Dimensional stability,
- nature of the underlay,
- pile mass above the substrate (for tufted carpets),
- pile thickness (for tufted carpets).

If claimed :

- impact sound insulation  $\Delta L_w$ ,
- acoustic absorption  $\alpha_w$ ,
- walking noise class A ( $L_{n,e,w} < 65\text{dB}$ ).

In the case of products with certified acoustic characteristics, the UPEC classification, the acoustic performances and the certificate number must be put together in the product characteristics table.

Example :

| DESIGNATION                            | XYZ                          |
|--|------------------------------|
| UPEC classification                    | U3 P3 E1 C0                  |
| Impact sound insulation                | $\Delta L_w = 25 \text{ dB}$ |
| Acoustic absorption                    | $\alpha_w = 0,15$            |
| Walking noise class A                  | $L_{n,e,w} < 65 \text{ dB}$  |
| QB UPEC certificate number             | 380T-001.1                   |
| Classification according to NF EN 1307 | 32                           |
| Reaction to fire classification        | Bfl – s1                     |

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

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

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

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

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

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

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

→ The manufacturer must :

- ❖ Immediately inform CSTB
- ❖ Check the concerned products, batches...
- ❖ Retroactively unmark the product and remove it from the market if necessary

→ CSTB must :

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

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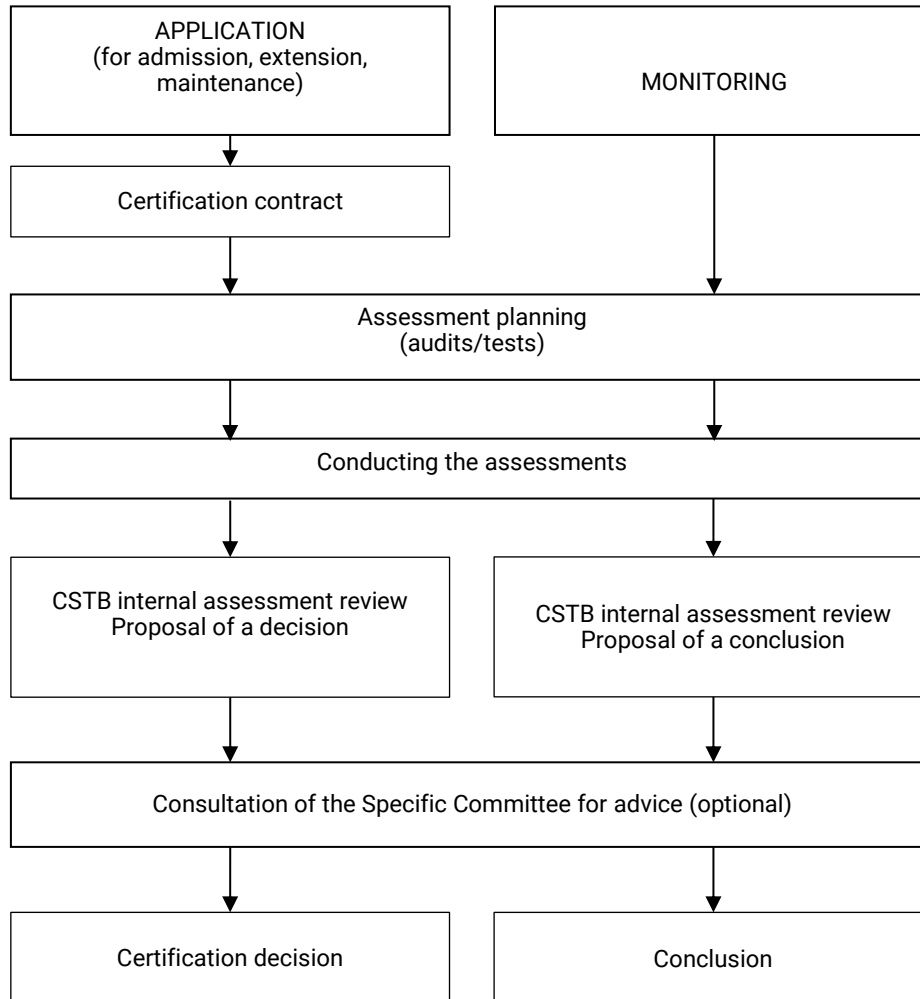
## Part 3

# Certification Process

### 3.1 Generalities

- Definition of the applicant (see Part 5);
- Definitions of the various types of application (application for admission / application for additional admission / application for extension / application for maintenance):
  - An application for admission is made by an applicant not having the right to use the QB mark associated with the UPEC classification for the Textile 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;
  - An application for extension is made by a holder and applies to a new product / a modified product on the same manufacturing site;
  - An application for maintenance is made by a holder and applies to QB-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
  - A new application for admission for a product (or a range of products) following the withdrawal of the right to use the QB mark associated with the UPEC classification as a result of a sanction in the event of deceptive marketing practices in application of Articles L 121-2 to L121-5 of the Consumer Code.

### 3.2 Certification application handling process



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

### 3.3 Audits

#### 3.3.1 ADMISSION AUDITS

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

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

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



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

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

An audit report is prepared and remitted to the applicant.

#### **3.3.1.1 Case of an initial admission application**

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

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

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

In the case of an audit combined with the QB 27 "Tufted and woven carpets in lengths" application, the duration is extended to 1.5 days for both applications.

#### **3.3.1.2 Case of an extension application**

An extension application does not require an audit.

### **3.3.2 FOLLOW-UP AUDITS**

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

All of the provisions described in Paragraph 3.3.1 apply.

#### **Inspection operations**

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

- Verification that the corrective measures announced following any observations made during the previous audit are actually applied;
- Verification that the holder is respecting the quality requirements defined in the reference system;
- Verification of the self-inspection records since the last audit, statistically for at least one certified product and for the products which are sampled for mark laboratory tests;
- Verification of the commercial documents;
- Verification of the changes in the characteristics of the certified products.
- For a U3s classified range, the auditor checks:
  - That the new references (colours / patterns) meet the soiling test specification for the U3s classification
  - That the new range does not have more than 20% of its references classified as U3.

- 
- For a C2 classified range (only flocked carpets), the auditor checks:
    - o That the new references (colours / patterns) meet the stains resistance test specification for the C2 classification
    - o That the new range does not have more than 20% of its references classified as C1.

An audit report is prepared and remitted to the holder.

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

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

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

In the case of an audit combined with the QB 27 “Tufted and woven carpets in lengths” application, the duration is extended to 1.5 days for both applications.

Normal monitoring:

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

Heightened monitoring:

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

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

### **3.4 Sampling**

The auditor samples in the stock the necessary samples for the tests :

- **2 linear meters in production width for products in lengths (per color),**
- **30 tiles for the products in tiles (per color).**
- **In the case of products with certified acoustic characteristics, 12 m<sup>2</sup> (per color) must be sampled in addition to the necessary quantities listed above for the acoustic tests to be carried out.**

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

An information sheet recording the samplings carried out is prepared on site and handed over to the applicant/holder. A copy of this sampling sheet will always be sent to the laboratory in charge of the tests.

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

**Sampling in the follow-up context:**

Samplings are made during follow-up audits. It is made for each family of products.

*Sampling of QB UPEC certified products (without certified acoustic characteristics)*

|   |               |                |                     |
|---|---------------|----------------|---------------------|
| <b>Number of certified products</b>     | <b>1 to 5</b> | <b>6 to 12</b> | <b>More than 12</b> |
| <b>Number of products to be sampled</b> | <b>1</b>      | <b>2</b>       | <b>3</b>            |

*Sampling of QB UPEC.A+ or QB UPEC.A++ certified products (with certified acoustic characteristics)*

If there are internal controls of the acoustic characteristics performed by the holder:

|   |               |                |                     |
|---|---------------|----------------|---------------------|
| <b>Number of certified products</b>     | <b>1 to 5</b> | <b>6 to 10</b> | <b>More than 10</b> |
| <b>Number of products to be sampled</b> | <b>1</b>      | <b>2</b>       | <b>3</b>            |

Without internal controls :

|   |               |               |                    |
|---|---------------|---------------|--------------------|
| <b>Number of certified products</b>     | <b>1 to 3</b> | <b>3 to 6</b> | <b>More than 6</b> |
| <b>Number of products to be sampled</b> | <b>1</b>      | <b>2</b>      | <b>3</b>           |

When minor modifications or changes are declared on the product or its production process and when the holder cannot show evidence of the lack of incidence on the certified characteristics, samplings are systematically made and tests are carried out in the mark's laboratory in order to check the related characteristics.

**Control on the market :**

In the case of distributors as holders of a maintenance of right of use, it is possible that CSTB proceeds with verifications.

## **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 tables 6 to 9 below.

A test report is prepared and remitted to the applicant.

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

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

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

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

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

The tests are carried out in accordance with the standards and complementary specifications set out in tables 6 to 9 below.

The related test reports are made and sent to the holder.

There are three categories of test:

- Those carried out in the laboratory of the mark for the UPEC classification,
- Those carried out at CSTB for the acoustic performances of the UPEC.A+ or UPEC.A++ certified products,
- Those carried out internally in the presence of a qualified auditor. Indeed, when the holder has the necessary equipment to carry out the test in the conditions described in the standard (or in the reference test method) and that this equipment is calibrated (or checked if there is no calibration direct procedure), the holder can ask for the test to be carried out in his or her own laboratory, in the presence of a qualified auditor.

The tests that can be carried out under the supervision of the auditor are the following : identification tests (mass, thickness, number of tufts/loops...), Lisson tests, Vettermann drum tests and castor chair tests.

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

In the case when results would not comply with the requirements, a counter-test will be made at the mark's laboratory on two new batches of the related product. If the non-conforming results are the outputs of a dimensional stability test, a Lisson test, a Vettermann drum test or a castor chair test, then identification counter-tests will be systematically carried out.

Sending new batches after 6 weeks from the date the test report was sent (except explicit agreement with CSTB) or non-complying results after the second counter-test will lead to a suspension of the right of use of the mark.

In case of an additional audit, the tests related to the raised non-conformity are carried out by the laboratory of the mark.

**Table 6 – Controls on tufted carpets in tiles**

| Controlled characteristics                             |   | Test method  | Tests to be made in<br><b>ADMISSION / EXTENSION</b><br>per sampled product  | Tests to be made in<br><b>FOLLOW-UP</b><br>per sampled product |                                     |
|--|---|--|---|--|-------------------------------------|
| Dimensions of tiles                                    | NF EN 994   | NF EN 994  | 2 colours   | 1 colour   |                                     |
| Squareness and straightness of tiles                   |   |  |   |  |                                     |
| Total mass by surface area                             |   |  |   |  | NF ISO 8543                         |
| Total thickness  |   |  |   |  | NF ISO 1765 <sup>(1)</sup>          |
| Fibre composition of the pile                          |   |  |   |  | §2.2 of technical document 99031-01 |
| Pile mass by surface area above the substrate          |   |  |   |  | NF ISO 8543                         |
| Pile thickness   |   |  |   |  | ISO 1766 <sup>(1)</sup>             |
| Number of tufts and loops                              |   |  |   |  | NF ISO 1763                         |
| Apparent thickness of the backing                      | NF EN 1318  | 2 colours  | -   |  |                                     |
| Dimensional stability and distortion                   | NF EN 986   | 2 colours  | 2 colours   |  |                                     |
| Colour fastness to light                               | NF EN ISO 105-B02   | check on applicant/holder's register   | 2 colours<br>(1 light, 1 dark) for all sampled products   |  |                                     |
| Colour fastness to dry and humid rubbing               | NF EN ISO 105-X12   |  |   |  |                                     |
| Colour fastness to water                               | NF EN ISO 105-E01   |  |   |  |                                     |
| Resistance to soiling(U3s)                             | NF EN 1269 method A<br>(assessment according to NF EN ISO 9405) | 20% of the colours in the range + check on applicant/holder's register for all colours | 4 colours<br>(chosen amongst the new colours of the range)<br>+<br>check on applicant/holder's register for all colours |  |                                     |
| Fibre bind – loop pile                                 | NF EN ISO 12951 test C  | 1 colour   | 1 colour for all sampled products + check on register   |  |                                     |
| Damage at cut edges                                    | NF EN 1814  | 1 colour   | Check on register   |  |                                     |
| Creep test (when relevant)                             | NF EN 995   | 1 colour   | -   |  |                                     |
| Fibre bind – cut pile                                  | NF EN ISO 12951 test A  | 1 colour   | Check on register   |  |                                     |
| Mass loss to Lisson test                               |   |  |   |  |                                     |
| Change in aspect after Vettermann drum or Hexapod test | ISO 10361   | 2 colours  | 2 colours   |  |                                     |
| Resistance to castor chair test                        | NF EN 985 test A  | 2 colours  | 2 colours   |  |                                     |
| If option claimed                                      | Sound impact insulation $\Delta L_w$                            | NF EN ISO 10140-3  | 2 colours   | 2 colours  |                                     |
|  | Acoustic absorption $\alpha_w$                                  | NF EN ISO 354  | 2 colours   | 2 colours  |                                     |
|  | Walking noise $L_{n,e,w}$                                       | NF S31-074   | 2 colours<br>If measured $\Delta L_w < 17$ dB <sup>(2)</sup>  | 2 colours<br>If measured $\Delta L_w < 17$ dB <sup>(2)</sup>   |                                     |

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

(2) the walking noise for soft floor coverings is inherently linked to their  $\Delta L_w$ , it was shown that a  $\Delta L_w$  superior or equal to 17 dB systematically led to a class A walking noise. The measure of  $\Delta L_w$  superior or equal to 17 dB is a sufficient evidence to guarantee the class A walking noise of a soft floor covering in the meaning of standard NF S 31 074.

**Table 7 – Controls on flocked carpets in lengths or tiles**

| Controlled characteristics                             |  | Test method  | Tests to be made in<br><b>ADMISSION /<br/>EXTENSION</b><br>per sampled product                             | Tests to be made in<br><b>FOLLOW-UP</b><br>per sampled product |
|--|--|--|--|--|
| Dimensions of tiles                                    | NF EN 994  | NF EN 994  | 2 colours  | 1 colour   |
| Squareness and straightness of tiles                   |  |  |  |  |
| Total mass by surface area                             |  |  |  |  |
| Total thickness  |  |  |  |  |
| Fibre composition of the pile                          |  |  |  |  |
| Pile mass by surface area above the substrate          |  |  |  |  |
| Apparent thickness of the backing                      |  |  |  |  |
| Dimensional stability ( <i>lengths</i> )               | ISO 2551   | 2 colours  | 1 colour   |  |
| Dimensional stability and distortion ( <i>tiles</i> )  | NF EN 986  |  |  |  |
| Dimensional stability to heat                          | NF EN ISO 23999  | 2 colours  | 1 colour   |  |
| Colour fastness to light                               | NF EN ISO 105-B02  | 10 % of the colours of the range   | 2 colours<br>(1 light, 1 dark) for all sampled products  |  |
| Colour fastness to dry and humid rubbing               | NF EN ISO 105-X12  |  |  |  |
| Colour fastness to water                               | NF EN ISO 105-E01  |  |  |  |
| Resistance to soiling ( <i>U3s</i> )                   | NF EN 1269<br>method A<br>(assessment according to NF EN ISO 9405) | 20% of the colours of the range<br>+<br>check on holder's register for all colours | 4 colours<br>(chosen amongst the new colours of the range) +<br>check on holder's register for all colours |  |
| Stains resistance                                      | §2.1 of technical document 99031-01                                |  |  |  |
| Peel resistance  | EN ISO 24345   | 2 colours  | -  |  |
| Water tightness  | EN 1307 Annex G  |  |  |  |
| Abrasion resistance                                    | EN 1307 Annex F  |  |  |  |
| Damage at cut edges                                    | NF EN 1814   | 1 colour   | -  |  |
| Creep test (when relevant)                             | NF EN 995  | 1 colour   |  |  |
| Mass loss to Lisson test                               | NF EN ISO 12951<br>test A  | 1 colour   | 1 colour   |  |
| Furniture leg test                                     | NF EN 424  | 2 colours<br>(1 mock-up)   | 1 colour   |  |
| Change in aspect after Vettermann drum or Hexapod test | ISO 10361  | 2 colours  | Check on register  |  |
| Resistance to castor chair test                        | NF EN 985<br>test A  |  |  |  |
| Stairs use ability (when asked)                        | NF EN ISO 12951<br>test B  | 1 colour   | 1 colour for all sampled products  |  |
| If option claimed                                      | Sound impact insulation $\Delta L_w$                               | NF EN ISO 10140-3  | 2 colours  | 2 colours  |
|  | Acoustic absorption $a_w$  | NF EN ISO 354  | 2 colours  | 2 colours  |
|  | Walking noise $L_{n,e,w}$  | NF S31-074   | 2 colours<br>If measured $\Delta L_w < 17 \text{ dB}^{(1)}$  | 2 colours<br>If measured $\Delta L_w < 17 \text{ dB}^{(1)}$    |

(1) the walking noise for soft floor coverings is inherently linked to their  $\Delta L_w$ , it was shown that a  $\Delta L_w$  superior or equal to 17 dB systematically led to a class A walking noise. The measure of  $\Delta L_w$  superior or equal to 17 dB is a sufficient evidence to guarantee the class A walking noise of a soft floor covering in the meaning of standard NF S 31 074.

**Table 8 – Controls on flat needed textile floor coverings in lengths or tiles**

| Controlled characteristics                            |   | Test method   | Tests to be made in<br><b>ADMISSION /<br/>EXTENSION</b><br>per sampled product           | Tests to be made in<br><b>FOLLOW-UP</b><br>per sampled product                                |
|---|---|---|--|---|
| Fibre composition of the use-surface                  |   | §2.2 of technical document 99031-01                                   | 2 colours  | 1 colour  |
| Dimensions of tiles                                   |   | NF EN 994   |  |   |
| Squareness and straightness of tiles                  |   |   |  |   |
| Total mass by surface area                            |   | NF ISO 8543   | 4 colours  | 1 colour  |
| Total thickness                                       |   | NF ISO 1765   |  |   |
| Mass by surface area of the use-surface               |   | NF EN 984   |  |   |
| Apparent thickness of the backing ( <i>tiles</i> )    |   | NF EN 1318  | 2 colours  | -   |
| Dimensional stability ( <i>lengths</i> )              |   | ISO 2551  | 2 colours  | 1 colour  |
| Dimensional stability and distortion ( <i>tiles</i> ) |   | NF EN 986   | 2 colours  | 1 colour  |
| Colour fastness to light                              |   | NF EN ISO 105-B02   | check on holder's register   | 2 colours for all sampled products  |
| Colour fastness to dry and humid rubbing              |   | NF EN ISO 105-X12   |  |   |
| Colour fastness to water                              |   | NF EN ISO 105-E01   |  |   |
| Soiling test  |   | NF EN 1269<br>Method A<br>(assessment according to<br>NF EN ISO 9405) | 4 colours  | 1 colour  |
| Fibre bind  |   | NF EN ISO 12951<br>test D   | 4 colours  | 2 colours   |
| Creep test (when relevant)                            |   | NF EN 995   | 1 colour   | -   |
| Static puncture                                       |   | ISO 3415  | 2 colours  | Check on register   |
| Mass loss to Lisson test                              |   | NF EN ISO 12951<br>test A   | 1 colour   | Check on register   |
| Castor chair test                                     |   | NF EN 985<br>test A, B and C  | 4 colours  | 2 colours   |
| Resistance to soiling ( <i>U3s</i> )                  |   | NF EN 1269<br>method A<br>(assessment according to<br>NF EN ISO 9405) | 20% of the colours of the<br>range<br>+<br>check on holder's register<br>for all colours | 4 colours / <i>U3s</i> sampled<br>product<br>(chosen amongst the new<br>colours of the range) |
| Stairs use ability (when asked)                       |   | NF EN ISO 12951<br>test B   | 1 colour   | 1 colour for all sampled<br>products  |
| If option claimed                                     | Sound impact<br>insulation $\Delta L_w$ | NF EN ISO 10140-3   | 2 colours  | 2 colours   |
|   | Acoustic<br>absorption $\alpha_w$       | NF EN ISO 354   | 2 colours  | 2 colours   |
|   | Walking noise<br>$L_{n,e,w}$            | NF S31-074  | 2 colours<br>If measured $\Delta L_w < 17$ dB <sup>(1)</sup>                             | 2 colours<br>If measured $\Delta L_w < 17$ dB <sup>(1)</sup>                                  |

(1) the walking noise for soft floor coverings is inherently linked to their  $\Delta L_w$ , it was shown that a  $\Delta L_w$  superior or equal to 17 dB systematically led to a class A walking noise. The measure of  $\Delta L_w$  superior or equal to 17 dB is a sufficient evidence to guarantee the class A walking noise of a soft floor covering in the meaning of standard NF S 31 074.

Table 9 – Controls on pile needled textile floor coverings in lengths or tiles

| Controlled characteristics   |                                      | Test method  | Tests to be made in<br><b>ADMISSION /<br/>EXTENSION</b><br>per sampled product                   | Tests to be made in<br><b>FOLLOW-UP</b><br>per sampled product                                  |
|--|--------------------------------------|--|--|---|
| Fibre composition of the use-surface                                 |                                      | §2.2 of technical document 99031-01                                | 2 coloris  | 1 coloris   |
| Dimensions of tiles  |                                      | NF EN 994  |  |   |
| Squareness and straightness of tiles                                 |                                      |  |  |   |
| Total mass by surface area   |                                      | NF ISO 8543  | 4 coloris  | 1 coloris   |
| Total thickness  |                                      | NF ISO 1765  |  |   |
| Mass by surface area of the use-surface<br>(type B2 and B3 products) |                                      | NF EN 984  |  |   |
| Pile thickness above the substrate<br>(type B2 and B3 products)      |                                      | ISO 1766   |  |   |
| Apparent thickness of the backing (tiles)                            |                                      | NF EN 1318   | 2 coloris  | -   |
| Dimensional stability (lengths)                                      |                                      | ISO 2551   | 2 coloris  | 1 coloris   |
| Dimensional stability and distortion (tiles)                         |                                      | NF EN 986  | 2 coloris  | 1 coloris   |
| Colour fastness to light   |                                      | NF EN ISO 105-B02  | vérification sur registre du titulaire   | 2 coloris sur l'ensemble des produits prélevés  |
| Colour fastness to dry and humid rubbing                             |                                      | NF EN ISO 105-X12  |  |   |
| Colour fastness to water   |                                      | NF EN ISO 105-E01  |  |   |
| Soiling test   |                                      | NF EN 1269<br>Method A<br>(assessment according to NF EN ISO 9405) | 4 coloris  | 1 coloris   |
| Fibre bind (type B1 and B3 products)                                 |                                      | NF EN ISO 12951<br>test D  | 4 coloris  | 2 coloris   |
| Creep test (when relevant)   |                                      | NF EN 995  | 1 coloris  | -   |
| Mass loss to Lisson test   |                                      | NF EN ISO 12951<br>test A  | 1 coloris  | Vérification sur registre   |
| Damage at cut edges (tiles)  |                                      | NF EN 1814   | 1 coloris  | Vérification sur registre   |
| Change in aspect after Vettermann drum or Hexapod test               |                                      | ISO 10361  | 4 coloris  | 2 coloris   |
| Resistance to castor chair test<br>(depending on classification)     |                                      | NF EN 985<br>test A  | 4 coloris  | 2 coloris   |
| Global behaviour   |                                      | NF EN 985<br>test C  | 4 coloris  | Vérification sur registre   |
| Resistance to soiling(U3s)   |                                      | NF EN 1269<br>method A<br>(assessment according to NF EN ISO 9405) | 20% des coloris de la gamme<br>+<br>vérification sur registre du titulaire pour tous les coloris | 4 coloris / produit prélevé U3s<br>(choisis en priorité parmi les nouveaux coloris de la gamme) |
| Stairs use ability (when asked)                                      |                                      | NF EN ISO 12951<br>test B  | 1 coloris  | 1 coloris sur l'ensemble des produits prélevés  |
| If option claimed  | Sound impact insulation $\Delta L_w$ | NF EN ISO 10140-3  | 2 colours  | 2 colours   |
|  | Acoustic absorption $\alpha_w$       | NF EN ISO 354  | 2 colours  | 2 colours   |
|  | Walking noise $L_{n,e,w}$            | NF S31-074   | 2 colours<br>If measured $\Delta L_w < 17$ dB <sup>(1)</sup>                                     | 2 colours<br>If measured $\Delta L_w < 17$ dB <sup>(1)</sup>                                    |

(1) the walking noise for soft floor coverings is inherently linked to their  $\Delta L_w$ , it was shown that a  $\Delta L_w$  superior or equal to 17 dB systematically led to a class A walking noise. The measure of  $\Delta L_w$  superior or equal to 17 dB is a sufficient evidence to guarantee the class A walking noise of a soft floor covering in the meaning of standard NF S 31 074.



### 3.5.3 GRANTING UPEC CLASSIFICATION

Depending on the tests results, a UPEC classification is granted to the product according to the specifications given in the applicable technical document 99031-01.

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

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

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

Nota 2: the C2 classification is given to a floor covering for all the references (colours and patterns) of its range; this means that all the references must comply with the requirements of the stains resistance test in view of the C2 classification.

However, in the range of colours, it is possible to keep a few colours which do not comply with this requirement and are therefore classified C1 as long as they are clearly identified (with an asterisk for instance). This tolerance is only applicable for 20% of the colours of the whole range.

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

### 3.5.4 CONTROL MODALITIES FOR $\Delta L_w$ , $A_w$ ET $L_{n,e,w}$ ACOUSTIC PERFORMANCES

They will be carried out in compliance with the descriptions made on pages 42 to 44.

#### 3.5.4.1 Admission / Extension

##### **Impact sound insulation $\Delta L_w$ and walking noise $L_{n,e,w}$**

###### *Glued installation*

|              | <b>Initial glued test</b>              | <b>Counter test</b>                                   | <b>Initial held test<br/>(for the follow-up test that will only<br/>be with held installation)</b> |
|--------------|--|---|--|
| Sampling     | 2 batches / tested colour              | Identical batches / colours                           | Identical batches / colours  |
| Test samples | 6 glued samples<br>(3 samples / batch) | 6 additionnal<br>glued samples<br>(3 samples / batch) | 3 held<br>(2 samples from batch A<br>+ 1 sample from batch B)                                      |

###### *Held installation*

|              | <b>Initial held test</b>              | <b>Counter test</b>                                  |
|--------------|---------------------------------------|--|
| Sampling     | 2 batches / tested colour             | Identical batches / colours                          |
| Test samples | 6 held samples<br>(3 samples / batch) | 6 additionnal<br>held samples<br>(3 samples / batch) |

Results analysis

| Results        | $\Delta L_{wc1}$ (and $L_{n,e,wc1}$ )*  | $\Delta L_{wc2}$ (and $L_{n,e,wc2}$ )<br>*average of 6 from initial test<br>and 6 from counter-test | $\Delta L_{wmref}$ ( $L_{n,e,wref}$ )   |
|----------------|---|---|---|
| Interpretation | $\Delta L_{wc1} \geq \Delta L_{wr} \Rightarrow \Delta L_{wcertifié} = \Delta L_{wr}$<br>Otherwise, additional test <sup>(1)</sup> | $\Delta L_{wc2} \geq \Delta L_{wr} \Rightarrow \Delta L_{wcertifié} = \Delta L_{wr}$                | Reference value<br>for yearly follow-up |
|                | $(L_{n,e,wc1} < 65\text{dB})^*$   | $(L_{n,e,wc2} < 65\text{dB})^*$   |   |

\* The walking noise for soft floor coverings is inherently linked to their  $\Delta L_w$ , it was shown that a  $\Delta L_w$  superior or equal to 17 dB systematically led to a class A walking noise. The measure of  $\Delta L_w$  superior or equal to 17 dB is a sufficient evidence to guarantee the class A walking noise of a soft floor covering in the meaning of standard NF S 31 074.

**Absorption coefficient  $\alpha_w$**

|              | Initial held test         | Counter test                |
|--------------|---------------------------|-----------------------------|
| Sampling     | 2 batches / tested colour | Identical batches / colours |
| Test samples | 10-12m <sup>2</sup>       | 10-12m <sup>2</sup>         |

Results analysis

| Results        | $\alpha_{wc1}$  | $\alpha_{wc2}$ average of 2 from initial<br>test and 2 from counter test     |
|----------------|---|--|
| Interpretation | $\alpha_{wc1} \geq \alpha_{wr} \Rightarrow \alpha_{wcertifié} = \alpha_{wr}$<br>otherwise, additional test <sup>(1)</sup> | $\alpha_{wc2} \geq \alpha_{wr} \Rightarrow \alpha_{wcertifié} = \alpha_{wr}$ |

(1) New request or counter test.

**3.5.4.2 Yearly follow-up**

|                | Impact sound insulation « HELD »   | Absorption coefficient  |
|----------------|--|---|
| Results        | $\Delta L_{wm1}$ (and $L_{n,e,wm1}$ )*   | $\alpha_{wm1}$  |
| Interpretation | If $(\Delta L_{wmref} - \Delta L_{wm1})$ (and $(L_{n,e,wmref} - L_{n,e,wm1})$ )* $\leq 2$ dB<br>$\Rightarrow$ renewed certification<br>Otherwise $\Rightarrow$ counter test <sup>(2)</sup> | If $\alpha_{wmref} - \alpha_{wm1} \leq 0,05 \Rightarrow$ renewed<br>certification<br>If $\alpha_{wmref} - \alpha_{wm1} > 0,05 \Rightarrow$ counter test |
| Sampling       | 2 sampled batches (A and B)  |   |
| Test samples   | 3 held samples<br>(2 samples from batch A + 1 sample from batch B)   | Batch A   |

|                | <b>In case of counter test</b>   |   |
|----------------|--|---|
|                | <b>Impact sound insulation</b>   | <b>Absorption coefficient</b>   |
| Results        | $\Delta L_{wcs}$ (et $L_{n,e,wcs}$ )*  | $\alpha_{wcs}$  |
| Interpretation | If $(\Delta L_{wc1 (ou c2)} - \Delta L_{wcs})$ (and $(L_{n,e,wc1 (ou c2)} - L_{n,e,wcs})$ )*<br>$\leq 2$ dB $\Rightarrow$ renewed certification<br>Otherwise $\Rightarrow$ certification not renewed | If $\alpha_{wc1 (ou c2)} - \alpha_{wcs} \leq 0,05 \Rightarrow$ renewed certification<br>If $\alpha_{wc1 (ou c2)} - \alpha_{wcs} > 0,05 \Rightarrow$ certification not renewed |
| Sampling       | Identical batches  |   |
| Test samples   | 3 samples (held or glued according to the standard installation)<br>(2 samples from batch B + 1 sample from batch A)   | Batch B   |

\* The walking noise for soft floor coverings is inherently linked to their  $\Delta L_w$ , it was shown that a  $\Delta L_w$  superior or equal to 17 dB systematically led to a class A walking noise. The measure of  $\Delta L_w$  superior or equal to 17 dB is a sufficient evidence to guarantee the class A walking noise of a soft floor covering in the meaning of standard NF S 31 074. Therefore, the measure of  $L_{n,e,wm1}$  and  $L_{n,e,wcs}$  will only be made if  $\Delta L_{w certified}$  is inferior to 17 dB.

| Legend                  |   |
|-------------------------|---|
| $\Delta L_{wr}$         | $\Delta L_w$ claimed by the applicant   |
| $\Delta L_{wc1}$        | Average of 6 samples for the initial admission test   |
| $\Delta L_{wc2}$        | Average of 12 samples after counter test during admission   |
| $\Delta L_{wcertified}$ | Certified value   |
| $\Delta L_{wmref}$      | Average of 3 held samples calculated at admission, only for floor coverings with standard glued installation              |
|                         | $\Delta L_{wc1}$ (or $\Delta L_{wc2}$ if a counter test was carried out) for the products with held standard installation |
| $\Delta L_{wcs}$        | Average of 6 held samples (3 from follow-up test + 3 from counter test) [if held for admission tests]                     |
|                         | Average of 3 glued samples from follow-up counter test [if glued for admission tests]                                     |
| $\Delta L_{wm1}$        | Average of 3 held samples from yearly follow-up tests   |
| $L_{n,e,wc1}$           | Average of 6 samples for initial admission tests  |
| $L_{n,e,wc2}$           | Average of 12 samples from admission counter test   |
| $L_{n,e,wmref}$         | Average of 3 held samples calculated at admission, only for floor coverings with standard glued installation              |
|                         | $\Delta L_{wc1}$ (or $\Delta L_{wc2}$ if a counter test was carried out) for the products with held standard installation |
| $L_{n,e,wm1}$           | Average of 3 held samples from yearly follow-up tests   |
| $L_{n,e,wcs}$           | Average of 3 glued samples for the follow up counter test [if glued at admission]   |
| $\alpha_{wr}$           | $\alpha_w$ claimed by the applicant   |
| $\alpha_{wc1}$          | Average of 2 samples for the initial admission test   |
| $\alpha_{wc2}$          | Average of 4 samples after admission counter test   |
| $\alpha_{wcertified}$   | Certified value   |
| $\alpha_{wmref}$        | $\alpha_{wc1}$ or $\alpha_{wc2}$ if a counter tes was made  |
| $\alpha_{wcs}$          | Average of 2 samples from follow-up counter test  |
| $\alpha_{wm1}$          | 1 sample for yearly follow-up   |

## Part 4

# The stakeholders

The organisations involved in the procedure for granting the right to use the QB mark associated with the UPEC classification and in monitoring the certified products are specified below.

### 4.1 The certifying body

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

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

Direction Enveloppe, Isolation et Sols  
Division Revêtements, Etanchéité, Enduits et Mortiers  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2  
☎ : 01 61 44 81 38

<http://evaluation.cstb.fr/>

### 4.2 Audit bodies

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

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

Direction Enveloppe, Isolation et Sols  
Division Revêtements, Etanchéité, Enduits et Mortiers  
84, avenue Jean Jaurès  
Champs sur Marne  
F-77447 Marne La Vallée Cedex 2

<http://evaluation.cstb.fr/>

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

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

AUDIT BODIES AS SUBCONTRACTORS:  
**Centre de Recherche et d'Etudes Techniques du Tapis (CRET)**

3, rue du Vert Bois – B.P. 30  
59531 Neuville-en-Ferrain Cedex

### 4.3 Test bodies

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 Enveloppe, Isolation et Sols  
Division Revêtements, Etanchéité, Enduits et Mortiers  
84, avenue Jean Jaurès  
Champs sur Marne  
77447 Marne La Vallée Cedex 2

<http://evaluation.cstb.fr/>

Whenever the controls require tests on acoustic characteristics, such tests are carried out at the following laboratory:

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

Laboratoire d'essais acoustique (LABE)  
84, avenue Jean Jaurès  
Champs sur Marne  
77447 Marne La Vallée Cedex 2

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

TEST BODIES AS SUBCONTRACTORS:

**Centre de Recherche et d'Etudes Techniques du Tapis (CRET)**

3, rue du Vert Bois – B.P. 30  
59531 Neuville-en-Ferrain Cedex

Within the framework of a subcontract that CSTB has signed with them, the following laboratory may perform follow-up tests for colour fastness to light (according to NF EN ISO 105-B02), colour fastness to water (according to NF EN ISO 105-E01) and colour fastness to dry and humid rubbing (according to NF EN ISO 105-X12), at CSTB's request:

**Institut Français Textile – Habillement (IFTH)**

14, rue des Reculettes  
75013 Paris

**Laboratoire Textile du Cambrésis**

Z.I. rue du Champ de Bataille – B.P. 30246  
59544 Caudry Cedex

### 4.4 Subcontracting

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

## **4.5 Specific Committee**

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

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

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

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

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

Its composition is as follows:

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

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

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

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

The Specific Committee's President can change every year.

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

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

## Part 5 Glossary

|   |   |
|---|---|
| <b>Agreement of the right to use the QB mark associated with the UPEC classification:</b> | Authorisation granted by CSTB to an applicant to affix the QB mark associated with the UPEC classification on the product for which the application has been made.  |
| <b>Admission:</b>   | Application by which an applicant requests for the first time the right to use the QB mark for a product; he declares that he knows this certification reference system and undertakes to respect it.   |
| <b>Audit:</b>   | See Standard NF EN ISO 9001.  |
| <b>Warning:</b>   | 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.   |
| <b>Applicant / Holder:</b>  | <p>Public body which controls and/or is responsible for respecting all the requirements defined in the QB mark certification reference system. These requirements cover at least the following steps: design, manufacture, assembly, quality control, marking, packing and market release and specify the critical points in the different steps.</p> <p>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.</p>  |
| <b>Distributor:</b>   | <p>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.</p> <p>The types of distributors may be the following:</p> <ul style="list-style-type: none"><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.</li><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> <p>If the distributor does not wish to have explicit reference to the manufacturer, then an application for admission to the QB mark shall be made by the distributor. In that case, the manufacturing plant is not mentioned on the certificate.</p> <p>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.</p> |
| <b>Extension:</b>   | Application by which a holder requests the extension of his right to use the QB mark associated with the UPEC classification for a certified product whose characteristics have been modified.  |
| <b>Manufacturing :</b>  | Continuous production of a same product (same structure).   |



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|  |  |
|--|--|
| <b>Family</b>                          | Group of products linked to the type of production (tufted carpets, flocked carpets, flat needled, pile needled).  |
| <b>Batch (bain-coloris)</b>            | Within a same production, group of same aspect and shade.  |
| <b>Maintenance:</b>                    | Application by which a holder requests the maintenance of his right to use the QB mark associated with the UPEC 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.  |
| <b>Delegate:</b>                       | <p>Public body or individual based in the EEA who represents the applicant/holder outside the EEA and has a written mandate from them signifying that they may act on their behalf and specifying under which context (missions and associated responsibilities and financial aspects, complaints, contact for the certifying body, among others) in the QB mark certification process according to the provisions in the certification reference system.</p> <p>The delegate may be the retailer or importer; their different functions are clearly identified.</p> <p>The delegate concept is vital once the applicants are outside the EEA. Depending on the markets, the retailer concept may not be relevant.</p> |
| <b>Observation:</b>                    | 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.   |
| <b>Product:</b>                        | 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.   |
| <b>Certification Scheme:</b>           | Specific certification system for well-defined products to which the same specified requirements, and specific rules and procedures apply.   |
| <b>Receivability:</b>                  | Study of a dossier which enables the application to be examined. The receivability relates to the administrative and technical parts of the dossier.   |
| <b>Renewal:</b>                        | Application by which the holder requests the renewal of his right to use the QB mark before the validity of its QB certificate.  |
| <b>Certification Reference System:</b> | 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).   |
| <b>Withdrawal of the usage right:</b>  | Decision communicated by CSTB to cancel the right to use the QB mark. A withdrawal can be pronounced as a sanction or in case of abandonment of the QB mark usage right by the holder.   |
| <b>Subcontracting:</b>                 | Company which carries out some of the production steps for the certified products, under the control of the QB mark holder.  |

**Suspension:**

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

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

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