



CERTIFICATION

QB Certification Reference System: QB 43 Support pedestal



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This certification reference system was approved by the CSTB Technical Department on 28/01/2021.

It cancels and replaces all previous versions.

As a certifying body accredited by the COFRAC under number 5-0010 (scope of accreditation available at www.cofrac.fr), CSTB undertakes to draft certification reference systems that meet appropriate requirements with regard to 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.	Effective date	Modification made
The whole document	00	08/06/2020	Creation
1.2.1	01	28/01/2021	Removal of the reference to compression in configuration 1/2
2.2.1 and 2.2.2	01	28/01/2021	Reference to applicable standards in the preparation of the QB43 – Support pedestal reference system
2.4.2	01	28/01/2021	Clarification regarding quality assurance procedures as part of production monitoring
3.5.1	01	28/01/2021	Clarification regarding pedestal sampling procedures as part of admission
3.5.2	01	28/01/2021	Clarification regarding pedestal sampling procedures as part of follow-up



Part 1

Application

1.1 Scope

This certification reference system concerns the QB mark associated with the PLOT classification of plastic adjustable support pedestals and their related components, both those that cannot be removed and those that are optional, designed for the construction of terraces and outdoor design.

The QB mark strives to inspect:

- the safety characteristics for people, pets and goods when required in consideration of the normal, routine use of the 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.

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.

Adjustable support pedestals are composed of the following main components:

- The base (*also referred to as flange*), which stands on the substrate;
- The head, on which the outdoor floor covering is supported.

Adjustable support pedestals may also be combined with:

- One or more couplers: components between the base and the head used to increase the height of the pedestal.

There are two families of adjustable support pedestals:

Screwed pedestals: the components (base, head and any couplers) are screwed together and form a single component.

Interlocking pedestals: the components interlock or are inserted together, forming separate sub-assemblies.

Adjustable support pedestals are combined with the following accessories, such as (non-exhaustive list):

- Spacer tab or tabs (for pavers and tiles),
- Floor batten support (for decking),
- Support plate for gratings,
- Paver plate,
- Paver support device,
- Slope corrector,
- Shock absorber,
- Intermediate acoustic slab,
- Adjustment / locking device (ring, nut, key).



Adjustable pedestals may require a specific tool for installation (adjustment wrench, locking key, etc.).

Certified support pedestals bear the permanent loads and the operating loads of the terrace structure.

The permanent loads are the non-removable fixed loads (weight of the pavers or tiles themselves, or decking on floor battens + weight of non-moveable additional equipment such as flower pots).

The operating loads are those caused by occupation of the terrace.

- loads linked to normal use people make of the terrace;
- loads linked to the weight of the furniture and moveable objects;
- loads linked to rare planned events such as concentrations of people or furniture, or the movement or piling up of objects likely to occur during reorganisation or a change of arrangements on the terrace.

The certified characteristics are identified in § 1.2 below.

1.2 Certification added value

Certification is recognition by a third party of the conformity of the characteristics demonstrating the added value of the support pedestal.

1.2.1 MANDATORY CERTIFIED CHARACTERISTICS

Details of the PLOT classification, associated with the QB mark, are described in Technical Document DT99043-01.

The certified characteristics of the QB PLOT application are as follows:

1) Certified compression resistance

Class "P", index 1, 2, 3 or 4, expresses the pedestal's certified compression resistance. This "P" classification is indissociable from the "L" classification and "T" classification. "P" classification is obtained for a choice of three usages:

In the case of pedestals for the "Pavers and tiles" certified usage:

- C = evenly distributed on the pedestal's head.
- 1/4Ex = off-centre on 1/4 of the pedestal's head.

In the case of pedestals for the "Floor battens" certified usage:

- CL = with application of a linear load centred on the pedestal axis over a width of 45 mm.

In the case of pedestals for the "Pavers and tiles" and "Floor battens" certified usage:

- C = evenly distributed on the pedestal's head.
- 1/4Ex = off-centre on 1/4 of the pedestal's head.
- CL = with application of a linear load centred on the pedestal axis over a width of 45 mm.

Determination of classification: The characteristic compression resistance (Fkr) is obtained during admission tests (to receive the classification) and follow-up tests (to maintain the classification). To determine index 1, 2, 3 or 4, Fkr is determined by the minimum value obtained in 5 compression tests. This value is compared to the minimum requirements to be achieved for each index (cf. DT99043-01).



Conditions to obtain the classification: Perform the test at the maximum height covered by the “L” classification and after a period of conditioning at the 40°C minimum temperature covered by the “T” classification.

To confirm a P classification at the maximum height and maximum temperature, the following are required:

- “Pavers and tiles” configuration:
 - The characteristic resistance must be greater than the Fkr AND Fkr 1/4 criteria.
 - If the Fkr C and Fkr 1/4 do not confirm the same classification, the weakest classification shall be confirmed.
- “Floor batten” configuration: the characteristic resistance must be greater than the Fkr CL criteria.
- “Pavers, tiles and floor battens” configuration: If the Fkr C, Fkr 1/4 and Fkr CL do not confirm the same classification, the weakest classification shall be confirmed.

2) Certified maximum height

Class “L”, max index, expresses the certified maximum usage height for the pedestal.

This classification is indissociable from the “P” classification and the “T” classification.

Determination of classification: The “max.” index corresponds to the adjustment height during admission tests (to obtain the classification) and follow-up tests (to maintain the classification).

Conditions to obtain the classification: Perform the compression resistance test at the maximum height covered by the L_{max} classification and after a period of conditioning at the maximum temperature covered by the T_{max} classification.

Class “L_{max}” expresses the maximum adjustment height for the pedestal corresponding to certified class Px and for the certified maximum temperature class.

3) Absence of water retention

Class “O” expresses the presence of drainage orifices in the base of the pedestal and the absence of any areas which retain water > 2 mm.

This classification is applicable to pedestals whose design and geometry help water drain away after the pedestal is sprayed.

Determination of classification: Visual observation of water drainage holes and the absence of any areas which retain water on the base of the pedestal.

To obtain this classification, the manufacturer must demonstrate the efficiency of the drainage holes under the supervision of the auditor by means of a spray test.

4) Maximum usage temperature

Class “T”, max. index, expresses the maximum usage temperature for the pedestal at 40°C or above.

This classification is indissociable from the “P” classification and the “L” classification.

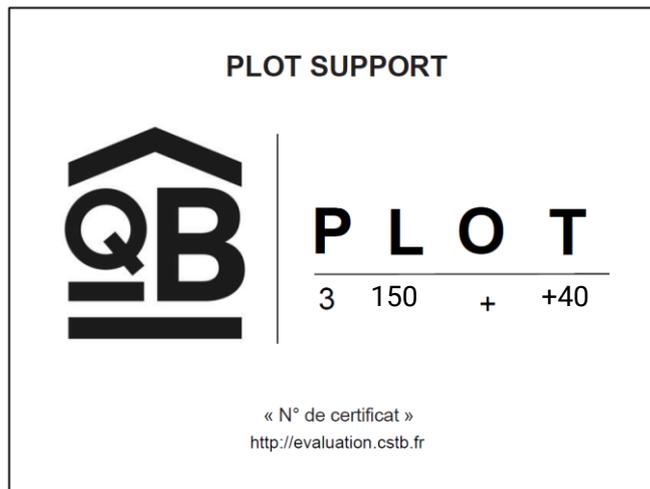
Determination of classification: The “max.” index corresponds to the maximum temperature during admission tests (to obtain the classification) and follow-up tests (to maintain the classification).

Conditions to obtain the classification: Perform the compression resistance test after a period of conditioning at the maximum temperature covered by the T_{max} classification and at the maximum height covered by the L_{max} classification.

The QB mark is the exclusive property of CSTB, whose registered office is at 84, avenue Jean-Jaurès, 77 420 CHAMPS SUR MARNE, by virtue of the registration of a collective certification mark on its behalf at the INPI (French National Industrial Property Institute).

The PLOT classification, associated with the QB mark, defined in this reference system and in Technical Document No. 99043-01, is the property of CSTB.

Examples of basic classification:



5) Field of use

Support pedestals are designed for the construction of terrace structures in mainland France, in plain climates and in mountain climates up to 1700 m above sea-level for zones A to D, up to 1000 metres above sea-level for zone E and in the French overseas departments, in accordance with the specific technical measures in force defined in the relevant NF-DTU, the relevant professional regulations, and the Technical Appraisal or Technical Application Document for the relevant procedures.

Support pedestals are designed for the construction of terrace structures outside France in accordance with the specific technical measures in force locally and in the conditions of use and climatic conditions defined in the relevant technical texts and in accordance with the regulations in force in the relevant countries.

The use of pedestals is certified as additional characteristics:

a. Use under "Pavers and tiles"

The "Pavers and tiles" class expresses the compatibility of the pedestal with the direct installation of floor coverings and pavers or tiles on the pedestals.

This classification is applicable to pedestals with removable or non-removable tabs.

Determination of classification: Visual observation of the presence of removable or non-removable tabs on the pedestal's head.

Conditions to obtain the classification: Perform the compression resistance test on the following three configurations:

- C = evenly distributed on the pedestal's head.
- 1/4Ex = off-centre on 1/4 of the pedestal's head.

In mainland France, the pedestals are implemented free-standing at specific intervals and centre-to-centre distances (without shimming or mechanical attachment or adhesive):

- Under ceramic tiles in accordance with CSTB specification 3798 on the load-bearing elements accepted in these specifications:
 - Floor slabs placed directly on soil compliant with standard NF DTU 13.3;
 - Outdoor masonry slabs/floors dominating the non-enclosed parts of buildings in accordance with standard NF DTU 21:

- Ribbed floors with reinforced or pre-stressed concrete beams and interjoists with complete distribution slabs cast in situ;
- Floor consisting of reinforced or pre-stressed hollow-core concrete slabs with separate structural slab made of reinforced concrete;
- Under ceramic pavers in accordance with the professional regulations for ceramic pavers on pedestals on waterproofing on the elements accepted in these regulations:
 - Masonry compliant with NF DTU 20.12, type A and D concrete floors;
 - Slopes compliant with NF DTU 20.12 or which have a Technical Appraisal;
 - Wood panels for structural use under a Technical Appraisal, Technical Application Document and Technical Experimental Assessment, case A;
- Under concrete slabs in accordance with standard NF DTU 43.1 on roofs and watertight balconies on load-bearing elements accepted in this NF DTU:
 - Masonry compliant with NF DTU 20.12, type A and D concrete floors;
 - Slopes compliant with NF DTU 20.12 or which have a Technical Appraisal;
- Under concrete or wood slabs in accordance with the Technical Appraisals, Technical Application Documents or ATEEx covering a specific waterproofing procedure for roof-terraces on load-bearing elements accepted in these Technical Appraisals and Technical Application Documents and specific ATEEx;
- According to other construction measures than those listed above, covered in a Technical Appraisal, Technical Application Document or ATEEx covering a specific procedure on accepted load-bearing elements.

b. Usage under “Floor battens”

The “Floor battens” class expresses the compatibility of the pedestal with the direct installation of floor battens on the pedestals.

This classification is applicable to pedestals with removable or non-removable floor batten supports.

Determination of classification: Visual observation of the presence of a removable or non-removable floor batten support on the pedestal’s head.

Conditions to obtain the classification: Perform the compression resistance test on the following configuration:

- CL = with application of a linear load centred on the pedestal axis over a width of 45 mm.

In mainland France, the pedestals are implemented free-standing at specific intervals and centre-to-centre distances (without shimming or mechanical attachment or adhesive):

- Under wood decking in accordance with standard NF DTU 51.4 on substrates accepted in this NF DTU:
 - Stabilised soil;
 - Shallow foundations compliant with standard NF DTU 13.11;
 - Floor slabs compliant with standard NF DTU 13.3;
 - Masonry structures under standard NF DTU 20.1;
 - Concrete structures under standard NF DTU 21;
- Under wood decking in accordance with the professional regulations for the design and construction of roof-terraces and watertight balconies with wood decking protection on load-bearing elements accepted in these regulations:
 - Masonry compliant with NF DTU 20.12, type A and D concrete floors;
 - Slopes compliant with NF DTU 20.12 or which have a Technical Appraisal;
- Under raised floors covered by a Technical Appraisal, Technical Application Documents or ATEEx concerning the complete procedure on load-bearing elements accepted in these Technical Appraisals, Technical Application Documents or ATEEx;

- According to other construction measures than those listed above, covered in a Technical Appraisal, Technical Application Document or ATEX covering a specific procedure on accepted load-bearing elements.

Note: Usage on loose substrates (gravel, sand, etc.) or green substrates (lawn, vegetation, etc.) is not covered by this reference system.

c. Use under “Pavers and tiles” and “Floor battens”

The “Pavers and tiles” and “Floor battens” class expresses the compatibility of the pedestal with the direct installation of floor coverings and pavers or tiles on the pedestals and the compatibility of the pedestal with the direct installation of floor battens on the pedestals.

This classification is applicable to pedestals with removable or non-removable tabs or removable floor batten supports.

Determination of classification: Visual observation of the presence of removable tabs or a removable floor plate support on the pedestal’s head.

Conditions to obtain the classification: Perform the compression resistance test on the following four configurations:

- C = evenly distributed on the pedestal’s head.
- 1/4Ex = off-centre on 1/4 of the pedestal’s head.
- CL = with application of a linear load centred on the pedestal axis over a width of 45 mm.

1.2.2 CERTIFIED AND OPTIONAL CHARACTERISTICS

1) Certified minimum height

Class “L”, min index, expresses the certified minimum usage height for the pedestal. This classification is indissociable from the “P” classification and the “T” classification.

Determination of classification: The “min.” index corresponds to the adjustment height during admission tests (to obtain the classification) and follow-up tests (to maintain the classification).

Conditions to obtain the classification: Perform the compression resistance test at the minimum height covered by the L_{min} classification and after a period of conditioning at the maximum temperature covered by the T_{max} classification.

2) Minimum usage temperature

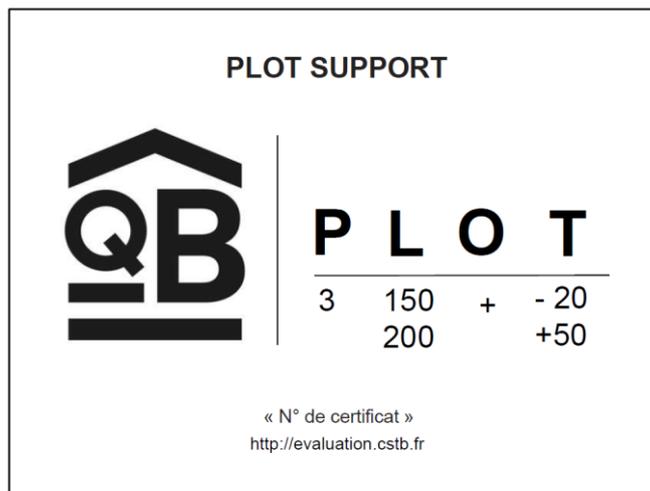
Class “T”, min index, expresses the minimum usage temperature for the pedestal. This classification is indissociable from the “P” classification and the “L” classification.

The “min.” index for class T corresponds to the minimum usage temperature for the pedestal.

Determination of classification: The “min.” index corresponds to the minimum temperature during admission tests (to obtain the classification) and follow-up tests (to maintain the classification).

Conditions to obtain the classification: Perform the compression resistance test after a period of conditioning at the minimum temperature covered by the T_{min} classification and at the maximum height covered by the L_{max} classification.

Examples of classification with L_{min} and T_{min} option:



3) Slope corrector

This optional class “S” information expresses the presence of a slope corrector or compatibility with a slope corrector accessory.

This optional information is applicable to pedestals whose slope can be adjusted by the pedestal itself or by means of a slope correction accessory.

Conditions to obtain the classification: The pedestal with the slope correction device (maximum slope) will undergo compression testing.

4) Made with recycled material:

This optional “R” information is applicable to pedestals providing proof of the use of recycled material, the recycled material content for their manufacture and the traceability of the recycled raw materials.

Conditions to obtain the classification: Demonstrate the origin of the recycled raw materials by providing material certificates in accordance with standards EN 15343, EN 15344 and EN 15345, provide proof of the traceability of the raw material batches, as well as provide proof of an internal recycling procedure for production waste.

Mandatory characteristics	Unit	Specification	Test method	Performed by
Density	kg/m ³	VDF	EN ISO 1183-1 Method A	RM manufacturer Or third-party laboratory
Ash content	%	VDF	EN ISO 3451-1	
Melt mass-flow rate (MFR)	g/10 min	VDF	EN ISO 1133 Condition M	
Recycled product content	%	VDF	EN 15343 Paragraph 6	
Ultimate tensile strength	%	VDF	EN ISO 527-1 EN ISO 527-2	
Optional characteristics	Unit	Specification	Test method	Performed by
Impact resistance	kJ/m ²	VDF	EN ISO 179-1, EN ISO 179-2 or EN ISO 180	RM manufacturer Or third-party laboratory
Foreign polymers	%	VDF	Thermal/infrared analyses	
Flexural properties	MPa	VDF	EN ISO 178	
Flow tensile stress	MPa	VDF	EN ISO 527-1 EN ISO 527-2	



The supplier of the raw materials intended for manufacture of the support pedestals must provide the support pedestal manufacturers with the material certificates of conformity according to standards EN 15345 and EN 15344 with the specifications relative to the characteristics defined in the table above.

1.2.3 INSPECTION RESOURCES

CSTB is responsible for assessing the certified characteristics, with the following control measures:

	Admission	Continued monitoring
<p>Production audit carried out by a qualified technical auditor:</p> <ul style="list-style-type: none"> - Verification that the production inspections and records have been carried out: raw materials, manufacturing, finished products, etc. - Verification of the quality management provisions: metrology, packaging, storage, traceability, product marking, processing of non-conformities and customer complaints, 	<p>Yes</p>	<p>Yes</p> <p><u>Frequency:</u> 1 annual audit (1)(2)</p>
<p>Tests carried out by a laboratory recognised by the certifying body (independent and competent):</p> <ul style="list-style-type: none"> - Samples taken by the certifying body or by the applicant on the applicant's/holder's site, on the market, on the applicant's/holder's site and on the market. 	<p>Yes</p>	<p>Yes</p> <p><u>Frequency:</u> 1 annual test campaign</p>

(1) The frequency may be reduced to 1 audit every two years, provided that:

- the holder is ISO 9001-certified by a certifying body recognised by a member of the E.A. (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum);
- the results of the previous assessments do not reveal any critical deviation over the last three years.

(2) The audit frequency may be increased to 2 assessments per year if critical non-conformities are observed.

1.3 Applying for certification

Any legal entity:

- manufacturing products within the scope defined above and that can comply with the technical requirements described in Part 2 of this document, or
- distributing products included within the scope of application defined above and capable of complying with the technical specifications described in Part 2 of this document,

may request the right to use the QB 43 Support pedestal mark.

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Such requests are referred to as 'applications' while the entities making them are referred to as 'applicants'.

Before applying, 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 must undertake to meet the same conditions throughout the entire duration of the use of the QB mark.

Note: When an applicant has subcontracted production

Applicants may subcontract part of the manufacturing process for the products covered by this Certification Reference System.

If so, they undertake 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 they impose on their subcontractor in order to comply with the requirements in this certification reference system and, on the other hand, the evidence regarding the subcontractor's skills in complying with those requirements.

Failure to comply with all of the commitments may lead to a halt to or suspension of the examination of applicants' files.



Part 2

The Certification Scheme

The certification scheme for the QB 43 Support pedestal application consists of this certification reference system, which references:

- the QB mark General Requirements, which set the organisation and conditions for use of the mark;
- the standards referred to in § 2.2.1;
- the complementary technical specifications mentioned in § 2.2.2 defined according to Technical Document DT99043-01.

This certification reference system falls under the framework of the certification of non-food-related products and services, as provided for in the French 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 the products defined in Part 1.

2.1 Regulations

Regulations	Documentary evidence required
<p>Article L.121-2 of the French Consumer Code: 'A marketing practice is deceptive if it is committed in one of the following circumstances: 2° "When it is based on allegations, information or presentations that are false or likely to mislead and that cover at least one of the following elements: [...]b) The essential characteristics of the goods or services, namely: their substantial qualities, their composition, accessories, origin and quantity, the manufacturing method and manufacturing date, 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 Commercial presentation of the product (brochures, website, etc.)</p>
<p>Decree 2013-1264 of 23 December 2013 regarding the environmental declaration of certain construction products intended for use in building work.</p>	<p>Verified individual or collective environmental declaration(s) in the case of an environmental claim on French territory.</p>

The granting of the right to use the QB mark in no way substitutes CSTB's responsibility for the legal responsibility on the company holding the QB mark 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 their product with the regulatory requirements.

The documentary evidence must be communicated to CSTB as part of the examination of the admission/extension file.

If the product has been modified, the documentary evidence must be presented to the auditor as part of the monitoring audit, by any appropriate means.



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

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

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

2.2 The standards and additional 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

- NF DTU 43.1 in force;
- NF DTU 51.4 in force.

2.2.2 COMPLEMENTARY TECHNICAL SPECIFICATIONS

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

- DT99043-01, revision in force;
- NF CSTB 3798 in force;
- "Dalles céramiques sur plots sur étanchéité" ["Ceramic pavers on pedestals on waterproofing"] CSFE professional regulations in force;
- "Conception et réalisation des toitures-terrasses et balcons étanchés avec protection par platelage en bois" ["Design and construction of roof-terraces and watertight balconies with wood decking protection"] CSFE professional regulations in force.

2.3 Modification declaration

This paragraph specifies the information that the holder of the right to use the QB mark must provide to CSTB and the procedures they 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.

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

Holders shall communicate in writing to CSTB any legal modification of their company or any modification in their company name.

In case of merger, liquidation or absorption of the holder, all rights to use the QB mark from which they might benefit shall automatically stop.

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

2.3.2 MODIFICATION CONCERNING THE MANUFACTURING UNIT

- Case of a production transfer:

Any transfer (in whole or in part) of the manufacturing unit of a certified product to another production site entails an immediate halt in the QB marking by the holder on the relevant products.

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 simplified or even cancelled when the new manufacturing unit is already familiar to CSTB.

The assessment and renewal decision procedures for 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), and must inform CSTB of this.

2.3.3 MODIFICATION CONCERNING THE MANUFACTURING UNIT'S QUALITY ORGANISATION

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

In particular, they shall declare any change 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 their products and, in particular, any halt in supply by the designated third party.

Any temporary halt in internal quality assurance operations 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 for a specific duration following which, if the right of use cannot be re-established, this holder's right to use the QB mark 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 PERMANENT HALT IN PRODUCTION

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

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

2.3.6 MODIFICATION CONCERNING THE DISTRIBUTION CIRCUIT

The holder shall commit to informing CSTB of any modification to the distribution of the certified products as soon as they become aware of such modification and, in particular, whenever they stop supplying a distributor who holds the right to use the QB mark, which means that the right to use the QB mark is no longer maintained.

The distributor whose right to use the QB mark has been maintained shall commit to informing CSTB of any modifications in their supplies that would result in the right to use the QB mark no longer being maintained.

The distributor's right to use the QB mark can only be validated after a new examination in accordance with Part 3 of this certification reference system.

2.3.7 OPTION: MODIFICATION CONCERNING THE APPLICABLE STANDARDS AND SPECIFICATIONS

Should a standard be removed due to safety reasons, CSTB shall inform of this withdrawal of the right to use the QB mark, thus entailing an immediate halt by the manufacturer in the QB marking related to its production as well as the withdrawal of its QB-labelled products from marketing channels.

2.4 The quality management provisions: audit reference system

2.4.1 PURPOSE

Applicants/holders and their distributors whose right of use has been maintained are each responsible for satisfying all requirements of the certification under which the right to use the QB mark for the relevant product is granted.

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 manage their external service providers using all means to assess every component element of a product or external service(s) for which they are the applicant or holder of the right to use the certification mark.

This section sets the minimum measures 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 set of organisational measures ensuring conformity of the delivered products with the standards and additional specifications, if applicable. These measures are described in section 2.4.2 below.



2.4.2 MINIMUM REQUIREMENTS FOR QUALITY MANAGEMENT

Applicants/holders shall have implemented the ways and means that they possess, the existence and effectiveness of which are assessed based on the requirements of standard NF EN ISO 9001, version 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 additional 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.

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

Possible reduction:

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

This reduction is possible as long as:

- the ISO 9001 certificate includes within its scope and domain the sites and activities covered by the certification mark; and
- the ISO 9001 certificate is issued by a certifying body accredited by the COFRAC or by a member of the EA (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum) - see signatories on the COFRAC website www.cofrac.fr, and
- the last ISO 9001 audit report for the applicant/holder is forwarded to CSTB prior to the audit or examined during the audit.
- the results of the previous assessments do not reveal any critical deviation over the last three years.



Table 1 (Applicable Requirements)

§ ISO 9001: 2,015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
4. Context of the organisation			
4.1.	Understanding the organisation and its context	-	NA
4.2.	Understanding the needs and expectations of interested parties	-	NA
4.3.	Determining the field of application for the quality management system	-	NA
4.4.	Quality management system and its processes	-	NA
5. Leadership			
5.1.	Leadership and commitment	-	NA
5.2.	Policy	-	NA
5.3.	Organisational roles, responsibilities and authorities	<p>* Organisation chart</p> <p>* Description of responsibilities and authorities <i>Examples: org chart, job sheets, etc.</i></p> <p>* Person appointed to be responsible for organising and efficiently implementing the production system</p>	<p style="text-align: center;">■</p> <p><To be used for persons responsible for inspection or with a direct impact on critical points in making the product.></p> <p>All the items except: * ISO 9001 V15: §5.3 c,d</p>
5.4.	Communication	-	NA
6. Planning			
6.1.	Actions to address risks and opportunities	-	NA
6.2.	Quality objectives and planning to achieve them	-	NA
6.3.	Planning of changes (SMQ)	-	NA
7. Support			
7.1.1.	Resources – General points	-	NA
7.1.3.	Infrastructure	-	NA
7.1.4.	Environment for the operation of processes	<p>Evidence of maintenance of the work environment. <i>Examples: storage of a product and its components to protect them from bad weather, appropriate ambient conditions, etc.</i></p>	<p style="text-align: center;">■</p> <p><To be considered for processes related to the products/services to be provided></p>



§ ISO 9001: 2,015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
7.1.5.	Monitoring and measuring resources	<ul style="list-style-type: none"> * List of the inspection, measuring and test equipment used on the product production/service performance site and/or in the laboratory, * Identification of the equipment used to determine its validity, * Planning for the verification or calibration of the equipment having an impact on the validity of the results (in particular the equipment used to perform tests on certified characteristics), * Evidence of verification and/or calibration, <i>Examples: equipment data sheet, verification or calibration report, etc.</i> * Evidence of connection to national or international standards (where possible), * Validation of software used to monitor and measure the specified requirements, where appropriate. 	<ul style="list-style-type: none"> ■ <To be considered for processes related to the products/services to be provided>
7.1.6.	Organisational knowledge	-	NA
7.2.	Competencies	<ul style="list-style-type: none"> * Compliance with test methods and inspection provisions, * Actions planned to acquire the necessary competence (training, tutoring, etc.), where appropriate. 	<ul style="list-style-type: none"> ■ <To be used for persons responsible for inspection or with a direct impact on critical points in making the product.>
7.3.	Awareness	-	NA
7.5.	Documented information	<ul style="list-style-type: none"> * List of the internal and external documented information, <i>Examples: Procedures, operating procedures, test methods, inspection instructions, quality records, etc.</i> * Evidence of control of internal and external documents. <i>Example: Availability of the applicable version of the test method, reference system, inspection mechanisms, etc.</i> 	<ul style="list-style-type: none"> ■ <To be considered for processes related to the products/services to be provided> <i>Note: Quality Manuals are no longer required.</i>



§ ISO 9001: 2,015	REQUIREMENTS	MINIMUM EVIDENCE EXPECTED	APPLICABLE (NA = not applicable)
8. Operational activities			
8.1.	Operational planning and control	-	NA <i>Note: Operational control: Same as § ISO 9001 v15: 8.5.1.</i>
8.2.2.	Determining 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"> * List of service providers * Contract/order defining the requirements of the applicant/holder of the certification * Evidence of the verification of raw materials, components (1), services purchased * Evidence of the verification of subcontracting conditions: transport, handling, tests (2), etc. 	<p style="text-align: center;">■</p> <p><To be used for raw materials, bought-in components and external services affecting the quality of the product/service> <u>External providers:</u> * supplier of raw materials, components, services integrated into the product/service * subcontractor of external services (e.g. tests, handling, transport, etc.)</p> <p><i>(*) Specific case of applicants/holders subcontracting part of their production</i> <i>CSTB audits the subcontractors (as provided for in the certification reference system)</i></p> <p>All the items except: * ISO 9001 v15: § 8.4.1.</p>
8.5.1.	Control of production and service provision	<ul style="list-style-type: none"> * Information defining the characteristics of products and services. <i>Examples: product plan/description of the service.</i> * Information defining the activities to be carried out and the results to be obtained. <i>Examples: operating method(s), working instruction(s), test method(s), certification reference system (expected performance)</i> * Monitoring and measurement activities. <i>Examples: monitoring plan, inspection procedures and instruction(s), test method(s), etc.</i> * Conservation of documented information proving the conformity of products/services with the acceptance criteria (Same as §8.6.ISO 9001 v15) 	■



§ ISO 9001: 2,015	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 this Certification Reference System.</p> <p>* Marking of commercial documents in accordance with the requirements in this Certification Reference System.</p>	<p>■</p> <p><To be considered in all cases for identification (and for traceability, where relevant)></p>
8.5.3.	Property belonging to customers or external providers	-	NA
8.5.4.	Preservation	Verification 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 control over modifications in the manufacturing process/provision of service, particularly the impact of modifications on the product's performance:</p> <p>- modification review,</p> <p>- person authorising the modification and all the necessary related actions.</p>	■
8.6.	Release of products and services	<p>* Provisions for the control of products/services; records of the results of inspections and the conformity with the acceptance criteria (3)</p> <p>* Names of the persons responsible for releasing the finished products/services</p>	■
8.7.	Control of non-conforming outputs	<p>* Provisions for processing non-conformities, including customer complaints, and implementation of those provisions (4)</p> <p>* No dispensation granted as regards the performance of a certified characteristic</p>	■
9. Performance assessment			
9.1.	Monitoring, measurement, analysis and assessment	-	NA
9.2.	Internal audit	-	NA
9.3.	Management review	Management review report	NA
10. Improvement			
10.1.	General	-	NA
10.2.	Non-conformity and corrective action	<p>* Implementation of corrective action to deal with non-conformities pertaining to the certified product, including customer complaints (5)</p> <p>* Effectiveness of the actions taken</p>	■
10.3.	Continuous improvement	-	NA



(1) Control of the product components

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

The 'reception' internal quality control operation specified by the applicant/holder shall cover:

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

This inspection shall cover all control actions carried out by the supplier. For example: compliance sheet issued after a systematic pre-delivery inspection, 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.

The main components of the support pedestals, the head and base, are composed of composite plastic material such as polymers or copolymers filled with:

- Polypropylene (PP) in compliance with standard NF EN ISO 15345 and specified according to standard NF EN ISO 19069-1;
- High-Density Polyethylene (HDPE) in compliance with standard NF EN ISO 15344 and specified according to standard NF EN ISO 19069-1;
- The composite plastic material used to manufacture the accessories which cannot be removed and the optional accessories may be different.
- The raw material may contain up to 100% recycled material, identified and certified in compliance with standard NF EN 15343 by the raw material supplier.

(2) Subcontracting tests

Applicants/holders may subcontract the tests to an external laboratory, on the condition that the subcontracting relationship is governed by a contract or an order. Subcontracting is only permitted if the following conditions are met:

- subcontracting the tests does not result in a disruption to the production process (due to waiting time for results, for example);
- the conditions for subcontracting the tests are formalised in the contract or order and must define the applicable test method, testing frequency, requested waiting times for results, notification of results in writing, the procedure in case of non-compliant results and the type of equipment used;
- the subcontractor's 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 settings, etc.) and that the staff carrying out the test have the necessary skills.

(3) Inspection during production and on finished products

The applicant/holder must have the necessary resources to carry out the inspections and tests. The applicants/holders agree to carry out reliable and regular verification of their production:

- inspection of the product components: supplier certificates kept.
- inspections conducted during production: injector production settings.
- verifications, tests conducted on the finished products: visual inspections, dimensional inspections and mechanical inspections of the pedestals.

The manufacturer undertakes to analyse the raw material certificates and keep them to prove inspection of them.



During production

The applicant/holder shall put in place quality assurance operations during production. 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).

Quality assurance instructions shall be formalised and made available to the operators. Quality assurance results recorded upon each inspection. If the results of the quality assurance operations indicate that the product does not meet the requirements of this Certification Reference System, the necessary corrective actions must be implemented immediately.

For each pedestal production run, the manufacturer must monitor the injection settings (temperature, pressure, etc.) and keep a written record.

On finished products

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

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.

Inspections 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 checks and tests on these samples. The samples taken must be representative of the dimensions of the products covered by this certification reference system.

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

Applicants/holders shall record the results of the previous inspections. If the results of the standard inspections are inconclusive, the inspections must be heightened and the causes of the malfunction must be identified in order to correct it by carrying out production quality controls, if necessary.

During each production run, the manufacturer measures the dimensions to ensure the finished product is compliant with the parameters declared during the admission application.

(4) Provisions for handling non-conformities

These notably include:

- an analysis for identifying the cause of the anomaly;
- an analysis to determine the impact of the anomaly on production since the previous inspection;
- 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 allow this, holders must retain:



-
- 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 must be able to show the auditor extracts from such records pertaining to complaints involving the products covered by this certification reference system.

2.5 Marking – General provisions

Marking is an integral part of product certification.

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 counterfeits.

Under no circumstances is it possible to make reference to the QB mark before the right to use this mark is obtained or to present counterfeit products for certification.

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

Furthermore, the purpose of mentioning the main certified characteristics is to ensure that the technical characteristics covered by the certification, which is formalised by the QB mark, are transparent for 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 QB mark General Requirements define the conditions of use, the conditions of validity of the right to use the QB mark and the procedures for sanctions in the case of wrongful use.

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

2.5.1 THE QB LOGO

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

To prevent any confusion between certified products and non-certified products, applicants/holders must ensure that the trade names used are not identical or similar (for example: 'Prod+' for a certified product and 'Prod' for a non-certified product).

The QB logo can be marked during injection with a specific date stamp directly on the component parts of the certified pedestal. It must have the QB logo, the number of the reference system "43", the part number (1 for the base, 2 for the head, 3 for the coupler, etc.).

QB 43 Support pedestal Certification Reference System
Revision No.: 01



Date stamp diameter	QB logo minimum dimensions (mm)	Date stamp
6	3x3	
8	4x4	
12	5x5	

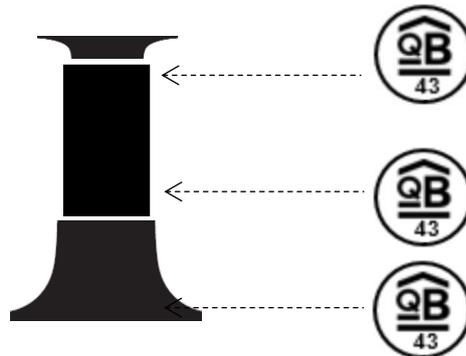
The manufacturer submits the specific “QB” date stamp for approval to CSTB and can only use it for manufacture of the certified pedestals.

A pedestal can be composed of three or more components. When they are pre-mounted at the factory, only one of these components needs be marked with the QB logo. If the pedestal can be dismantled or if it is assembled in-situ, the various components must be marked with a code combining the QB logo with a part number.

Example:

Marking	Location				
	On the base	On the coupler	On the head	On the accessories (spacer tab, floor batten support)	On the installation tools
QB logo	Yes	Yes	Yes	Yes	No
The holder's name or logo	Yes	Yes	Yes	Yes, if technically possible	Yes, if technically possible

Example:



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

If the product is manufactured in several factories, marking shall be extended by an identification of the manufacturing unit.

If it is not possible to mark the product, the conditions of application on the packaging or on the accompanying documents must be sent to CSTB.

It is recommended that the holder remit to CSTB in advance any marking projects or materials 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.

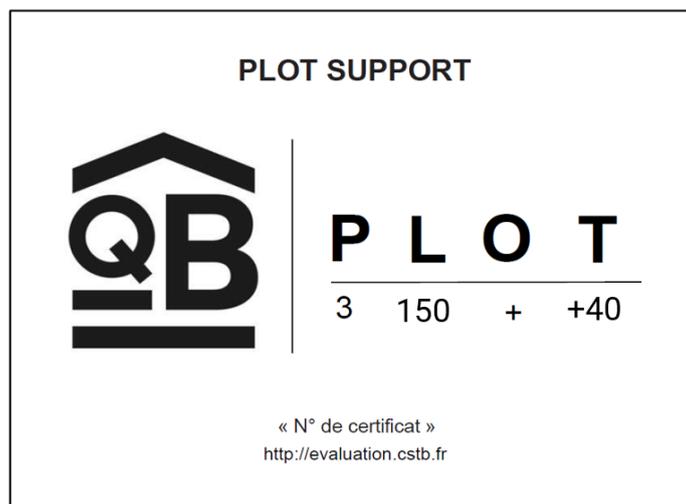
QB 43 Support pedestal Certification Reference System Revision No.: 01



PLOT classification marking associated with the QB mark must comply with the QB graphic charter (cf. Page 9 – Other Classifications) available on:

<https://evaluation.cstb.fr/doc/certification/charte-graphique-qb.pdf>

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 information as shown in the example below:



Usage sous « Lambourdes » et/ou « Dalles et carreaux »
Matériaux recyclés
Correcteur de pente

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).

COFRAC accreditation marking can only be used with the prior written authorisation of CSTB and under the conditions expressed in the following wording: '*Certification delivered by CSTB, benefiting from COFRAC Certification of Products and Services accreditation no. 5-0010, list of locations and scope available at www.cofrac.fr*'.

2.5.2.1 Marking of the certified products

All certified products, manufactured after the date indicated on the approval of the right to use the QB mark (via an admission or extension procedure) and which comply with the requirements of this certification reference system, must be at least marked with the logo of the mark (unless it is technically impossible).

Marking must be carried out in a permanent, legible and indelible way on the support pedestals, with the following specifications:

- identification of the manufacturer holder,
- number of the production batch, injection date stamp,
- characteristics and their certified performance levels (if technically possible),
- mark logo (according to the graphic charter currently in force, minimum size 5 x 5 mm,

Note: When technically possible, the injection moulding devices such as those used for the date stamps can be used to mark the pedestals.

Note: 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(s) (if applicable)*

All packaging for certified products or accompanying documents must include all the marking components defined in paragraph 2.5.2.

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 through its reproduction in the holders' correspondence is forbidden, unless the holder has the right to use the QB mark for all of their products.

References to the QB mark in communication materials or documentation must be made in a way that does not allow for any confusion between certified products and other products. They shall include all the marking components defined in section 2.5.2: logo of the mark, name of the application, reference to the website and, if possible, the list of certified characteristics.

And can include the following additional information:

- name and address of the certification body (CSTB, 84 avenue Jean Jaurès - Champs sur Marne - F - 77447 Marne-la-Vallée);
- holder's name and address (name and address of the delegate in the European Economic Area, as the case may be);
- identification of the holder;
- name of the product (trade name);
- certificate number.
- etc.

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 is advised to submit to CSTB, in advance, all communication materials and documentation where the certification is expected to be mentioned.

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 logo or the logo must be crossed out or concealed to prevent any risk of confusion.

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

→ The manufacturer is responsible for:

- ❖ Immediately informing CSTB
- ❖ Validating the qualities/batch numbers/lead times, etc. involved
- ❖ Planning retroactive removal of the mark and possible withdrawal from the market

→ CSTB is responsible for:

- ❖ Defining the means to verify mark removal (customer commitment, etc.);



-
- ❖ Estimating the risks of improper use of the mark, particularly in the event that certification applies to products/services at risk;
 - ❖ Depending on those risks, possibly triggering an on-site inspection (company or shop) or informing the public authorities;
 - ❖ Requiring the holder to undertake corrective actions and/or on-site inspection and, if applicable, suspending or withdrawing the certification.



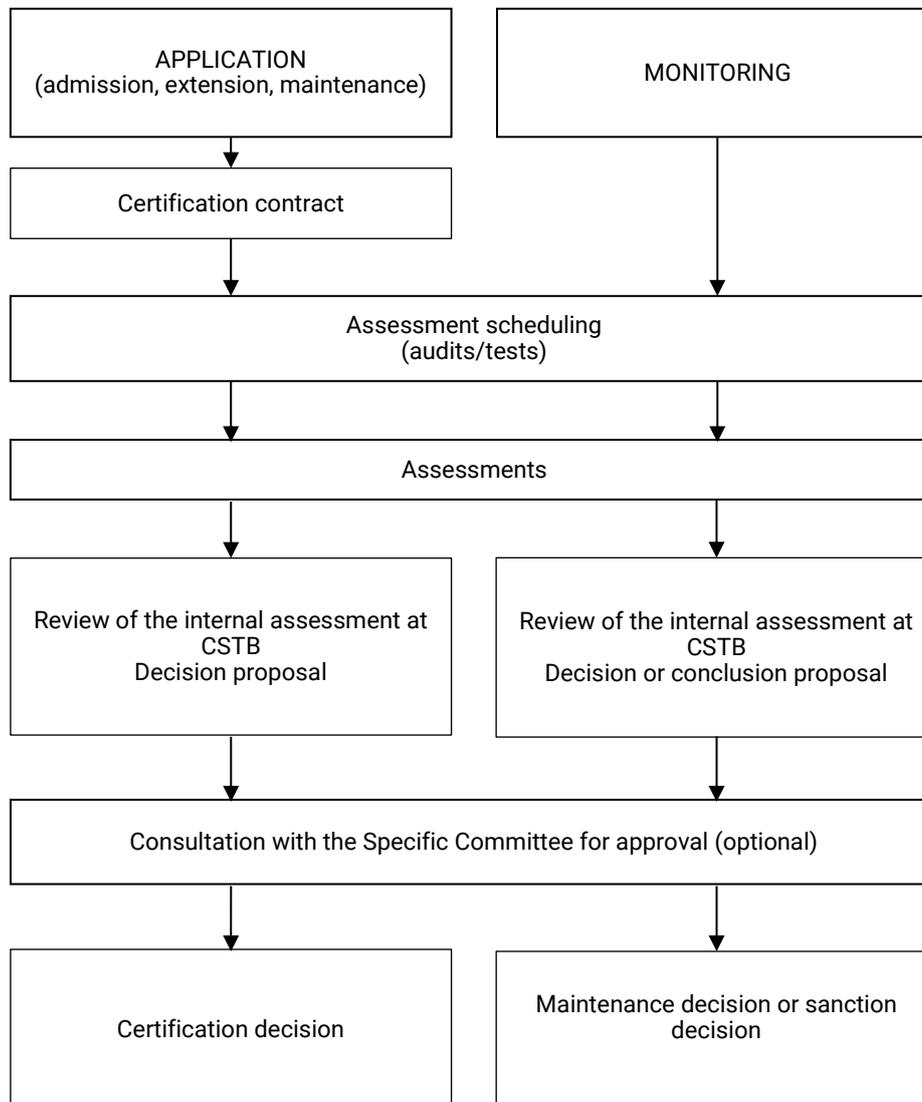
Part 3

Certification Process

3.1 General

- Definition of the applicant (see part 5);
- Definitions of the various types of application (admission application/complementary admission application/extension application/maintenance application):
 - o An application for admission is made by an applicant not having the right to use the QB mark for the QB 43 Support pedestal application.
It corresponds to a product (or a range of products) originating 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;
 - o A complementary admission and/or extension application is made by a holder and applies to a new/modified product at the same manufacturing site;
 - o A maintenance application is made by a holder and applies to a QB-certified product intended to be sold under another trademark and/or with a specific reference to the product without any modification to the certified characteristics;
 - o A new application for admission for a product (or a range of products) following the withdrawal of the right to use the QB mark as a result of a sanction is made in the event of deceptive marketing practices in application of Articles L121-2 to L121-5 of the French Consumer Code.

3.2 Certification application processing procedure



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 ensure 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 technical document DT99043-01.

This entails checking, before admission, the existence and effectiveness of the quality-related measures that have been taken, as well as the product inspections performed by the applicant. These are the admission audits conducted by the auditor.



If the applicant subcontracts part of their 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/her shall be placed at his/her 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 addressed to the applicant.

OPTION: Special case of a mock audit

Prior to an admission audit, a mock audit may be suggested in order to review the situation. It complies with the requirements in COFRAC's doctrine no. 05 of CERT REF 04. A mock audit shall in no way constitute advisory action.

The conditions for intervention are as follows:

- A mock audit shall be limited to one single intervention per site prior to an admission audit;
- The sole purpose of a mock audit is to make a factual assessment of an entity's state of readiness with regard to the certification criteria, by identifying any possible deviations without recommending any solutions;
- A mock audit shall not constitute a comprehensive assessment of the applicant's quality system;
- A mock audit shall be set out in a written audit report addressed to the applicant. Should a deviation be identified, the audit report shall not be supplemented by deviation sheets. The administrator shall not make any pronouncement on the relevance of the corrective actions;
- the duration of a mock audit shall be shorter than the scheduled duration of an admission audit;
- A mock audit may not be considered comparable to an admission audit.

Later on, if certification is requested, an admission audit will be conducted in full.

3.3.1.1 Case of an initial admission application

The audit normally lasts 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.).

3.3.1.2 Case of a complementary admission application

The steps described in paragraph 3.3.1 above apply with a specificity indicating that the audit can be adapted according to the conclusions of the initial audit or combined with a follow-up audit.

3.3.1.3 Case of an extension application

The steps described in paragraph 3.3.1 above apply with the following specific considerations:

- in the context of an extension application for a modified certified product, the tests are defined according to the planned modification;
- the audit can be adapted according to the conclusions of the audit or combined with a follow-up audit.



3.3.2 FOLLOW-UP AUDITS

Follow-up audits are intended to check, following admission, that the measures defined are still being maintained.

All of the measures described in section 3.3.1 apply.

Inspections

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

- verification of the effective application of the corrective measures announced as a result of any observations made during the previous audit;
- verification of compliance with the holder's quality requirements set out in this certification reference system;
- verification of the self-inspection records since the last audit, statistically for at least one certified product and for the products sampled for mark laboratory tests;
- verification of the sales documents;
- verification of the changes in the characteristics of the certified products.

An audit report is prepared and addressed to the holder.

The audit normally lasts 1 day per manufacturing plant.

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

Normal monitoring:

The normal frequency is 1 annual audit for each manufacturing unit benefiting from a right to use the QB mark.

Heightened monitoring:

The audit frequency can be increased to 2 assessments per year if critical non-conformities are observed.

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 holder and sampling for testing purposes in the production 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 with or without stricter holder inspections and sampling for testing.

Reduced monitoring:

The frequency may be reduced to 1 audit every two years, provided that:

- the holder is ISO 9001-certified by a certifying body recognised by a member of the E.A. (European cooperation for Accreditation) or by a member of the IAF (International Accreditation Forum);
- the results of the previous assessments do not reveal any critical deviation over the last three years.



If an ISO 9001 certificate has been withdrawn or if the plant has been the subject of a sanction, the audit frequency shall then automatically be brought back to normal monitoring, one audit per year for a minimum period of 2 years.

3.4 Sampling

The auditor has the necessary samples taken as required from stock and/or the manufacturing unit for testing. For some destructive testing, it is possible to take samples of products eliminated due to minor defects in terms of appearance that do not entail non-conformity of the certified products.

When samples are sent to the laboratory of the mark, 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 assume responsibility for them.

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

A copy of this sampling information sheet is automatically sent to the laboratory in charge of carrying out the tests.

It is accepted that if these samples cannot be taken, the holder will send the 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 them (sanction, suspension).

For follow-up sampling:

In the case of an additional audit, the tests generated by the non-conformity observed are conducted by the mark laboratory.

OPTION (where appropriate): Inspections in retail sites

For distributors whose right of use has been maintained, verifications may be carried out at CSTB's initiative.

Checks in retail sites may be conducted for products marketed by distributors whose right to use the QB mark has been maintained. CSTB carries out checks on the marking, appearance and dimensions of such products. CSTB reserves the right to sample those products, as needed, for testing in the laboratory of the mark.

The costs for these verifications are to be borne by the distributor, in accordance with Part 4 of the Appendix to this certification reference system.



3.5 Testing

3.5.1 ADMISSION TESTS

The admission tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of this certification reference system and Technical Document DT99043-01. Admission tests are carried out on all models from the range to be certified.

Admission tests	Fkr (CL)	Fkr (C)	Fkr (1/4Ex)	Sampling method (sampling, number of products, etc.)	Test method	Carried out by (*)
Mandatory characteristics						
Compression resistance (kN) after conditioning at the temperature chosen by the manufacturer at maximum (and/or minimum) recommended height		YES (2)	YES (2)	5 pedestals per configuration per pedestal model (3)	Technical Document DT99043-01	QB mark laboratories
	YES (1)					
<p>F_{Rk}(CL) = application of a linear load centred on the pedestal axis over a width of 45 mm. F_{Rk}(C) = application of a load evenly distributed on the pedestal's head. F_{Rk}(1/4Ex) = application of a load off-centre on 1/4 of the pedestal's head.</p> <p>(1) only in the case of specific pedestals designed for use with floor battens. (2) only in the case of specific pedestals designed for use with pavers and tiles. (3) Additional pedestals may be collected by the administrator or auditor.</p>						

(*) by an independent and competent laboratory recognised by the certifying body (see § 4.3.). The applicant shall receive a copy of the test report.

3.5.2 TESTS ON THE CERTIFIED PRODUCT (FOLLOW-UP)

The follow-up tests are carried out in accordance with the standards and complementary specifications set out in Part 2 of this certification reference system and in Technical Document QB 99043-01. Sampling rules are those described in § 3.5.1.

Depending on the number of models per pedestal range, the selection rule for sampling is as follows:

Number of models per range	Number of models for follow-up testing
1 to 2	1
3 to 5	2
6 to 7	3
8 to 9	4
10+	5

Models being tested shall alternate from one year to the next such that all pedestals are tested over the course of 3 follow-up years. The number of pedestals shall be duplicated according to the characteristics being certified as requested by the manufacturer.

In the case of an additional audit, the tests generated by the non-conformity observed are conducted by the mark laboratory.



Part 4

The Stakeholders

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

4.1 The certifying body

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

Centre Scientifique et Technique du Bâtiment (CSTB)

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Division FACET
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2
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<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(-ies), designated the audit body(-ies):

Centre Scientifique et Technique du Bâtiment (CSTB)

Direction DEB
Division FACET
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 assignments.

4.3 Test bodies

Whenever the quality assurance operations carried out within the framework of 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 DSSF et Direction DEB
Division MRF et Division FACET
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

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

4.4 Subcontracting

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

The customer is informed of the subcontracting of a service when the assessment activity programme is established. They are given formal information before any activities are undertaken, where appropriate'.

4.5 Specific Committee

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

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

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

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

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

Its composition is as follows:

- A President, and if necessary a vice-president, chosen from the members of the colleges defined below;
- Manufacturers College (Holders): from 2 to 4 representatives;
- Users/Specifiers college: from 2 to 4 representatives;
- Technical and Administrative Bodies College: from 2 to 4 representatives.

The representatives of audit bodies and mark laboratories have the right to participate 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.

Members are appointed for a three-year term. 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 due cause by CSTB or the member, by registered letter with acknowledgement of receipt, three months prior to the scheduled end of the ongoing period at the time of renewal. The Specific Committee's President can change every year.

The members of the Specific Committee formally undertake to keep confidential all information, particularly of an individual nature, 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

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composed of at least one representative of the 'Manufacturers' College, one representative of the 'Users/Specifiers' College and one representative of CSTB. It may call upon professionals, external individuals or holders that are not members of the Specific Committee.



Part 5 Glossary

Admissibility:	Study of a dossier which enables the application to be examined. The admissibility relates to the administrative and technical parts of the dossier.
Admission:	Application by which applicants request for the first time the right to use the QB mark for a product; they declare that they understand this certification reference system and undertake to respect it.
Applicant/Holder:	<p>Legal entity that 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 distributor. Therefore, this person must apply for the right of use.</p>
Audit:	See Standard NF EN ISO 9001.
Certification Reference System:	Technical document that defines the characteristics that a product, a service or a combination of products and services shall have and the methods for inspecting the conformity with these characteristics, as well as the methods for communicating on the certification (including the content of the information).
Certification Scheme:	Specific certification system for well-defined products to which the same specified requirements and specific rules and procedures apply.
Complementary admission:	Application by which a holder wants to benefit from the right to use the QB mark for a new product or a new production entity.



Distributor:	<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>Distributors may be of the following types:</p> <ul style="list-style-type: none">- distributors who distribute the product under the holder's trademark. In this case, no action is to be taken as part of the QB mark.- distributors who distribute the product after changing the trademark. The applicant/holder shall apply to maintain the right of use. <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>
Environmental Declaration:	<p>Data based on the analysis of the product's life cycle, used for computing the environmental impacts of structures into which the product subject to the Environmental Declaration is likely to be integrated (see also www.inies.fr).</p> <p>This Environmental Declaration is to be drawn up under the responsibility of an applicant/holder (individual data sheet) or of an association (common data sheet).</p> <p><i>Note: Other environmental declarations are regarded as equivalent, in particular the "Environmental Product Declaration" (EPD) and the "Product Environmental Profile" (PEP).</i></p>
Extension:	<p>Application by which a holder requests the extension of their right to use the QB mark for a certified product with characteristics that have been modified.</p>
Granting of the right to use the QB mark:	<p>Authorisation granted by CSTB to an applicant to affix the QB mark on the product for which the application has been submitted.</p>
Maintenance:	<p>Application by which a holder requests the maintenance of their right to use the QB mark for a product intended to be marketed by a distributor under a different mark and/or trade reference, but without modifying the certified characteristics.</p>
Model:	<p>A pedestal from a range and which has a certain height.</p>
Product:	<p>Element resulting from a process or manufacturing process, coming from a specific manufacturing unit, defined by a specific trademark and/or trade reference, with specific technical characteristics.</p>
Range	<p>Pedestals with identical design and composition and which only differ by their minimum and maximum heights.</p>



Renewal:	Application by which the holder requests the renewal of their right to use the QB mark before the validity of their QB certificate ends.
Representative [EEA]:	<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 representative may be the distributor or importer; their different functions are clearly identified.</p> <p>The representative concept is vital when applicants are outside the EEA. Depending on the markets, the distributor concept may not be relevant.</p>
Subcontracting:	A company carries out some of the production steps for the certified products, under the control of the QB mark holder.
Suspension:	<p>Decision communicated by CSTB which cancels the authorisation to use the QB mark temporarily and for a specified period of time. The suspension may be issued as a sanction or in the event that the right to use the QB mark is temporarily abandoned by the holder.</p> <p>Suspension is accompanied by a ban on using the mark on future products. It shall be for a maximum period of 6 months, renewable once, following which a withdrawal of the right to use the QB mark shall be announced if no action has been initiated by the holder.</p> <p>The sanction notifications which affect the usage right (suspension/withdrawal) are signed by CSTB Management.</p>
Warning:	Non-suspensive sanction 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.
Withdrawal of the usage right:	Decision communicated by CSTB to cancel the right to use the QB mark. A withdrawal may be pronounced as a sanction or in the case of abandonment of the QB mark usage right by the holder.