



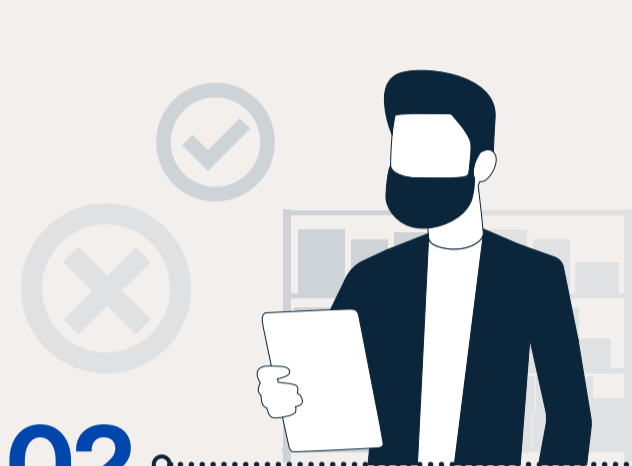
Safety certification process

What is involved in a product safety investigation?



01 Checklist

We send you a checklist of investigation requirements, such as product samples, specifications, schematics, assembly drawings, parts list, user manual, installation guide, and datasheets (inc. safety critical component approval certificates and CB reports).



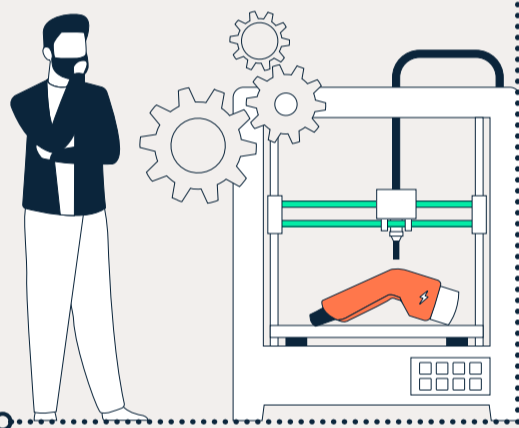
02 Constructional review

Our engineer checks product compliance with constructional requirements. We send you a deviation letter listing any non-conformities, requesting your response. The response could either be a declaration that changes will be made, or product design alteration and resubmittal.



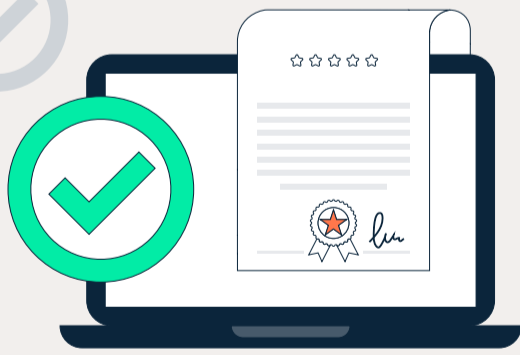
04 Witnessing

You can witness product testing, questioning the engineer's findings. The standard cannot cover all situations, so the engineer may interpret its requirements for your specific product. If you don't agree, your well-argued response (based standard requirements and sound engineering judgment) may prevent further product changes.



03 Product testing

We test the product in accordance with the tests identified by the engineer. A deviation letter is sent for any non-conformities, requiring a response and possible product changes.



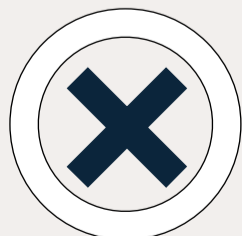
05 Certification

Once all issues are resolved and documentation received, the engineer completes the test report and certificate. They include manufacturer name and address, product name and model, serial number, and the standard to which the product was tested.



06 Ongoing good practice

A responsible person reviews product changes to ensure ongoing compliance. Substitution of safety critical components may cause problems. The test report specifies the manufacturer and model number of such components - your license becomes invalid if you substitute a second source. Your approval may need updating if the standard is updated, which may require no testing, partial testing, or product redesign.



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