ÉMI-TÜV

Certification Procedure - Client Information for the certification of persons making permanent joints (TR-SZT 09.09.2026) and for the certification of operational procedures for permanent joints (TR-15614 / 09.09.2026) by ÉMI-TÜV SÜD Kft. (hereinafter referred to "ÉMI-TÜV SÜD")

1. Scope of validity and general guidelines

The conformity assessment is carried out by ÉMI TÜV SÜD based on the legislation, standards and designation authorisation in force.
This Client Information applies to the certification of persons making permanent joints (TR-SZT / 09.09.2026) and for the certification of operational procedures for permanent joints (TR-15614 / 09.09.2026) carried out by ÉMI-TÜV SÜD in accordance with the requirements of the MSZ EN ISO 15614-1, MSZ EN ISO 15614-2, MSZ EN ISO 15614-8, MSZ EN ISO 15614-12, MSZ EN ISO 17779, MSZ EN ISO 9606-1, MSZ EN ISO 9606-2, MSZ EN ISO 9606-3, MSZ EN ISO 9606-4, MSZ EN ISO 9606-5, MSZ EN ISO 13067, MSZ EN ISO 17660-1 AD2000-Merkblatt HP3, MSZ EN ISO 13585 and MSZ EN ISO 14732 standards, for which assessment experts and certification experts trained and appointed by the TÜV SÜD Group are at the Client's disposal.
The conformity assessment is carried out by ÉMI TÜV SÜD based on the legislation, standards and designation authorisation in force.
As a designated body and a body accredited according to MSZ EN ISO/IEC 17065, ÉMI-TÜV SÜD has its own manuals and procedural instructions, which it uses as a basis for its certification procedure. The experts of ÉMI-TÜV SÜD have developed the conformity assessment procedures for issuing the certificate based on the harmonised standards for the products, relevant legislation and the relevant accreditation requirements.
The conditions described below satisfy the requirements of ISO/IEC 17065:2013 and the relevant directives and national legislation.
By obtaining the first certificate, the Customer (the certificate user) automatically becomes a member of the ÉMI-TÜV SÜD certification system, i.e., he will be subject to the Client Information he has come to know and accepted upon signing the contract and remains so as long as at least one of his certificates is valid. In addition, a certificate is only valid if all claims of ÉMI-TÜV SÜD in connection with the certification procedure have been settled in accordance with the terms of the contract (agreement).
With each order, the Customer acknowledges the validity of the General Business Terms and Conditions, the prices and the current version of this Client Information. The current version of these documents also covers existing contractual relations.
ÉMI-TÜV SÜD complies with the regulations in the standards and regulations concerning its non-permitted consulting activities.
A member of the staff of the respective accreditation/designation body and his representative may attend the *audit (witness audit)* carried out by ÉMI-TÜV SÜD at the Customer's premises, which the Customer must accept.

2. Certification procedure

The main steps in the certification process are as follows: Application; Review of application; Assessment (technical verification); Review; Decision on certification; Certification document

Application

The certification procedure is initiated at the request of the Customer. The Customer submits the application for certification procedure on the application interface on the ÉMI-TÜV SÜD website (Contact| https://www.tuvsud.com/hu-hu/kapcsolat ÉMI-TÜV SÜD (tuvsud.com)) or by sending the application (electronic or paper-based) directly to the ÉMI-TÜV SÜD expert.
The application material received will be reviewed by an expert from ÉMI-TÜV SÜD. If clarification is required, for example, data, information or documents are missing, the expert will consult the Customer and notify the customer of any comments or requests for supplementation.
ÉMI TÜV-SÜD will reject an application for certification which is not in accordance with the relevant legal or standard requirements and cannot be accepted.

Proposal

Upon the successful acceptance of the application, ÉMI-TÜV SÜD will provide a written proposal for the certification service.
The proposal sent to the Customer includes an outline summary of the requirements of the procedure to be carried out and the availability of the General Business Terms and Conditions, the Code of Ethics and the relevant Client Information of ÉMI-TÜV SÜD. Accordingly, the proposal contains the mandatory contract elements of ÉMI-TÜV SÜD.

Contractual agreement

The contractual agreement is concluded by the Customer's written confirmation of the submitted proposal (form EV-001/HV-001). A written order for the service constitutes a contract between the Customer and ÉMI-TÜV SÜD. By placing the order, the Customer undertakes to accept the GBTC and the Client Information.
Once the contract has been concluded, ÉMI-TÜV SÜD engages the assessment and certification experts to carry out the certification. The Customer has the right to refuse the expert.

Conducting the assessment/examination

After prior appointment, the assessment (practical and theoretical parts) and the examination will be carried out on-site by our appointed assessment expert. The theoretical examination is supervised by an expert and the tasks are solved by the candidates independently within the time limit announced at the start of the examination, with a maximum time limit of 30 minutes per test paper. At the end of the exam, the assessor collects and evaluates the answer sheets. By ordering the qualification/examination, the Customer undertakes to provide on site the necessary machinery, equipment, measuring instruments, exam venue, raw materials and auxiliary materials and the appropriate instructions (WPS, BPS). Should these conditions not be fulfilled, the expert conducting the qualification/examination is entitled to terminate the qualification/examination. Any costs incurred until then will be invoiced.
Persons making permanent joints must provide an official document (identity document, e.g. ID card) to prove their identity and their professional qualifications, training and experience must be likely to ensure a positive outcome of the assessment/examination.

Issuing the certificate

The results recorded by the assessing expert are evaluated by a certifying expert. If all requirements are met, ÉMI-TÜV SÜD Kft. will issue the appropriate certificate (certificate/WPQR, BPAR). The validity range and validity period correspond to the underlying standard and applicable legislation. A failed certification/examination can be repeated within 3 months. If the assessment/examination fails again, the fact and the reasons will be communicated in writing. It is possible to place a new order after the person who made the permanent joint has received properly further training.
The certificate remains the property of the certification body. The Customer/certified person acquires the right to use the issued certificate only within its scope of validity and for the duration of its validity. In the event of the suspension or revocation of validity, the right of use is suspended or terminated.
ÉMI-TÜV SÜD will issue the certificate if the company (Customer) that has been examined complies with the relevant standard/legislation, legal and regulatory requirements and fulfilled its payment obligations.

3. Publicity

ÉMI-TÜV SÜD Kft. keeps records of the certificates issued. The fact of certification may be disclosed by listing. The Customer may only forward the reports and the certificates in full and disclosing the date of issue.

4. Obligations and responsibility

ÉMI-TÜV SÜD undertakes to keep confidential the information made available to the Customer and to use it only for the agreed purpose. Documents made available to the Customer will not be disclosed to third parties. An exception is the detailed report if requested by the court in the event of a dispute or in the case of information supply at the request of an authority. The Customer may release ÉMI-TÜV SÜD from the duty of confidentiality.
ÉMI-TÜV SÜD is responsible for its activities as set out in Clause 5 of the General Terms and Conditions.

ÉMI-TÜV SÜD keeps records of the certificates issued and keeps the documents issued in the course of its conformity assessment activities, in particular, the inspection/examination reports and the certificates, for 10 years.
The Customer/certified person/Client should document any objections to the certified product/person and the corrective action taken in relation thereto and make this information available to the certification body.
The Client undertakes to record any external/internal objections or complaints related to the fulfilment of the certification requirements, to take appropriate action with regard to the deficiencies detected and to document the measures taken. The Client must inform ÉMI-TÜV SÜD in writing without delay of any changes that may affect its ability to comply with the certification requirements.

5. Violation of the Client Information

If the certificate user violates this Client Information for reasons for which he is responsible, ÉMI-TÜV SÜD is entitled to claim damages in the amount of 2,000,000 (i.e., two million) Forints. The same applies, in particular, if unauthorised advertising activity is carried out or if the certificate is misused.
The costs invoiced to the EMI-TÜV SÜD by an accreditation/designation body or incurred directly incurred by a certification body or testing laboratory must be borne by the certificate user if the activities in question were necessary because the certificate user violated this Client Information for reasons attributable to him. This applies in particular if ÉMI-TÜV SÜD is required to carry out work at the initiative of a supervisory authority or for other similar reasons and this initiative proves to be justified.

6. Appeal, complaint, legal remedy

6.1 Appeals

Appeal: Notification aiming at the review of a decision taken by ÉMI-TÜV SÜD in a procedure ordered by the client.
We will try to investigate your appeal as soon as possible. We will inform you of the outcome of the investigation within 10 working days of the notification.
Within 15 calendar days from the receipt of our information, the notifier may address the Impartiality Committee of ÉMI-TÜV SÜD Kft. if he disagrees with any of the information we have provided. The Impartiality Committee must adopt a decision on the appeal within 60 calendar days, of which the notifier will be informed.

6.2. Complaints

Complaint: A complaint is a request, a notification, which aims at the elimination of a violation of an individual right or interest, the settlement of which is not subject to any other procedure, in particular, judicial or administrative. The complaint may also include a proposal.
We will try to investigate the complaint as soon as possible. We will inform you of the outcome of the investigation within 45 calendar days of the notification.
If the result of the investigation is unsatisfactory to the complainant, the complainant may contact the managing director of ÉMI-TÜV SÜD Kft. within 15 calendar days of receiving our information. We will investigate the complaint again and inform you of the outcome within 45 calendar days.

6.3 Lodging a complaint or appeal

For more information on how to lodge a complaint or appeal, please visit: https://www.tuvsud.com/hu- hu/ugyfelkozpont/panaszok-es-fellebbezesek

6.4 Further legal remedy

In the case of any other disputes, the place of jurisdiction for both parties is Budapest, based on the Civil Code.

7. Fees

The certification fees are set out in the current price list or in a separate contract.

8. Other

ÉMI-TÜV SÜD Kft. undertakes to publish the current version of these Client Information documents on its website.
Any documents issued in the course of the procedures may be partially reproduced only with the written consent of ÉMI-TÜV SÜD Kft. ÉMI-TÜV SÜD Kft. does not use a subcontractor in the course of making certification decisions.
This Client Information enters into force on 09.09.2026.
When a new Client Information is issued, this Client Information will automatically expire after a transitional period of 6 months.
The Client must be notified of the entry into force of the a Client Information or the repeal of this Client Information, as the case may be. This normally takes place upon the next certification activity after the new Client Information comes into force.