



**SAI GLOBAL PRODUCT CERTIFICATION**

# **Product Compliance Program**

**GAS SAFETY CERTIFICATION  
FOR  
GAS APPLIANCES AND COMPONENTS**

**SAI GLOBAL LIMITED (A.C.N. 050 611 642)**

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<b>AMENDMENT HISTORY</b>		
<b>Date</b>	<b>Issue</b>	<b>Brief Summary of Amendments</b>
26/8/04	01	Original Issue
04/11/05	02	'New' logo added
29/03/07	03	Minor format amendments
26/07/09	04	Added section 3.3.7 "Retention of samples"

## PREFACE

The aim of the SAI Global Product Certification Program described in this document for Gas Appliances and Components is to deliver to its customers a program that will engender confidence in the various stakeholders (manufacturers, suppliers, regulators and consumers) that products identified as certified under this program meet the requirements of the relevant Standard and have a level of confidence that the product as manufactured continues to meet that Standard. The program has been designed to meet criteria in terms as being classified to be a “Certification System 2” and generally developed with the understanding of the type of system that has been in place in the marketplace and acceptable to the various Technical Regulators with the responsibility for Gas Safety.

This Product Compliance Program has been designed to include where relevant the following criteria:

- Certification for SAI Global’s clients at competitive prices.
- Credibility amongst its stakeholders.
- Accreditation requirements – ISO Guide 65.
- An audit process focusing on the manufactured product and its conformity with the nominated Standard/s.

# 1. SCOPE AND GENERAL

## 1.1 Scope

This document sets out the requirements for the Product Compliance Program for Gas Appliances and Components 'the scheme' to be implemented by all licensees. The scheme has been developed to meet the requirements of the Technical Regulators within Australian States and Territories and generally tailored but not limited in scope to certify those products identified under Standards within AS 5601:2004 Gas installations. The Product Compliance Program includes requirements for:

- Compliance of the product with an Australian or Australian Gas Association (AG) Standard or other published standard as referenced in AS 5601:2004 Gas installations or as defined by the Technical Regular;
- Product evaluations nominally once per annum unless otherwise agreed.
- Use of SAI Global's labels and marking scheme.

This document shall be read in conjunction with the Technical Schedule issued by SAI Global for a particular Standard, the Rules Governing the Gas Appliances and Components Mark Scheme and the Terms and Conditions for Certification of Licence as amended from time to time.

Note: Applicants should also refer to the guidance document, PCD 31 Guide to Applicants for Certification of Gas Appliances and Components.

## 1.2 Application

### 1.2.1 Licence Requirements

Applicants who are licensed to use the certification trademarks of SAI Global Limited do so on certain terms and conditions including this Product Compliance Program. SAI Global may at its discretion vary the requirements of the Product Compliance Program at any time.

To grant a licence to use Gas Safety Certification Mark, SAI Global demonstrates that it is satisfied that the Licensee is capable of producing a product complying with a Standard. The Licensee, by applying the Gas Safety Certification Mark to a product, warrants that the product meets all relevant requirements of the Standard and that it otherwise complies in all aspects with this Product Compliance Program and SAI Global's Terms and Conditions.

## 1.3 Related Documents

ISO 10012: Measurement management systems - Requirements for measurement processes and measuring equipment

PCD 31 - Guide to Applicants - A step-by-step guide through the product certification process for gas appliances and components.

SMG 03 - Guidelines for Product Certification Testing

QGD17 - Terms & Conditions for Certification and Certification Mark.

## 1.4 Definitions

For the purpose of this Product Compliance Program, the definitions in ISO 9000, AS 5601 and the following apply:

### 1.4.1 Batch

A clearly identifiable collection of units, manufactured consecutively or continuously under the same conditions.

### 1.4.2 Certified Product

Finished product for which a Licensee may apply the Gas Safety Certification Mark to demonstrate that the product conforms to the specified Standard and that the Licensee has in all other respects complied with SAI Global's Product Compliance Program.

Note: Certified products models are listed on the Schedule to each Gas Safety Certification Licence issued by SAI Global.

### 1.4.3 Critical Defect

A defect that analysis, judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the product.

### 1.4.4 Design Freeze

The term applied to the rule that once the final product design has been type tested and certified, none of the aspects of design, which might adversely affect compliance of the product with the standard, may be changed without the written approval of SAI Global.

### 1.4.5 Licensee

Organisation or individual that has been granted the right to use a registered certification trademark of SAI Global Limited for particular products or services as a demonstration of compliance with a specified Standard.

In terms of the Gas Safety Certification program the licensee is the organisation responsible for the product in the marketplace. This may be the manufacturer of the product or the manufacturers representative at the point of distribution.

Note: Throughout this document Licensee also refers to Gas Safety Certification licence applicants.

### 1.4.6 Major Defect

A defect other than critical or special, that is likely to result in failure, or to reduce materially the usability of the item for its intended purpose.

#### **1.4.7 Product**

Gas appliance/ or component/s subject to the application.

#### **1.4.8 Standard**

Australian or Australian Gas Association (AG) Standard or other published document as referenced in AS 5601:2004 Gas installations or as defined by the Technical Regular

#### **1.4.9 Gas Safety Certification Mark**

A Trade Mark of SAI Global, whether registered or not and which is used on conforming gas appliances or components.

#### **1.4.10 Gas Safety Certification Labels**

Serially numbered labels incorporating the Gas Safety Certification Mark, provided by SAI Global for application to certified gas appliances or components under the scheme.

#### **1.4.12 Subcontractor**

Organisation that supplies a product to the Licensee.

#### **1.4.13 Technical Regulator**

The Government appointed person, body or authority that has jurisdiction over gas safety legislation (or other entity authorized by that person body or authority).

#### **1.4.14 Technical Schedule**

SAI Global document, read in conjunction with the Standard that defines certification requirements and provides guidance for testing and product auditing against the Standard.

#### **1.4.14 Type Test**

A test or series of tests directed towards approval of a design conducted to determine if an item is so designed that it is capable of meeting the requirements of the product standard.

## **2. LICENCE CONDITIONS**

### **2.1 Product Compliance**

Adequate supervision and control shall be exercised at all stages of process to ensure that the finished product, together with related marking and information, meets all the relevant requirements of the Standard.

All necessary action shall be taken by the licensee to ensure that the Gas Safety Certification Mark is not associated with products, which do not comply with the Standard. If a non-conforming Gas Safety Certification Marked product is identified, the licence may be suspended pending results of investigation. The full cost of such investigation shall be borne by the Licensee.

The Licensee remains responsible at all times for ensuring that Gas Safety Certification Mark is applied and remains on conforming product only.

### **2.2 Confidentiality**

All proprietary documents, including specifications and test reports shall remain confidential between SAI Global and The Licensee unless and to the extent that:

- (i) The Licensee authorises (expressly or by implication) the release of such information to a third party, such as an agent, a test facility or a government authority;
- (ii) SAI Global has been served with a subpoena, summons, notice or other legally enforceable order to disclose the information;
- (iii) A relevant accreditation body seeks access to the information as party of an accreditation audit or process; or
- (iv) The information is in the public domain.
- (v) A Technical Regulator seeks access to the information as part of an enquiry.

### **2.3 Product Evaluation**

As a condition of the Product Compliance Program a product evaluation will be undertaken annually after certification or at the discretion of SAI Global where certified product shall be inspected and or tested by SAI Global for compliance with the requirements of the Standard/s and this Product Compliance Program. This evaluation would normally be undertaken at a mutually agreed location and costs for such evaluations will be the responsibility of the licensee. SAI Global reserves the right to vary the frequency and duration of these evaluations subject to;

- Results of previous evaluations
- The identification of marketplace non-conforming product or complaints.
- Any correlation required with regards to Type Testing of products submitted for certification.

### **2.4 Licence Review and Renewal**

The Gas Safety Certification Mark license will normally identify an expiry date, which is calculated on a nominal period from initial certification. The license will be renewed for a further period subject to confirmation of the status of certification.

## **3. TESTING**

### **3.1 Type Testing**

A type test shall be conducted when:

- a) an applicant provides an application in respect of a Gas Safety Certification Mark licence; and
- b) at the discretion of SAI Global when -
  - i) Certified product has undergone or may have a design change; or

- ii) Testing of certified product indicates a failure to comply with the Standard; or
- iii) The Licensee wishes to add another product to the licence

### **3.2 Submission of Products for Type Testing**

Where product is submitted for Gas Safety Certification the applicant shall provide the following information:

- a) full identification of the product, including detailed specifications of components and materials;
- b) detailed supportive test data;
- c) an indication of when samples for type tests may be selected;
- d) samples of packaging and labelling, and
- e) if the product is resubmitted following a type test failure, details of the nature of the failure and the corrective action taken to enable the re-submission to pass. Retesting of failed product shall be conducted by the same test laboratory that performed the original test unless otherwise agreed by SAI Global.

### **3.3 Test Sample Selection**

#### **3.3.1 General**

Product test samples will normally be selected by a SAI Global staff member or person authorised by SAI Global.

#### **3.3.2 Samples from stabilised production**

Samples shall be selected when the production process has stabilised. The samples shall be randomly selected from a production lot that is large enough to ensure that they are representative of the processes involved and of the quality that the Licensee intends to present to the market.

#### **3.3.3 Prototypes**

For initial assessment purposes a type test may be conducted on laboratory-scale pilot batches or prototype samples incorporating hand-made parts. Such testing may demonstrate the suitability of the product design in terms of the Standard. However, further correlation testing will normally be required once production has stabilised and usually before any product is released.

#### **3.3.4 Condition of Samples**

Samples shall be in the condition in which they are offered for sale and shall be accompanied by all relevant attachments. Applicable instructions for use, care, installation or maintenance, shall also be submitted.

#### **3.3.5 Test groups and worst case samples**

A range of models with varying characteristics may be grouped together for type testing purposes if the models can be expected to perform similarly during testing. A test group shall only include models of the same style, type or class in terms of the Standard, which are made using the same general production methods. Type test samples shall be

selected from the model in the group that can be expected to give the worst results for any given test or group of tests.

Nominations by the Licensee for test groups and worst case models shall be accompanied by supportive data in the form of calculations, test results and written explanation. The final decision on test groups and worst-case models rests with SAI Global.

#### **3.3.6 Delivery of samples**

Delivery of samples to the agreed laboratory shall be the responsibility of the applicant. Samples shall be preserved and packaged to prevent damage or deterioration in transit.

#### **3.3.7 Retention of samples**

Samples may be either retained or returned to the applicant at the discretion of the certifying body.

### **3.4 Test Laboratory**

The test laboratory shall be agreed between SAI Global and the Licensee.

The contract for testing shall be between the Laboratory and the applicant, unless otherwise specified and costs for and incidental to testing shall be met by the applicant.

Testing must be conducted under the terms of SMG 03 in order for the test results to be accepted by SAI Global for certification purposes.

Note: Laboratories accredited by a nationally recognised body such as NATA or IANZ will generally be preferred. SAI Global maintains a listing of laboratories recognised for type testing of gas appliances and components and is available on request.

### **3.5 Test Results**

Original test reports will normally be sent by the laboratory to SAI Global. Evaluation and acceptance of the test results and certification of the product remains the responsibility of SAI Global and SAI Global reserves the right to reject any test result.

A pass test result does not automatically lead to certification. For example, if the test report does not cover all aspects of the product standard or if the result is outside the known process capability limits, further testing or information will be required.

### 3.6 Re-Test

SAI Global reserves the right to re-test certified products at any time during the currency of a licence. Products may be selected from the licensee's premises or at the point of importation, distribution or sale and the cost of re-testing shall be met by the licensee.

### 3.7 Existing Type Test Reports

Where the manufacturer submits type test reports conducted prior to the application, these will be considered provided the reports are current, traceable to a production batch and meet SAI Global guidelines as documented in this Product Compliance Program, the relevant technical schedule and SMG 03.

## 4. PRODUCT REQUIREMENTS

### 4.1 General

The organisation shall establish, document, and maintain a compliance system as a means of ensuring conformance to the product standard, and that the requirements of this Product Compliance Program and any relevant technical schedule are met. This system shall cover each of the elements of this Product Compliance Program.

### 4.2 Documentation requirements

#### 4.2.1 General requirements

The quality documentation shall include:

- a) Product Specification/s
- b) Documented procedures as required by this Product Compliance Program
- c) Records required by this Product Compliance Program

#### 4.2.2 Product Specification

A product specification shall be available for each model or group of similar models put forward for certification that demonstrates compliance with the standard.

The product specification shall include as a minimum;

- a) Product assembly and component drawings/schematics
- b) Comprehensive product build information (Bill of Materials)
- c) Installation, maintenance and operational instructions as necessary for the type and nature of the product.
- d) Type test reports.
- e) Type test samples.

### 4.3 Design Control

#### 4.3.1 Design Freeze

On successful completion of type testing, the design of all major and critical components and materials in the product

and manufacturing, assembly and testing processes shall be documented and frozen. The design freeze shall include labelling, packaging and instructions for use, care, installation and maintenance as applicable.

Note: The design freeze does not include minor changes that do not affect compliance of the product with the Standard. If in doubt, the Licensee should submit details of the proposed changes to SAI Global for consideration.

#### 4.3.1.2 Reference Specimens

Reference specimens, drawings or photographs representative of type test specimens shall be made available as requested by SAI Global. Such specimens shall be identified and retained by the Licensee for no less than 10 years after last manufacture of the licensed product. (SAI Global may keep samples for an equal period of time at its discretion).

#### 4.3.1.3 Changes to the Product Standard.

If the Standard is amended or re-issued, SAI Global will nominate a transition period, usually in consultation with relevant stakeholders. After the transition period the Licensee shall not apply the Gas Safety Certification Mark to any product covered by the Licence until compliance of the product with the revised Standard has been verified by SAI Global.

Note: A nominal transition period of 12 months is applied unless otherwise informed.

#### 4.3.2 Control of design and development changes

SAI Global shall be notified of any proposed changes, which could affect product compliance with the Standard, and such changes shall not be implemented without written authorisation from SAI Global.

### 4.4 Product Identification

#### 4.4.1 Gas Safety Certification Mark

The Gas Safety Certification Mark is a common method of identifying certified released product. Where it is not practical to apply the Gas Safety Certification Mark to the product, an alternative may be approved by SAI Global provided that the organisation submits a written request.

#### 4.4.2 Approval of the form and manner in which the Gas Safety Certification Mark is used

The Gas Safety Certification Mark shall only be used in a manner, which has been approved in writing by SAI Global. The Licensee shall gain approval from SAI Global for:

- a) the form and manner in which the Gas Safety Certification Mark is used on the product;
- b) the form and manner in which the Gas Safety Certification Mark is used on promotional material, packaging, swing tags, informative labelling or instructions for use; and
- c) proposed references in any form to the Gas Safety Certification Mark Licence number or to certification by SAI Global.

Submissions for approval shall be made before the Gas Safety Certification Mark is used and shall be accompanied by all qualifying words and illustrations.

Licensees shall ensure that distributors of their certified products are aware of and observe the requirements of this clause.

#### 4.4.3 Extent of marking

The Licensee shall apply the Gas Safety Certification Mark only to products which:

- a) are of the type and size specifically listed on the current Schedule to the Licence; and
- b) the Licensee warrants comply in all respects with the relevant Standard and are manufactured in accordance with this Product Compliance Program.

#### 4.4.4 Application at Licensee's premises

When used Gas Safety Certification Mark shall be applied to certified products prior to dispatch to the marketplace.

#### 4.4.5 Manner of application

The Gas Safety Certification Mark shall be applied in a manner that is permanent or tamper-evident using one or more of the following methods:

- a) serially numbered labels available from SAI Global;
- b) incorporation into the Licensee's label with wherever possible a date code or batch number; or
- c) directly onto the product by casting, moulding, stamping, etching, etc, together wherever possible with a date code or batch number.

#### 4.4.6 Quality of Marking

Where required marking including the Gas Safety Certification Mark is applied by stamping, etching, printing, casting, moulding or other means directly onto the product, the resulting impression shall be examined at regular intervals and corrective action instigated when the visual marking quality shows signs of deterioration.

#### 4.4.7 Use of Gas Safety Certification Mark Labels

##### Security

The Licensee shall be responsible for the control and security of labels issued by SAI Global. The labels shall be controlled and issued by a responsible person and when not in immediate use shall be stored in a secure place.

##### Records

Where production permits, the Licensee shall apply the labels consecutively during manufacturing. The serial numbers of the labels shall be recorded and traceability maintained to the certified item.

##### Damaged Labels

Any damaged labels shall be mounted on a sheet of paper and retained for inspection by SAI Global or returned to SAI Global directly. The serial numbers of the labels shall be recorded.

### 4.5 Traceability

The organisation shall ensure that finished Gas Safety certified product is traceable to the relevant batch inspection or test reports on at least those items and materials which affect compliance of the product with safety aspects of the standard. As a minimum Gas Safety Certification Mark product shall at least maintain traceability on primary packaging.

### 4.6 Control of Non Conforming Product

#### 4.6.1 Review of nonconforming Gas Safety Certification Mark product

Where non-conforming Gas Safety certified product has been detected prior to release, the organisation shall:

- (i) rectify all defects before the product is released; or
- (ii) destroy and dispose of the product ; or
- (iii) obliterate the Gas Safety Certification Mark from the product.

No such defective product shall be offered for sale as a certified product.

Note: Allowing the Gas Safety Certification Mark to be applied to or to remain on non-conforming products offered for sale exposes the Licensee to legal action. The licensee takes full responsibility for ensuring that noncompliant product (whether or not certified) is not marked with the Gas Safety Certification Mark.

#### 4.6.2 Recall of Gas Safety Certification Mark Product

Should the Licensee, distributor or its agent become aware of:

- (i) the existence of Gas Safety Certification Marked items manufactured by the Licensee which do not to comply with the Standard;
- (ii) the existence of a test report of a certified product manufactured by the Licensee that indicates a FAIL test result; or
- (iii) Gas Safety Certification Marked items with critical or major defects, which -
  - have been released for sale;
  - are being offered for sale; or
  - have already been sold,

the following action shall be taken:

- A. The Licensee shall (directly or via its agent or distributor) promptly notify SAI Global that a problem with the product's conformity may exist.
- B. The Licensee shall immediately investigate the problem to determine its nature and severity.

- C. If indications of non-compliance remain the Licensee shall immediately withdraw the Gas Safety Certification Marked items described above which have been released or offered for sale.
- D. The Licensee shall arrange the recall of all of the Gas Safety Certification Marked items as described above that have already been sold or take such other action as may be determined by SAI Global.

During this investigation, withdrawal or recall, the Licensee shall keep SAI GLOBAL informed, in writing, of the action being taken and shall provide SAI Global with copies of correspondence related to the investigation, withdrawal or recall.

Gas Safety Certification Marked items that are withdrawn from sale or recalled from purchasers shall be quarantined pending further investigation and instruction from SAI Global.

An historical summary of all the steps taken to resolve the problem shall be forwarded by the organisation to SAI Global upon resolution.

The organisation shall be responsible for all costs involved as a consequence of taking the above actions