

# Verification of Product Technical Compliance

Policy & Procedure

This document has been produced by the Administration Department of CertMark International Pty Ltd (CMI).

For technical information on the matters discussed in the document, contact us on 1800 CertMark (237 862), International Call +617 5445 2199 or e-mail [Office@CertMark.org](mailto:Office@CertMark.org).

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Published by:

**CertMark International Pty Ltd**

PO Box 7144

Sippy Downs QLD 4556

Phone: 1800 CertMark (237 862)

Phone: (07) 5445 2199

Email: [Office@CertMark.org](mailto:Office@CertMark.org)

Website: [www.CertMark.org](http://www.CertMark.org)

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## EXECUTIVE SUMMARY

The purpose of this Policy and Procedure is to clearly describe the responsibilities of CMI Certificate Holders, regardless of them being the Manufacturers, Importers or Distributors of a product, in relation to demonstration of the compliance to stated technical properties and the quality and consistency of the certified product.

CMI understands that some of the requested information may be considered Commercial in Confidence, however under CMIs Accreditation, CMI is required to ensure it maintains strict Confidentiality as specified in ISO/IEC 17065:2012 section 4.5.

## GENERAL DEFINITIONS

**Certificate Holder:** The person legally responsible for the products that are certified.

**Product Specification:** A document that contains all relevant supply chain specifications and details of the product certified.

## TYPES OF CERTIFICATE HOLDERS

For the purposes of defining whether a **Certificate Holder** is a **Manufacturer** or **Distributor/Importer**, the following applies:

- **Manufacturer** of the product can apply to be a **Certificate Holder** where the product/system is assembled into its final form and distributes directly to the Market.
- **Distributor/Importer** of the product can apply to be a **Certificate Holder** who purchases the product or components of the system from a Manufacturer and distributes to the Market.

## PRODUCT COMPLIANCE

- **Product Specifications** are required to be supplied by the **Certificate Holder**.
- It is the responsibility of the **Certificate Holder** to obtain all the required **Product Specification** information that CMI requires to assist in the certification determination process.
- **Product Specifications** supplied must relate to the products that were tested or evaluated for the purpose of certification.
- This information is to also include details of the manufacturer of any critical components that have a direct impact on the performance of the product.
- Product manufacturer or specification substitution is not permitted without first consulting with CMI to determine if any new testing or evaluations are required due to the proposed substitution.
- A failure to advise CMI of any changes to manufacturer or specifications may/will result in the certified product being deemed non-compliant and the certification suspended or cancelled.

## ANNUAL DECLARATION OF COMPLIANCE

As part of the ongoing annual certification requirements, the **Certification Holder** shall:

- Supply annually an updated declaration confirming that the **Product Specifications** of the certified product have not or have changed since the last audit.
- Supply annually an updated declaration that the **Manufacturer** of any critical components relating to the certified product have not or have changed.
- Failure to supply such declarations may/will result in the certified product being deemed non-compliant and the certification suspended or cancelled.