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1 Introduction

This publication is intended for manufacturers and suppliers of electric apparatus who would like to obtain a certificate of conformity to safety and other standards. It presents the requirements for certification and describes the whole procedure from application for certification to the issuing of a certificate of conformity and granting a licence for the use of a certification mark. A certificate, that is to say, the document we are issuing may also be called otherwise if the certification scheme provides for a different title of the granted document. This publication contains also some information on the maintenance of a certificate and withdrawal or cancellation of a certificate, as well as on ensuring confidentiality and solving of complaints.

SIQ carries out product certification as a “third party”, i.e., an institution independent of manufacturers and suppliers on the one hand and of buyers and users on the other. Independence is guaranteed by its founding status – SIQ is registered as a not-for-profit institute – and by appropriate organization of operation and management of the certification activity. The certification activity is under the surveillance of the Board of Certification Body representing the interests of public, economic and industrial associations, and the interests of the users of the services of SIQ.

During the certification procedure we examine and assess whether the product meets the relevant requirements, and in case it does meet them, we issue a certificate of conformity and, upon request, also a licence for the use of the certification mark. The taking of decisions on the issue of a certificate falls into the competence of the Product Certification Commission.

There are three kinds of certification procedures that are performed at SIQ:

- *The regulated certification of conformity.*
- *Certification on the basis of a type test of a product.*
- *Certification with a regular surveillance of a product and a production process*.

2 Basic principles of operation

2.1 Certification policy

- SIQ offers certification services to all interested parties.
- SIQ, i.e., its bodies and its personnel, treats all applicants of its services equally, irrespective of their geographical position, size, turnover, type of business, etc., and without giving preference to anyone in any way.
- SIQ endeavours to achieve and maintain international reputation and a recognized status in the field of certification so that its certificates are recognized nationally and abroad.
- SIQ provides for such an organizational structure that the personnel, while performing their everyday tasks, are not under influence of anybody having a direct commercial interest in relation to certification.
- Certification activities are performed in compliance with the requirements of the relevant ISO/IEC 17065 standard and potential additional requirements of international schemes and regulations.
- SIQ charges for its services in accordance with the bases for calculation of prices as set by the SIQ Council.
- With the income from its services, SIQ covers its current costs and investments in the technical and professional development of its activities.

2.2 Rules for certification personnel

At their work the certification personnel take into consideration the relevant Slovene, European and/or international standards and regulations, procedures and instructions of SIQ, which regulate the work in this area.
The personnel taking part in the certification procedure hold to the following principles and bind themselves:

- to work in a confidential and impartial manner both in their relations to SIQ as in their relations to any organization involved in the certification procedure performed by them or by the personnel they are responsible for;
- to inform SIQ of any relations between them and the organization involved in the certification procedure they are to perform or of any advisory activity performed by them in the past two years in connection with the products of that organization, before they take any task in connection with the certification of products of that organization;
- not to take or accept any hints, gifts, orders, discounts, or any other advantage from the organization involved in the certification procedure they conduct, or from its representatives or any other person who could take advantage of this; and not to allow any of the personnel who they are responsible for to do so;
- not to disclose, in whole or in part, the results of the certification procedure in which they take part or took part or for which they are responsible, or any other information they gain during the procedure, to the third party, unless they have been authorized in writing by the organization in relation to which they perform the procedure and by SIQ;
- not to work to the detriment of the reputation or interests of SIQ or the organization in relation to which they take part in the certification procedure;
- to co-operate in the potential investigation procedure in case of suspicion of breach of these principles;
- to act in accordance with the SIQ Code of Ethics.

2.3 Rules for applicants/clients

By signing the application form/contract the applicant/client bind themselves:

- to meet the requirements of the certification scheme, standards, regulations, and potential changes therein, according to which the certification procedure was performed;
- that the certified products will continuously meet the requirements against which the certification procedure was carried out;
- to facilitate unimpeded implementation of certification procedures and regular supervision by certification personnel, and to allow them access to the required documents and records, and the locations of manufacture, equipment, personnel and subcontractors;
- to allow examination of records of customer complaints;
- to allow the presence of observers during the execution of certification procedures, if necessary;
- in the event of temporary or permanent withdrawal of the certificate/license, to immediately cease any listing of the certificate/license in promotional materials and to take any other action required by the certification scheme (e.g. return of the original certificate/license);
- to take into account the requirements for use of marks of conformity in case of their use;
- to keep records of all complaints relating to the suitability of a certified product and, upon request, make them available to the certification body; to take corrective measures required and keep records thereof;

- to inform SIQ in time of all relevant changes that affect the certified product and its manufacture (e.g. legal/commercial/organizational status, change in ownership, changes in key management/decision-making/technical personnel, changes in the product and in the manufacture of the certified product, major changes in the quality management system).

2.4 Confidentiality

SIQ undertakes to observe professional secrecy with regard to any information and data on the applicant or certificate holder and to use them exclusively for the performance of procedures.

The information on the certification procedure and related activities is regarded as business secret of the applicant or certificate holder and SIQ, with the exception of:
– the award or cancellation of a certificate and a report to the Board of Certification Bodies in cases of any doubt in certification;
– the access to documentation by accreditation/notifying and supervisory bodies.

If SIQ is required by law to disclose confidential data, or when SIQ is authorised to do so by a contract, SIQ shall inform the applicant/client of any information disclosed by SIQ, unless that action is prohibited by law.

The applicant or certificate holder recognizes that SIQ has exclusive rights in relation to all documents SIQ has submitted to the applicant/holder.

3 General on certification procedures

3.1 Essential conditions for issuing the certificate of conformity and/or licence for use of certification marks

- The applicant for certification may only be a company/institution that is officially registered in accordance with the applicable regulations.
- The product or a group of products for which the applicant would like to acquire a certificate of conformity and/or licence for the certification mark, shall be clearly and unambiguously identified.
- The standards, regulations or specifications according to which a type testing is performed as part of a certification procedure shall be national, regional or international (e.g., SIST, DIN, VDE, CEN/CENELEC/ETSI, ISO/IEC, etc.).
- SIQ and the applicant shall come to an agreement with regard to standards, regulations or specifications which serve as a basis for the examination and assessment of conformity.
- The certificate and licence holder shall provide for undisturbed implementation of a certification procedure.
- The applicant shall confirm (e.g. by signing the application form) that they are informed of and agree with the terms stated in document CP206 or in other documents describing certification procedures according to different regulations, e.g., MDD DP006.
- SIQ and the applicant shall sign a licence agreement before the start of a procedure for the issue of licences for the use of certification marks.

3.1.1 Activities within a certification procedure

a) Informative talks with the applicant
b) Defining the applicant's requirements and/or preparation of the offer
c) Ordering of service - according to the instructions and/or on SIQ forms
d) Confirmation of order
e) Examination and audit of the adequacy of the documentation
f) Sampling and sample examination, preparation of a test plan

g) Type test - in SIQ laboratory or at the subcontracting laboratory
h) Review of conformity between the test report, documentation and sample
i) Proposal for granting a certificate
j) Decision on granting a certificate
k) Communication with the applicant on the results and possible corrective activities
l) Planning and carrying out of the pre-licence inspection at manufacturer's
m) Settling of all financial liabilities
n) Return or removal of a sample
o) Signing of a licence contract
p) Planning and carrying out of surveillance at the holder of a certificate and/or licence

Activities in italics are performed only on condition that
– under g): the applicant does not submit a foreign test report;
– under l) and o): it refers to the issue of a document within ECS/ETICS (CCA NTR, CCA EMC and ENEC), a CAC document within CB-FCS, an IECEx certificate, EC certificate of conformity (within technical regulation) and to the acquisition of the licence for the use of the certification mark.

In case of products that shall comply with legal requirements but are not subjected to obligatory certification, voluntary certification activities under f), g), and h) may be performed but are limited to the assessment of conformity with the documentation of the product. In such cases the certificate shall clearly and unambiguously state that it is based on the review of documentation.

3.2 Informative talks

The representative of the applicant is informed about the procedure and the anticipated costs. The applicants' requirements are to be clearly defined and the offer could be prepared.

Beside the forms for application and instructions of how to fill them in, a representative may be given also other documents and publications with more detailed information on the procedures.

3.3 Application

The applicant submits an application on the pre-prepared form (e.g. TN4001) or by the approval of the received offer.

The application/offer shall refer to a specific product or to a specific group of products and shall define the standards, rules or specifications, and regulation in case of Notified Body procedures, which are defined in agreement between SIQ and the applicant and according to which the certification procedure shall be performed.

The applicant is also informed of the costs of the certification procedure. The costs are estimated on the basis of a visual examination of a representative sample of a product type, enclosed documentation and the foreseen procedure (e.g. certification on the basis of a type test; within the accredited activities or not…), and in line with the valid schedule of fees. SIQ confirms in writing the receipt of the application (order).

A licence agreement is concluded with the applicant in case of product certification procedures with annual inspection of a product and production process.

3.4 Type test of conformity or product testing

A type test of conformity or product testing is performed on a representative sample in the testing laboratories of SIQ. The applicant is informed of the results of a type test and has the possibility to eliminate the found non-conformities, if any. Whenever SIQ uses testing facilities of

some other laboratory to carry out specific tests, SIQ shall have a signed contract on co-operation with that laboratory and consent by the applicant to do that. The basis for calculation of costs in such cases is the SIQ Schedule of Fees.

3.5 Product examination and conformity of statements in documentation

- examination of a product and of statements in the test report and/or other technical documentation
- examination of a test report in regard to the requirements of relevant Slovene standards or other standards.

The applicant may submit a test report along with the pertinent technical documentation and a certificate for a product which he/she has acquired

- in one of the laboratories which operate within the CB Scheme, CB-FCS Scheme, IECEx Scheme or ECS Agreement, or
- in a testing laboratory with which SIQ has signed a contract on mutual co-operation.
- with a testing laboratory/certification body fulfilling the specified criteria.

A test report shall contain all essential information about a product, from which a product can be unequivocally identified.

3.6 Issuing of a certificate or a licence

A certificate of conformity and a licence for use of a certification mark are issued by the product certification commission while the certificates under a notified body certification by a notified body commission for a particular directive.

If non-conformities are found during the certification procedure the certification commission/notified body commission informs the applicant of that and proposes appropriate corrective measures.

4 Certification of products falling within a regulated area

4.1 Gaming devices

Special features of gaming device certification procedures are presented in detail in the instruction *Certification of gaming devices* (CN412).

4.2 Product certification within the framework of a notified body

4.2.1 Products covered by the Decree on Technical Requirements for Ex Apparatus

Products which are subject to certification and are intended for installation in Ex hazardous areas (Ex apparatus) are determined by the Rules on explosion protection (OG RS No. 41/2016).

Special features of Ex apparatus certification procedures are presented in detail in instructions *EU-type examination, type conformity and unit verification* (CNEx07), *Keeping of documentation* (CNEx08), *Audit of a quality system in production* (CNEx09) and *Ex-certification of electrical equipment of category 3 or with EPL Gc or Dc and of non-electrical Ex-equipment of categories 2 and 3* (CNEx10).

4.2.2 Machinery

Products subject to certification are determined by the Decree on Machinery Safety (OG RS Nos 75/08, 66/10, 74/11) or the Machinery Directive 2006/42/EC, Annex IV. After the

informative talks (TNS04 document) from which the nature of the applicant's product is evident, the manufacturer of machinery or a safety component listed in Annex IV, may apply for the beginning of the procedure required for this product by the law:

- the procedure for EC type testing, Annex IX, and internal factory inspection, Annex VIII, cl. 3 (EC-type test certificate);
- the procedure for full quality assurance, Annex X.

If the manufacturer declares that their product has been designed and manufactured in line with relevant harmonised standards, and that all required tests have been performed, the manufacturer may select the product conformity procedure, Annex IV:

- conformity assessment procedure with factory inspection, Annex VIII (performed by the manufacturer).

For the EC type testing procedure to begin, the manufacturer shall have prepared technical documentation on the product required by the Machinery Safety Rules (TNS06 document) and a signed declaration stating that there is and there will be no simultaneous certification procedure underway for the same product at any other notified body.

If the product meets all the essential health and safety requirements listed in Annex I to the Decree on Machinery Safety (CN411 document) there is technical documentation provided for that product, the notified body's commission grants the applicant the EC certificate of type testing (on the verification of the technical file of a product). If not, the notified body declines the issuing of a certificate and informs the applicant and competent governmental authorities about the reasons for rejection.

Special features of machinery certification procedures, as defined in *Decree on Machinery Safety or in Machinery Directive,* are described in detail in instructions *Certification procedure for assessing conformity to the Decree on Machinery Safety* (CN411).

4.2.3 Radio equipment

Products to be certified are defined by the Rules on Radio Equipment (OG RS, No 03/2016) or RED Directive 2014/53/EU.
Special features of radio equipment certification procedures are described in detail in the documents of Safety and Electromagnetics department or documents of the notified body for RED Directive.

4.2.4 Measuring instruments

Products which are subject to design examination of active electrical energy meters are defined in the Rules on Measuring Instruments (OG RS, No. 19/2016), Chapter MI-003, and Directive 2014/32/EU of the European parliament and Council of 26 February 2014 regarding the harmonisation of legislation of the Member States relating to the accessibility of measuring instruments on the market - MI-003, Module B and Module H1 (OJ EU 57/14).

Special features of the design examination of active electrical energy meters according to Module B and Module H1 are described in detail in instructions *Organization and management of a notified body for MID Directive* (MID DD01).

4.2.5 Traffic signalization

Certification procedures for construction products are defined by the Construction Products Act (OG RS 82/13) or EU Regulation CPR 305/2011.

Special features of the certification of variable message traffic signs are defined in the standard SIST EN 12966-1:2005 and special features of the certification of Traffic control equipment – signal heads are defined in the standard SIST EN 12368:2006.

4.2.6 Medical devices

Medical device certification procedures are defined in the Law on medical devices (OG RS, No. 98/09) and relevant by-laws or implementing acts, or in directive MDD 93/42/EEC.

Special features of the certification of medical devices, as defined by the Law on medical devices, are described in instructions *Certification of medical devices according to MDD 93/42/EEC* (MDD DN003) and in the instructions for customers/applicants.

4.2.7 Interoperability of the conventional rail system

Certification procedures for components and subsystems in rail traffic are defined in Railway Traffic Safety Act (OG RS No 61/2007, changes: OG RS No 56/13, 91/13) and relevant by-laws or implementing acts, and in Directive 2008/57/EC.

4.3 Voluntary certification

SIQ performs voluntary certification of certain products that must comply with legal requirements but their certification is not mandatory.

5 Certification based on type testing

A client applying for certification of a product from the regulated field can obtain a certificate based on a type test according to the relevant standard. In such a case, the regulation is not written on the issued certificate.

5.1 Issuing of a CB certificate of conformity

With the CB-certificate and a pertinent test report a supplier or manufacturer may acquire foreign certificates at the members of the CB/IECEE Scheme in a simpler, faster and cheaper way.

The scope of SIQ's activities in the CB/IECEE Scheme is published category by category on webpage: http://members.iecee.org/iecee/ieceemembers.nsf?Opendatabase.

Testing is performed according to international standards (IEC).

5.2 Issuing of an SIQ certificate of conformity

On the basis of a type test or/and certification procedure, SIQ may issue a certificate of conformity to standards for all products for which our testing laboratories are qualified. SIQ-certificates of conformity have a limited time of validity (3 years) or until the validity date of the referenced standard(s), whichever occurs earlier. Certification is possible according to national SIST standards, European (EN) standards as well international IEC or ISO standards.

6 Certification with a regular annual surveillance of a product and a production process

6.1 Field of application and objectives

Certification with regular surveillance of a product and a production process is used for the acquisition of

– an NTR document within the framework of the ECS Agreement, along with the licence for the use of the “SIQ” certification mark;
– the licence for the use of the “SIQ”, “SIQ Type Approved” certification marks and ”SIQ Medical Approved” marks;
– CAC document within the CB-FCS Scheme;
– the licences for common European certification marks “ENEC” and “CCA EMC”;
– certificate within the IECEx Scheme (www.iecex.com).

The purpose of such certification is to offer such a complex system for assessing conformity to safety and other standards which is in conformity with relevant international standards, enables continual control of production process stability and ensures consistent compliance with relevant requirements.

A certification mark on a device or apparatus thus indicates the quality of a device. It also ensures that the manufacturer is aware of his/her responsibility for the safety of a user, for health of people and protection of the environment. All of these the manufacturer/supplier may use as a competitive advantage.

Certification procedures with regular surveillance are founded on international guidelines and are uniformly used by all members of agreements on mutual recognition among the leading certification bodies and testing houses.

SIQ participates as an equal partner in a number of such agreements. Slovene manufacturers are thus given the opportunity to acquire in a national institution a certificate with international validity which attests that their products meet all the requirements of all relevant standards and technical regulations.

6.2 Issuing of an NTR document within the framework of the CCA Agreement within ECS/ETICS

The scope of co-operation of SIQ in the CCA Agreement is published on webpage: www.etics.org.

When issuing an NTR document the rules in documents of the Agreememt (e.g. PD CCA 210, PD CCA 207, PD CCA 223-7, PD CCA 228-1, PD CCA 223-2, OD CCA 226, OD CCA 237 …) are followed. Testing of apparatus is carried out in accordance with European standards (EN). The essential difference between the procedure for the acquisition of a CB-certificate and the procedure for issuing of an NTR document is that in the latter case a pre-licence inspection at the manufacturer's premises must be carried out for the issue of an NTR document and regular annual surveillance of the manufacture of the product for which the document was issued for the maintenance of the NTR document.

Apart from the NTR document, the manufacturer/supplier also obtains the licence for the use of the "SIQ" mark.

SIQ charges an annual licence fee for the regular inspection (i.e. the maintenance of the licence) for the product in question. The licence fee also covers annual follow-up surveilance testing. The licence fee covers all types of products from one product category. The costs of inspection visits are charged to the manufacturer separately, in line with the SIQ Schedule of Fees. Upon the issue of the invoice for the license fee, the list of issued licenses shall be checked. The applicant shall be informed of any potential changes of standards against which the licences were issued.

6.3 Issuing of an CAC (Conformity Assessment Certificate) document within the CB-FCS Scheme

The scope of cooperation of SIQ in the CB-FCS Scheme is published product category by product category on webpage:

http://members.iecee.org/iecee/ieceemembers.nsf?Opendatabase.

Testing of devices is carried out in accordance with the International standards (IEC). The certification procedure is similar to the procedure for issuing an NTR document.

Apart from the CAC document, the manufacturer/supplier also obtains the licence for the use of the "SIQ" mark.

SIQ charges an annual licence fee for regular inspection or maintenance of the licence. The licence fee also covers annual follow-up inspection testing. The licence fee covers all types of products from one product category. The costs of inspection visits are charged to the manufacturer separately, in line with the SIQ Schedule of Fees.

6.4 Requirements for acquisition and maintenance of a licence for the use of a certification mark

6.4.1 General requirements

Holder of a licence can only be a legal entity, either a manufacturer or a supplier, who takes all the responsibility in regard to products which he/she markets under his/her name. By signing a licence contract the licence holder binds him/herself to meet the requirements for the acquisition and maintenance of a licence.

Apart from the type tests performed to check the compliance with the requirements of EN standards for electrical safety or EN standards for electromagnetic compatibility (for CCA EMC mark, SIQ Medical Approved), a pre-licence factory inspection is necessary for obtaining the licence.

The licence is not time limited. Its maintenance is carried out with surveillance visits at the manufacturer’s premises. The surveillance comprises the examination/assessment of quality assurance in the production process and follow-up testing on samples taken from the production line.

For maintenance of a licence SIQ charges annual licence fee. It covers also costs of follow-up testing. The licence fee covers all types of products from a certain (one) product category. The costs of surveillance visits are charged to the manufacturer separately in accordance with the SIQ Schedule of Fees.

6.4.2 Activities necessary for signing a licence agreement

- Manufacturer/supplier of a product is acquainted with the certification system. The applicant confirms that by signing the form Application for Testing and Certification, and a licence agreement.
- We perform the certification procedure and grant a certificate of conformity.
- The manufacturer submits a statement Declaration of Identity of Products (on a SIQ form). With it they declare that the products manufactured or supplied to the market are the same as the certified type.
- The applicant settles all financial liabilities.
- SIQ performs a pre-licence inspection at the manufacturer's premises prior to the award of a licence.

6.4.3 Pre-licence inspection

Before carrying out the pre-licence inspection, the inspector performs an informative talk with the manufacturer's representative and gives them the instructions and relevant forms. The manufacturer submits the completed forms and confirms the suggested date of inspection.

During the pre-licence inspection, we check in particular the following:
- quality assurance system and quality control,
- working instructions,
- mastering of documentation,
- metrological system,
- rejection procedures,
- competences and responsibilities.

If corrective measures need to be performed, the date for their completion and the way of checking their effectiveness are set. In case of nonconformities found and on the basis of the evaluation of the inspector marked 3 in the factory inspection report, the certification committee may request additional assessment for the verification of the corrective measures implemented. The Certification Commission also sets a deadline for the elimination of non-conformities.

6.5 Issuing of an ENEC licence within ECS/ETICS

The SIQ's cooperation in the ENEC covers the following product categories:
- switches for appliances (CONT),
- electrical devices for household and similar use (HOUS),
- installation accessories and connection devices (INST),
- lighting (LITE),
- measuring instruments (MEAS),
- IT and office equipment (OFF),
- transformers (SAFE),
- portable tools (TOOL),
- electronics, entertainment (TRON).

When issuing an ENEC licence the rules in documents in ENEC scheme (e.g. PD ENEC 301 Annex B, PD ENEC 308, AD ENEC 327) are followed. Testing of devices is carried out in accordance with the European standards (EN). The fundamental difference between the procedure for the acquisition of a CB certificate and the procedure for issuing an ENEC licence is that for the latter a successful completion of pre-licence inspection at the manufacturer is necessary and, for the maintenance of the document, a regular annual inspection of the manufacture of the product for which the document was issued is required.

SIQ charges an annual licence fee for regular inspection or the maintenance of the licence for the product in question. The licence fee also covers annual follow-up inspection testing. The licence fee covers all types of products from one product category. The costs of inspection visits are charged to the manufacturer separately, in line with the internal Schedule of Fees. Upon the issue of the invoice for the license fee, the list of issued licenses shall be checked. The applicant shall be informed of any potential changes of standards against which the licences were issued.

6.6 Field of application and fees for individual certification marks

6.6.4 "SIQ" mark

Manufacturers/suppliers may acquire "SIQ" Mark for all products for which SIQ is provided with the appropriate testing facilities.
Frequency of visits at manufacturers: once a year.

6.6.5 The "SIQ Type Approved" mark

Manufacturers/suppliers may acquire the "SIQ Type Approved" mark for built-in IT non-final products for which SIQ is provided with the appropriate testing facilities.
Frequency of visits at manufacturers: once a year.

6.6.6 ENEC mark

Conformity mark for luminaires and other electrical devices.
Frequency of visits at manufacturers:
- once a year if the production process of the manufacturer is organized in compliance with the requirements of ISO 9001 standard (this requirement is mandatory for manufacturers of luminaires and luminous components).
- twice a year for all other manufacturers

Detailed frequency is specified in documents PD ENEC 301, Annex B, and PD ENEC 308.

6.6.7 CCA EMC mark

Mark of conformity to standards for electromagnetic compatibility.
Frequency of visits at manufacturers: once a year.

6.6.8 "SIQ Medical Approved" mark

Manufacturers/suppliers may acquire the "SIQ Medical Approved" mark for build-in, non-final medical devices medical devices for which SIQ is provided with the appropriate testing facilities. The device shall comply with the requirements for safety and EMC.
Frequency of visits at manufacturers: once a year.
X and XX depend on medical device.

6.7 Use of marks

The rules for the use of marks are defined in Rules on use of conformity marks for products (CR302), published on SIQ web pages.

6.8 Licence maintenance

6.8.1 Regular annual inspection visits

By regular annual inspection visits SIQ checks the products covered by the licence, their manufacture and the quality system. The inspection comprises a visit at the manufacturer (routine inspection) and control testing of product samples.

6.8.1.1 Routine inspection

As a rule, these inspections are carried out once a year.

The procedure for carrying out a routine inspection:
- certification commission: issues an order for inspection,
- inspector: plans the inspection in the foreseen time period and informs the manufacturer of that date of inspection;
- manufacturer: confirms the suggested date of inspection;
- inspector: carries out the inspection and chooses product samples for follow-up testing,
- inspector: issues a report for the certification commission.

The course of routine inspection:
- the production and control processes are examined: whether it deviates from the rules and procedures which were valid during the pre-licence inspection;
- the carrying out of routine tests in the production is checked: whether it is in conformance with the instructions which the manufacturer receives along with granting the licence.

If corrective measures need to be performed, the date for their completion and the way of checking their effectiveness are set. In case of nonconformities found and on the basis of the evaluation of the inspector marked 3 in the factory inspection report, the certification committee may request additional assessment for the verification of the corrective measures implemented. The Certification Commission also sets a deadline for the elimination of non-conformities.

6.8.1.2 Control testing

Testing comprises the most important items of the standards, in accordance with which a type test has been performed. As a rule, these are:
- for electrical safety: protection against electric shocks, power input and current, heating, leakage current and di-electric strength, moisture resistance, abnormal operation, construction, internal wiring, components, creepage distances, clearances and distances through insulation;
- for electromagnetic compatibility: drawing up and determining of the extent of measurements on the basis of a sample examination.

More detailed instructions for follow-up testing are included in document OD ENEC 324.

6.8.1.3 Reports on regular surveillance

SIQ regularly informs the holders of the licences on the results of the surveillance (regarding routine inspection and vontrol testing), on the changes of regulations and/or standards, and on the changes of rules, which set the certification procedures.

When an inspector discovers some deviation which could affect the safety of a product, the certification commission determines corrective measures and the way of checking their efficiency. As a rule, during the following regular surveillance an inspector checks whether the corrective measures have been taken.

6.9 Special inspection

Special inspection can be carried out if the certification commission finds it necessary due to special circumstances.

6.10 Following the changes in standards and regulations

When the standards and/or requirements for certification procedures and surveillance examinations are changed, or when products (or standards) do not comply with the regulations any more, the certification commission sets a time limit in which the holder of a certificate or a licence shall conform its product to the requirements of a new standard or to new regulations.

6.11 Expansion of a certificate or a licence

If a holder of a certificate or a licence wants to expand the right to use a certificate/certification mark also on other types of products manufactured at the same factory, the similarities with the already certified types of products may be taken into consideration during the certification procedure, as well as existing evidence of the manufacturer's quality control.

6.12 Issuing of a certificates within IECEx

Cooperation of SIQ Ljubljana with IECEx is seen on web site www.iecex.com.

When preparing Certificate of conformity ExCoC, Test Reports ExTR and Quality Assessment Reports QAR we follow rules in IECEx operational documents, which are published on web site http://www.iecex.com/operational.htm. Testing and certification of products and conducting assessments at manufacturers is done according to international standards (IEC and ISO). Test Report ExTR is issued after completed testing of product. When preparing Certificate of Conformity ExCoC we check together with ExTR if manufacturer has obtained Quality Assessment Report QAR with proper scope, type of protection, and manufacturing location. Assessments at manufacturers for issuing QAR are conducted regular, which is required for maintaining validity of ExCoC and ExTR. All documents, which we issue according to IECEx, are published on web site www.iecex.com

Based on IECEx we also conduct assessments of Service Facility for repairing Ex-equipment. Purpose of assessment is to see if Service Facility performs repair of Ex-equipment with IECEx certificate based on international standards (IEC and ISO). This assure validly of IECEx certificates for Ex-equipment also after repair. Assessments of Service Facility is conducted regular. All documents, which we issue according to IECEx, are published on web site www.iecex.com

7 Publications in relation to certificates and licences

There shall be no want of vagueness or even misleading information in the publications (advertisements) in relation to certificates of conformity and with the use of the certification

marks. It is of extreme importance that it is obvious which products have been certified and which not.

The holder of a certificate/licence shall not use the certificate/licence in a misleading manner or in a way which would disrepute SIQ.

If a holder of a certificate or a licence would like to publish only part of a test report, he/she must obtain a written consent of SIQ for this purpose.

A holder of a certificate or a licence shall not publish in information for customers functions, rights or similar data in a manner misleading to customers, e.g., to let them erroneously believe that the characteristics of a product or its use are covered by a licence/certificate.

The interested parties shall obtain information about the issued certificate upon request submitted to the department. At the same time the list of certificates that are issued within the framework of international schemes, are published on the websites of the respective scheme. If a holder of a certificate or a licence does not agree that the data about his/her certificate is available to the public, he/she must inform SIQ of that in writing.

8 Misuse of a certificate or of a conformity mark

SIQ supervises the use of certificates and certification marks. If SIQ finds out that a holder of a certificate and a licence uses the certification mark improperly or that he/she has expanded the certificate to the products that have not been certified, corrective - and if necessary legal - measures are taken. Such a misuse of a certificate or a certification mark may result in withdrawal and cancellation of a certificate and/or a licence.

The following shall be deemed as a misuse of a mark:
- If a mark, affixed to a product, differs in form and dimension from the standard logo;
- If a product has been modified without knowledge and approval of SIQ;
- If a mark is affixed to product types (models) other than those covered by certification;
- If a mark is used for purposes other than those covered by certification (marketing, propaganda, characteristics of a product not included in certification);
- If a mark is used before a licence agreement has been signed or after its expiration.

More detailed rules for the use of marks are defined in Rules on use of conformity marks for products (CR302), published on SIQ web pages.

9 Withdrawal and cancellation of certificates or licences

A certificate and a licence may be withdrawn or cancelled if the inspection/surveillance of the use of a certificate and a mark reveals misuse or any other violation of certification rules or provisions.

In such cases a holder of a certificate and a licence is informed that after a certain period of time (usually from 30 to 60 days) SIQ will cancel a certificate or a licence. During this time a holder of a certificate and a licence eliminates the found non-conformities and submits proofs of it or files an appeal/complaint.

A certificate and a licence may also be cancelled:
- if the products in question no longer comply with statutory provisions or if a standard has changed which served as a basis for the certification procedure and the holder of a certificate or a licence does not want or cannot assure conformance to new requirements of this standard,

- if a conformity mark is used in evidence of compliance with the requirements of standards which were not the basis for certification, or if a reference is made to products that were not the subject of a conformity assessment procedure;
- if the holder refuses to maintain a certificate or has withdrawn from a licence agreement,
- if the product has been removed from the production process,
- if incomplete or false information about the product has been submitted;
- if essential changes to the product or a management systems have been suppressed;
- in case of failure to fulfil the requirements stated in the report on the inspection of the production process;
- in case of bankruptcy or cessation of operation of the holder of a certificate/licence,
- if the holder of a certificate terminates a licence agreement,
- if the holder of a licence fails to settle the agreed financial liabilities.

The applicant/holder of a licenced certificate that wishes to withdraw a certificate shall file a request for certificate withdrawal within a six-month period of a calendar year, i.e., until June 30 or until December 31. In the intervening period up to the certificate withdrawal all the liabilities resulting from this document and other relevant documents of a certification body shall remain in force. A request for withdrawal of a licenced certificate shall be made on form CN231 – A request for withdrawal of a licenced certificate.

The holder of a certificate and licence shall have the right to appeal against decisions of the Certification Commission to the Appeals Commission of the Board of Certification Body.

The Certification Commission may publicly publish the withdrawal of a certificate or licence, including the reasons for the withdrawal.

10 Handling of complaints and appeals

The applicant/holder of a certificate can file a complaint against the work of SIQ or an appeal against the decisions of Certification Commissions.

Complaints against the work of certification personnel or against the decisions of Certification Commissions can be filed with SIQ Managing Director.

Complaints against the work of SIQ are handled in the first instance by Certification Manager or a product manager under a particular directive who inform the appellant of the receipt of the complaint and of their decision in writing. The complainant can file a complaint against that decision with the Appeals Commission. The Appeals Commission is the body of second instance. Its decisions are final.

Complaints against the management system of a certificate holder may be filed in writing by anybody and are handled according to the same procedure as complaints against the work of SIQ. The complainant and the holder of a certificate are informed of the progress and end of the complaint procedure.

The appellant shall file **an appeal** against the decision of a Certification Commission in writing within 15 days after the receipt of the decision in question. The appeal shall be appropriately documented by the appellant. The appeal is discussed by the Appeals Commission in line with the Rules on Appeals against the Decisions of Product Certification, Notified Body and Inspection Body Commissions (CR105). Its decisions are final.

If the solving of the complaint/appeal is long-lasting, the applicant is informed of the progress. If the complaint or appeal is justified, the department director shall see to that the reasons for the complaint/appeal are eliminated.

The appeals procedure is described in detail in document CR105 and published on the SIQ web pages. In the event of an appeal for a decision on services under the IECEx scheme, the applicant may appeal to the IECEx scheme as described in Annex A of the IECEx01 document, which is published on the IECEx web page. All other disputes fall within the competence of the Court of proper jurisdiction over the subject matter in Ljubljana. The currently valid legislation of the Republic of Slovenia is used for ruling in all relations.

11 Contact persons

A service can be ordered through a member of laboratory personnel or at the Reception Office. The testing laboratories and activities are located at Mašera-Spasićeva ul. 10 and Tržaška 2, Ljubljana. The exceptions are the laboratories of SIQ located abroad.

Products and activities	**Contact person**	**Telephone No.**
Explosion Protection	Zdravko Kramar	+386 1 4778 220
Safety Testing	Matej Žontar	+386 1 4778 251
Electromagnetic Compatibility – EMC, Telecommunication Equipment	Marjan Mak	+386 1 4561 078
Measurement Technologies	Matjaž Lindič	+386 1 4778 310
Gaming Technologies	Damjan Semec	+386 1 4778 341
Managing Director	Igor Likar	+386 1 4778 102
Testing and measuring technologies	Zoran Svetik	+386 1 4778 301
Safety and Electromagnetics	Gregor Schoss	+386 1 4778 231
Certification Department	Alja Pregl	+386 1 4778 171
Management Systems Assessment Department	Miloš Seražin	+386 1 4778 212
Administration Department	Karmen Teofilović	+386 1 4778 110
Reception Office Tržaška c. 2	Marko Ručigaj	+386 1 4778 208
Reception Office Mašera-Spasićeva ul. 10	Andrej Lange	+386 1 4778 201

e-mail addresses: name.surname@siq.si
Omit the "rooflet" in names and surnames.