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 issue of a certificate of conformity and award of a licence for the use of a certification mark. A certificate, that is to say, the document we issue, 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, withdrawal, or cancellation of a certificate, ensuring confidentiality and solving complaints.

SIQ carries out product certification as a “third party”, i.e., an institution independent of manufacturers and suppliers on the one hand, and buyers and users on the other. Independence is guaranteed by its founding status – SIQ is registered as a not-for-profit institute – and by an 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 based on a type test of a product.*
- *Certification with 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 independence, impartiality, and such an organizational structure that the personnel, while performing their everyday tasks, are not under influence of anybody having a direct commercial interest in connection with certification, and that conflicts of interest are avoided. SIQ has established mechanisms to solve potential conflicts.

Certification activities (conformity assessment) are performed in compliance with the requirements of the relevant SIST EN ISO/IEC 17065, SIST EN ISO/IEC 17021-x, SIST EN ISO/IEC 17024, SIST TS ISO/TS 22003, ISO 50003, ISO/IEC 27006 and ISO/IEC 20000-6 standards, EMAS 1221/2009 ES and EIDAS 910/2014 ES regulations, and additional requirements of other directives/regulations/rules and current associated legislation under which

SIQ is nominated as a Notified Body, SIST EN ISO 14065 and current associated legislation, and potential additional requirements of international schemes.

SIQ conducts operational activities according to the documented procedures determined in quality management systems documents for individual areas of certification, and according to all other quality management system documentation.

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 member of the staff 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 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 for which they perform/ed 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 applicants/clients bind themselves:

- to meet the requirements of the certification scheme, standards, regulations, and potential changes thereto, against 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 the 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 the review 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 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.

Information about the certification procedure and related activities is regarded as professional secrecy of the applicant or certificate holder and SIQ, except for:
– the award or cancellation of a certificate and a report to the Board of Certification Body in cases of any doubt in certification; and
– 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 certificates of conformity and/or licences for use of certification mark

- The applicant for certification may only be a company/institution that is officially registered under 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 use of a 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 agree on the standards, regulations or specifications which serve as a basis for the examination and assessment of conformity.
- The certificate and licence holder shall provide for the 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 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 interview with the applicant
b) Definition of the applicant's requirements and/or preparation of an offer
c) Ordering of service - according to the instructions and/or on SIQ forms
d) Confirmation of an order
e) Examination and audit of the adequacy of the documentation
f) Sampling and sample examination, preparation of a test plan
g) Type test – at SIQ or a subcontractor laboratory
h) Screening of test reports, documentation and samples
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 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 the condition that
– under g): the applicant does not submit a foreign test report;
– under m) and p): they refer to the issue of a document within ETICS (CCA NTR, CCA EMC,ENEC, and ENEC+), the issue of IECEx certificate, EC certificate of conformity (within technical regulation, where required), and to the acquisition of the licence for the use of a certification mark.

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

3.2 Informative interview

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 can be prepared.

Besides the forms for application and instructions on how to complete them, the representative may be given also other documents and publications with more detailed information on the procedures.

Detailed information on the individual procedures according to the certification scheme concerned is also available on the SIQ website (www.siq.si).

3.3 Application

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

The application/offer/agreement shall refer to a specific product or 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 the 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 based on a visual examination of a representative sample of a product type, enclosed documentation, and the foreseen procedure (e.g. certification based on a type test; within the accredited activities or not, etc.), 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 an 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 is given the possibility to eliminate 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 the calculation of costs in such cases is the SIQ schedule of fees.

3.5 Product examination and conformity of statements in documentation examination/Conformity assessment

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

The applicant can submit a test report along with the pertinent technical documentation, and a certificate for a product which the applicant has acquired:

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

A test report shall contain all essential information about the product, from which the 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 Certification Commission for Products, Processes and Services, while the certificates under a Notified Body certification are issued by the Notified Body Commission for a particular directive.

If inadequacies/non-conformities are found during the certification procedure, the Certification Commission for Products, Processes and Services / Notified Body Commission informs the applicant of that and proposes appropriate corrective actions.

4 Certification of products falling within a regulated area

4.1 Product certification within the framework of a Notified Body

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

The products that 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 the following 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).

4.1.2 Machinery

The products that are subject to certification are determined by the Decree on Machinery Safety (OG RS No. 75/08) or the Machinery Directive 2006/42/EC, Annex IV. After the informative interview (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 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 (MDDD001 document) and there is technical documentation provided for that product, the Notified Body Commission grants the applicant the EC type test certificate. If not, the Notified Body Commission declines the issue of a certificate and informs the applicant and competent government 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 *Organization and Management of a Notified Body under Machinery Directive y* (MD DD001).

4.1.3 Radio equipment

The products that are subject to certification 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 under RED Directive.

4.1.4 Measuring instruments

The products that are subject to design examination of active electrical energy meters are defined by 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).

4.1.5 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.

4.1.6 Medical devices

Medical device certification procedures are defined by the Law on Medical Devices (OG RS, No. 98/09) and relevant by-laws or implementing acts, or directive MDD 93/42/EEC and regulation MDR (EU) 2017/745, relevant legal guidelines, taking into account the Code of Conduct for Notified Bodies and the applicable relevant Slovenian legislation.

Special features of the certification of medical devices, as defined by the MDR (EU) 2017/745 are described in detail in instructions *Certification according to Regulation (EU) 2017/745 on medical devices* , and in instructions for applicants (MDR DP006).

4.1.7 Interoperability of the conventional rail system

Certification procedures for components and subsystems in rail traffic are defined by the 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 Directive 2008/57/EC.

4.2 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 can acquire foreign certificates at the members of the CB/IECEE Scheme in a simpler, faster and cheaper way.

The scope of SIQ's activities within the CB/IECEE Scheme is published category by category on the 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

Based on a type test or/and certification procedure, SIQ can 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 are valid until the validity date of the

referenced standard(s), whichever occurs earlier. Certification is possible according to national SIST standards, European (EN) standards, and international IEC or ISO standards.

6 Certification with 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”, and ”SIQ Medical Approved” certification marks;
- the licences for common European certification marks “ENEC (www.enec.com)”, “ENEC+ (www.enecplus.com)” and “CCA EMC (www.etics.org/page.php?p=4)”;
- a certificate within the IECEx Scheme (www.iecex.com).

The purpose of such certification is to offer 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 the health of people, and protection of the environment – which is what the manufacturer/supplier may use as a competitive advantage.

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

SIQ participates as an equal partner in several such agreements. Slovene manufacturers are thus given the opportunity to acquire from 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 under the CCA Agreement within ECS/ETICS

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

When issuing an NTR document, the rules determined in documents of the Agreement (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, OD ECS 080 etc.) are followed. Testing of apparatus is carried out according to 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 shall 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 is required 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" certification 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 surveillance

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

6.3.1 General requirements

The holder of a licence can only be a legal entity, either a manufacturer or a supplier, that takes all the responsibility regarding the products which the legal entity markets under their name. By signing a licence contract, the licence holder binds themselves 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. It is maintained 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 of samples taken from the production line.

SIQ charges an annual licence fee for the maintenance of a licence. It covers also the 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 according to the SIQ Schedule of Fees.

6.3.2 Activities necessary for concluding a licence agreement

- The manufacturer/supplier of a product is made familiar with the certification procedure. 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 an SIQ form). With it, the manufacturer declares 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 before the award of a licence.

6.3.3 Pre-licence inspection

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

During the pre-licence inspection, we check in particular the following:
- quality assurance system and quality control,
- work instructions,
- control of documentation,
- metrological system,

- rejection procedures,
- competences and responsibilities.

If corrective actions need to be performed, the implementation deadline and the way of checking their effectiveness are set. In the case of found nonconformities found, and based on the proposal of the inspector, the Certification Commission may request an additional assessment to verify the implementation of corrective actions. The Certification Commission also sets a deadline for the elimination of non-conformities.

6.4 Issuing of an ENEC licence within ECS/ETICS

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

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

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.

6.5 Issuing of an ENEC+ licence within ETICS

Basic rules for the operation of the scheme are described in documents PD ENEC 301, PD ENEC 301 Annex E, PD ENEC 301 Annex F, PD ENEC 303, PD ENEC 304, PD ENEC 308, OD ENEC 324 (z Annex A, B in C), OD ENEC 312, AD ENEC 327, AD ENEC 331, OD-CIG 023 (with Appendix 3), OD ECS 080.

The SIQ's cooperation in the ENEC+ Agreement covers the testing of performance characteristics of luminaries according to the following ENEC+ specifications:
- EPRS 001: LED modules for general lighting – Performance requirements;
- EPRS 002: Luminaires performance – Part 1: General requirements;
- EPRS 003: Luminaire performance - Part 2-: Particular requirements for LED luminaires.

Product testing is carried out in accordance with the European standards (EN) in the extent as specified in an individual EPRS specification. Before starting the ENEC+ licence procedure, the product shall have obtained a valid ENEC licence. For the maintenance of the ENEC+ licence, a

regular annual inspection of the manufacture of the product for which the licence was issued is required.

SIQ charges an annual licence fee for regular annual 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 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.

6.6 Field of application and fees for individual certification marks

6.6.4 "SIQ" mark

Manufacturers/suppliers can acquire "SIQ" mark for all products for which SIQ has appropriate testing facilities.
Frequency of visits at manufacturers: once a year.

6.6.5 The "SIQ Type Approved" mark

Manufacturers/suppliers can acquire the "SIQ Type Approved" mark for built-in IT non-final products for which SIQ has 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 The "ENEC+" mark

Conformity mark for luminaries, LED luminaires and components.
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.

6.6.8 CCA EMC mark

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

6.6.9 "SIQ Medical Approved" mark

Manufacturers/suppliers can acquire the "SIQ Medical Approved" mark for build-in non-final medical devices for which SIQ has 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 a medical device.

6.7 Use of marks

The rules for the use of marks are defined in Rules on the 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:
- the Certification Commission issues an order for inspection;
- the inspector plans the inspection in the foreseen time, and informs the manufacturer of that date of inspection;
- the manufacturer confirms the suggested date of inspection;
- the inspector carries out the inspection and chooses product samples for follow-up testing,
- the 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 performance 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 actions need to be performed, the date for their completion and the way of checking their effectiveness are set. In the case of nonconformities, and based on the proposal of the inspector in the inspection report, the Certification Commission may request an additional assessment to verify the implementation of corrective actions. The Certification Commission also sets a deadline for the elimination of non-conformities.

6.8.1.2 Control testing

The routine control testing aims to determine the identity of the product against the certified type and potential deviations in the processes of manufacture or inspection. Testing covers the most important items of the standards against which the 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 the extent of measurements based on a sample examination.

Further 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 of the results of the surveillance (regarding routine inspection and control testing), changes to regulations and/or standards, and changes to rules determining certification procedures.

When the inspector identifies deviations which could affect the safety of a product, the Certification Commission determines corrective actions and the way of checking their efficiency. As a rule, during the following regular surveillance, the inspector checks whether the corrective actions have been implemented.

6.9 Special inspection

A special inspection can be carried out if the Certification Commission finds it necessary due to special circumstances.

6.10 Monitoring the changes in standards and regulations

When the standards and/or requirements for certification procedures and inspection are changed, or when products (or standards) no longer comply with the regulations, the Certification Commission sets a time limit in which the holder of a certificate or a licence shall bring their product in conformity with the requirements of a new standard or new regulations.

6.11 Extension of a certificate or a licence

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

6.12 Issuing of certificates within IECEx

The cooperation of SIQ Ljubljana with IECEx is seen on the web site www.iecex.com.

Certificates of conformity ExCoC, Test Reports ExTR, and Quality Assessment Reports QAR are issued in compliance with the rules defined in IECEx operational documents, which are published on the web site http://www.iecex.com/operational.htm. Product testing and certification and assessments at manufacturers are conducted according to international standards (IEC and ISO). A test report ExTR is issued after completed product testing. A certificate of conformity ExCoC is issued in consideration of an ExTR and a quality assessment report QAR with an adequate scope, type of protection, and manufacturing location. Assessments at manufacturers for issuing QARs are conducted regularly, which is required for maintaining the validity of ExCoC and ExTR. All documents that we issue within IECEx are published on web site www.iecex.com

Within IECEx, we also conduct assessments of service facilities for repairing Ex-equipment. The purpose of the assessment is to see if a service facility performs repair of Ex-equipment with an IECEx certificate in compliance with international standards (IEC and ISO). This assures validly of IECEx certificates for Ex-equipment also after repair. Assessments of service facilities are conducted regularly. All documents that we issue within 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 publications (advertisements) in connection with certificates of conformity and the use of 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 wants to publish only part of a test report, he/she must obtain 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 lists of certificates that are issued within the framework of international schemes are published on the website of the respective scheme. If a holder of a certificate or a licence does not agree that the data about their certificate is available to the public, they must inform SIQ of that in writing.

8 Misuse of a certificate or 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 they have extended the certificate to the products that have not been certified, corrective – and if necessary legal – measures are taken. Such 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 the 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 time (usually from 30 to 60 days), SIQ will cancel a certificate or a licence. During that time, a holder of a certificate and a licence eliminates the found non-conformities and submits evidence 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 system 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/certificate 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 six months 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 the decisions of Certification Commissions can be filed with SIQ Managing Director.

Complaints against the work of SIQ are handled at first instance by Certification Manager or a product manager under a particular directive who informs the complainant of the receipt of the complaint and 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 complainant/appellant 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 against a decision regarding services under the IECEx scheme, the applicant may appeal to the IECEx scheme as described in Annex A to 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, Ljubljana. The exceptions are Ex-laboratory located at Tržaška 2, Ljubljana and the laboratories of SIQ daughter companies abroad.

Products and activities	**Contact person**	**Telephone No.**
Explosion Protection	Zdravko Kramar	+386 1 4778 220
Safety	Andrej Škof	+386 1 4778 154
Electromagnetic Compatibility, Telecommunication Equipment	Marjan Mak	+386 1 4561 078
Metrology	Matjaž Lindič	+386 1 4778 310
Managing Director	Gregor Schoss	+386 1 4778 102
Safety and Electromagnetics	Matej Žontar	+386 1 4778 251
Certification	Bojan Pečavar	+386 1 4778 210
Reception Office	Maruša Pivec	+386 1 4778 202

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