



Certification PSR

PROFESSIONAL KITCHEN UTENSILS

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I. INTRODUCTION

Drawing on the standards of the NF EN 45550 series, and in line with NF EN 45552 and NF EN 45554, the LONGTIME® sector-specific standards specify requirements relating to the assessment of robustness, reliability and repairability for the associated product family.

All qualitative, semi-quantitative and quantitative data are derived from a research and consultation process, as required by the applicable standards, and take into account bibliographic references (scientific studies, regulations, standards, etc.) as well as input from all relevant stakeholders, namely: economic operators placing products on the market (manufacturers, importers and distributors), their suppliers and/or subcontractors, product experts (repairers, installers and professional testers), spare parts professionals, refurbishers, consumers, consumer associations, environmental organisations, and any other stakeholders able to contribute relevant added value, subject to the availability of networks and information.

The definition of prerequisites relating to quality, energy thresholds, pollutant emission thresholds, the classification of parts, and the definition of thresholds for accessibility scales are based on the analysis of the consultations conducted and on consideration of the best available ecodesign practices on the market.

Vision of LONGTIME®

This project is part of a dynamic of societal movement with the desire to move ahead of regulations. This label is made by citizens, for citizens. It provides certainty that the product carrying the label is manufactured for long-term use, as desired by 80% of consumers, and that it is economically repairable.

LONGTIME® is a simple, strong and effective tool, created to inform the consumer actor concerned about the overall impact of their purchases, but also the consumer wishing to acquire a product with a fair longevity/price ratio. It also tends to bring to the forefront manufacturers keen to offer products with an optimized lifespan.

Label objectives

This approach involves encouraging different consumption, therefore aiming to produce differently. Almost all citizens want a transformation of the consumer society with a real change in the technical-economic paradigm in order to consume better and more sustainably.

The ecological interest is of course major, on a global scale we have increased our consumption of raw materials in just a few decades to now exceed 60 billion tonnes per year. The label influences the preservation of planetary resources, through better use of them and the reduction of waste.

Intuitively, therefore, obtaining a good with an optimized lifespan promotes reasoned use of our planet's resources, reduces overconsumption and allows us to move away from disposable items and waste. It is not a question of looking for "immortal" products but of fighting against the too short lifespan of products.

In the life cycle of kitchen utensils, the use phase makes a limited contribution to impact category indicator results, as these products require no inputs during use other than those associated with cleaning. Consequently, extending the service life of kitchen utensils may reduce life cycle impact category indicator results for categories predominantly driven by production stages upstream of the use phase.

Fields of application

The label is applicable to different product families as long as there is an assembly of parts. LONGTIME® tends to cover domestic, electronic, portable power appliances, furniture, leisure equipment, professional equipment, etc. The range of products is therefore very vast but excludes automobiles, textile products (excluding leather goods), food, cosmetics and chemicals.

Organization of the certification PSR

The criteria are broken down into several categories and the presentation of the criteria follows the following diagram:

Criteria category

The criteria are grouped into 11 main categories

Criterion number and name

Each criterion has an identification number in I.X.X format and a name allowing its theme to be defined.

Requirement level (KO/Major/Minor)

See table below

TRANSVERSE CRITERION

Criterion applicable to all product categories

❖ Spécification ou Product Specific Requirement (PSR)

Specific criterion whose scope is adapted to the product category of the framework.

Means of proof

Details of the means of proof required and/or relevant for the evaluation of the criterion and its PSRs

A level of requirement is assigned to each label criterion according to the classification indicated in the table below:

KO	These criteria must be respected to qualify for labeling after the initial audit (year N).
Major	These criteria must be respected at least 80% during the audit. They will lead to the implementation of corrective actions to reach 100% by year N+1.
Minor	These criteria must be respected at least 50% during the audit. They will lead to the implementation of corrective actions to reach 80% by year N+1 and 100% by year N+2.

Control system

The assessment of compliance with the benchmark criteria is carried out by an approved and independent inspection body.

Each criterion is assessed using a compliant/non-compliant approach

More details on the control system in the labeling process available on the [LONGTIME® labeling conditions online](#).

Standards and regulations

The standards or regulations cited in the reference system use the most recent versions and/or equivalences published in the official journal of the European Union.

II. DEFINITION OF THE PRODUCT SCOPE

The professional kitchen utensils standard covers products used for food preparation, cooking, presentation and/or serving.

Kitchen utensils may be made from various materials, such as metal, wood or plastic, and may vary in size, shape and function depending on their intended use.

This standard applies exclusively to kitchen utensils included within the following product scope.

Product scope

All professional kitchen utensils used in the hospitality and catering sector, featuring a stainless steel blade and a handle made from a durable material (resin, wood, etc.).

- Professional knives with stainless steel blades
 - Cutting edge type A
 - Cutting edge type B
- Cutlery and kitchen utensils with stainless steel blades and no cutting edge, including
 - Servers
 - Spatulas
 - Carving forks
 - Spoons

Outside the product scope

All professional kitchen utensils used in the hospitality and catering sector that do not feature a stainless steel blade and a handle made from a durable material (resin, steel, wood, etc.), or that incorporate a mechanical system, such as scissors.

- Table cutlery and flatware (cutlery sets, etc.)
- Pocket knives (multitools, folding knives, etc.)
- Knife accessories (sharpening stones, cases, magnetic knife holders, knife blocks, etc.)

III. TERMS AND DEFINITIONS

Depending on sectoral standards, definitions specific to different product categories (parts, functions, etc.) can be added to the recurring definitions below.

AMDEC / FMEA

Tools allowing the Analysis of Failure Modes, their Effects and their Criticality / Failure Mode and Effect Analysis.

Permanent assembly

It is a set of components forming a single piece or part of a product and cannot be dismantled without destruction or alteration of the use for which it is intended.

To remove the connection between two assemblies or parts, it is necessary to deform, degrade or destroy at least one of the parts forming the assembly. Examples: welding, crimping, clinching, stamping, bonding and adhesives.

Constraint of use

It corresponds to the forces which apply to the part.

Criticality

The criticality of a failure refers to the importance or impact of this failure on the proper functioning of a product. It is evaluated according to the severity of the consequences that the failure could cause, particularly in terms of safety/costs, and the frequency of occurrence.

Actual failure

Failure which is actually linked to a malfunction of the product and not to an exogenous problem. (e.g. power outlet not powered, power cable not properly connected, lid not properly locked, etc.)

Expected lifespan

Period during which the user expects their product to perform as intended.

Seasonal energy efficiency for space heating

The ratio (Ns), expressed as a %, between the space heating demand for a designated heating season, covered by a heating device, and the annual energy consumption required to meet this demand.

Household appliances

Product powered by electrical energy and intended for domestic use only.

Compostable packaging

Container designed with materials capable of decomposing naturally under the action of microorganisms present in the composter to become a natural or organic element of the substrate.

Reusable packaging

Container designed to be used multiple times, reducing the need for disposable packaging.

Non-recoverable packaging

Refers to a type of packaging that cannot be effectively recovered, recycled or reused after use.

Regular maintenance

Maintenance recommended by the manufacturer to keep the product in optimal operating condition.

Working environment

When resolving failure scenarios, several working environments may be listed.

EOS

Acronym for Electrical Overstress reflecting a state of undesirable electrical overload likely to lead to damage or failure of the product.

Step (disassembly)

Operation leading to the removal of a part or a tool change.

Reusable attachment

Corresponds to an original fixing system removed during disassembly without altering the product and which is reusable during reassembly (e.g. screws, clips).

Removable attachment

Corresponds to an original fixing system which can be removed during disassembly without altering the product, but which cannot be reused during reassembly (e.g. plastic clamp, rivet).

HS

Out of service ; corresponds to exiting the functional state.

Spare parts interface

Refers to how parts connect or integrate with existing components of a product. Depending on the type of part and the type of interface used to connect them, a classification is established: A standard part is a component, a part, manufactured according to recognized specifications and standards, commonly used and compatible with various products or systems.

IOT

Internet of Things or internet of objects; This function corresponds to the fact of being able to connect your product to the internet in order to obtain additional remote control and/or regulation functionalities.

Competence level

Resolving a failure scenario may require skills such as the ability to identify and locate the failure, access the affected area in the product, handle appropriate tools, and manage any risks related to the product, environment, and environment. the operator. Depending on the level of technical skill necessary to carry out the repair, several levels are defined:

Non usage

It corresponds to a non-operating state of the device.

O.S

Operating System, or operating system, is a set of programs that direct the use of a computer's resources by application software.

“General public” tools

Common tools, for general use, available to the general public in traditional distribution and as specified in the EN 45554 standard tools list: screwdriver (slotted head screw, cruciform, 6 internal lobes, wrench (hexagon socket screw, mixed), pliers (universal, half-round nose, diagonal cutting, power strip, vice, for stripping and crimping terminals), pry bar, tweezers, hammer with steel head, utility knife (cutting pliers with retractable blade), multimeter, voltage tester , soldering iron, glue gun, magnifying glass.

“Experienced Audience” tools

Tools requiring skills to use and whose cost can represent a barrier (torque wrench, soldering iron, etc.).

“Professional” tools

Tools requiring specific knowledge or conditions of use and whose acquisition cost represents an investment.

Proprietary tool

Specific tool, not commercially available, belonging exclusively to a party or a company, and by virtue of which, its use by another party (end user, customer, repairer) implies copyright, a license and/or a cost.

External source parts

Parts external to the manufacturer's production body, coming from an identified supplier.

Unit cost price “PRU” of a product/part

Understood as the sum of the price of the parts making up a product/components of a part.

“Great utility” product

A very frequently used product which, in the event of a breakdown, causes a significant disruption in day-to-day management: refrigerator, washing machine, boiler/water heater, telephone, computer, hob, etc.

Disassembly depth

Corresponds to the sum of the steps allowing individual access to each part and detaching it from the equipment, with a view to its replacement.

Data management process

Refers to all the practices and procedures put in place by an organization to collect, store, process, protect, and manage the personal information of individuals using their products.

PSR

“Product Specific Requirement” corresponds to the criterion specifications applicable to the types of equipment specified within the scope of the framework.

Serialization

Practice by which the producer limits the use of spare parts to only original parts that he approves, in particular by software means.

Example: associate the serial numbers of the components of a product with the overall serial number of the product.

Subset

Set of connected components inseparable from each other which form a block and provide a function. The subassembly can be separated from the product.

Example: Motor and welded electronic card

Disruptive technology

Technology whose operation brings an innovation or a major technological advance compared to previous ones and whose reliability has not yet been fully proven over time.

V. CLASSIFICATION OF PARTS BY CATEGORY

The following list of parts and their classification is representative of the target product group but is not exhaustive.

1. FUNCTIONAL PARTS

Parts involved in the operation or use of the product.

- › **Handle assembly**
 - › Rivets/nails

2. AESTHETIC PARTS

Aesthetic parts that do not affect the functioning of the product.

- › **Not identified according to the definition of the LONGTIME® standard.**

3. PRIORITY PARTS

Parts involved in the operation or use of the product and characterised by a proven level of criticality in the event of malfunction or failure. These may also be referred to as critical parts.

- › **Blade assembly**
- › **Handle assembly**
 - › Handle
 - › Bolster
 - › Rivets/nails

4. CONSUMABLE PARTS

Parts intended to be replaced due to wear occurring during normal use of the appliance.

- › **Not identified according to the definition of the LONGTIME® standard.**

5. VULNERABLE PARTS

Parts exposed to a high risk of accidental damage during normal user handling.

- › **None identified according to the definition set out in the LONGTIME® standard.**

6. ACCESSORIES

Items useful for the operation of a product without forming an integral part of it.

- › **None identified according to the definition set out in the LONGTIME® standard.**

7. MAINTENANCE PARTS

Parts requiring regular recommended cleaning or maintenance in order to keep the product in optimal operating condition.

- › **None identified according to the definition set out in the LONGTIME® standard.**

8. SAFETY COMPONENT

Includes all active and passive components necessary to protect against risks associated with the use of the product.

- › **None identified according to the definition set out in the LONGTIME® standard.**

IV. ACCESSIBILITY SCALE

The accessibility scale has 3 levels and aggregates data related to repairability; notably :

- › The dismantling depth of the part in number of steps
- › Dismantling time in minutes
- › The level of skill required to complete the task
- › The tools needed for the process

For this product family, repairability characteristics are not sufficiently applicable to serve as a strong indicator of durability.

A	Not applicable
B	Not applicable
C	Not applicable

V. ELIGIBILITY

Candidate commitment

The candidate's eligibility in a quality certification process must be consistent with their existing values and strategies.

The company has not been accused or found responsible (information/material evidence, subpoena), of ethical violation, of commercial practices clearly contrary to quality and ethics (practice of planned obsolescence, industrial espionage, fraud -tax) or major environmental impact over the last 10 years where considerable and appropriate efforts have been put in place to: repair the damage caused, prevent it from happening again, reduce their impacts.

The manufacturer has all the necessary rights over the products and is the sole holder of property rights of any kind over the products, including in particular the designs, patents and trademarks relating thereto.

The products are not subject to any dispute of any nature whatsoever from any third party.

The products are not likely to harm public order or good morals, to provoke protests from third parties, or to contravene the legal provisions in force.

For the marketing of the products, the manufacturer agrees to its obligations and strictly complies with all legal provisions (directives, regulations, standards, laws) relating to the protection of human health, safety and the protection of the environment prevailing in the geographic areas of product distribution and in relation to its product categories. For the European Economic Area, products must therefore obey European legislation and be in compliance with the "CE" marking for the products concerned.

VI. LABEL CRITERIA

Environmental performance and/or energy mandate

PR.1. Protection of health, safety and environment

Criterion Prerequisites

Within the framework of respect for human health, the safety of people, installations and protection of the environment, the producer proves that he deploys actions according to a level of requirements compliant at least with the prerogatives of the European directives 2011/65/EU and (EC) No 1907/2006 relating to the limitation of the use of certain dangerous substances in electrical and electronic equipment where necessary.

Method of proof:

- *Declaration of conformity with regulations on materials and articles intended to come into contact with food – Food contact compliance certificate, CE marking (Regulations No. 178/2002, No. 852/2004, No. 853/2004).*
- *For products distributed in geographical areas potentially subject to regulatory provisions establishing requirements similar to those of the European market regarding restrictions on the use of certain hazardous substances, evidence of compliance with these regulatory requirements may be accepted as proof of conformity with the PSR of this criterion, where applicable.*

- ❖ For large companies (more than 5,000 employees), the main site(s) involved in the production of the product shall hold certification to an international environmental management standard.

Method of proof: ISO 14001 certification issued by an accredited third-party certification body.

- ❖ Wood used in the composition or manufacturing of kitchen utensils comes from responsibly managed supply chains.

Method of proof: Certification or Type I ecolabel demonstrating responsible and sustainable management of forest resources.

Conception

I.1.1. State of the art and technical solutions

Criterion KO

The manufacturer identifies and records in a technical sheet the constraints on the use of the product and its different parts. It justifies reliable and qualitative design choices and technical solutions with regard to these constraints.

- *Wear and endurance tests*
- *Supplier quality data*
- *Data from external/internal qualification, performance, ageing, wear, endurance and resistance tests under extreme operating conditions.*
- *Any documentation, software or other supporting evidence demonstrating compliance with the above requirements:*
 - *Internal product technical datasheet*
 - *Functional analysis tool*
 - *Design study (operation, materials, operating constraints)*
 - *Endurance performance tests*
 - *Qualification phases and tests*
 - *Failure rate analysis*
- *Application of product-specific testing standards:*
 - *ISO 8442-1 (Materials and articles in contact with foodstuffs — Cutlery and table holloware — Part 1: Requirements for cutlery for the preparation of food).*
 - *ISO 8442-5 (Materials and articles in contact with foodstuffs — Cutlery and table holloware — Part 5: Specification for sharpness and edge retention test).*

❖ **General resistance to operating and environmental conditions :**

- The manufacturing stages of the target product group.
- The manufacturer demonstrates that its products comply with the requirements of ISO 8442-1_N and S and ISO 8442-5.
- Demonstrated durability of ferrous and non-ferrous materials under operating conditions such as heat, corrosion and humidity, particularly for the following components:
 - Blade
 - Handle
- Blade corrosion resistance, with mandatory use of stainless steel.
 - Recommended chromium content of 16%.
 - Material certificate.

Method of proof: Assessed by the appointed Certification Body during the on-site audit.

- *Characterisation of materials, manufacturing processes and coatings through technical data, quality certificates, wear and ageing tests.*
- *Compliance or test report in accordance with ISO 8442-1 and ISO 8442-5.*
- *Resistance testing against dishwashing or cleaning agents, depending on the intended use of the utensil, under the conditions specified in ISO 8442-1.*

❖ **Blade durability**

- Robustness and reliability of steel materials, supported by mill test certificates.
- Minimum hardness of 52 HRC for Type A cutting blades.
- Minimum hardness of 48 HRC for Type B cutting blades.

- Cutting performance of sharp blades: ICP > 75 mm minimum.
- Cutting edge retention of sharp blades: TCC > 275 mm minimum.
- Optimal balance between blade toughness and hardness.
- Resistance to cleaning agents.

Method of proof:

- *Characterisation of components and manufacturing processes through technical data, quality certificates and ageing tests.*
- *Rockwell hardness test in accordance with ISO 6508-1:2016 or equivalent.*
- *Charpy impact toughness test.*
- *Flexural resistance testing (knives, carving forks, spatulas) under the conditions specified in ISO 8442-1.*

❖ Handle durability:

- Handle reliability through the use of robust materials such as:
 - Martensitic stainless steel
 - Proven synthetic materials
 - Hardwood
- Bolster robustness
 - Integration through forging
 - Integration through welding
- Corrosion resistance through the use of suitable materials (stainless steel recommended)
- Reliability of the handle-to-blade assembly through the use of robust joining methods suited to the handle materials:
 - Full tang preferred
 - Riveting
 - Direct moulding
 - Adhesive bonding prohibited

Method of proof: Characterisation of materials and parts, as well as manufacturing and assembly processes, based on quality certificates and/or technical data, including wear and ageing test results.

I.1.2. Production

Major criterion

The manufacturer has processes enabling it to control and maintain constant quality of manufacturing and assembly in production.

- ❖ For large companies (more than 5,000 employees), the main site(s) involved in the production of the product must hold certification to an international quality management standard.

Method of proof: ISO 9001 certification issued by an accredited third-party certification body.ired.

I.1.3. Consumable parts and accessories

Major criterion

Consumable parts, accessories and parts requiring regular maintenance comply with accessibility scale A.

- ❖ Not applicable
-

I.1.4. Security elements

Criterion KO

The replacement and/or rearming of product and/or user safety elements is provided by the manufacturer. These elements respect accessibility scale B.

These are all the active and passive parts necessary to protect against risks associated with the use of the product.

- ❖ Not applicable
-

I.1.5. Vulnerable parts

Criterion KO

Vulnerable parts include parts exposed to a high rate of accidental user breakage. The replacement of these parts complies with accessibility scale B.

- ❖ Not applicable
-

I.1.6. Non usage

Minor criterion

The manufacturer identifies the consequences of non-use of the product and must inform the consumer in the recommendations for use of the minimum use necessary for the proper functioning of the product.

- ❖ Not applicable

I.1.7. Unproven technology

Criterion KO

The manufacturer provides information on the unproven technology in its product. It must provide the means implemented to guarantee its reliability or ensure that the normal use of the product does not depend on this technology.

I.1.8. External source parts

Minor criterion

The manufacturer records external source parts purchased and/or subprocessed. It must provide information relating to their origin and quality.

I.1.9. Reliability plan

Minor criterion

The manufacturer provides its own FMEA, FMEA or internal audit and identifies the changes implemented to improve the reliability and/or repairability of the product. Corrections or improvements already made to the product are indicated.

I.1.10. sub-assembly

Major criterion

The product design must only use subassemblies on technical justification or proof of reliability. Without technical justification, the subassemblies must be subject to a standard reconditioning and/or exchange route where the manufacturer demonstrates the economic interest for the user.

Scalability

I.2.1. Software

Major criterion

The manufacturer ensures that the original performance of its product is maintained during OS updates, without a time limit. The manufacturer identifies and records the means it uses to monitor the maintenance of these post-upgrade performances.

❖ Not applicable

Traceability

I.3.1. Study and failure rate

Minor criterion

The manufacturer provides breakdown rates and/or indicators enabling the reliability of the product to be monitored at least until the last unit of the model concerned is placed on the market.

- ❖ Particular attention will be paid to the following failures:
 - Blade failure
 - Material degradation (corrosion)
 - Blade breakage
 - Blade bending or twisting
 - Handle failure
 - Deterioration of the blade-to-handle assembly (loosening, cracked rivets, separation)
 - Material degradation (rivets, bolster)
 - Handle breakage
-

I.3.2. Identification number

Minor criterion

The manufacturer uses an identification number or method on each product.

Method of proof: In geographic distribution areas covered by regulatory pre-rotations establishing identification requirements, proof of compliance with these regulatory requirements will serve as a mode of proof in compliance with the PSRs of this criterion if necessary.

Disassembly

II.1.1. Product housing

Criterion KO

Brings together all the product's covering parts (cover type) to protect the internal components from the outside.

The body of the product is removable and allows access to internal elements while respecting accessibility scale B. Permanent assemblies are prohibited unless the nature or use of the product justifies it.

- ❖ Not applicable

II.1.2. Access to functional parts

Major criterion

Parts related to the operation or use of the product.

Access to functional parts cannot exceed accessibility scale C.

❖ Not applicable

II.1.3. Access to priority parts

Major criterion

Functional parts but characterized by proven criticality in the event of a malfunction or breakdown (sometimes called critical parts).

Access to priority rooms complies with accessibility scale B or has been the subject of a reliability plan.

❖ Not applicable

II.1.4. Sub-assembly connectors (internal parts)

Major criterion

The connectors of the replacement subassemblies must not interfere with the repair of the product.

❖ Not applicable

II.1.5. Batteries

Criterion KO

The manufacturer provides a solution for replacing the batteries of autonomously operating devices.

❖ Not applicable

II.1.6. Disassembly tools

Major criterion

Disassembly of the product does not require a proprietary tool, apart from regulatory justification.

❖ Not applicable

Documentation

II.2.1. Exploded diagram

Major criterion

The manufacturer makes available to users, directly or indirectly via its partners or its network, diagram(s) or exploded view(s) of the product as well as a nomenclature of the parts and subassemblies of the product.

❖ Not applicable

II.2.2. Exploded diagram

Minor criterion

The manufacturer references and delivers more specific exploded views to help identify and name a part.

❖ Not applicable

II.2.3. Fault code

Major criterion

User and repairer fault codes must be present in the respective documentation and/or accessible on the manufacturer's website.

❖ Not applicable

II.2.4. Repair Manual

Minor criterion

The manufacturer makes the information necessary for repairing the product accessible to repairers OR must justify economically viable alternatives for the end user.

II.2.5. Troubleshooting software packages

Minor criterion

The fault diagnosis software packages must be free of rights after the full warranty period with regard to the end date of manufacture of the product.

❖ Not applicable

Spare parts

II.3.1. Nomenclature

Major criterion

All spare parts or subassemblies are uniquely named and coded to facilitate identification and ordering of parts.

II.3.2. Availability time

Criterion KO

The manufacturer commits in its General Terms and Conditions or via commercial communication to the availability of spare parts or replacement parts for the product for a minimum of 5 to 10 years from the placing on the market of the last unit of the model concerned. The minimum availability time required is determined in the sectoral appendix.

- ❖ Availability of spare parts 10 years minimum (Class A - Long-term accessibility; Table A9 according to standard EN 45554)

Method of proof: Demonstration to the mandated inspection body during the documentary audit or on-site audit (general conditions of sale).

II.3.3. Supply time

Minor criterion

For functional parts or sub-assembly, the manufacturer has a minimum reserve to meet the probability of demand for said part OR justification for a procurement process within identical deadlines.

II.3.4. Price of spare parts

Major criterion

The terms and conditions for purchasing spare parts are detailed (average price, distribution network, etc.). The manufacturer makes every effort to limit the total price of functional parts to the maximum recommended selling price excluding tax of the product.

The value of one of these functional parts cannot exceed the set percentage of the maximum recommended selling price excluding tax of the product.

- ❖ Percentage set at 25%. A tolerance is allowed for parts whose PRU would exceed 25%.

Method of proof: Visual inspection and real-time demonstration to the mandated inspection body during the documentary audit or on-site audit.

II.3.5. Price of delivery costs

Minor criterion

The manufacturer delivers the spare parts at actual shipping and preparation costs or offers alternative solutions reducing the cost of receiving the spare parts.

After-sales service under warranty

II.4.1. Contact du SAV

Minor criterion

The maximum time for opening an after-sales service file must not exceed 2 working days.

II.4.2. Support

Major criterion

The manufacturer provides the end user with an after-sales service network in line with its direct distribution network.

II.4.3. Repair policy

Major criterion

Repair must take precedence over replacement.

Out-of-warranty after-sales service

II.5.1. After-sales service network

Minor criterion

The user is provided with the means to facilitate the repair of his product outside of warranty. To support the product to be repaired, the manufacturer must provide the user with the benefit of its distribution and repair network.

Free long-term warranty

III.1.1. Warranty time

Criterion KO

The warranty period with presumption of prior history of the defect is determined in the sectoral annex. This time cannot be less than 24 months.

- ❖ 24 months minimum

Method of proof: Demonstration to the mandated inspection body during the documentary audit or on-site audit (general conditions of sale).

III.1.2. Warranty conditions (beyond the legal conformity period)

Major criterion

For product categories considered to be “highly useful”, the manufacturer provides for the provision of a replacement item to the user during the period of downtime of the product for repair.

- ❖ Product not considered of much use
-

III.1.3. Disclaimer of warranty

Major criterion

The warranty exclusions must not be excessive with regard to the normal conditions of use of the product. They will be defined in the sectoral annex.

- ❖ No unfair warranty exclusions identified

Method of proof: Demonstration to the mandated inspection body during the documentary audit or on-site audit (general conditions of sale).

III.1.4. Assignment of Warranty

Major criterion

The manufacturer sets up a transferable guarantee system.

III.1.5. Original package

Minor criterion

Return of the original packaging cannot be required for warranty coverage.

Use and care instructions

III.2.1. Usage information provided

Major criterion

The manufacturer delivers with the product a notice with advice on use and maintenance of the product. This information must be exhaustive and relevant in order to reduce the exogenous failure rate.

- ❖ The manufacturer clearly makes the user aware, via the instructions and/or its website, of responsible use of the device.
 - Maintenance with particular emphasis on the concept and importance of descaling
 - Use
 - Valorization of consumables
 - Repair

Method of proof: Visual inspection and real-time demonstration to the mandated inspection body during the documentary audit or on-site audit (physical and/or digital instructions for use).

III.2.2. Usage information provided

Major criterion

The use and maintenance advice booklet is clear, simple and accessible (adapted font size, vocabulary, language and print quality), so as to be easily understandable by end users.

III.2.3. Access to information

Minor criterion

Information relating to the use and maintenance of the property must be available in digital version on simple request or freely accessible on the manufacturer's website.

VII. THANKS

The Ethikis cooperative company, responsible for drafting this standard, would like to thank the various stakeholders who took part in our study and particularly the ecosystem and the product certification experts in this product category. Thank you also to the consumers who took the time to respond to our survey.

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VIII. BIBLIOGRAPHICAL RESOURCES

- › Regulation (EC) No 1935/2004 of 27 October 2004 on materials and articles intended to come into contact with food and repealing Directives 80/590/EEC and 89/109/EEC
- › Regulation (EC) No 178/2002 of 28 January 2002 laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety
- › Regulation (EC) No 2023/2006 of 22 December 2006 on good manufacturing practice for materials and articles intended to come into contact with food
- › DGCCRF – General information sheet on regulations governing food contact materials
- › Study of the French cutlery industry