



Certification standard

ELECTRIC GRIDDLE

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I. GENERAL INFORMATION

Based on the EN45550 series of standards, and consistent with EN45552 and EN45554, the LONGTIME® specific standards specify elements relating to the study of the robustness, reliability and reparability of the associated product family.

All qualitative, semi-quantitative and quantitative data are derived from a research and consultation process, as required by current standards, and take into account bibliographical references (scientific studies, regulations, standards, etc.) and all stakeholders involved.) and all stakeholders, i.e.: marketers (manufacturers, importers, distributors), their suppliers and/or subcontractors, product experts (repairers, installers, professional testers), spare parts professionals, reconditioners, consumers, consumer associations, environmental associations and any other stakeholder who can contribute, subject to added value and the availability of networks and information.

LONGTIME® vision

This project is part of a dynamic social movement, with the aim of moving ahead of regulations. This label is made by citizens, for citizens. It provides the certainty that the product bearing the label is manufactured for long-term use, as desired by the majority of consumers, and that it is economically repairable.

LONGTIME® is a simple, powerful and effective tool, designed to inform consumers who are concerned about the overall impact of their purchases, as well as those who wish to acquire a product with a fair longevity/price ratio. It also aims to put the spotlight on manufacturers keen to offer products with an optimized lifespan.

Label objectives

The aim is to encourage a different kind of consumption, with a view to producing differently. Virtually all citizens would like to see a transformation of the consumer society, with a real paradigm shift in technical and economic thinking, in order to consume better and more sustainably.

As studies « [Modelling and environmental assessment of consumer products and capital goods](#) » and « [Environmental and economic assessment of extending the useful life of electrical and electronic equipment at household level.](#)» from the Agence De l'Environnement et de la Maîtrise de l'Énergie Française (ADEME) show, the ecological interest is major: in the space of a few decades, we have multiplied our consumption of raw materials to over 60 billion tonnes a year.

The label contributes to preserving the planet's resources by promoting smarter use and reducing waste.

Intuitively, then, buying a product with an optimized lifespan encourages the rational use of our planet's resources, reduces over-consumption and helps us to move away from disposable and wasteful products. It's not a question of looking for "immortal" products, but rather of fighting against the short lifespan of products.

Impact of the durability of electric griddles

As part of a functional unit defined as the preparation of 200 meals for four people using a domestic electric plancha, extending the service life of this appliance is a significant lever for reducing its environmental impacts.

The manufacturing of an electric plancha primarily involves metallic materials (steel, aluminium, cast iron) and basic electrical components (heating elements, thermostats, wiring). This production phase requires substantial abiotic resources, such as metals, and entails considerable energy consumption. The main environmental impacts associated with this stage concern climate change (GWP), cumulative energy demand (CED), and the depletion of mineral resources (ADP). However, the good recyclability of metallic materials at end of life, and the potential for integrating recycled materials upstream, help mitigate these impacts.

The use phase, which centres on electricity consumption, accounts for a significant share of the appliance's life cycle impacts. The environmental profile largely depends on the electricity mix in the country of use. In France, where the electricity mix is low in carbon, the contribution to climate change remains moderate. Nevertheless, electricity consumption contributes to CED, and to a lesser extent, to atmospheric pollutant emissions (expressed in PM2.5 eq) associated with electricity generation. Optimising use—by controlling preheating, grouping cooking sessions, and cleaning quickly—can help reduce these impacts.

Extending the service life—for example, from 5 to 10 years—allows the fixed impacts of production to be spread over a larger number of meals. This assumes robust design, easy access to spare parts (heating elements, thermostat, power cord), and appropriate maintenance (regular degreasing, connection checks). The reparability of critical components should be supported through modular design and the use of standardised fasteners.

At end of life, separating materials and directing them to appropriate recycling channels helps limit material loss and reduce overall impact, especially for metal components. Plastics and thermal insulation materials (if present), on the other hand, require specialised treatment.

Lastly, a potential rebound effect should not be overlooked: a high-performing electric plancha that is easy to use and quick to heat up may be used more frequently. It is essential to accompany such products with a mindset of responsible use to ensure that the environmental benefits of durability are effectively realised.

Fields of application

The label is applicable to various product families as long as there is an assembly of parts. LONGTIME® aims to cover domestic appliances, electronics, hand-held electrical appliances, furniture, leisure equipment, professional equipment, etc. The range of products is therefore very broad, but excludes automotive, textile (excluding leather goods), food, cosmetics and chemical products.

Reference system organization

The criteria are broken down into 3 main families and grouped into 9 categories. The criteria are presented as follows:

Criteria category
Criteria subcategory

1. Criteria number and name

Each criterion is identified by a number and a name corresponding to its specific theme. In all, there are 38 criteria.

Time marker (Associated with each criterion Cf table below)

Criteria T0	These criteria must be met to qualify for certification after the initial audit (year N).
Criteria T1	These criteria must be met by at least 70% at the time of the audit. Corrective action will be taken to achieve 100% compliance by year N+1.

CROSS-CUTTING CRITERIA

Criterion applicable to all product categories

❖ Product Specific Requirement (PSR)

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

Means of proof: Details of the means of proof required and/or relevant to the assessment of the criterion and its PSR.

Control system

Compliance with the standard's criteria is assessed by an independent, accredited inspection body.

Each criterion is assessed according to a compliant/non-compliant approach. Assessment of compliance with the criteria is carried out by an approved, independent inspection body, using auditors who must be qualified by the label manager and who have received initial training in the entire LONGTIME® programme in order to ensure efficient control.

For more details on the control system used in the labeling process, click here:

<https://www.longtimelabel.com/conditionslongtime>

Standards and regulations

The standards and regulations cited in the standard are based on the most recent versions and/or equivalents published in the Official Journal of the European Union.

General mode of proof

A series of documents and administrative procedures are useful for establishing proof of compliance with various criteria:

- › Visual inspection by mandated third-party auditor during in-situ audit
- › All European legislation applicable to the product family, in particular: technical specifications referred to in article 12, paragraph 5 of the [REGULATION \(UE\) 2017/1369](#) present in the European Commission's product conformity database (CE marking database), EMC, ROHS, WEEE, machine safety directives
- › Technical specifications for components, materials, coatings and internal or supplier processes
- › Quality certification and type 1 or 2 label (Iso 9001, Iso 14001)
- › Quality assurance
- › Test data
- › After-sales service data
- › Any documentation/software to support compliance, such as :
 - › Internal product data sheet
 - › Functional analysis tool
 - › Design study (function, materials, usage constraints)
 - › Performance and endurance testing
 - › Qualification phase and test
 - › Failure rate study
 - › Operating instructions
 - › Maintenance manual
- › Terms and conditions of sale

II. PRODUCT SCOPE DEFINITION

This standard focuses on electric planchas, defined as cooking appliances primarily intended for outdoor use, designed for freestanding installation, and powered exclusively by electricity as a heat source.

These appliances feature one or more cooking zones, consisting of a flat metal plate (made of steel, cast iron, or stainless steel), heated by one or more electric heating elements integrated into the structure. These elements are controlled via manual or electronic regulation systems.

Electric planchas are mainly used for cooking food through direct contact with the heated plate, providing precise, even, and rapid cooking. They are particularly suited to domestic or semi-professional outdoor cooking and represent an alternative to gas planchas, especially in environments where the use of gas is restricted or undesirable.

The configurations covered in this standard include various types of cooking surfaces (laminated steel, hard chrome-plated steel, enamelled cast iron, 304/316 stainless steel, or mixed plates), provided that the design of the appliance remains primarily focused on outdoor contact cooking using electric power.

Product scope

- › Electric griddle with laminated or ground carbon steel plate
- › Electric griddle with hard chrome-plated steel plate
- › Electric griddle with 304 or 316 stainless steel plate
- › Electric griddle with enamelled cast iron plate
- › Electric griddle with mixed plate (stainless steel/cast iron, triple layer)

Outside product scope

- › Gas griddle
- › Plancha equipped with a polytetrafluoroethylene (PTFE or Teflon) cooking plate
- › Stainless steel plate griddle made of 2XX or 4XX series steel
- › Electric, gas or solid fuel barbecue
- › Multifunction or "combo" appliance incorporating several cooking modes (grill, oven, wok, etc.)

In the rest of the reference document, "**electric griddle with plate...**" is replaced by "**electric griddle**" where possible.

III. NOMENCLATURE OF PARTS

This chapter details a typical nomenclature, representative of the target product group but not exhaustive. The various parts present in the BOM will then be prioritized by type of part.

- **Griddle body assembly**
 - Frame
 - Burner support
 - Adjustable stabilising feet
 - Front panel
 - Control panel
 - Top cover, covers (handle and hinge)
 - Removable and screw-mounted front, rear, side, upper and lower cover panels
 - Grease and juice tray

- **Control unit (start-up, settings, programmes, etc.)**
 - Control button (touch-sensitive, mechanical)
 - Programme selector / adjustment thermostat
 - Analogue or digital display
 - Indicator lights or warning lights
 - Main ON/OFF switch

- **Heating assembly**
 - Plate
 - Heating element(s)
 - Temperature probe(s) (CTN type or integrated thermocouple)
 - Electronic control board / electronic thermostat
 - Electronic display card
 - Internal wiring, connection cables
 - Power supply cable
 - Thermal protection device (thermal fuse, safety thermostat)
 - Electrical terminal block
 - Power connectors
 - Electromechanical safety thermostat
 - Thermal fuse
 - Resettable thermal circuit breaker
 - Overcurrent protector (ampere-metric fuse)
 - Noise filter
 - Triac or switching relay

- **Sealing and stabilisation of mechanical connections**
 - Sealing mechanism (O-ring, ring, lips, silicone, etc.)
 - Holding mechanism (screws, bolts, circlips, washers, etc.)
 - Stabilising mechanism (spring, spacer, bearing, etc.)
 - Translation mechanism (slides)

IV. PRIORITIZATION BY PARTY CATEGORY

Product housing

This covers all the parts used to protect the product's internal components from the outside world.

- **Griddle body assembly**
 - Facade
 - Control panel
 - Bonnet handle and hinge, covers
 - Cladding panels (front/rear, side, top/bottom)
 - Removable splash guard lid

Functional parts

Parts related to the operation or use of the product without additional features.

- **Griddle body assembly**
 - Chassis
 - Adjustable stabilising feet
- **Display and control unit (start-up, settings, programmes, etc.)**
 - Main ON/OFF switch
 - Control button (touch-sensitive, mechanical)
 - Programme selector / adjustment thermostat
 - Indicator lights or warning lights
 - Analogue or digital display
- **Electrical and electronic assembly**
 - Filtre antiparasite (EMI/RFI)
 - Connecteurs d'alimentation (avec verrouillage)
 - Câblage interne, nappes de connexion
 - Bornier électrique
- **Sealing assembly and stabilisation of mechanical connections**
 - Sealing mechanism (O-ring, ring, lips, silicone, etc.)
 - Holding mechanism (screws, bolts, circlips, washers, etc.)
 - Stabilisation mechanism (spring, spacer, bearing, etc.)
 - Translation mechanism (slides)

Priority parts

Parts that are functional but critical in the event of malfunction or breakdown (sometimes called critical parts).

Electrical and electronic assembly

- Plate
- Heating element(s)
- Electronic control card or module
- Display card or electronic module
- Temperature sensor(s) (CTN, PTC type)
- Electromechanical safety thermostat (Klixon type)
- Thermal fuse
- Resettable thermal circuit breaker
- Overcurrent protector (ampere-metric fuse)
- Control relay or triac
- Mains power cable

Vulnerable parts

Parts exposed to a high rate of accidental user breakage.

- **Griddle body assembly**
 - Grease and juice tray

Consumable or maintenance parts

Consumable parts are those parts that need to be replaced more or less frequently, depending on the pattern of deterioration over the product's lifetime. Maintenance parts require regular servicing to keep the product in optimum working order.

- **Plancha body set**
 - Removable splash guard lid

V. CLASS OF REPARABILITY CRITERIA

1. Class system

The criteria in the "Repairability" family use a system of classes to prioritize the level of requirement for each type of part.

These classes range from A to E.

Class A represents best practice in reparability. The lower classes (B, C, up to D or E) reflect a decreasing level of relevance of practices, but should always be considered in relation to market practices.

The definition of classes is the subject of a study for each repository, in order to identify best market practices.

2. Disassembly depth of parts

The dismantling step count starts when the safety conditions for the user are met. A step is an operation leading to the removal of a part or a tool change. Example:

- › Remove cover by sliding with hand = 1 step
- › Remove cover by unscrewing 4 Phillips screws = 1 step
- › Remove cover by unscrewing 2 Phillips and 2 Torx screws = 2 steps

VI. EXPOSURE TO EXOGENOUS FAILURES

Definition

An exogenous failure refers to a defect or problem in the manufactured product that occurs due to external factors or conditions beyond the control of the manufacturer or producer.

As opposed to an endogenous failure, which is linked to internal problems (design, manufacturing, quality), an exogenous failure is generally the result of unforeseeable external circumstances (e.g. extreme environmental conditions, transport accidents, inappropriate handling by the end-user, component failures from third-party suppliers, etc.).

Managing exogenous failures in product manufacturing may involve implementing quality control measures, rigorous testing, supply chain management, warranties and return policies to deal with problems that may arise due to these external factors.

Exogenous failure criteria

User risk:

Reflects the ability to respect conditions of use in the face of the weight of the constraints of use.

Associated levels:

- **Low:** the user scrupulously respects the product's rules of use, particularly for quality and safety reasons.
- **Medium:** the user generally respects the product's rules of use
- **High:** the user rarely respects the product's rules of use

Product handling:

Reflects the possibility of false handling, shocks, falls.

Associated levels:

- **Low:** Not handled
- **Medium:** Handling without moving or dismantling
- **High:** Handling with moving or dismantling

Weather exposure:

Refers to exposure to rain, hail, frost, wind, sand, lightning, dust, salt spray...

Associated levels:

- **Low:** No exposure (indoors)
- **Medium:** Indirect exposure (hold, station concourse)
- **High:** Direct exposure (outdoors)

Definition of the different phases

- **Inactivity:** The appliance has power but is not performing any active tasks. It is in a state where it is not being used for specific functions and is not executing background operations.

- Standby: The equipment is in a low-power state, with main components reduced to a minimum, but capable of maintaining certain functions or responding to interactions.
- Specific phase: To be defined according to each product family. There may be several different specific phases.
- Activity: The equipment is operational, performing tasks, and consumes a quantity of energy as a result of its active operation. This is the phase when the device is most in demand and uses all its available functions to meet the user's needs.
- Cleaning/Maintenance/Service: This phase involves regular servicing of the appliance to optimize its performance and ensure that it runs efficiently over the long term. It includes tasks related to physical and software maintenance, aimed at preventing problems and improving the lifespan of the equipment.
- Storage: This phase corresponds to the period during which the equipment is not actively used and is placed in a storage environment for an extended period.

Phase	User risk	Product handling	Weather exposure	Overall risk
Inactivity	Low	Low	Low	Low
Moving	Medium	Medium	High	Medium
Burner ignition	Low	Low	Low	Low
Cooking	Medium	Low	High	Medium
Cleaning	High	Low	Low	Low
Storage/Restocking	Medium	Low	Medium	Medium

Assessment of the overall risk of exogenous failure :

MEDIUM

The main exogenous failure risks for product are as follows:

Poor compliance with cleaning instructions: use of ice on a hot plate, use of unsuitable cleaning products and, above all, lack of cleaning

- Poor compliance with cleaning instructions: use of ice on hot plates, use of unsuitable cleaning products, but above all, lack of cleaning.
- Falls and impacts during various movements of the plancha
- Inappropriate use of utensils that damage the hob
- Incorrect storage conditions: exposure to moisture.

VII. LABEL CRITERIA

Reliability

Conception

1. Stress resistance

T0 Criteria

The producer identifies the functions of the product and its components, as well as the associated critical use constraints. He demonstrates sustainable design choices, optimized by reliability and/or repairability strategies.

Mode of proof : General mode of proof supplemented by a set of data appropriate to the sub-criteria, including the application of product-related test standards: (This list of proof methods is representative but not exhaustive. It is not required to have all these modes of proof in order to comply with the criteria; they are merely indications)

- *In-warranty and out-of-warranty failure rates: The product must demonstrate failure rates below the industry average.*
- *Accelerated life testing. As the duration of the test is limited, scientific and robust projection calculations (acceleration factor) are used to extrapolate the results to the product's maximum total lifetime, demonstrating resistance to stress above the market sector average.*
- *The methodologies used can be based on general standards, on mandatory standards linked to safety directives and including elements of resistance to stress in use, or on voluntary standards.*
 - *EN 45552: General method for assessing the durability of energy-related products*
 - *EN 60721 : Classification of environmental conditions*
 - *IEC 60605 : Reliability testing of equipment*
 - *IEC 61123 : Reliability testing - Compliance test plans for pass rate*
 - *EN 61124 : Reliability testing - Compliance test plans for constant failure rate and constant failure intensity*
 - *EN 61649: Weibull analysis*
 - *EN 62506: Accelerated product test methods.*
- *Application of product-related test standards:*
 - *EN 60335-2 - Household and similar electrical appliances - Safety*
 - *EN 30-1-1 Domestic gas cooking appliances - Part 1-1: Safety - General*
 - *EN 498 - Specification for dedicated liquefied petroleum gas appliances - Outdoor barbecues including contact grills*
 - *EN 60068-2-38:2009 (resistance of components to temperature and humidity)*
- *Instruments used for testing: all instruments used for testing must be calibrated and a valid calibration report must be available. Calibration must be carried out prior to testing. Calibrations must be traceable to national standards.*

❖ Resistance to mechanical stress

- **Durability and resistance to deterioration of primers and topcoats for ferrous materials:**
 - **Impact resistance of the coating greater than 2.20 Nm**

Mode of proof:

- *Impact test report on coating, carried out in accordance with ISO 6272-2, specifying the minimum energy withstood without cracking or delamination.*
- *Declaration of conformity from the coating manufacturer, accompanied by the product data sheet certifying compliance with ISO 6272-2 with a threshold ≥ 2.20 Nm.*
- *Certificate issued by a third-party laboratory (e.g. accredited paint/coating laboratory).*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment is 5 years for the chassis and its components.*

- **Effective scratch resistance with a Buchholz hardness index**
 - **Indentation resistance ≥ 71**

Mode of proof:

- *Buchholz hardness test report, carried out in accordance with ISO 2815, indicating an index of ≥ 71 .*
- *Technical data sheet for the coating provided by the manufacturer, stating the Buchholz hardness index value in accordance with ISO 2815.*
- *Certificate of compliance from the laboratory or coating supplier (if available)*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment is 5 years for the chassis and its components.*

- **Adhesion condition for coatings classified as GTO or GT1**

Mode of proof:

- *Adhesion test report carried out in accordance with ISO 2409, indicating a result classified as GT0 or GT1.*
- *Technical data sheet for the coating provided by the manufacturer, stating the result of the ISO 2409 test.*
- *Certificate of compliance from a third-party laboratory or the paint/varnish supplier*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment is 5 years for the chassis and its components.*

- **Moisture resistance of coatings with no blistering after 1,000 hours**

Mode of proof:

- *Moisture resistance test report carried out in accordance with ISO 6270-2 Paints and varnishes with moisture resistance ≥ 1000 hours and mention of no blistering.*
- *Technical data sheet for the coating, stating compliance with ISO 6270-2 testing and guaranteed performance for 1,000 hours.*
- *Certificate of compliance issued by an independent laboratory specialising in paint and coating testing.*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment is 5 years for the chassis and its components.*

- **Robustness of the hob plate with the use of high-quality materials and plate thickness designed to withstand mechanical and thermal stresses (deformation, breakage, creep):**
 - **Rolled steel: thickness greater than or equal to 6 mm**
 - **Ground steel: thickness greater than or equal to 10 mm**

- Stainless steel: thickness greater than or equal to 7 mm and 304 or 316 stainless steel only
- Hard chrome steel: thickness greater than or equal to 16 mm
- Enamelled cast iron: plate thickness greater than or equal to 6 mm

Mode of proof:

- *Material certificate compliant with standard EN 10204 type 3.1, provided by the steel/stainless steel/cast iron supplier, specifying the metallurgical quality (e.g. AISI 304 or 316 for stainless steel) and the metallurgical condition (rolled, ground, cast).*
- *Dimensional inspection report certifying the actual thickness of the plate (measured by micrometer, probe or ultrasound)*
- *Material plan or technical drawing provided by the manufacturer, confirming the materials and thicknesses selected*
- Robustness and reliability of surface coatings applied to hob plates (enamelling or hard chrome plating)
 - For enamelled plates:
 - Mandatory multi-layer process
 - Thickness $\leq 350 \mu\text{m}$
 - Wegner resistance “Good” or “Excellent”
 - Scratch resistance of the plate ≥ 6 Mohs
 - For hard chrome-plated plates:
 - Deposit $\geq 30 \mu\text{m}$,
 - Mechanical impact resistance ≥ 2.5 J validated according to ISO 6272,
 - Strength of chrome coating adhesion with GT0 or GT1 classification in specific electrolytic cross-hatch test
 - Scratch resistance of the plate ≥ 800 HV (Vickers)

Mode of proof:

- *Technical specifications of the coating used (process, thickness, certifications, Wegner classification and scratch resistance)*
- *Enamelling: Wegner test report (enamel supplier laboratory or specialised third party) and scratch resistance test report*
- *Hard chrome:*
 - *ISO 2819 test report – electrolytic grid with GT0 or GT1 result*
 - *Vickers hardness test report carried out in accordance with ISO 6507-1 (or ASTM E384), indicating a value ≥ 800 HV*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment for the plate is 10 years.*

❖ **Resistance to thermal stresses, thermal cycling and thermal shocks**

- Maximum heating of the different parts of the chassis:
 - metal: 238 degrees above ambient temperature
 - ceramic glass: 228 degrees above ambient temperature
 - plastic: 213 degrees above ambient temperature
 - radiation under the plancha: maximum 100 degrees

Mode of proof: Characterisation of processes and coatings by technical data, conclusive wear, ageing and resistance tests for each of the operating/use constraints listed above by a

third party and/or manufacturer's quality commitment for a minimum of 5 years for the chassis and its components.

- Resistance to thermal shock caused by sudden cooling
 - Enamelled plates: ≥ 10 cycles without cracking or chipping of the enamel
 - Hard chrome or stainless steel plates: ≥ 20 cycles without detachment or deformation

Mode of proof:

- *Report according to test protocol compatible with the following data: Heating of the plate to $250\text{ °C} \pm 10\text{ °C}$ and spraying with water at $15\text{ °C} \pm 5\text{ °C}$ at a rate of 100 ml per 1 dm^2 , rounded up to the nearest half litre, in a single application, then reheating to $250\text{ °C} \pm 10\text{ °C}$ and continuation of the test.*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment for the plate is 10 years.*

- Resistance of the plate to prolonged overheating without degradation of nominal characteristics
 - No deformation $> 1\text{ mm}$ over 30 cm,
 - No cracking or peeling of the coating,
 - No major discolouration affecting use

Mode of proof: :

- *Report according to test protocol compatible with the following data: Heating of the plate to its maximum achievable temperature (maximum power, no load) then maintaining the temperature for 8 consecutive hours.*
- *In the absence of testing or certification, the manufacturer's minimum quality commitment for the plate is 10 years.*

◆ **Resistance to liquids and oxidation**

- Protection of internal components and electrical or electronic components against damage (dust, grease splashes, insects, humidity, water, etc.)
 - Electrical resistance protected by IPX4 protection rating
 - IPX4 electronic module

- Product design and/or selection of waterproof or impact-resistant components (waterproof compartment, optimisation of the location of sensitive components, corrosion-resistant components, etc.)
 - Protection against liquid spillage

Mode of proof:

- *IPX4 test report according to EN/ISO/IEC 60529 – Degrees of protection (IP code) or third-party IPX4 certificate of conformity for the electronic module*
- *Assembly plans or diagrams proving the presence of watertight compartments and drainage systems, as well as the corrosion resistance of components (stainless steel, tin-plated connectors, etc.).*
- *Product documentation demonstrating overflow protection.*

- Provision of protection against climatic hazards

- Covers or solid protective elements for the most exposed parts (plate)
- Provision of protection against adverse weather conditions during periods of inactivity (tarpaulin)

General mode of proof

◆ **Resistance to corrosion and chemicals**

More specifically, the bodywork and chassis parts, fastening elements, and trim strips. control, controls and cover:

- Application of finishing coatings on ferrous materials on bare metal is prohibited.
 - Prior surface treatment required.
- Use of treatment or application processes that are effective in the face of external constraints and uses
 - Galvanisation
 - Cathaphoresis
 - Anodising and pre-anodising
 - Thermal coating
- Priming and finishing of the chassis and trim parts (polyester or mixed polyester/epoxy)
- Resistance of the frame to food and cleaning products

General mode of proof

- Treatment of chassis welds (preferred marine-grade argon welding)

General mode of proof

- Screws and fastening mechanisms known to be corrosion resistant
 - Appropriate surface treatment (stainless steel, anodising, etc.)
 - Non-ferrous or corrosion-resistant alloy material
 - Screws and coatings must remain watertight after 5 dismantlings.

Mode of proof: Specifications, characteristics and technical data relating to the material and thickness of the burners. Conclusive wear, ageing or accelerated life tests demonstrating resistance to each of the operating/usage stresses listed above by a third party and/or a minimum 10-year quality commitment from the manufacturer for the frames.

- Robustness of electrical resistors to outdoor conditions and corrosion risk
 - Stainless steel resistive system or with an extended warranty
 - Exclusive use of material known to be highly resistant to corrosion

General mode of proof, 10-year warranty for non-stainless steel resistive systems

◆ **Resistance to UV radiation stress**

- UV radiation resistance of cladding elements with acceptable colour variation after 1,000 hours of exposure

Mode of proof: Test report according to ISO 16474 Paints and varnishes — Methods of exposure to laboratory light sources Colour assessment $\Delta E \leq 3$ according to CIE Lab (ISO 11664) or Grade $\geq 4/5$ according to ISO 105-A02 grey scale

3. Logistics

T0 Criteria

The manufacturer reduces risks to the reliability of components and assemblies through efficient quality processes for managing supply, packaging, storage, handling and transport conditions.

- ❖ Inventory control and management
 - The condition of products in stock and processable materials is regularly monitored, with dedicated processes to check and estimate unloading time, the date of manufacture and mode of transport (unique identifier).
 - Periodic inventories are carried out, and in the event of non-compliance, a reminder is systematically sent out. The conformity of items and materials in stock is clearly identified, and non-compliant products are placed in dedicated areas.
 - Storage conditions for articles and materials are measured and controlled continuously or periodically, with specifications and control limits validated by an independent authority.

- ❖ Handling and transport procedures
 - Specific handling procedures are defined and controlled to avoid any deterioration of the product during delivery, handling and transport.
 - Handling, storage, packaging and preservation conditions are codified, including considerations of shelf life, sensitivity to stress, and product hazard.

- ❖ Product traceability and protection
 - Exhaustive traceability makes it possible to identify and know the history of the product, including the components and documentation associated with its life cycle.
 - Genuine conformity checks on finished products are carried out before they are put into storage, and are formally described and validated by an independent authority.

General mode of proof

4. Supply chain

T0 Criteria

Within its value chain, the producer details the performance of its quality management linked to the reliability of its suppliers' goods or services in direct relation to its manufacturing phases.

- ❖ Particular attention will be paid to the following elements:
 - Resistive system (series or product quality assurance via mandatory certification by a notified third-party body)
 - Electrical module(s) (series or product quality assurance via mandatory certification by a notified third-party body)
 - Enamelling process (series quality assurance through mandatory quality certification)
 - Weld(s) (quality certification)

Mode of proof: Annual quality control of the production site and its production line by at least a third party. Demonstration of compliance with ISO 9001 principles by verification of quality

procedures or equivalence with other certifications. For companies with more than 250 employees and for subsystems identified in the PSR (in the case of subcontracting), ISO 9001 certification issued by an accredited third-party inspection body.

Quality control

5. Reliability plan

T0 Criteria

The producer provides a history of product versions and identifies the changes implemented to improve product durability.

- ❖ The manufacturer is able to demonstrate the following points:
 - Identification and monitoring of failures by the technical departments of the manufacturer or its subsidiaries, with supporting statistics
 - Documented reporting of failures according to structured and systematic processes to central departments (Technical/Quality/R&D)
 - Handling and processing of reports by R&D departments, with concrete modifications made to products to constantly improve their reliability and durability.
 - Tracking of modifications made, and for major modifications involving the product's primary function : statistical measurement of their impact to attest to the effectiveness of the improvements made.

Mode of proof: demonstration of quality management to the appointed inspection body during the on-site audit.

6. Breakthrough technology

T0 Criteria

The manufacturer provides information on the share of breakthrough technology embodied in the product, and identifies the functions associated with it. He demonstrates the reliability of this technology, all the more so if it concerns a primary function. This applies to both hardware and software innovations.

General mode of proof

7. Breakdown rate

T1 Criteria

The producer tracks actual failure rates and/or indicators by product part in order to monitor product reliability at least until the last unit of the model concerned has been put on the market.

- ❖ Particular attention will be paid to failures in the following parts:
 - Plate deformation
 - Damage to coatings (enamel)
 - Thermal management failure, overheating or premature wear of the resistive system (resistor, thermostat probe, electronic management)
 - Electrical stability fault (resistance, connection)

User information

8. Product identification

T0 Criteria

The producer uses a method that allows unequivocal identification of the product and its version by interested parties in order to maximize maintenance and failure management processes.

General mode of proof

9. Completeness of usage information

T0 Criteria

The manufacturer publishes a [manual](#) detailing the product's use and care instructions, and provides the user with a maintenance plan. This information, which is also available online, must be exhaustive and relevant in order to reduce exogenous failure rates and encourage responsible use.

- ❖ The manufacturer clearly indicates to the user how to maintain the griddle correctly, providing the following information:
 - Use appropriate protection between uses and during winter storage.
 - Information on plaque removal

General mode of proof

10. Usage information format

T1 Criteria

The manufacturer publishes a clear, simple and accessible user and maintenance [manual](#) (font size, vocabulary, language and print quality), so that it can be easily understood by end-users.

General mode of proof

11. Prolonged immobilization

T0 Criteria

The manufacturer identifies the risks of failure associated with prolonged product downtime. He informs the end user of the conditions of use necessary to prevent these risks.

- ❖ Applicable: Product family sensitive to non-use in the event of prolonged immobilisation
 - Risk of corrosion due to stagnation or continuous high humidity
- ❖ Consistent duration after which non-use is defined: 1 to 18 weeks depending on the severity of the weather conditions

General mode of proof

Repairability

Technical repairability

12. Disassembly of parts

T0 Criteria

The disassembly depth is adapted to the category of product parts and the disassembly time is consistent with the type of profile normally capable of carrying out the process.

- Class A: ≤ 3 steps and less than 5 minutes
- Class B: ≤ 5 steps and less than 10 minutes
- Class C: ≤ 7 steps and less than 15 minutes
- Class D: ≤ 10 steps and less than 20 minutes

Types of parts	Class
Product housing	A
Functional	C
Priority	B
Vulnerable	B
Consumable	A

General mode of proof

13. Part fasteners and connectors

T0 Criteria

Fasteners and connectors have removability and reusability characteristics appropriate to the category of product parts. A system is in place for locating these non-visible fasteners.

- Class A : Removable and reusable
- Class B : Removable but non reusable
- Class C : Neither removable nor reusable

Types of parts	Class
Product housing	A
Functional	B
Priority	B
Vulnerable	A
Consumable	A

- ❖ The fasteners of the various priority parts of the product having both a mechanical and an electrical function must be removable and reusable (Class A standard EN45554). If the fastening system cannot be reused, it must be supplied with the replacement part to enable the failure or maintenance scenario to be resolved.

General mode of proof

14. Tools

T0 Criteria

The tools required for repair and/or disassembly must be suitable for the category of product parts.

- Class A: repairs feasible without the use of tools, with tools supplied or with [General-purpose tools](#)
- Class B: repairs feasible with tools specific to the product family
- Class C: repairs feasible with other commercially available tools
- Class D: repairs feasible with proprietary tools
- Class E: repair not feasible with any existing tool

Types of parts	Class
Product housing	A
Functional	B
Priority	A
Vulnerable	A
Consumable	A

- ❖ Tolerance allowed for proprietary tools supplied or loaned on request, at no extra cost, with spare part.

General mode of proof

15. Working environment

T0 Criteria

Product-specific repair scenarios are carried out in a working environment adapted to the product part category.

- Class A: use environment
- Class B: workshop environment
- Class C: production environment

Types of parts	Class
Product housing	A
Functional	A
Priority	A
Vulnerable	A
Consumable	A

General mode of proof

16. Competence level

T1 Criteria

The level of technical skill required to carry out a repair is consistent with the category of parties involved.

- Class A: Novice skills
- Class B: Generalist skills
- Class C: Expert skills
- Class D: Manufacturer or approved expert
- Class E: Impossible to achieve with existing skills

Types of parts	Class
Product housing	A
Functional	B
Priority	B
Vulnerable	A
Consumable	A

General mode of proof

17. Spare parts interface

T0 Criteria

The various parts of the product and their connection interfaces are standardized to meet the reparability expectations of the product family.

- Class A: Standard part with standard interface
- Class B: Standard or proprietary part with standard interface
- Class C: Proprietary part with non-standard interface

Types of parts	Class
Product housing	B
Functional	B
Priority	B
Vulnerable	B
Consumable	B

- ❖ Replacement [parts](#) need to be adaptable or compatible spare parts, second-hand parts, reconditioned parts, reused parts or circular economy spare parts, without preventing the product from functioning properly once the part has been integrated into it.

General mode of proof

Organizational reparability

18. Spare parts availability time

T0 Criteria

The availability time for spare parts is at least equal to the expected service life of the product category and its individual parts. The availability period is measured from the time the last unit of the model concerned is put on the market.

- Class A: Long-term accessibility - minimum 10 years
- Class B: Medium-term accessibility - between 5 and 10 years
- Class C: Accessibilité à court terme - between 2 and 5 years
- Class D: No information on duration of accessibility

Types of parts	Class
Product housing	A
Functional	A
Priority	A
Vulnerable	A
Consumable	A

- ❖ In the event that a replacement part is not available from the manufacturer or his distribution network, the manufacturer shall clearly provide the user, via the documentation made available to him, with the information and/or characteristics of the parts enabling him to use instead an adaptable or compatible replacement part available on the market for a period at least equal to that specified in the above table.

General mode of proof

19. Accessibility of spare parts to target audiences

T1 Criteria

The producer ensures the availability of spare parts for the target groups normally suited to the category of parts..

- Class A: Accessible to end users
- Class B: Accessible to independent repair service providers
- Class C: Accessible to service providers approved by the manufacturer
- Class D: Accessible only to the manufacturer

Types of parts	Class
Product housing	A
Functional	A
Priority	A
Vulnerable	A

Types of parts	Class
Consumable	A

- ❖ The spare parts and the procedure for ordering them shall be publicly available on the free access website of the manufacturer, until the end of the period of availability of these spare parts.

General mode of proof

20. Terms and conditions for the sale of spare parts

T1 Criteria

The manufacturer details the terms of sale of its spare parts. They reflect the product nomenclature and are not sold as a group, unless justified by coherent and verifiable design, calibration and/or economic reasons.

- ❖ Particular attention will be paid to items in the following categories:
 - Priority parts
 - Vulnerable parts
 - Consumable parts

General mode of proof

21. Spare parts prices

T1 Criteria

The value of a spare part may not exceed a maximum percentage of the recommended selling price excluding VAT. A tolerance is allowed for parts whose PRU exceeds the specified percentage.

- ❖ Maximum percentage of the [price](#) of one of the parts in relation to the price of the product : 30%.
- ❖ The manufacturer studies and clearly proposes to the user, through the information medium of his choice, repair scenarios enabling repair costs to be limited to 40%, including VAT, potential shipping costs, spare part and working time of repairer. These scenarios apply in the event of the failure of a single part.

General mode of proof

22. Shipping costs for spare parts

T1 Criteria

The producer delivers the spare parts at the actual cost of shipping and preparation, or offers alternative solutions that reduce the cost of receiving the parts.

General mode of proof

23. Spare parts delivery times

T1 Criteria

The manufacturer demonstrates its ability to supply spare parts to interested parties within 5 working days.

General mode of proof

24. Documentation of failure scenarios

T1 Criteria

The manufacturer makes available relevant information and instructions for resolving failure scenarios and/or implementing the maintenance plan.

These are also adapted to the product category and target audience groups. The minimum duration of information availability is specified below.

- Class A = Accessible to all without restriction
- Class B = Accessible to independent repair service providers
- Class C = Accessible to repair service providers authorised by the manufacturer
- Class D = Accessible to the manufacturer only

Documentation	Class	Documentation availability time
Disassembly diagrams, reassembly diagrams if necessary, or exploded views	A	10 years
Wiring and connection diagrams	A	10 years
A technical manual with instructions on how to resolve failure scenarios	A	10 years
A list of necessary repair and testing equipment	A	10 years
Information concerning components and diagnostics (such as minimum and maximum theoretical values for measurements)	B	10 years
Error and diagnostic codes	B	10 years
Technical bulletins	B	10 years
Instructions on how to contact customer service and specific contacts associated with it	A	10 years
Information on spare parts prices	A	10 years

General mode of proof

25. Support for fault diagnosis

T0 Criteria

The producer communicates information and/or deploys diagnostic support mechanisms to help identify failure scenarios.

- Class A = Intuitive interface
- Class B = Coded interface with public reference table
- Class C = publicly accessible hardware/software interface
- Class D = Proprietary interface
- Class E = Impossible, whatever the type of interface

❖ Class A :

Diagnostic support system with intuitive or coded interface and public access to the reference table.

OR

The sales website of the product's manufacturer or distribution partners features a fault-tree diagnostic interface.

General mode of proof

Scalability

26. Reset settings and passwords

T0 Criteria

In the event of repair or transfer to a third party, the product's user data management processes enable secure, high-performance reuse.

- Class A = Integrated reset
- Class B = External reset
- Class C = Service reset
- Class D = No reset

❖ Class A : Factory settings can be restored via a built-in function.

General mode of proof

27. Software

T0 Criteria

The manufacturer ensures that the original performance of its product is maintained when updating the operating system and/or firmware, and differentiates between evolutionary and [corrective updates](#). Users are informed of the consequences of updates, and their consent is required.

❖ The minimum availability time for updates is 8 years for products equipped with [IOT](#) functionalities.

General mode of proof

Quality of after-sales service

28. Internal failure resolution policy

T1 Criteria

In the event of product failure, the manufacturer pursues a policy of repair or reconditioning rather than replacement, unless repair is more expensive than replacement, taking into account the wishes of users.

General mode of proof

29. Service contact

T1 Criteria

The producer demonstrates that the opening of an after-sales service file does not exceed 2 working days and that the average time taken to resolve the file encourages repairs.

General mode of proof

30. Return services

T0 Criteria

The manufacturer provides end-users with return services adapted to the product category and consistent with its distribution network, regardless of the status of warranties.

- Class A = Complete return options
- Class B = Basic return options
- Class C = No return option

❖ Class B: Basic return service with minimum return conditions by post or distribution/collection point

General mode of proof

31. Return condition

T0 Criteria

The return of the original packaging cannot be demanded for the repair of the product, as long as it is packaged and protected as much as it could have been at the time of purchase.

General mode of proof

32. Useful product

T1 Criteria

In its network, and for product categories considered "highly useful", the manufacturer minimizes the repair process time until the product is returned to the end-user.

❖ Not applicable

General mode of proof

33. Warranty time

T0 Criteria

The warranty period with presumed anteriority of defect may not be less than 24 months.

- ❖ Minimum warranty period of 5 years on parts :
 - **Heating assembly**
 - Plate
 - Heating system

 - **Plancha body set**
 - Chassis

General mode of proof

34. Warranty exclusions

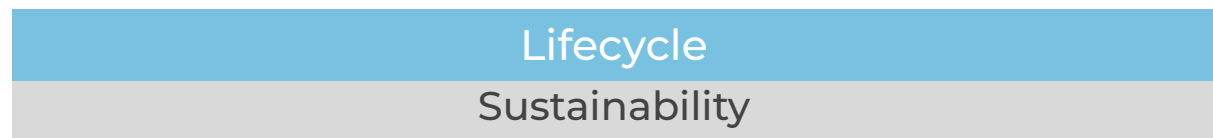
T0 Criteria

In its general warranty conditions, the manufacturer does not introduce any abusive exclusion(s) with regard to the normal use of the product.

Examples of abusive exclusions identified:

- Discolouration
- Stains
- Surface micro-scoring
- Slight oxidation

General mode of proof



By having a type 1 ecolabel certification for its product, the manufacturer automatically validates compliance with all the Life cycle category criteria.

Mode of proof: Type 1 certification according to ISO 14024

35. Health, safety and environmental protection

T0 Criteria

With regard to human health, the safety of people and installations, and environmental protection, the manufacturer proves that it is taking action at a level that complies at least with the requirements of European directives 2011/65/EU and (EC) No 1907/2006 on the restriction of the use of certain hazardous substances in equipment, and/or action to preserve the ecosystems that are most affected.

Mode of proof: For products distributed in geographical areas potentially covered by regulatory prerogatives establishing requirements similar to the European market in terms of limiting the use of certain hazardous substances in EEE, proof of compliance with these

regulatory requirements will be used as a method of proof in compliance with the RSPs of this criterion if necessary.

- ❖ For large companies (workforce > 5000), the main site(s) involved in the production of the product must be certified to an international environmental management standard.

Proof: ISO 14001 certification issued by an accredited third-party inspection body.

- ❖ The materials of the planchas intended to come into direct or indirect contact with foodstuffs are compatible with food use and comply at least with Regulation (EC) No 1935/2004.

- ❖ The product has a certificate of suitability for food use issued by a third-party inspection body.

Methods of proof: For products distributed in geographical areas potentially covered by regulatory prerogatives establishing requirements similar to the European market in terms of limiting the use of certain hazardous substances in products, proof of compliance with these regulatory requirements will be used as a method of proof in compliance with the RSPs of this criterion if necessary. For other geographical distribution areas, a certificate of food suitability is required.

- ❖ In order to reduce the impact of the manufacturing phase, the manufacturer uses at least two of the following characteristics:

- The paints or other coating products used in the manufacturing process of the planchas are water-based or bio-based, or have third-party ISO14001 certification.
- The site responsible for the "coating, painting" phase has third-party quality certification linked to environmental management, such as ISO 14001.
- The site responsible for the "enamelling" phase has third-party quality certification linked to ISO 14001-type environmental management.
- The plancha plates are made from at least :
 - 17% for steel
 - 28% for stainless steel
 - 80% for cast iron
 - 80% for aluminium

Methods of proof: Composition and characterisation of paints. Quality certification by a third party demonstrating the ecological aspect of the paints used in accordance with recognised test standards. Proof of origin of the materials used to make up the parts.

- ❖ Life Cycle Assessment (LCA) : The characteristics of the product and the manufacturer's practices result in a minimum **class D** among the classes listed below.

Requirements	Class					
	A	B	C	D	E	F

The product's LCA is critically reviewed by a third party. The review report must include at least : - The number of years of experience in the field of LCA/PCF - Number of carbon footprints reviewed - Number of carbon footprints completed	x					
The product LCA is based on the specific product mode.	x	x				
The product LCA is based on the product's family of models, but not the specific product model			x	x	x	
The full LCA report including all assumptions is publicly available and based at least partially based on real material data (Full Material Declarations)	x	x	x			
Concrete actions are taken to reduce the impact of the most impacting phase(s) of the life cycle	x	x	x	x		

Mode of proof: LCA report produced by a qualified consulting firm. Public commitment to carry out an LCA corresponding to the Class indicated below, within 12 months of the audit.

- ❖ [Fair mined material and/or recycled material](#) : The characteristics of the product and the manufacturer's practices result in a minimum **class C** among the classes listed below.
 - Class A : 40% minimum of weight
 - Class B : 35% minimum of weight
 - Class C : 30% minimum of weight
 - Class D : 25% minimum of weight
 - Class E : 20% minimum of weight
 - Class F : <20% minimum of weight

Mode of proof: origin of materials used to make the product

- ❖ The product does not contain any substances classified as PFAS, including:
 - PTFE (**polytetrafluoroethylene**), including those referred to as "reinforced" or "fluoropolymer-based"
 - PFOA, PFOS, or any fluorinated derivative of the perfluorinated or polyfluorinated family,
 - Recent alternative fluorinated substances (GenX, ADONA, etc.).

Mode of proof:

- *REACH Declaration of Conformity (Regulation (EC) No 1907/2006), specifying the absence of PFAS in all components in contact with food or subject to heat.*
- *Technical data sheets or material certificates from suppliers (coating, sheet metal, anodising) indicating the absence of fluoropolymers*

36. Energy and/or environmental performance

T0 Criteria

To reduce the impact of energy consumption or pollution emissions, the manufacturer demonstrates the environmental and/or energy performance of its products.

It proves that it is taking action at a level that complies, as a minimum, with the prerogatives of European directives and/or regulations :

- (EU) 2009/125/EC (including its implementing measures) on the eco-design of energy-related products
- (EU) 2017/1369 (including delegated regulations) on the energy labeling of products if the product claiming the LONGTIME® label is concerned
- ESPR - The Ecodesign for Sustainable Products Regulation (EU) 2024/1781

Mode of proof: for products distributed in geographical areas potentially covered by regulatory prerogatives establishing requirements for energy efficiency, eco-design and energy labelling similar to the European market, proof of compliance with these regulatory requirements will be used as a method of proof in compliance with the RSPs of this criterion if necessary.

General mode of proof

- ❖ The manufacturer must clearly inform the user of the usage scenario(s) that will minimise the energy consumption of the griddle and explain the differences in consumption between the different operating modes.

Mode of proof: Eco-design measures assessed by the mandated Inspection Body during the audit and supplemented by the documentation and technical specifications referred to in Article 12(5) of REGULATION (EU) 2017/1369 present in the European Commission's Product Conformity Database.

- ❖ Each final assembly plant involved in manufacturing the product and with an annual energy consumption exceeding 1 GWh is ISO 50001 certified.

OR

The company has a greenhouse gas (GHG) emissions reduction strategy that will enable a reduction of at least 35% in absolute scope 1 & 2 emissions by 2030 and is implementing concrete measures relating to energy efficiency, energy conservation and the use of renewable energies.

Mode of proof:

- Third-party ISO 50001 certification
- GHG score of 1, 2 or 3, compliant with ISO 14064 (e.g. Bilan Carbone®, GHG Protocol) less than 3 years old.

37. Equipment end-of-life management

T0 Criteria

As part of the management of end-of-life equipment, the manufacturer proves that it deploys actions for the collection, recovery and effective treatment of used products according to a level of requirement that complies at least with the prerogatives of European directives 2012/19/EU of July 4, 2012 on waste prevention and treatment depending on the target product group.

- ❖ Identification of the materials of product parts that are mainly made of plastic and weigh more than 5 grams.

Mode of proof: compliance with ISO 11469 and ISO 1043-1-2-3-4 standards.

- ❖ Extended Producer Responsibility (EPR) and reuse, refurbishment and/or recycling of parts and products : the characteristics of the product and the manufacturer's practices result in a minimum **class B** among the classes listed below.

Class A	For the main markets (> 10% of sales of certified product) where certified products are sold, the brand owner provides a take back scheme which demonstrably promotes and puts into practice reuse and/or refurbishment of parts and products, as opposed to recycling only, while being legally compliant with applicable EPR regulations
Class B	For all markets where certified products are sold and where EPR regulations apply, the brand owner participates in accredited EPR schemes or provides a reuse/recycling scheme which fulfills the requirements to be exempted from participation in EPR schemes. In all markets without EPR regulations, the brand owner provides voluntarily a take back possibility involving accredited reuse/recycling facilities
Class C	For all markets where certified products are sold and where EPR regulations apply, the manufacturer participates in accredited EPR schemes or operates a reuse/recycling scheme which fulfills the requirements to be exempted from participation in EPR schemes (legal compliance)

Mode of proof: In geographic distribution areas covered by regulatory prerogatives establishing product collection and recycling requirements, proof of compliance with these regulatory requirements will be used as a method of proof in compliance with the RSPs of this criterion if necessary. Use of EPR and/or reuse/recycling facilities certified to internationally accredited standards (R2, e-Stewards, EN50625 or equivalent)

38. Packaging management

T1 Criteria

As part of the fight against waste production, the manufacturer is making efforts to eliminate the proportion of non-recyclable plastic waste from its packaging through :

- ❖ At least 95% of the weight of packaging waste consists of recycled and/or recyclable and/or reusable materials
- ❖ Manual separability of non-reusable and non-reusable packaging components weighing more than 25 grams in a single component
- ❖ Product packaging must not contain lead (Pb), cadmium (Cd), mercury (Hg) or hexavalent chromium (Cr6).
- ❖ Plastic packaging material must not contain halogens bound to organic substances

Mode of proof: Composition and characterization of packaging.

VIII. TERMS, DEFINITIONS, CLARIFICATIONS

Depending on the sector, specific definitions for different product categories (parts, functions, etc.) may be added to the recurring definitions below.

Actual failure

Failure that is effectively linked to a malfunction of the product and not to an exogenous problem (e.g. unpowered socket, incorrectly connected power cable, poorly locked lid, etc.).

Adaptable or compatible spare part

These are parts that can be adapted to several models and brands of the same product, more or less faithful copies of original parts that are not manufactured to the original manufacturer's specifications and are not sold in the original manufacturers' packaging.

After-sales service file

An After Sales Service File is a record documenting the handling of a customer request or issue following the purchase of a product. It includes all relevant information about the customer interaction, the issue reported, steps taken to resolve it, and any communication between the customer and the company. In cases where customer support teams manage the initial contact, the file may be passed on to the after-sales service team for further handling when needed, ensuring that all necessary actions are taken to resolve the issue.

The response time for handling such requests does not exceed an average of duration described in [criteria 29](#). There may be flexibility for periods of high demand (e.g., during product launches or holidays) that are justifiable in relation to market practices.

An automated email confirming receipt of the request is not considered sufficient for compliance to [criteria 29](#).

AMDEC / FMEA

Tools for Failure Mode and Effect Analysis / Analyse des Modes de Défaillance, de leurs Effets et de leur Criticité.

Breakthrough technology

A technology that introduces a major advance over existing solutions or practices. It is distinguished by its significant impact on performance, functionality or efficiency, and can change standards or redefine an industry. Unlike incremental improvements, a breakthrough technology often disrupts the market or the field of application, offering substantial benefits or opening up new possibilities. This can apply to both hardware and software innovations.

Circular economy part (CEP)

PIEC are second-hand goods within the meaning of art. L. 321-1 of the French Commercial Code, and cannot be universally defined, but are defined on a case-by-case, sector-by-sector basis.

For the time being, CEIPs are defined in consumer law for the following sectors: automobiles, household appliances, electronics, motorized DIY and gardening tools, sports and leisure equipment and motorized personal transport devices.

For household electrical and electronic equipment, art. R. 224-30 code de la consommation states: "For the application of article L. 224-109, parts from the circular economy are understood to be components and elements resulting from an operation of preparation with a view to their reuse" where article 541.1.1 defines "preparation with a view to reuse" as any operation of control, cleaning or repair with a view to recovery by which substances, materials or products that have become waste are prepared in such a way as to be reused without any further operation.

Competence level

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

- **Novice:** When no specific repair experience or qualifications are required to carry out the failure scenario resolution process.
- **Generalist:** When the resolution of a scenario is not achievable by a novice, but can be achieved by a person with general knowledge of basic repair techniques and necessary safety measures
- **Expert:** When a scenario cannot be solved by a novice or generalist, but can be solved by people with specific expertise or experience related to the product group in question.
- **Manufacturer:** When the resolution of a scenario is not feasible by a novice, generalist or expert, but can be performed by the manufacturer or a person specifically trained and accredited by the manufacturer.
- **Unfeasible:** When a scenario cannot be solved by any of the defined profiles.

Compostable packaging

Container designed with materials capable of decomposing naturally under the action of micro-organisms present in the composter to become a natural or organic component of the substrate.

Corrective update :

A corrective software update is a modification or set of modifications made to a software or operating system or functionality in order to correct defects, errors or malfunctions identified after it has been put into service. These corrections aim to restore or improve the correct operation of the product or system without introducing major new functionalities. It may include corrections relating to :

- Technical errors (bugs) in software
- Design errors or user biases
- Security flaws identified after deployment

This type of update is often distinct from an evolutionary update (which adds functionality) or a preventive update (which aims to anticipate future problems).

Criticality

The criticality of a failure refers to the importance or impact of this failure on the correct operation of a product. It is assessed on the basis of the severity of the consequences the failure could have, particularly in terms of safety/costs, and the frequency of occurrence.

Data management process

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

Disassembly depth

Corresponds to the sum of the steps required to access each part individually and to separate it from the equipment, with a view to its replacement.

Electrodomestic

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

EOS

An acronym for Electrical Overstress, meaning an undesirable state of electrical overload that could lead to product damage or failure.

Expected service life

Period during which the user expects the product to perform as intended. This expected lifetime is defined on the basis of scientific literature and/or consumer surveys. When the data is not available or is insufficiently robust, the expected lifetime is defined by the author of the standard, based on the expertise of the LONGTIME® teams and its network.

Experienced tools

Tools that require skill to use and whose cost can be a barrier (torque wrench, soldering iron, etc.).

External source parts

Parts external to the manufacturer's production facility, sourced from an identified supplier.

Fair Mined Material

Fair Mined Material refers to raw materials used in the device for which the manufacturer can credibly demonstrate active efforts to improve at least one of the following aspects during the extraction stage: working conditions, workers' income, or environmental protection. This means that the manufacturer is committed to ethical practices by ensuring better labor conditions, fair compensation for workers, and/or implementing measures to minimize environmental impact in the sourcing of these materials.

Full Material Declarations

Full Material Declarations (FMD) in the context of a Product Life Cycle Assessment (LCA) refer to comprehensive and detailed disclosures of all materials and substances used in a product. This includes a complete list of every material, chemical, and component that makes up the product, along with relevant information about their quantities, sources, and potential environmental or health impacts.

General-purpose tools

Common, general-purpose tools available to the general public in standard distribution and as specified in the EN 45554 tool list: screwdrivers (slotted head, cross-head, 6-lobe internal screws), wrenches (hexagon socket, combination wrenches), pliers (universal, half-round nose, diagonal cutting, multi-socket, vice, for stripping and crimping terminals), pry bar, tweezers, steel-headed hammer, universal knife (cutting pliers with retractable blade), multimeter, voltage tester, soldering iron, glue gun, magnifying glass.

High-utility product

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

HS

Out of order; corresponds to the end of the functional state.

IOT

Internet of Things; this function refers to the ability to connect a product to the Internet for additional remote control and/or regulation functions.

Manual

Comprehensive guide or instructional resource that provides detailed information on how to use, operate, maintain, or assemble a product, system, or process. It can take various forms, including printed booklets, digital documents (such as PDFs), illustrated tutorials, or video instructions. Its purpose is to offer clear, step-by-step guidance to users, ensuring they can correctly and efficiently engage with the product or service it accompanies.

No use

Corresponds to a state of non-operation of the device.

Non-recyclable packaging

Packaging that cannot be effectively recovered, recycled or reused after use.

Non-recoverable packaging

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

O.S

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

Permanent assembly

This is an assembly of components forming a single part or component of a product, which cannot be disassembled without destroying or altering its intended use.

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, gluing and adhesives.

Primary data or information

Information directly measured or collected by the professional in one or more installations representative of the professional's activities.

Product/part unit cost price (PRU)

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

Professional tools

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

Professional user

Means any natural or legal person, to whom a product has been made available for use in the course of their industrial or professional activities

Proprietary tool

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

PSR

"Product Specific Requirement, corresponds to the criterion specifications applicable to the types of equipment specified within the scope of the standard.

Reconditioned part

A second-hand product or spare part, within the meaning of Article L. 321-1 of the French Commercial Code, may be qualified as a "reconditioned product" or be accompanied by the term "reconditioned", provided the following conditions are met:

- The product or spare part has undergone tests on all its functionalities in order to establish that it complies with legal safety requirements and the use to which the consumer can legitimately expect it to be put.
- If necessary, the product or spare part has undergone one or more operations to restore its functionality. This intervention includes the deletion of all data recorded or stored in connection with a previous use or a previous user, before the product or part changes ownership."

Recyclable material or product

Characteristic of a product, packaging or associated component that can be taken from the waste stream by available processes and programs, and which can be collected, processed and put back into use as raw materials or products.(based on ISO 14021).

Recycled material or product

Product or material that is manufactured entirely or partially from recovered or reused materials, diverted from the waste stream after their initial use. These materials have

undergone a transformation process, such as mechanical, chemical, or other forms of recycling, to be reintroduced into the production chain for creating new products or materials.

Recycling excludes the direct reuse of products or components without prior transformation and focuses on reducing the use of new raw materials.

Regular maintenance

Maintenance recommended by the manufacturer to keep the product in optimum working order.

Removable fastener

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

Replacement or spare part

A replacement part is a separate part intended to replace a defective or degraded part having the same or a similar function of a good in operation; (Source: Annexes to the European Regulations laying down ecodesign requirements in accordance with Directive 2009/125/EC).

Return conditions for a repair process

- Complete returns conditions: special arrangements are in place to encourage the return of the product for a repair process, whether to the manufacturer, a partner or a repairer: free shipping, home pick-up, free replacement product during the repair process, free repair. These special arrangements are available both under warranty and out-of-warranty.
- Basic return conditions: users wishing to repair their product have the option of returning it for repair, but there are no special arrangements in place to facilitate this process (charges, etc.).
- No return solution: the end-user has no way of returning the product to the manufacturer or one of its partners for repair.

Reusable packaging

Container designed to be used over and over again, reducing the need for disposable packaging.

Reusable fastener

Corresponds to an original fastening system removed during disassembly without altering the product, and which can be reused during reassembly (e.g. screws, clips).

Reused parts

To date, there is no official definition of "re-use parts", but a definition of "re-use" provided in Article L. 541-1-1 of the French Environment Code, which defines it as follows:

Reuse: "an operation by which products or components that are not waste, are used again for a use identical to that for which they were designed".

Selling price of a spare part

Deduction of delivery costs: The principle adopted is to calculate without including transport or delivery costs. If these costs are included in the pricing of the general sales conditions, it is the responsibility of the producer or importer to deduct them for the calculation of the ratio. Specifically, for the price of spare parts, two methods are possible for deducting transport or delivery costs: individually for each part on list 2 or as a flat rate (in absolute value or as a percentage). The same applies to the price of new equipment.

Spare part(s) included in a set: If one or more parts are included in a set offered for sale or any other inseparable sub-assembly of parts, the price of the relevant part is the price of that sub-assembly.

Parts not managed by the producer or importer: If parts from list 2 are not managed by the producer or importer, the price of the parts to be considered is the price listed in the supplier's general sales conditions at the time of the index calculation.

Product options with the same reference: If options are offered for the same reference and do not affect the technical characteristics, then the price ratio calculation should be based on the price of the spare parts and the price of the most common version of the product concerned.

[Criterion 21](#) is established by calculating the ratio between: the ex-tax price of the spare part and the ex-tax price of the relevant equipment model, where each price is understood as the ex-tax price from the current price list at the time of the certification process and listed in the general sales conditions of the manufacturer or importer, or in any other relevant contractual document if not available.

If a manufacturer or importer has, for the parts or equipment concerned, several price lists depending on the different categories of distributors or sellers, the prices used for the index calculation are those from the price list that accounted for the highest share of the manufacturer's or importer's turnover for the type of parts or equipment concerned during the last closed fiscal year.

Serialization

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

Example: associating the serial numbers of a product's components with the product's overall serial number.

Spare part

A spare part is a distinct part that is an integral part of a product, essential to fulfill its primary function. It is not supposed to be replaced as part of normal use of the product, but may be replaced following accidental damage, long-term wear and tear, premature wear due to incorrect use or maintenance, or misplacement. In such cases, the spare part is exchanged for a replacement part.

Spare parts interface

Refers to the way in which parts connect or integrate with the 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 to recognized specifications and standards, commonly used and compatible with various products or systems.

- **Standard part with standard interface:** Designates a standard part, manufactured according to recognized specifications and standards, commonly used and compatible with various products or systems, and whose connection or interaction with other components, devices or systems is based on standardized or widely used and accepted specifications.
- **Standard part with proprietary interface:** Refers to a standard part, manufactured according to recognized specifications and standards, commonly used and compatible with various products or systems, and whose connection or interaction with other components, devices or systems is based on specifications specific to a particular manufacturer or company.
- **Proprietary part with non-standard interface:** Refers to a non-standard part, exclusive to a product or company, usually produced in-house or under license. This type of part may have unique specifications that make it incompatible with other products or brands. In addition, it may be designed with a specific connection to other components, devices or systems, also based on specifications specific to a particular manufacturer or company.

Step (disassembly)

Operation leading to part removal or tool change.

Sub-assembly

A set of inseparably connected components that form a block and perform a function. The sub-assembly may be separate from the product.

Example: Soldered motor and electronic board

Usage stress

This corresponds to the forces applied to the part.

Used parts

Used goods are goods which, at any stage of production or distribution, have come into the possession of a person for his or her own use, by the effect of any act for valuable consideration or free of charge, or have undergone alterations which do not allow them to be offered for sale as new (Source: Article L321-1 of the French Commercial Code).

Waste

Any substance or object, or more generally any movable asset, which the holder discards or intends or is required to discard. (Source: Directive n°2008/98/CE of November 19, 2008 on waste)

Working environment

When solving failure scenarios, a number of different working environments can be identified.

- **Operating environment:** Corresponds to the environment in which the product is used and does not express any specific requirements relating to the working environment for the resolution of failure scenarios.
- **Workshop environment:** Corresponds to an environment which does not require a production environment (class C), but where failure resolution scenarios cannot be carried out in the operating environment.
- **Production environment:** Corresponds to an environment necessary for the resolution of failure scenarios which is comparable to that in which the product was manufactured.

IX. BIBLIOGRAPHICAL RESOURCES

This paragraph lists the main bibliographical resources used to draw up the sector reference guide, which are likely to evolve according to the target product groups.

DIRECTIVE 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

Directive 2014/30/EU of 26 February 2014 on the harmonisation of the laws of Member States relating to electromagnetic compatibility

DIRECTIVE 2014/35/EU of 26 February 2014 on the harmonisation of the laws of Member States relating to the making available on the market of electrical equipment designed for use within certain voltage limits (recast) low voltage directive (LVD)

Regulation (EC) No 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)

DIRECTIVE 2012/19/EU on waste electrical and electronic equipment (WEEE)

EN 60335-1 COMPIL 15 Household and similar electrical appliances - Safety - Part 1: General requirements

IEC 60335-2-6 Household and similar electrical appliances - Safety - Part 2-6: Particular requirements for cookers, hobs, ovens and similar fixed appliances

EN 45552 General method for assessing the sustainability of energy-related products

EN 45554 General methods for assessing the repair, reuse and upgradeability of energy-related products

X. VERSION UPDATE

Implemented in 2025, the LONGTIME V2 base reference system is scheduled to be valid for 5 years before its next revision in 2030, with the exception of minor changes.

Version number	Date of release	Summary of action	Editor
Electric griddle standard V2	10//2025	Final edition of the V2 reference document	F. Preguesuelo
Electric griddle standard V2	05/2025	Commencement of the transition process to V2	F. Preguesuelo
Electric griddle standard V1.6	08/2024	Final edition of the V1.6 reference document	F. Preguesuelo
Electric griddle standard V1.6	05/2024	Provisional edition of the V1.6 reference document	F. Preguesuelo
Electric griddle standard V1.6	02/2024	Commencement of the review process and	F. Preguesuelo

		separation of gas and electric planchas	
Sectoral Annex Gas and Electric Plancha V1	07/2022	Final edition of the sectoral annex	F. Preguesuelo
Sectoral Annex Gas and Electric Plancha V1	05/2022	Provisional edition of the sectoral annex	F. Preguesuelo
Sectoral Annex Gas and Electric Plancha V1	03/2022	Commencement of the editing process	F. Preguesuelo

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