



Certification PSR

Household juicer

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I. INTRODUCTION

Based on the standards of the NF EN 45550 series and consistent with the standards NF EN 45552 and NF EN 45554, the specific LONGTIME® standards specify elements related to the study of the family's robustness, reliability, and reparability-related product.

All qualitative, semi-quantitative, or quantitative data come from a research and consultation process, as required by current standards, and take into account the bibliographic references (scientific studies,

regulations, standards...) and all stakeholders; namely: the developers on the market (manufacturers, importers, distributors), their suppliers and/or sub-suppliers, contractors, product experts (repairers, installers, professional testers), the spare parts professionals, reconditioners, consumers, the consumer associations, environmental associations and all parties stakeholders able to provide support subject to added value and the availability of networks and information.

The definition of prerequisites regarding quality, energy threshold, thresholds for pollutant emissions, classification of the parts, as well as the definition of the thresholds of accessibility scales are derived from the analysis of consultations carried out and the assessment account of the best eco-design practices available on the market. Regarding household appliances, the frequency of use selected corresponds to

to carry out 52 preparations per year for 10 years.

The specific LONGTIME® standards are reviewed no later than every 3 years.

Vision of LONGTIME®

This project is part of a dynamic 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.

As appliances containing a relatively low proportion of electronic components, juicing appliances show low impact indicator results across all impact categories associated with the use phase. It is therefore particularly relevant to extend the service life of household juicing appliances as much as possible in order to effectively spread the environmental impacts associated with the production and manufacturing phases over a longer period of use, while ensuring a more rational use of materials.

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 are 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

Household appliances are defined within the framework of this reference frame as kitchen appliances in free-standing, non-pressurized, electrically powered only, and intended for the preparation of liquid culinary preparations by processing mostly solid ingredients.

Juice appliances belong to the small household appliance class known as PEM. The present reference is dedicated solely to the juice devices included in product scope II.1 and in particular centrifuges, citrus presses, juicers and blenders.

Product scope

- Wired household appliances for juicing

Outside the product scope

- Professional juice appliances (CHR or tertiary)
- Juice appliances using energy sources other than electricity
- Mobile juice machines

III. TERMS AND DEFINITIONS

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 that 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 that 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 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.

IV. NOMENCLATURE OF PARTS

List of parts representative of the target product group but not exhaustive.

1. Housing elements

Brings together all the covering parts of the product, such as covers, allowing protection of the internal components from the outside.

- **Machine body assembly**

- Chassis
- Base, stand, support
- Feet
- Front panel
- Control Panel
- Hood, lids, trim panels (front/rear, sides, rear/rear)

2. Functional parts

Parts related to the operation or use of the product.

- › **Control assembly (starting, settings, programs...):**
 - › Control button (touch, mechanical)
 - › Program selector, timer
 - › Switch
- › **Electrical and electronic assembly**
 - › Power supply cable
 - › Button / On/Off switch, machine
 - › Connection Layers
 - › Radio interference suppression coil
 - › Relay
- › **Sealing and stabilization element for mechanical connections:**
 - › Sealing gaskets (black, green, orange)
 - › Spring
 - › Silentblocks (motor, bowl, tank...)

3. Priority parts

Parts related to the operation or use of the product and characterized by a proven criticality in the event of a malfunction or breakdown. Sometimes called parts criticisms.

- › **Electrical and electronic assembly**
 - › Power electronic boards
 - › Electronic control boards
 - › Electronic control unit
 - › Electronic Display Module
 - › Analog or digital display (display)
 - › Electric motor capacitor (starting, permanent)
- › **Electric motor assembly:**
 - › Motor (universal, asynchronous)
 - › Motor bearings, motor bearings
 - › Fan
- › **Permanent or detachable training device:**
 - › Shaft or torque transmission system (direct or indirect)
 - › Coupler or coupling mechanism, direct or indirect drive (square of training, finger of training, pulley-belt, gearing...)
 - › Clutch mechanism (disc, shoe, clutch plate...)
 - › Bearings
- › **Blender set:**

- Blender knife
- Blender knife drive system
- Bearings or knife bearing
- Sealing system for the bowl and knife (VRING, O-ring...)

- **Centrifuge assembly:**
 - Centrifuge basket drive system
 - Centrifugal basket bearings or bearings
 - Sealing system for the bowl and the centrifugal basket (VRING, O-ring...)

- **Centrifuge assembly:**
 - Extractor set:
 - Pressing screw drive system
 - Bearing or bearing pressing screw
 - Bowl sealing system and pressing screw (VRING, O-ring...)

- **Citrus press set:**
 - Warhead drive system
 - Bearings or ogive bearings
 - Sealing system for the bowl and warhead (VRING, O-ring, etc.)

4. Security elements

Groups all the active and passive parts necessary to protect from risks related to the use of the product.

- Electromechanical safety thermostat (type Klixon)
- Thermal fuses (electric motor, drive mechanism...)
- Position or safety sensor or contactor (Hall effect type sensor, microswitch, microswitch...)
- Temperature sensor (CTN type)
- Manual locking system (lock mechanism, clutch, brake engine)
- Electronic locking system (switch, position switch)
- Torque limiter

5. Vulnerable parts

Parts exposed to a high accidental breakage rate by the user.

- **Not identified according to the definition of the LONGTIME®**

Within this framework, maintenance parts are exposed to breakage rates accidentals raised. However, these parts retain as their main characteristic to be parts with a high cleaning or maintenance frequency, which takes precedence over the characteristic of vulnerability.

6. Consumable parts

Parts that are subject to replacement and wear during use of the device.

- › **Blender set:**
 - › Blender lid seal
- › **Centrifuge assembly:**
 - › Centrifugal rape
 - › Centrifuge sieve

7. Maintenance parts

Parts requiring regular maintenance, recommended to maintain the product in an optimal operating state.

- › **Blender set:**
 - › Blender bowl
 - › Blender lid
 - › Blender lid cap
- › **Centrifuge assembly:**
 - › Centrifuge bowl
 - › Centrifuge bowl lid
 - › Centrifuge basket
 - › Centrifuge basket base
 - › Food pusher
 - › Juicing pitcher
 - › Centrifugal pulp container
- › **Extractor Set:**
 - › Extractor bowl
 - › Extractor lid
 - › Food pusher extractor
 - › Pressing screw
 - › Grate or juice filter
 - › Juicing pitcher
 - › Container with pulp extractor
 - › Bearing or bearing pressing screw
- › **Citrus press set:**
 - › Juice tank
 - › Filter or pulp grid
 - › Warhead or Core

8. Accessories

Elements useful for the operation of an object without being part of it.

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

V. 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

A	≤ 3 steps ≤ 5 mins any user consumer tools
B	≤ 7 steps ≤ 15 mins experienced user or repairer general public tools, experienced public tools
C	≤ 10 steps ≤ 20 mins experienced user or repairer general public tools, experienced public tools, professional tools

The scales indicated in the table above are orders of magnitude not to be exceeded, but these thresholds can be limited more precisely in the criteria calling for accessibility scales.

Unmounting starts when the product is disconnected from any network.

VI. 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.

VII. 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.

- ❖ Materials of household appliances intended to come into contact directly or indirectly with foodstuffs, including water, are compatible with food use and at least comply with the (EC) Regulation No 1935/2004

Method of proof: In the geographical distribution areas covered by pre-regulatory rotary presses establishing similar requirements to the European market in material for limiting the use of certain dangerous substances in electrical and electronic equipment, proof of compliance with these requirements will serve as a mode of proof in compliance with the SRPs of this criterion if necessary. Certificate of compliance with standard EN 1672-2

- ❖ Parts designed in plastic material coming directly into contact with the foods comply with the requirements of Regulation (EU) No. 10/2011 and ban the use of Bisphenol A.

Method of proof: Composition evaluated by the mandated inspection body during the audit based on the technical data of the materials.

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

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

PR.2. Energy and/or environmental performance

Criterion Prerequisites

As part of reducing the impacts linked to energy consumption or pollution emissions, the producer demonstrates the environmental and/or energy performance of its products. It proves that it deploys actions according to a level of requirements consistent, at a minimum, with the prerogatives of the European (EU) directives and/or regulations 2009/125/EC (including its implementing measures) on the ecodesign of energy-related products and (EU) 2017/1369 (including delegated regulations) on energy labeling of products if the product claiming the LONGTIME® label is concerned.

Method of proof: For products distributed in geographical areas potentially covered by regulatory prerogatives establishing requirements in terms of energy efficiency, eco-design and energy display similar to the European market, proof of compliance with these requirements regulatory requirements will serve as a method of proof in compliance with the PSR of this criterion if necessary.

- ❖ The household juicer are fitted with an energy management system which ensures a power consumption of 0 Watt/h in 'Off' mode, thanks to:
 - An automatic shut-off mechanism
 - And/or a deep sleep mode
 - And/or a mains switch accessible to the user
- ❖ When not in use, the household juicer has maximum power consumption figures equivalent to:
 - A maximum of 0.5 watts per hour in standby mode

- A maximum of 1 watt per hour when displaying information (time, water temperature, error code)
 - A maximum of 2 watts per hour in IoT mode
 - ❖ The manufacturer must clearly inform the user of the usage scenario(s) that minimise the energy consumption of juice-making appliances and explain the differences in energy consumption between the various operating modes where necessary (ready-to-use, deep standby, fully switched off, etc.)
- Method of proof: Eco-design measures evaluated by the inspection body mandated during the audit and completed by the technical specifications presented in the Product compliance database containing documentation technique referred to in Article 12, paragraph 5 of REGULATION (EU) 2017/1369*
- ❖ Coffee retention is low and remains stable over time throughout the total service life of the grinding discs (1,000 kg of ground coffee). For 20 g (+/- 2 g) of coffee, retention must be less than 3 per cent.

Method of proof: Tests on grind consistency, plot showing ground coffee mass versus number of doses.

PR.3. End-of-life management of equipment

Criterion Prerequisites

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

Method of proof: In geographical areas of distribution covered by regulatory provisions setting out requirements for the collection and recycling of products, evidence of compliance with these regulatory requirements shall serve as proof of compliance with the PSRs of this criterion where necessary.

Conception

I.1.1. State of the art and technical solutions

Criterion KO

The manufacturer identifies and records in a technical data sheet the operational constraints of the product and its various components. It provides justification for its design choices and for reliable, high-quality technical solutions in light of these constraints. Tests on the product and/or

its sub-assemblies, based on the standards/specifications/ norms set out in this criterion, are carried out in accredited laboratories or in an in-house laboratory using officially calibrated measuring equipment. They demonstrate a resistance to stress that exceeds the industry average for the market.

General methods of providing evidence for this criterion: Visual inspection by a third-party auditor appointed during the on-site audit, supplemented by a set of data appropriate to the sub-criteria:

- *CE marking database*
- *Supplier quality data (technical specification sheet, ISO 9001, certification...)*
- *Test data (external/internal) for qualification, performance, aging, wear, endurance, and resistance to boundary conditions*
 - *Any documentation/software that supports compliance, such as:*
 - *Internal product data sheet*
 - *Functional analysis tool, Amdec*
 - *Design study (operation, materials, usage constraints)*
 - *Qualifying phase/trial*
 - *Study of failure rates*
- *Application of product testing standards:*
 - *EN 60335-2-14 and amendments (Household and similar electrical appliances Safety Part 2-14: Special rules for kitchen machines).*

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

- **Protection of internal components against harmful factors (dust, coffee residue, moisture)**
 - **Protection of electrical or electronic components**
 - **Dimensioning and selection of materials suited to environmental conditions**
 - **Product design and/or selection of waterproof or resistant components (waterproof compartment, optimisation of the positioning of sensitive components, corrosion-resistant components, etc.)**
- **Proven durability of ferrous, non-ferrous materials under the constraints of type operation liquids (acid, sweet) and more particularly for the parts: machine body, electric motor, tanks and tools:**
 - **Food residues**
 - **Sweet liquid**

Method of proof: Characterisation of processes and coatings using technical data, wear and ageing tests.

❖ **Durability of electrical and electronic components:**

- **Resistance of components to environmental conditions and stresses of use, namely heat, humidity, water, without altering the reparability**
 - **Waterproofing of the electrical and electronic contacts ensured by the design product or by design elements compatible with the objectives of promotion of reparability**

- Durability of capacitors (permanent, start-up): Minimum Class B (10,000 hours)
- Reliability of position sensors (Hall effect sensor recommended)
- Thermal regulation (ventilation & cooling) and effective protection against overheating (ventilation, spacing, heat sink) of the components
- Robustness of control modules with high resistance to repeated manipulation

Method of proof: Characterization of components by quality certificate and processes, by technical data (wear and aging test).

❖ Durability of the electric motor:

- Protection of the electric motor against external aggression equivalent to one IP54
- Reliability of the electric motor and its components
 - stator, rotor
 - windings
 - bearings, housings
 - electronic cards
 - relays, capacitors
 - silent blocks
 - gear motor
 - variable speed drive, potentiometer
- Motor protection against overheating
 - Optimization of the compromise between sealing and cooling
 - Thermal management by security element

Method of proof: Characterization of materials and parts, processes of manufacturing and assembly by quality certificate and/or technical data (wear test and aging).

❖ Sustainability of the training system:

- Sizing and material choice of the heavy-duty drive system to withstand wear under stress, and in particular to friction
- Selection of bearings or housings adapted to the rotational speed of the shaft

Method of proof: Assessed by the authorised inspection body during the on-site audit. Technical specifications of materials, endurance tests, boundary condition tests (continuous operating time, input electronic characteristics such as voltage range).

❖ Durability of the juice tanks and tools

- Resistance to wear and tear of the tanks (blender and centrifuge in particular)
- Corrosion resistance of cutting tools (acid liquid, dishwasher) with selection of martensitic or austenitic stainless food steel depending on constraints applicable to the tool or part.

Method of proof: Characterization of materials and parts, processes of manufacturing and assembly by quality certificate and/or technical data (wear test and aging).

❖ Specific measures in favor of repair:

- Banned serialization practices

- Intuitive fault mode diagnostic interfaces

Method of proof: Visual inspection and real-time demonstration to the organization of mandated control during the on-site audit.

I.1.2. Production

Major criterion

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

- ❖ The main site(s) involved in the production of the product shall hold certification to an international quality management standard.

Method of proof: Compliance with the principles of ISO 9001 shall be demonstrated through verification of the applicable quality procedures or through equivalent requirements covered by other certifications. For companies with more than 250 employees, ISO 9001 certification issued by an accredited third-party certification body is required.

I.1.3. Consumable parts and accessories

Major criterion

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

- ❖ Accessibility scale limited to 3 steps and 5 minutes

Consumable parts:

- **Blender set**
 - Blender set
 - Blender lid seal
- **Centrifuge assembly**
 - Centrifugal rape
 - Centrifuge sieve

Maintenance parts:

- **Blender set**
 - Blender bowl
 - Blender lid
 - Blender lid cap
- **Centrifuge assembly**
 - Centrifuge bowl

- › Centrifuge bowl lid
 - › Centrifuge basket
 - › Centrifuge basket base
 - › Food pusher
 - › Juicing pitcher
 - › Centrifugal pulp container
- › **Extractor set**
 - › Extractor bowl
 - › Extractor lid
 - › Extractor food pusher
 - › Pressing screw
 - › Grate or juice filter
 - › Juicing pitcher
 - › Centrifugal pulp container
- › **Citrus press set**
 - › Juice tank
 - › Filter or pulp grid
 - › Warhead or Core
- › **Sealing and stabilization elements for mechanical connections**
 - › Seals subject to wear and tear (Teflon, polyethylene, silicone)

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

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.

- ❖ Accessibility scale limited to 7 steps and 15 minutes
 - › Electromechanical safety thermostat (type Klixon)
 - › Thermal fuses (electric motor, drive mechanism...)
 - › Position or safety sensors or contactors (Hall effect sensor type, microswitch, microswitch...)
 - › Temperature sensor (CTN type)
 - › Manual locking system (lock mechanism, clutch, brake engine)
 - › Electronic locking system (switch, position switch)
 - › Torque limiter

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

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.

- ❖ Accessibility scale limited to 5 steps and 10 minutes
 - **Not identified according to the definition of LONGTIME®**

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

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
 - Consistent duration after which non-use is defined: Not defined

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 post-upgrade performance.

- ❖ Patch and Evolution updates must be separated
- ❖ Availability of security updates: 7 years minimum
- ❖ Availability of scalable operating system updates: at least 6 years

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:
 - **Electronic failure (electronic boards, components, printed circuit board)**
 - Short circuit (electronic board, component, printed circuit)
 - Electronic display board or card component out of order
 - Dysfunctional display module (backlight, LED...)
 - Failure of the control device (buttons, touch system, card electronics, programmer)

- **Failure of the electric motor(s)**
 - Startup or permanent capacitor HS
 - Power board out of service
 - Insulation of the low-quality or defective armature
 - Inadequate engine power
 - Worn, broken or failing brushes (universal motor)
- **Failure of the drive system (coupling mechanism, wear) premature materials...)**
- **Failure of the sealing systems (tank, bowl, base)**

I.3.2. Identification number

Minor criterion

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

Disassembly

II.1.1. Product packaging

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.

- ❖ Permanent assembly not justifiable, not authorized. In the case of assembly by clips, check the quality of the clips and the availability of location information.
- ❖ Accessibility scale limited to 5 steps and 10 minutes
 - **Machine body assembly**
 - Chassis
 - Plinth, support, base
 - Feet
 - Front panel
 - Control panel
 - Covers, lids, trim panels (front/rear, side, top/bottom), plates

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

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.

❖ Accessibility scale limited to 10 steps and 20 minutes

- **Control panel (start, settings, programmes, etc.)**
 - Control buttons/keys (touch-sensitive, mechanical)
 - Programme selector, timer
 - Switch
- **Electrical and electronic assembly**
 - Power supply cable
 - Button/On/Off switch, machine
 - Connection Layers
 - Radio interference suppression coil
 - Relay
- **Sealing and stabilisation components for mechanical connections**
 - Gaskets (black, green, orange)
 - Spring
 - Silentblocks (motor, bowl, tank...)

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

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.

❖ Accessibility scale limited to 7 steps and 15 minutes

- **Electrical and electronic assembly:**
 - Power electronic boards
 - Electronic control boards
 - Electronic control unit
 - Electronic Display Module

- Analog or digital display (display)
 - Electric motor capacitor (starting, permanent)
- **Electric motor assembly:**
 - Citrus press set:
 - Warhead drive system
 - Bearings or ogive bearings
 - Sealing system for the bowl and warhead (VRING, O-ring, etc.)
- **Electric motor assembly:**
 - Motor (universal, asynchronous)
 - Bearings
 - Fan
- **Shaft or torque transmission system (direct or indirect)**
 - Coupler or coupling mechanism, direct or indirect drive (square of training, finger of training, pulley-belt, gearing...)
 - Clutch mechanism (disc, shoe, clutch plate...)
 - Bearings
- **Blender set:**
 - Blender knife
 - Blender knife drive system
 - Bearings or knife bearing
 - Sealing system for the bowl and knife (VRING, O-ring...)
- **Centrifuge assembly:**
 - Centrifuge basket drive system
 - Centrifugal basket bearings or bearings
 - Sealing system for the bowl and the centrifugal basket (VRING, O-ring...)
- **Extractor set:**
 - Pressing screw drive system
 - Housings or bearings for pressing screws
 - Bowl sealing system and pressing screw (VRING, O-ring...)
- **Citrus press set:**
 - Warhead drive system
 - Bearings or ogive bearings
 - Sealing system for the bowl and warhead (VRING, O-ring, etc.)

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

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.

- ❖ All connector fixing elements must be at least removable (class B standard EN 45554).

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

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.

- ❖ No regulatory justification identified
- ❖ [List of tools in accordance with the list in table A2 of standard EN 45554](#) and supplemented with basic tools specific to the target product group
 - Tool for removing bearings and/or bushings that may be found in electric motors or transmission systems
 - Seal remover
- ❖ Tolerance allowed for proprietary tools provided on request at no additional cost with the spare part.

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

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.

II.2.2. Exploded diagram

Minor criterion

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

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.

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.

- ❖ All documents necessary for resolving failure scenarios must be exhaustive and accessible (Class A Table A.10 of standard EN 45554) for all professionals in the sector and as a priority:
 - › A disassembly diagram or an exploded view
 - › A technical manual with instructions for solving scenarios of failure
 - › A list of the necessary repair and testing equipment
 - › Information about the components and diagnostics (such as values theoretical minimum and maximum for the measurements)
 - › Wiring and connection diagrams
 - › Error and diagnostic codes (including manufacturer-specific codes, the if applicable)
 - › Instructions for installing relevant software and firmware, y including reset software
 - › Information on how to access data related to incidents of failure if they are registered in the product

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

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.

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: Mode 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-assemblies, 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%.
- ❖ All replacement parts must be accessible.

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 abusive warranty exclusion 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
 - Use
 - Making the most of consumables
 - Repairs

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.

VIII. THANKS

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IX. BIBLIOGRAPHICAL RESOURCES

- › EN 1672-2 Food Machinery - Fundamentals - Part 2: hygiene and cleanability requirements
- › EN 60335-1 COMPIL 15 Household and similar electrical appliances - Safety - Part 1: general requirements
- › EN 60384-14 Fixed capacitors used in electronic equipment - Part 14: Intermediate specification - Fixed interference suppression capacitors and connection to the food
- › DIRECTIVE 2009/125/EC of 21/10/09 establishing a framework for the setting of requirements for eco-design applicable to energy-related products
- › DIRECTIVE 2011/65/EU of 08/06/11 on the restriction of the use of certain substances hazardous in electrical and electronic equipment
- › DIRECTIVE 2012/19/EU of 04/07/12 on waste electrical equipment and electronics (WEEE)
- › REGULATION (EU) 2019/1781 of 01/10/19 laying down ecodesign requirements applicable to electric motors and variable speed drives.
- › Off-mode, standby and networked standby: Ecodesign requirements for products in standby mode and in off mode