



## Certification standard

### Office furniture

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# TABLE OF CONTENTS

## Table of contents

### I. GENERAL INFORMATION

- LONGTIME® vision
- Label objectives
- Impact of durability(name of product)
- Fields of application
- Reference system organization
  - Criteria category
- Control system
- Standards and regulations
- General mode of proof

### I. PRODUCT SCOPE DEFINITION

- Product scope
- Outside product scope

### II. NOMENCLATURE OF PARTS

### III. PRIORITIZATION BY PARTY CATEGORY

- Product housing
- Functional parts
- Priority parts
- Vulnerable parts
- Consumable or maintenance parts
- Aesthetic parts or accessories

### IV. CLASS OF REPARABILITY CRITERIA

1. Class system
2. Disassembly depth of parts

### VI. EXPOSURE TO EXOGENOUS FAILURES

- Definition
- Exogenous failure criteria
- Definition of the different phases
- Assessment of the overall risk of exogenous failure :

### VII. LABEL CRITERIA

#### Reliability

1. Stress resistance
2. Production line
3. Logistics
4. Supply chain
5. Reliability plan
6. Breakthrough technology
7. Breakdown rate
8. Product identification
9. Completeness of usage information

10. Usage information format

11. Prolonged immobilization

**Repairability**

12. Disassembly of parts

13. Part fasteners and connectors

14. Tools

15. Working environment

16. Competence level

17. Spare parts interface

18. Spare parts availability time

19. Accessibility of spare parts to target audiences

20. Terms and conditions for the sale of spare parts

21. Spare parts prices

22. Shipping costs for spare parts

23. Spare parts delivery times

24. Documentation of failure scenarios

25. Support for fault diagnosis

26. Reset settings and passwords

27. Software

28. Internal failure resolution policy

29. Service contact

30. Return services

31. Return condition

32. Useful product

33. Warranty time

34. Warranty exclusions

**Lifecycle**

35. Health, safety and environmental protection

36. Energy and/or environmental performance

37. Equipment end-of-life management

38. Packaging management

**VIII. TERMS, DEFINITIONS, CLARIFICATIONS**

**IX. BIBLIOGRAPHICAL RESOURCES**

**X. VERSION UPDATE**

**XI. ACKNOWLEDGEMENTS**

## 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 repairability 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 « [Modélisation et évaluation environnementale de produits de consommation et biens d'équipement](#) » and « [Évaluation environnementale et économique de l'allongement de la durée d'usage de biens d'équipements électriques et électroniques a l'échelle d'un foyer](#) » 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 helps to preserve the planet's resources by making better use of them 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 sustainability of wooden office furniture

Extending the lifespan of wooden office furniture by several years significantly reduces the environmental impact associated with manufacturing and transporting materials. The production of wooden furniture involves logging, processing and transporting resources, which generates CO<sub>2</sub> emissions and consumes energy.

In other impact categories, the environmental benefit of extending the lifespan is generally significant. Given that furniture does not consume any inputs or produce any outputs during its use phase, prematurely replacing a functional piece of furniture with a new model, even one made from more sustainable materials (FSC or PEFC certified), does not result in any environmental added value.

The production of new furniture will inevitably lead to new impacts related to the upstream phases of use. Conversely, extending the use of furniture avoids these additional impacts and promotes a genuine circular economy approach.

The average lifespan of wooden office furniture varies depending on the materials used, ranging from 5 to 50 years for chipboard or solid wood respectively. It is therefore preferable to maintain and repair existing furniture in order to extend its lifespan rather than replacing it prematurely.

## Fields of application

The label applies to various product categories, provided they consist of an assembly of parts. LONGTIME® aims to cover household appliances, electronic devices, portable electrical tools, furniture, leisure equipment, and professional equipment. The range of products is therefore very broad, but excludes complex technological sectors (such as automotive and aerospace), textile products (except leather goods), foodstuffs, 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 <b>T0</b>	These criteria must be met to qualify for certification after the initial audit (year N).
Criteria <b>T1</b>	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.*

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## 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

The "Office Furniture" standard focuses on furniture designed for the furnishing of both professional and home workspaces. These pieces are intended to provide a functional work surface, suitable storage solutions, and an ergonomic layout that promotes comfort and productivity.

This sector-specific standard applies exclusively to the products listed within the scope defined below:

### Product scope

- › Wooden storage furniture
- › Wooden desks and office tables
- › Wooden reception desks
- › Wooden screens and partitions

### Outside product scope

- › Office furniture made of metal and glass
- › Wall-mounted furniture
- › Seating furniture
- › Electrically operated and/or powered furniture
- › Urban furniture for public amenities and cleanliness
- › Nursery furniture
- › School furniture
- › Community furniture

In the remainder of the standard, all items falling within the product scope may be referred to collectively as "**office furniture**".

### 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.

- **Structural assembly**
  - Legs / Base
  - Worktop / Surface
  - Side and back panels
  - Height adjustment components
  - Braces or crossbars
  
- **Mobility system assembly**
  - Glides
  - Wheels
  
- **Storage system assembly**
  - Drawers
  - Guide rails
  - Handles
  - Doors
  - Shelves
  - Soft-close dampers
  - Cable grommet
  - Mesh storage
  - Drawer locking system (locks, keys, latches)
  
- **Mechanical joint stabilisation assembly**
  - Fastening mechanism (screws, bolts, circlips, washers...)
  - Stabilising mechanism (spring, spacer, bucket, bearing...)
  - Sliding mechanism (runners)

### IV. PRIORITIZATION BY PARTY CATEGORY

#### Product housing

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

- **Structural assembly**
  - Side and back panels

#### Functional parts

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

- **Mechanical joint stabilisation assembly**

- › Fastening mechanism (screws, bolts, circlips, washers...)
- › Stabilising mechanism (spring, spacer, bucket, bearing...)
- › Sliding mechanism (runners)

## Priority parts

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

- › **Structural assembly**
  - › Legs / Base
  - › Height adjustment components
  - › Braces or crossbars
- › **Storage system assembly**
  - › Drawers
  - › Guide rails
  - › Handles
  - › Doors
  - › Shelves

## Vulnerable parts

Parts exposed to a high rate of accidental user breakage.

- › **Mobility system assembly**
  - › Wheels
- › **Structural assembly**
  - › Worktop
  - › Protective coating (varnish, sealant, lacquer, etc.)

## 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.

- › **Storage system assembly**
  - › Soft-close dampers
- › **Mobility system assembly**
  - › Glides

## Aesthetic parts or accessories

Aesthetic parts that do not interfere with product operation. Elements that may be useful for the operation of an object or for adding additional functions without being part of it.

- **Ensemble système de rangement**
  - Cable grommet
  - Mesh storage
  - Drawer locking system (locks, keys, latches)

## 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

- **Installation and assembly:** the phase involving the placement of the furniture in its intended location, including assembly and any necessary adjustments.
- **Regular use:** the main phase of operation, including daily usage.

- **Cleaning and maintenance:** includes cleaning, adjustment, and repair of any minor damage.
- **Relocation and reconfiguration:** modification of the layout or moving the furniture to a new location.
- **Storage:** the phase during which the furniture is stored without regular handling or use.

Phase	User risk	Product handling	Weather exposure	Overall risk
Installation and assembly	Medium	Medium	Low	Medium
Regular use	Low	Low	Low	Low
Cleaning and maintenance	Medium	Low	Low	Low
Relocation and reconfiguration:	Medium	High	Low	Medium
Storage	Low	Low	Medium	Low

## Assessment of the overall risk of exogenous failure:

**LOW**

This product category is subject to a high risk of exogenous failure. The main exogenous failure risks for product are as follows:

- **Assembly and installation phase**
  - Poor compliance with assembly instructions
  - Failure to follow the instructions for use, particularly those concerning the treatment of untreated raw wood furniture.
  - Poor compliance with safety instructions
- **Displacement phase**
  - Accidental impacts
  - Furniture left exposed to the elements (during a move, for example)
- **Storage phase**
  - High humidity in the storage area

## 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 reparability 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.*
  - *Certification NF OEC*
  - *Certification NF Ameublement*
  - *Technical specification of the panel manufacturer according to EN 438-2*

##### ◆ Resistance to mechanical stress

- Fatigue resistance under horizontal static load
  - Resulting displacement amplitude  $\leq 20$  mm
  - No cracking, tearing or detachment of assemblies
  - No permanent deformation or loss of rigidity or strength after repeated stress
- Resistance to bending under vertical static load
  - Resulting deflection  $\leq 1\%$  of the longest length of the plate or stressed element
  - No cracking, delamination or permanent deformation affecting stability or flatness
  - No progressive sagging after repeated use

*Mode of proof: Horizontal and vertical static load test report in accordance with EN 15372 (or equivalent standard – EN 12521, ISO 19682, ISO 7170) suitable for the type of furniture*

- Resistance to a series of three localised vertical impacts (top, most exposed edge, handle or protruding part)
  - No cracking, delamination or coating chips greater than 1 mm
  - No permanent deformation greater than 2 mm visible to the naked eye
  - No functional impairment
  - No alteration to the coating for wood-based products

*Mode of proof: Impact test report according to ISO 4211-4 Furniture - Surface finish tests - Impact resistance assessment*

- Resistance of wood-based products to  $\geq 400$  abrasion cycles
  - No aesthetic alterations visible to the naked eye (dulling, tarnishing, loss of shine, film peeling)
  - No deterioration of the coating on contact areas or areas subject to regular use after testing

*Mode of proof: Abrasion resistance test report according to ISO 4211-5 Furniture - Surface finish tests Part 5: Evaluation of abrasion resistance*

- Résistance des revêtements des produits dérivés du bois aux micro-rayures sur une charge critique de  $\geq 1,0$  N (surface mate) ou de  $\geq 2,0$  N (surface brillante)
  - Aucune rayure profonde perceptible au toucher ou entraînant une rupture du revêtement décoratif.
  - Aucune rupture du film décoratif

*Mode of proof: Rapport d'essai de résistance aux micro-rayures selon EN 16611 Mobilier - Évaluation de la résistance superficielle aux micro-rayures*

- Resistance to wear and friction of moving parts without functional deterioration (jamming, seizing, misalignment) or play or misalignment greater than 2 mm
  - Resistance of extension systems to 500 cycles of complete deployment/retraction
  - Resistance of removable elements (drawers) to 50,000 complete operating cycles
  - Resistance of pivot doors to 50,000 complete operating cycles

*Mode of proof:*

- *Specific test report on the complete deployment/retraction of extension systems*
- *Test report on drawer transformation manoeuvres in accordance with EN 16122 Storage furniture for domestic and communal use - Test method for determining strength, durability and stability*
- *Test report on door manoeuvrability and pull-out resistance in accordance with EN 16122 EN 16122 Storage furniture for domestic and communal use - Test method for determining strength, durability and stability*
- Resistance to disassembly and reassembly with reuse of mechanical fasteners (screws, inserts, eccentrics, pins, fittings, etc.) possible without damage that could lead to a significant loss of strength
  - No breakage of parts or fasteners

- No loss of assembly or structural integrity
- Maintaining the stability and squareness of the product, with moderate variation in clearance or alignment tolerated, deemed to have no functional or aesthetic impact.
- Maintaining the functioning of moving parts (drawers, doors, extensions)

*Mode of proof: Test report according to EN 17902 Method for assessing the ability to dismantle/reassemble*

- Field tear resistance  $\geq 10 \text{ N/mm}^2$  or compliance with bonding class  $\geq \text{D3}$  according to EN 204
  - No visible detachment, cracking or breakage of the seal after pull-off testing or exposure to heat/humidity

*Mode of proof: Test report according to EN 311 Wood-based panels - Surface tear-off*

#### ◆ Resistance to moisture and liquids

- Swelling resistance suitable for indoor use and humidity level compliant with the territory of use
  - Wood moisture content between 8% and 12% during installation
  - No visible deformation (swelling, warping, twisting) after exposure to moisture
  - Thickness swelling  $\leq 12\%$  after immersion according to EN 317
  - Materials suitable for the environment of use (dry interior, damp interior, or specific declared use)

*Mode of proof:*

- *Thickness swelling test result according to EN 317 Particleboard and fibreboard - Determination of thickness swelling after immersion in water or equivalent.*
- *Technical data sheet for materials indicating the moisture content on delivery and the use class of the wood or panel (e.g. in accordance with EN 335)*
- *Checking the moisture content with a tester (relative wood moisture  $\leq 12\%$ )*
- Resistance to deformation (warping, curling) in atmospheric conditions with preservation of flatness and geometric stability
  - Flatness retention with maximum deformation (warping, tilting)  $\leq 2 \text{ mm/m}$
  - No visible cracks, splinters or gaps in the assembly
  - No after-sales service complaints related to recurring structural deformation of the product (quality monitoring)

*Mode of proof:*

- *Test report on dimensional stability and flatness after assembly (internal test or EN 317 / EN 321 depending on the type of material)*
- *Manufacturer's data on the hygrometric behaviour of the material*
- Resistance to cold liquids with preservation of nominal geometric characteristics

*Mode of proof: ISO 4211-1 Furniture — Testing of surface finishes — Part 1: Assessment of resistance to cold liquids*

#### ❖ Chemical resistance

- Surface resistance and protective coating against exposure to common cleaning products and disinfectants available on the professional disinfection market
  - Preservation of the original appearance without discolouration, staining, matting or loss of shine visible to the naked eye
  - No damage to the protective film (cracking, blistering, peeling)
  - No change in texture (softening, swelling, sticky film)

*Mode of proof: Test report according to ISO 4211-1 Furniture — Surface finish tests — Part 1: Assessment of resistance to cold liquids*

#### ❖ Resistance to thermal stresses

- Resistance to dry and humid heat without major deformation within the limits of the intended use and as recommended by the manufacturer.
  - No visible or permanent deformation affecting the stability or flatness of the furniture
  - Retention of geometry and appearance after exposure to temperature and humidity conditions representative of intended use
  - No cracking, blistering, delamination or deterioration of the decorative coating.
  - No loss of adhesion or change in texture (softening, whitening)

*Mode of proof: Test report on resistance to dry heat according to EN 4211-3 Furniture - testing of surface finishes Part 3: Assessment of resistance to dry heat and Part 2: Assessment of resistance to damp heat*

#### ❖ UV resistance

- UV radiation resistance for wood-based materials with acceptable colour variation after 1,000 hours of exposure ( $\Delta E \leq 3$  according to CIE Lab or Grade  $\geq 4/5$  on the grey scale)

*Mode of proof:*

- *Test report according to ISO 16474 (methods of exposure to laboratory light sources)*
- *Colour assessment according to ISO 11664 ( $\Delta E$  in CIE Lab) or ISO 105-A02 (grey scale)*

## Production

### 2. Production line

#### T0 Criteria

The manufacturer has the processes in place to control and maintain consistently high manufacturing and assembly quality during the production phase.

- ❖ The main site(s) involved in the production of the product is/are certified to an international quality management standard.
  - Site involved in the manufacture of hardware components (fasteners, hinges, jacks, guide rails, etc.) ISO 9001
  - Site involved in the manufacture of wood-based materials ISO 9001

*Mode of proof:*

- *Annual quality control of the production site and its production line by a third party as a minimum.*
- *Demonstration of compliance with ISO 9001 principles through verification of quality procedures or equivalence in other certifications.*
- *For companies with more than 250 employees and/or producing more than 250 units of furniture per year, the subsystems identified in PSR (in the case of subcontracting) have ISO 9001 certification issued by an accredited third-party inspection body.*

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### 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

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### 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:

- Mechanical connection stabilisation assembly
  - Retaining mechanism (screws, bolts, circlips, washers, etc.)
  - Stabilisation mechanism (spring, spacer, bucket seat, bearing, etc.)
  - Translation mechanism (slides, door hinges, etc.)
  
- All panels, boards and other items made of wood or wood derivatives

*Mode of proof: Annual quality control of the production site and its production line by a third party as a minimum. Demonstration of compliance with ISO 9001 principles by verification of quality procedures or by equivalence in other certifications. For companies with more than 250 employees and for subsystems identified in 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

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## 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:
  - Electronic failure
    - Failure of moving parts (drawer, slide, etc.)
    - Defects in bonded surfaces
    - Loss of nominal geometric or aesthetic characteristics

*General mode of proof*

## User information

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## 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*

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## 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 informs the user how to properly maintain his product, providing the following information:
  - Use of appropriate protection
  - Clean the appliance regularly.

*General mode of proof*

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## 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*

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## 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.

❖ Not applicable

General mode of proo

# 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:  $\leq 3$  steps and less than 10 minutes
- Class B: between 4 and 9 steps and less than 20 minutes
- Class C: between 10 and 20 steps and less than 30 minutes
- Class D:  $> 20$  steps and less than 60 minutes

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

- ❖ If fasteners are in class B, then the spare part must be delivered with the new fasteners needed.

*General mode of proof*

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## 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	A
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*

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## 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*

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## 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	A
Priority	A
Vulnerable	A
Consumable	A

*General mode of proof*

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## 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 compatible from a technological specification perspective to function properly and it must not play a role if the part is new or reused and if it is from the original manufacturer or a 3rd party.

*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 (10 years)
- Class B: Medium-term accessibility (5 to 10 years)
- Class C: Short-term accessibility (2 to 5 years)
- Class D: No information on the 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

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## 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

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## 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 : 25%.
- ❖ 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 30%, 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

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## 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

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## 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](#)

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## 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	Time to availability
Disassembly and reassembly diagrams and exploded views	A	10 years
Technical manual of instructions for resolving failure scenarios	A	10 years
List of repair and testing equipment, if necessary	A	10 years
Technical bulletins	B	10 years
Instructions on how to contact customer service and specific contacts associated	A	10 years
Information on the price of spare parts	A	10 years

[General mode of proof](#)

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## 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

❖ Not applicable

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.

❖ Not applicable

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

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## 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*

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## 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*

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## 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*

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## 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*

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## 33. Warranty time

### T0 Criteria

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

*General mode of proof*

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## 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:

- ❖ Surface micro-scratches
- ❖ Dust marks

General mode of proof

## Lifecycle Sustainability

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 to ISO 14024 from the list below*

- Blue Angel
- Ecolabel Européen
- NF OEC

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### 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.*

#### General mode of proof

- ❖ The final assembly manufacturer of the product is certified to an international environmental management standard.

*Mode of proof: ISO 14001 certification issued by an accredited third-party inspection body.*

- ❖ The manufacturer is able to prove the origin of the wood used:
  - The wood species used come from legal plantations.
  - Rare and exotic wood species come from sustainable plantations certified by a type 1 ecolabel.
  - Standard wood species come from sustainable plantations certified by an ecolabel.

*Mode of proof:*

- Règlement (UE) N o 995/2010 du Parlement européen
- Indication du fournisseur

- ❖ In order to reduce the impact of the manufacturing phase, the manufacturer implements at least two of the following features:
  - Paints and other coating products are exclusively water-based or bio-based.
  - The site responsible for the "coating and painting" phase has third-party quality certification related to environmental management, such as ISO 14001 or EMAS.

- Low content of volatile organic compounds in the finished product
  - VOC content ≤ 3% by mass
  - Content ≤ 60% of the regulatory thresholds set out in Directive 2004/42/EC, depending on the category concerned.
- Compliance with emission thresholds at 28 days on finished product according to ISO 16000 (28 days) demonstrating:
  - TVOC ≤ 500 µg/m<sup>3</sup>
  - Formaldehyde ≤ 20 µg/m<sup>3</sup>
  - Acetaldehyde ≤ 100 µg/m<sup>3</sup>

*Mode of proof: Composition and characterisation of paints. Third-party quality certification demonstrating the environmental friendliness of the paints used, in accordance with recognised testing standards. Certificate of origin for the materials used in the composition of 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 : <ul style="list-style-type: none"> <li>- The number of years of experience in the field of LCA/PCF</li> <li>- Number of carbon footprints reviewed</li> <li>- Number of carbon footprints completed</li> </ul>	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 ( <a href="#">Full Material Declarations</a> )	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 consultancy.*

- ❖ [Fair mined material and/or recycled material](#) : The characteristics of the product and the manufacturer's practices result in a minimum **class A** 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: proof of origin of materials used to make the product*

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## 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

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

#### **OR**

The company has presented a strategy to reduce greenhouse gas (GHG) emissions, aiming for a reduction of at least 35% in absolute scope 1 & 2 emissions by 2030, and is implementing concrete measures focusing on 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*

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## 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.

- ❖ The product must be designed so that it can be easily separated into homogeneous materials (metal, plastic, textile, etc.) to facilitate end-of-life recycling.
- ❖ Surface coatings on plastics (paint, lacquer, plating, galvanization, vacuum metallization, etc.) that compromise recycling quality are prohibited.

- *Recycling-friendly design*
  - *Technical documentation or material sheets confirming the absence of surface coatings compromising recycling (paints, metallizations, etc.).*
  - *Certificates of material conformity attesting to the absence of black carbon-based plastics, or proof of compatible optical detection technology.*
  - *Design reports or internal audits demonstrating compliance with these prohibitions.*

❖ The use of black plastics containing carbon black is prohibited, unless an optical detection solution compatible with existing sorting systems can be demonstrated.

OR

The manufacturer must provide the information required for disassembly:

- Sequence of disassembly steps ;
- Tools or technologies required;
- Location and indicative weight of critical components covered by Directive 2012/19/EU (Annex VII, point 1).
- This information must be accessible free of charge online, without access restrictions for a duration equivalent to that of Class A as defined in criterion [18. Spare parts availability time](#)

*Mode of proof: Accessible disassembly information:*

- *Free, unrestricted online documentation (manual, data sheet, video tutorial) detailing: sequence of dismantling steps, tools required, location and weight of critical components listed in Directive 2012/19/EU (WEEE, Annex VII)*
- *Screenshots or web links proving that this information is actually available*
- *A written commitment to maintain the product online for at least as long as the period defined for Class A (spare parts)*

❖ 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
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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**

A recyclable material or product is one whose characteristics allow it to be diverted from the waste stream through available collection and processing systems, enabling its reintegration as raw material or a new product (based on ISO 14021).

A recycled material or product is manufactured entirely or partially from materials that have been recovered after initial use and subjected to a transformation process—mechanical, chemical, or other—to be reintroduced into the production chain.

Recycling excludes the direct reuse of products or components without prior transformation and aims to reduce the consumption of virgin 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

ISO 19682 Furniture - Tables - Test methods for determining stability, strength and durability

EN 16121 Storage furniture for communal use - Requirements for safety, strength, durability and stability

EN 1730 Furniture - Tables - Test methods for determining stability, strength and durability

EN 16122 Storage furniture for domestic and communal use - Test method for determining strength, durability and stability

NF D60-020 Domestic furniture - Information to be provided with "self-assembly" furniture - Requirements and recommendations

NF D62-041 Office furniture - Storage furniture - Durability and performance - Tests and requirements

Test standard EN 1023-3 Office partitions - Part 3: Test methods

Test standard EN 15338 Furniture fittings - Strength and durability of extension mechanisms and their components

Test standard EN 16014 Furniture fittings - Strength and durability of locking mechanisms

EN 15570 Furniture fittings - Strength and durability of hinges and their components - Hinges pivoting on a vertical axis

EN 15828 Furniture fittings - Strength and durability of hinges and their components - Supports and hinges pivoting on a horizontal axis

Test standard EN 15706 Furniture fittings - Mechanical strength and endurance of sliding components for sliding doors and sliding curtains

Test standard EN 17902 Furniture - Circularity - Requirements and assessment methods for disassembly and reassembly

Test standard ISO 7170 Furniture - Storage units - Test methods for determining strength, durability and stability

Test standard ISO 4211 Furniture — Assessment of the resistance of surfaces to cold liquids or ISO 4211-1 Furniture — Surface finish tests — Part 1: Assessment of resistance to cold liquids

Test standard ISO 4211-2 Furniture - Surface finish tests Part 2: Assessment of resistance to damp heat

Test standard ISO 4211-3 Furniture — Surface finish tests — Part 3: Assessment of resistance to dry heat

Test standard ISO 4211-4 Furniture - Surface finish tests Part 4: Impact resistance assessment

Test standard ISO 4211-5 Furniture — Surface finish tests — Part 5: Assessment of abrasion resistance

Test standard EN 16611 Furniture - Assessment of the resistance of surfaces to micro-scratches

[FD CEN/TR 14699 Office furniture - Terminology](#)

[EN 60335-1 COMPIL 15 Household and similar electrical appliances - Safety - Part 1: General requirements](#)

[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](#)

<https://www.fcba.fr/wp-content/uploads/2024/04/2024-BNBA-Ameublement-003.pdf>

## 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
Standard V2 Office furniture	01/10/2025	Final edition	Florent P
Standard V2 Office furniture	19/08/2025	Editing and consultation on the draft	Florent P
Standard V2 Office furniture	07/04/2025	Commencement of the drafting process	Florent P
Sectoral Annex Office furnitur	01/09/2022	Final edition	Florent P
Sectoral Annex Office furnitur	01/03/2022	Editing and consultation on the draft	Florent P
Sectoral Annex Office furnitur	01/09/2021	Commencement of the drafting process	Florent P

## XI. ACKNOWLEDGEMENTS

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