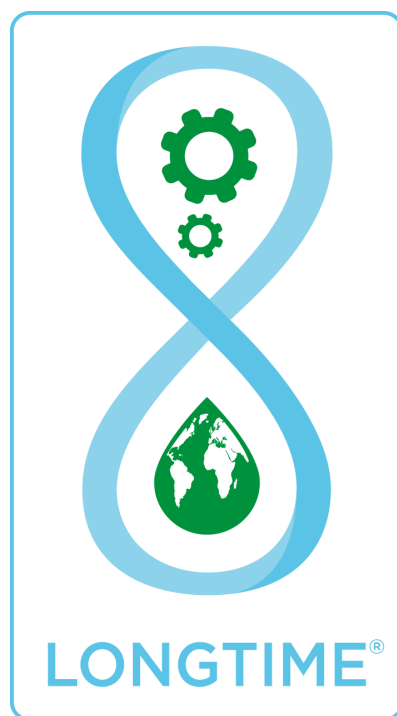




Certification standard

PROFESSIONAL KITCHEN UTENSILS

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I. GENERAL INFORMATION

Building on the EN 45550 series of standards, and in line with EN 45552 and EN 45554, the LONGTIME® product-group reference frameworks set out the requirements for assessing the robustness, reliability and repairability of the relevant product families.

The data used—whether qualitative, semi-quantitative or quantitative—derive from a structured research and consultation process that complies with applicable standards. They are grounded in scientific, regulatory and standardisation references, and incorporate input from a wide range of stakeholders: manufacturers, importers, distributors, suppliers, subcontractors, repairers, installers, professional testers, spare-parts stakeholders, refurbishers, consumers, consumer associations, environmental associations, as well as any expert able to provide added value.

LONGTIME® forms part of a wider societal momentum aimed at anticipating regulatory developments and supporting a profound transformation of production and consumption patterns. Conceived as a citizen-focused tool, the label guarantees that the certified product is designed for long-lasting use and remains economically repairable. It provides clear information for consumers concerned about the environmental impact of their purchases, while recognising manufacturers committed to optimising the service life of their products.

This approach responds to a growing expectation across society: to move away from a throwaway model and promote an economy based on sufficiency and durability. ADEME's work demonstrates the major environmental benefit of extending the period of use, at a time when global consumption of raw materials now exceeds 60 billion tonnes per year. By encouraging products designed to last and to be repaired, the label contributes to conserving resources, reducing waste and enabling more responsible consumption—without seeking “immortal” goods, but by combating artificially short lifespans.

The label applies to many product families provided they are based on the assembly of parts: household appliances, electronic products, power tools, furniture, leisure equipment and professional equipment. It nevertheless excludes certain complex technology sectors (automotive, aeronautics, etc.), as well as textile products (except leather goods), food products, cosmetics and chemical products.

Any standards or regulations cited in the framework refer to the most recent versions and/or to equivalent texts published in the Official Journal of the European Union.

II. STRUCTURE OF THE CERTIFICATION FRAMEWORK

Structure of the Certification Criteria

The criteria are divided into three main categories (reliability, maintainability and life cycle). In the standard, the criteria are presented as follows:

Criteria category
Criteria subcategory

1. Criterion number and title: Each cross-cutting criterion is identified by a number and a title corresponding to its thematic focus. In total, there are 38 criteria. Beneath the title and number is the specification of the cross-cutting criterion, which applies to all product categories.

T0 criterion or T1 criterion: A time marker is assigned to each criterion according to the following classification:

Criteria T0	These criteria must be met to qualify for certification after the initial audit (year N).
Criteria T1	Criteria must be met at a minimum level of 70% during the initial audit (year N). Any criteria assessed as “non-compliant” will require the implementation of corrective actions in order to mandatorily reach 100% compliance in year N+1.

In addition to the cross-cutting criterion, sub-criteria may be included, indicated by a small blue diamond:

- ❖ **Specification or Product-Specific Requirement (PSR):** A specific criterion whose scope is tailored to the product category covered by the framework.

Mandatory and Complementary PSR

Mandatory PSR covers requirements that are central to the durability assessment of the product, including structural reliability, fundamental repairability, spare parts availability, regulatory compliance, and the effective possibility of long-term use. Mandatory PSR are not subject to any specific visual indication in this standard and are presented as standard criteria in the framework.

Complementary PSR cover requirements that support the overall durability approach but are less directly related to the core robustness, repairability or long-term usability of the product, such as secondary information, ergonomic aspects, peripheral environmental improvements, or emerging requirements for which market feedback is still limited. Complementary PSR are identified by the mention “**Complementary**”, displayed in blue next to the relevant criterion.

To qualify for certification, **the product shall comply with 100% of Mandatory PSR and at least 80% of applicable Complementary PSR.** The number of Complementary PSR

always remains limited and doesn't exceed half the number of Mandatory PSR, in order to preserve the robustness and discriminating nature of the certification framework.

The Mandatory/Complementary classification applies only to Product-Specific Requirements (PSR), whereas the T0/T1 classification applies only to the 38 cross-cutting criteria. Non-compliance with up to 20% of applicable Complementary PSRs is assessed as an absolute tolerance and is not linked to any corrective-action timeframe.

Methods of proof

Operational-type evidence: See definition

Commitment- and process-type evidence: See definition

The types of evidence are classified into four expectation levels by the inspection body.

- **Mandatory:** Evidence that must systematically be provided to the inspection body.
- **Priority:** Evidence expected as a first priority by the inspection body. It constitutes the preferred means of justification compared with secondary evidence.
- **Secondary:** Substitute evidence accepted when priority evidence cannot be provided. Its use may lead the inspection body to examine the criterion in greater detail and to request additional information.
- **Not applicable:** Used when operational-type or commitment- and process-type evidence is not relevant to demonstrating compliance with a criterion.

A set of documents and administrative procedures is used to establish evidence of compliance with the various criteria of the framework. These evidence methods may be cross-cutting, applying to several criteria, or specific to a single criterion. They are systematically detailed under each criterion and sub-criterion and consist of two types of evidence:

1. Operational-type evidence:

Operational evidence is factual, dated and traceable material demonstrating that the company effectively applies its commitments and processes to meet a criterion of the framework. It attests to actual implementation (for a given product, period, batch or version) and enables an auditor to verify compliance based on activity records and/or measured results. Operational evidence is considered more robust and acceptable when it is attributable (product/version/scope), understandable (explicit methods and indicators) and verifiable (identifiable source, consistency and integrity).

They may include in particular:

- Qualification phases and tests.
- Performance and endurance tests.

- Field records (completed checklists/work instructions, signed inspections, test reports).
- Production control records and final test results related to batches or series (demonstrating day-to-day application of the system).
- Test reports or test data (testing, reliability, audits, periodic reviews).
- Audit reports including findings, non-conformities, action plans and associated evidence of closure.
- System extracts (failure statistics, after-sales/CRM/ERP data: tickets, histories, KPIs, lead times, stock levels).
- Evidence of access or availability (time-stamped screenshots, active URLs, communication media).
- Visual evidence (photographs, dismantling or maintenance videos) where relevant.
- Visual inspection by a mandated third-party auditor during an on-site audit.
- Documentation made available to interested parties (maintenance plans, user instructions, maintenance manuals, etc.).

2. Commitment- and process-type evidence

These evidence methods include the framework documents demonstrating that the company has a structured system in place to meet the requirements of the framework, as well as the formal commitments it makes (internal and/or external). They cover both the steering and control of activities (governance, responsibilities, methods, control criteria, indicators, risk management), and binding and verifiable commitments (warranties, policies, certifications, service agreements).

They may include in particular:

- Type documentation (technical documentation) and associated regulatory information, registered in the European Commission's EPREL database pursuant to Article 12(5) of Regulation (EU) 2017/1369.
- Evidence demonstrating control of production quality by the manufacturer (inspection procedures, traceability, quality assurance, Module D/E where applicable).
- Functional analysis tools.
- Design studies (operation, materials, constraints of use).
- Technical data sheets specifying components, materials, coatings, and internal or supplier processes.
- Quality management manual (or equivalent documentation).
- Quality management processes for the service or supply chain (e.g. qualification/validation, non-conformity management, CAPA, quality control, traceability, document management).
- Control methods and plans (acceptance criteria, thresholds, frequencies, sampling rules).
- Formalised company commitments (e.g. manufacturer's warranty, ISO certification, after-sales service charter, commitments on spare parts or software update availability).
- Quality certifications and Type 1 or Type 2 labels (ISO 9001, ISO 14001).
- General terms and conditions of sale.

General Test Acceptance Rule

Unless otherwise specified or unless a specific acceptance criterion is explicitly defined in this certification scheme, compliance with a test requires that, upon completion of the test, the product retains its nominal functions and remains fit for its intended use, without any functional failure or degradation in performance exceeding the applicable tolerances.

Where a specific threshold, tolerance, or acceptance condition is defined for the relevant test, that specific requirement shall take precedence over this general rule.

Principle of Equivalence of Forms of Evidence

The standards, test protocols, and technical references cited in this criterion constitute recognized frameworks for evaluating a product's resistance to identified stresses. As such, they are consistent with the methodological principles defined by the EN 45552 standard regarding the assessment of product durability and reliability.

However, these references are not exclusive. The manufacturer may use any other national or international standard (ISO, EN, IEC, ASTM, or equivalent), provided that it allows for an appropriate evaluation of the same stress, function, or part of the product, with an equivalent level of requirements, reproducibility, and robustness, and unless the level of evidence specifically associated with the criterion is designated as "Mandatory."

Similarly, strict adherence to the explicitly cited standards is not mandatory if the manufacturer can demonstrate the product's compliance through internal test protocols. In accordance with the principles of EN 45552, these protocols must be documented, reproducible, traceable, and based on evidence-based evaluation methods. They must demonstrate a level of methodological rigor and coverage of constraints equivalent to that of existing normative standards.

This demonstration can be supplemented by analyzing data from field experience (after-sales service, CRM, ERP), particularly through statistical analyses of failure rates, failure frequencies, failure modes, or observed service life. This data must be structured, sufficiently representative, and integrated into a documented reliability monitoring process.

Hierarchy of Methods for Determining Compliance

When a requirement calls for the use of a test, measurement, calculation, or technical evaluation method, the determination of conformity is based, in order of preference, on:

- 1) ISO and IEC standards
- 2) other recognized international standards
- 3) regional and national standards
- 4) peer-reviewed methods used in industry or commerce
- 5) other repeatable and reproducible methods that comply with recognized principles of good laboratory practice
- 6) the evidence provided by the manufacturer.

When a higher-level reference is not applicable or relevant to the product, function, or constraint being evaluated, a method from the next lower level may be selected, provided that it is documented and allows for a sufficiently robust determination of compliance. This hierarchy pertains to the selection of the method used to determine compliance and does not alter either the nature of the evidence (“operational” or “commitments and processes”) or its level of expectation (“Mandatory,” “Priority,” “Secondary,” or “Not Applicable”) as defined in this standard.

Control system

The assessment of compliance with the criteria of the LONGTIME® framework is carried out exclusively by an approved and independent inspection body. Audits are conducted by qualified auditors who are trained in the LONGTIME® programme, ensuring a rigorous, impartial and transparent verification process.

The label owner, Ethikis ad Civis, is responsible for the governance of the programme (definition and updating of the frameworks, coordination of technical work, brand management, etc.). Ethikis does not intervene at any stage in the conduct of audits, nor in the decision to award or refuse the label.

The certification decision falls exclusively within the competence and responsibility of the independent inspection body, based on the audit results and in accordance with the impartiality requirements applicable to certification schemes.

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

Further details on the inspection system and the labelling process are available at the following link: <https://www.longtimelabel.com/conditionslongtime>.

III. PRODUCT SCOPE DEFINITION

The “**Professional Kitchen Utensils**” standard covers cutlery and similar utensils intended for professional use in the preparation, processing, serving or handling of food.

It applies to products used in the hotel, restaurant and catering (HoReCa) sector, institutional catering facilities, artisanal and industrial food trades—including butcher shops, delicatessens, fishmongers, bakeries, pastry shops, cheese shops, chocolatiers and catering businesses—as well as meat-cutting facilities, vocational training establishments and food processing industries.

Product scope

This standard applies to products intended for professional use in the preparation, processing, serving or handling of food, including the following product categories:

- Professional knives with smooth-edged stainless steel blades.
- Professional knives with serrated or micro-serrated stainless steel blades.

- Other similar utensils consisting of a handle and a functional component (zesters, peelers, etc.).
- Kitchen utensils with a handle and a non-cutting functional component, which may be made of silicone, polyamide, fibreglass or stainless steel, including:
 - Scoops
 - Spatulas and rubber spatulas
 - Carving forks
 - Spoons
 - Whisks
 - Graters
 - Strainers and colanders
 - Other accessories (peelers, zesters, melon ballers, etc.).

Outside product scope

- Table cutlery and flatware (cutlery sets, etc.)
- Pocket knives (multi-tools, folding knives, etc.)
- Kitchen utensils containing electronic components or equipped with a motor

Throughout the remainder of this standard, “Professional Kitchen Utensils” is referred to as “Utensils”.

Boundaries of the product system

This section specifies the boundaries of the product system under consideration and defines which elements associated with the product are included in the assessment and which are not.

This section is not intended to provide an exhaustive list of the components of the product being assessed. Its purpose is solely to identify equipment, accessories, or peripheral elements whose inclusion in the assessment scope may be open to interpretation, and to specify whether they are included in or excluded from the analysis.

The analysis covers components or accessories supplied with the product that are necessary for its normal operation, the failure of which could compromise its use or durability.

This excludes generic, external or easily replaceable components, such as standard cables or optional accessories, which have no direct impact on the product’s reliability or performance.

Product-related item	Included	Explanation
Sheath or storage protector supplied as standard	No	Protective or storage accessory that helps preserve the product's performance but is not essential for its use and can be replaced by suitable, universally available alternatives.
Sharpening stone, honing steel, knife sharpener or external maintenance accessory	No	External maintenance accessory that is not an integral part of the utensil itself. It may be mentioned in the maintenance recommendations but is not assessed as part of the product.

Impact of the Durability of Professional Kitchen Utensils

The “Utensils” covered by this standard are mechanical tools intended for the preparation and processing of food in professional environments. They primarily consist of a functional component attached to a handle designed to withstand intensive use.

Within the framework of the LONGTIME® standard, the selected [Functional Unit](#) is to ensure the preparation of food in a professional environment over 15 years of intensive use, in accordance with the utensil's intended function.

This approach makes it possible to incorporate the product's lifespan into its environmental assessment and evaluate the effects of extending it.

In accordance with the principles of Life Cycle Assessment (ISO 14040 and ISO 14044), the environmental impacts of professional kitchen utensils are primarily concentrated in the production phase.

The production of constituent materials is the main contributor to environmental impacts. Depending on the type of utensil, the functional component and/or handle may be made of metals, plastics, composites, ceramics, silicone or other technical materials suitable for food contact and professional use.

The associated impacts therefore vary according to the materials used: energy-intensive metallurgical processes for steels; consumption of fossil resources and processing operations for plastics, silicones and engineering polymers; impacts related to extraction, firing or processing for ceramic materials; and sustainable resource management challenges for wood and bio-based materials.

The manufacturing, assembly and distribution stages also contribute to the overall environmental impact, although to a lesser extent.

The use phase does not represent a significant source of direct environmental impact, as these utensils do not consume energy. Impacts associated with washing, drying and cleaning products are primarily attributable to the operation of the professional kitchen rather than to the utensil itself.

At the end-of-life stage, the potential for material recovery depends heavily on the nature of the materials, their separability and the availability of appropriate recovery and recycling systems. Metal components generally have significant recyclability potential, while plastic, composite, wood, silicone and ceramic components may offer more variable recovery options. However, such recovery cannot offset the environmental impacts generated during initial production.

For professional kitchen utensils, whose environmental impacts are predominantly concentrated in the manufacturing phase, extending their service life is the main lever for reducing environmental impacts. A longer service life allows production-related impacts to be spread over a longer period, reduces the frequency of replacement and limits resource consumption.

The robustness of the materials, the quality of assembly and the possibility of maintenance, particularly sharpening for knives, are key factors in achieving these objectives.

The identification of the most relevant life cycle stages, environmental impacts, and aspects is described in the chapter [“TECHNICAL BASIS”](#)

IV. NOMENCLATURE OF PARTS

This section presents a generic, non-exhaustive list of the main components that may make up the utensils covered by this standard. Depending on the nature, function and design of the product being assessed, only the components actually present and relevant will subsequently be considered when establishing the hierarchy by component type.

- **Handle and Grip Assembly**
 - Handle
 - Handle body
 - Handle scales
 - Handle coating or overmoulding
 - Handle end cap / butt
 - Bolster or guard
 - Rivets, pins, screws or other fastening elements
 - Tang, socket or active component anchoring area
- **Active Component Assembly**
 - Smooth-edged, serrated or micro-serrated blade
 - Specific functional component: zester blade, peeler blade or other component depending on the utensil's function
 - Non-cutting head
- **Active Component / Handle Connection Assembly**
 - Handle attachment
 - Riveting, screwing, crimping, welding, overmoulding or other assembly process
 - Junction area

V. PRIORITIZATION BY PARTY CATEGORY

The product parts are divided into two main categories: functional parts and priority parts.

- Functional parts are not targeted by the criteria of the framework and are listed for information purposes only.
- Only priority parts, comprising critical, vulnerable and consumable parts involved in the failure scenarios of the product family, are subject to requirements under the criteria of the framework.

The product functions, components involved, and associated priority parts are specified in detail in the section TECHNICAL BASICS - [Product Functions, Components Involved, and Priority Parts](#).

FUNCTIONALS PARTS

Groups together all parts related to the operation or use of the product, but which are not, or only marginally, involved in failure scenarios.

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

PRIORITY PARTS

Groups together all parts that play a major role in the failure scenarios of the product category. This systematically includes critical, vulnerable, and consumable parts.

Critical parts

Parts characterised by proven criticality, due either to the severity of the consequences in the event of failure or to the recurrence of their malfunctions.

- **Handle and Grip Assembly**
 - Handle
 - Handle body
 - Handle scales
 - Handle coating or overmoulding
 - Handle end cap / butt
 - Bolster or guard
 - Rivets, pins, screws or other fastening elements
 - Tang, socket or active component anchoring area
- **Active Component Assembly**
 - Smooth-edged, serrated or micro-serrated blade
 - Specific functional component: zester blade, peeler blade or other component depending on the utensil's function
 - Non-cutting head
- **Active Component / Handle Connection Assembly**

- › Handle attachment
- › Riveting, screwing, crimping, welding, overmoulding or other assembly process
- › Junction area

Vulnerable parts

Parts exposed to a high rate of accidental user breakage.

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

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.

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

VI. CLASS OF REPARABILITY CRITERIA

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.

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

VII. 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

- **Storage:** This phase includes initial storage before being put back into service (seasonal activities), as well as storage between uses (drawers, knife blocks,

magnetic strips, communal storage containers). Utensils are exposed to minor impacts, friction and drops that may damage the cutting edge and the connection between the active component and the handle. Humidity and steam-laden atmospheres in professional kitchens can also promote corrosion of metal components.

- **Preparation / Set-up:** This phase involves retrieving, handling and positioning utensils before use (worktops, containers, distribution among operators). It involves frequent handling in a demanding environment, creating risks of impacts, drops and improper gripping that may affect critical components.
- **Use (Professional Environment):** During use, utensils are subjected to repeated mechanical stresses associated with cutting, scraping or lifting operations, under conditions of high work intensity and use by multiple operators. Variations in applied forces, use outside the intended operating conditions (levering, cutting unsuitable food products) and operator fatigue increase the risk of damage to the active component, particularly the cutting edge or cutting element, where applicable, as well as the connection between the active component and the handle.
- **Cleaning / Drying:** This phase includes manual washing or cleaning in professional dishwashers, as well as drying. Utensils are exposed to chemical agents, moisture, thermal cycles and impacts resulting from bulk handling, which may alter material properties, promote corrosion and degrade assemblies.

Phase	User risk	Product handling	Weather exposure	Overall risk
Storage	MEDIUM	LOW	LOW	LOW
Preparation / Set-up	MEDIUM	HIGH	LOW	MEDIUM
Use (Professional Environment)	HIGH	HIGH	LOW	HIGH
Cleaning / Drying	MEDIUM	HIGH	LOW	MEDIUM

Assessment of the overall risk of exogenous failure:

MEDIUM

This product category is subject to a moderate **risk of exogenous failures**, mainly due to intensive use conditions in professional hotel, restaurant and catering (HoReCa) environments (high work intensity, multiple users):

- › **“Use” Phase (High Risk):** Use outside the intended operating conditions, such as levering, applying excessive force, using utensils on unsuitable food products or surfaces, or attempting to maximise productivity under high-paced working conditions, may generate excessive mechanical stresses and lead to damage to the active component, the cutting element where applicable, the handle or the connection between the active component and the handle.

- › **“Preparation / Set-up” Phase (Moderate Risk):** Frequent handling, movement between workstations, impacts and drops may damage the active component, the handle and the connection areas.
- › **“Cleaning / Drying” Phase (Moderate Risk):** Exposure to cleaning agents, thermal cycles and impacts during bulk handling may promote corrosion, wear and deterioration of assemblies.

Exogenous failures primarily affect the active component, the handle, the connection between the active component and the handle, the interface areas, as well as cutting elements or components subjected to bending, where applicable.

VIII. LABEL CRITERIA

Reliability
Conception

1. Stress resistance

T0 Criteria

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

Operational-type evidence: (Priority)

- ISO 8442-1 standard (Materials and articles in contact with foodstuffs – Cutlery and table holloware – Part 1: Requirements for cutlery used in the preparation of food).
- ISO 8442-5 standard (Materials and articles in contact with foodstuffs – Cutlery and table holloware – Part 5: Specification of sharpness and edge retention test of cutlery).
- ISO 8442-9, where applicable, for ceramic knives.
- EN 12875-1 and EN 12875-2, where the product is claimed to be dishwasher-safe or subjected to repeated washing cycles.
- Regulation (EC) No 1935/2004 – Materials and articles intended to come into contact with food.

Commitment- and process-type evidence: (Secondary)

- Technical specifications of the product's components and constituent materials
- 10-year manufacturer's warranty

The principle of equivalence of forms of evidence

The standards, test protocols, and technical references mentioned in this criterion constitute recognized frameworks for assessing the product's resistance to the identified stresses. As such, they are consistent with the methodological principles defined by standard EN 45552 regarding the assessment of product durability and reliability.

However, these references are not exclusive. The manufacturer may use any other national or international standard (ISO, EN, IEC, ASTM, or equivalent) provided that it allows for a relevant assessment of the same stress, the same function, or the same part of the product, with an equivalent level of requirement, reproducibility, and robustness, and unless the level of evidence specifically associated with the criterion is designated as "Mandatory."

Similarly, strict application of the explicitly cited standards is not mandatory if the manufacturer is able to demonstrate the product's compliance using internal test protocols. In accordance with the principles of EN 45552, these protocols must be documented, reproducible, traceable, and based on evidence-based evaluation methods. They must

demonstrate a level of methodological rigor and coverage of constraints equivalent to that of existing normative standards.

This demonstration can be supplemented by analyzing data from field experience (after-sales service, CRM, ERP), particularly through statistical analyses of failure rates, failure frequencies, failure modes, or observed service life. This data must be structured, sufficiently representative, and integrated into a documented reliability monitoring process.

❖ **Resistance to mechanical stress**

- Cutting Blade Hardness
 - Alloy steels with a plain cutting edge: minimum 52 HRC or minimum 540 HV30;
 - Alloy steels with a serrated cutting edge: minimum 48 HRC or minimum 480 HV30;
 - Low-alloy steels: minimum 54 HRC or minimum 580 HV30;
 - Composite steels: requirement expressed in HV30, depending on the blade structure;
 - Coated steels: requirement applicable according to the base material.

Operational-type evidence: (Priority)

- *Conclusive hardness test report in accordance with ISO 6508-1 for Rockwell testing or ISO 6507-1 for Vickers testing.*
- Cutting Performance and Edge Wear Resistance of Blades
 - ICP ≥ 75 mm for initial cutting performance;
 - TCC ≥ 275 mm for total cumulative cutting performance after testing cycles.

Operational-type evidence: (Priority)

- *Test report carried out on a new blade or one in as-received condition, in accordance with the test conditions set out in ISO/DIS 8442-5.*
- Resistance of the handle and ferrule to a progressively applied bending force at the most unfavourable point (the centre of the handle or at the ferrule, if present). Minimum force applied:
 - 150 N $\pm$ 6 per cent for utensils weighing 150 g or less
 - 300 N $\pm$ 6 per cent for utensils weighing more than 150 g

Operational-type evidence: (Priority)

- *Test report specifying the method of holding the utensil, the area subjected to stress, the force applied, the duration for which the force is maintained, and observations before and after the test. At the end of the test, no impairment of the handle's nominal function must be observed. The force is applied gradually up to the defined threshold, then maintained for at least 10 seconds.*
- *For the pommel, integration using forging or welding techniques may be used as supplementary evidence of design, but does not replace the mechanical strength test on the complete handle.*
- *For wooden handles, a hardness report in accordance with ISO 13061-12, specifically a static Janka hardness of ≥ 6 kN, may be used as additional evidence of the material's robustness, but does not replace the mechanical strength test on the complete handle.*

Bending strength

- Bending strength of stainless steel blades (excluding blades specifically designed to be flexible)
 - Lateral bending: Blade length × 0.2 N/mm (rounded up to the nearest 5 N) with a maximum force of 30 N.
 - Bending in the direction of use: Blade length × 0.4 N/mm (rounded up to the nearest 10 N) with a maximum force of 60 N.
- Bending strength of flexible blades
 - Lateral bending:
Blade length × 0.1 N/mm (rounded up to the nearest 5 N) with a maximum force of 15 N.
 - Bending in the direction of use:
Blade length × 0.2 N/mm (rounded up to the nearest 10 N) with a maximum force of 30 N.

Operational-type evidence: (Priority)

- *Test report according to the test conditions of the applicable standard - ISO 8442-1 Materials and articles in contact with foodstuffs - Cutlery and table holloware - Part 1: Requirements for cutlery used in the preparation of food for flexible metal blades.*

Tensile strength

- Tensile strength for utensils with a non-sharp active part inserted, without play exceeding 1 mm and retaining nominal functionality.
 - Minimum tensile force applied along the main axis of the head/handle assembly:
 - 100 N for 10 s for utensils weighing 150 g or less
 - 150 N maintained for 10 s for utensils weighing more than 150 g

Operational-type evidence: (Priority)

- *Test report carried out on the finished product, in accordance with the protocol described in the framework based, where its scope of application allows, on EN ISO 8442-1 (axis of application of force, applied force, holding duration, and observed results).*

Mechanical strength blade/handle

- Tensile and bending strength of the handle and blade assembly with no breakage, disassembly, or functional play after mechanical testing:

Mass of the utensil	Tractive force	Torsional Torque
≤ 40 g	90 N ± 6 %	2,3 Nm ± 10 %
> 40 g et ≤ 85 g	180 N ± 6 %	4,5 Nm ± 10 %
> 85 g et ≤ 150 g	270 N ± 6 %	6,8 Nm ± 10 %
> 150 g et ≤ 220 g	360 N ± 6 %	9,0 Nm ± 10 %
> 220 g	450 N ± 6 %	11,0 Nm ± 10 %

Operational-type evidence: (Priority)

- Test report for the mechanical strength of the handle fixation according to the test conditions of the ISO 8442-1 standard, or a test report according to an equivalent justified protocol adapted to the nominal function of the utensil.

Commitment- and process-type evidence: (Secondary)

- Technical documentation of the assembly (drawings, cross-sections, bill of materials), including a description of the assembly method.
- Justification of the selected assembly method in relation to the materials and mechanical stresses (design review or equivalent).
- Resistance of the crown to mechanical stresses
 - Integration using forging techniques
 - Integration using welding

Operational-type evidence: (Priority)

- Visual demonstration during the audit

Commitment- and process-type evidence: (Secondary)

- Technical drawings, cross-sections or design diagrams showing how the ferrule is integrated into the blade and handle assembly.

Resistance to drops and impacts

- Resistance of the utensil to 5 successive drops from a height of 1.2 metres onto a rigid surface (concrete), in 5 different orientations (excluding blade-tip-first and handle-end-first orientations).

Operational-type evidence: (Priority)

- Drop test report in accordance with the conditions specified in ISO 8442-1 or an equivalent test protocol, demonstrating the absence of breakage, cracking, permanent deformation or blade/handle separation following the test.

◆ Resistance to thermal stress

- Temperature resistance of utensils incorporating synthetic materials, without any aesthetic or functional deterioration

- Exposure to a temperature of 100°C for 30 minutes
- Utensils claimed to be suitable for high-temperature use (oven, cooking, etc.): Exposure to a temperature of 200°C for 30 minutes

Operational-type evidence: (Priority)

- *Thermal ageing test report in accordance with ISO 2578 – Plastics – Determination of time-temperature limits after prolonged exposure to heat, or an equivalent method.*

Commitment- and process-type evidence: (Secondary)

- *Material technical data sheet specifying the maximum recommended operating temperature.*
- *Material Safety Data Sheet (SDS).*

❖ **Corrosion and Chemical Resistance**

- Resistance to oxidation of sensitive areas (blade or active component, blade/handle interface, tang, bolster, rivets, assembly components, coatings and junction areas) following corrosion testing
 - Absence of cracking, flaking or corrosion affecting functionality
 - Maximum of 1 pit or area of intergranular corrosion measuring 0.4 to 0.75 mm per 20 cm²
 - No corrosion exceeding 0.75 mm
 - No visible corrosion products on the tang or bolster

Operational-type evidence: (Priority)

- *Corrosion test report in accordance with EN ISO 8442-1.*

Commitment- and process-type evidence: (Secondary)

- *Material certificate specifying the grade, composition and any surface treatments, and containing at least the following: martensitic stainless steel: Cr ≥ 12 per cent; austenitic stainless steel: Cr ≥ 17 per cent and Ni ≥ 8 per cent.*
- Resistance of the utensil to washing and moisture
 - Resistance of the utensil to 50 washing cycles (excluding wooden handles)
 - For wooden handles not claimed to be dishwasher-safe, resistance to 10 wetting/drying cycles

Operational-type evidence: (Priority)

- *Washing test report in accordance with EN 12875-1, with evaluation according to EN 12875-2, or an equivalent justified test protocol demonstrating the absence of critical material degradation and the retention of the product's intended functionality.*

Production

2. Production and supply chain

T0 Criteria

The manufacturer has processes in place to control and maintain a consistently high level of manufacturing and assembly quality throughout the production phase, whether these processes are carried out in-house or outsourced.

- ❖ The manufacture of the critical subsystems of the product identified below shall be carried out exclusively at sites operating a certified quality management system, whether manufacturing is performed in-house or outsourced:
 - Manufacturing site involved in handle production: ISO 9001 certified
 - Manufacturing site involved in active component production: ISO 9001 certified

Operational-type evidence: (Secondary)

- *Quality audit report (≤ 24 months old) for a site or supplier involved in the manufacture of a critical subsystem, including identified deviations and corrective actions.*
- *Production control plan and production records (end-of-line tests or batch inspections) demonstrating the compliance and traceability of critical subsystems.*

Commitment- and process-type evidence: (Mandatory)

- *For companies with ≥ 250 employees, annual quality control of the site and the production chain, with ISO 9001 certification issued by an accredited third-party inspection body.*
- *For companies with ≤ 250 employees, demonstration of compliance with the principles of ISO 9001 through verification of quality procedures or by equivalence with other certifications.*
- *For subsystems identified as PSRs, ISO 9001 certification issued by an accredited third-party inspection body is required. By way of derogation, and solely for subcontractors employing ≤ 50 employees or for developments carried out in accordance with strict manufacturer specifications, a documented demonstration of quality control may be accepted under the conditions defined above.*

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.

Operational-type evidence: (Priority)

- *ERP extracts or goods receipt records indicating manufacturing dates, transport and unloading times.*
- *Periodic inventory reports and non-conformity records with follow-up of corrective actions.*
- *Photographs or layout plans of areas dedicated to non-compliant products.*

- *Environmental measurement reports and calibration/maintenance certificates for monitoring sensors.*

Commitment- and process-type evidence: (Secondary)

- *Written procedure for stock management and monitoring of transformable materials, including unique product identification (labels, barcodes, QR codes) and traceability of manufacturing dates, transport and unloading times.*
- *Internal policy providing for periodic inventories and systematic actions in the event of non-compliance (supplier follow-up, product segregation).*
- *Documented specifications for storage conditions (temperature, humidity, etc.), validated by an independent body or certification body (e.g. ISO 9001).*

❖ **Product traceability and protection**

- *Comprehensive traceability enables the identification and tracking of the product's history, including its components and the documentation associated with its life cycle.*

Operational-type evidence: (Priority)

- *Inventory and stock control records, including monitoring of storage conditions (temperature, humidity, duration).*
- *Evidence of segregation and handling of non-compliant products.*
- *Extracts from traceability systems (ERP, WMS, batch/serial identifiers).*
- *Findings from logistics audits or inspections.*

Commitment- and process-type evidence: (Secondary)

- *Procedures, specifications and instructions relating to storage, packaging, handling and transport conditions.*
 - *Associated control methods and control plans for logistics flows.*

Quality control

4. 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.*

Operational-type evidence: (Priority)

- *Extracts or screenshots from monitoring systems used by the manufacturer (after-sales service tools, ticketing databases, tracking dashboards, quality or R&D tools).*
- *Operational documents demonstrating product version updates (bills of materials, version histories, change notices).*
- *Evidence demonstrating the effective consideration of field feedback in technical activities (review minutes, technical decisions, action plans).*

Commitment- and process-type evidence: (Secondary)

- *Formalised procedure for the failure reporting and processing system.*
- *Method for managing product changes and versions, including the organisation of product improvement governance (roles, responsibilities and decision-making bodies).*

5. 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.

Operational-type evidence: (Priority)

- *Reliability test reports carried out under real or representative conditions (functional tests, accelerated tests, technical validations, certificates or validations issued by independent third-party laboratories).*
- *Evidence derived from initial operation (after-sales service feedback, customer feedback, pilot phases), where the technology has already been deployed.*
- *Data from field feedback (after-sales service, customer feedback, pilot phases), including failure monitoring and the technical corrective actions implemented.*

Commitment- and process-type evidence: (Secondary)

- *Technical documentation demonstrating the integration of the breakthrough technology into the product architecture and associated functions.*
- *Safety analysis demonstrating that risks related to this technology have been taken into account during design and qualification (hardware and/or software).*

6. 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:

- Failure of the Active Component:
 - Material deterioration (corrosion)
 - Breakage, cracking, twisting, permanent deformation or loss of geometry
 - Loss of functional performance

- Handle Failure:
 - Deterioration of the connection between the active component and the handle or gripping area (loosening, split rivet, separation)
 - Material deterioration (rivets, bolster)
 - Handle breakage

Operational-type evidence: (Priority)

- *Extracts or summaries from the manufacturer's internal systems (after-sales service, CRM, ERP, quality tools) presenting:*
 - *Identification of the subsystems that contribute most significantly to failures.*
 - *Their frequency or occurrence over time, by model and period.*

Commitment- and process-type evidence: (Secondary)

- *Internal procedures documenting the monitoring of failures by subsystem or product part, including frequency and data collection methodology.*
- *Analysis and reporting protocols defining key reliability indicators (MTBF, return rate, warranty rate) and alert thresholds, together with action processes in the event of deviation.*
- *Formalised commitment to maintain data monitoring until the end of the product's commercial lifetime.*
- *ISO 9001 certification or equivalent governing the collection, analysis and reporting of reliability data.*

User information

7. 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.

Clarification:

- Product identification enabling the product to be linked to its reference, product range or batch, and providing access to associated technical information.
- Given the nature of the products, identification may be carried out at product, packaging or batch level.

Operational-type evidence: (Priority)

- *Unique marking enabling the product and its version to be identified unambiguously and its history to be used:*
 - *physical or digital markings (label, nameplate, engraving, QR code, etc.) associated with an actual product*
 - *elements demonstrating effective access to this identifier (such as an after-sales service portal, repairer extranet, distributor interface, online documentation database) by interested parties (end users, repairers, technical services, distributors)*
 - *Extracts from internal systems (after-sales service, CRM, ERP) linking this identifier to the product history (failures, repairs, updates)*

Commitment- and process-type evidence: (Secondary)

- CE technical file

8. 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 of the usage scenario(s) that will help to extend the product's lifespan
- ❖ The manufacturer clearly informs the user how to properly maintain the product by providing the following information:
 - Use of an appropriate protective solution
 - Storage recommendations
 - Product cleaning recommendations, including dishwasher compatibility

Operational-type evidence: (Priority)

- User and maintenance instructions for the product (physical and/or digital format) with the relevant excerpts clearly highlighted
- Live demonstration of access to the information

Commitment- and process-type evidence: (Secondary)

- Documented procedure ensuring the updating and dissemination of user instructions and maintenance plans (paper and/or online formats) applicable to the certified model.
- Internal validation of maintenance and energy efficiency content (e.g. technical review or quality approval) prior to publication

9. 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.

Operational-type evidence: (Priority)

- User and maintenance instructions for the product (physical and/or digital format)
- Live demonstration of access to the information

Commitment- and process-type evidence: (Secondary)

- Internal guidelines or rules for drafting instructions (readability, language, accessibility, format), applicable to the certified product

10. 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

Operational-type evidence: *Not applicable*

Commitment- and process-type evidence: *Not applicable*



Repairability

For all criteria in the **Repairability** section:

Commitment- and process-type evidence: (Secondary)

- Regulatory repairability index
- Repairability score based on a normative repairability methodology

General clarification regarding the disassembly, availability, and accessibility of replacement parts:

Requirements regarding replacement parts are evaluated in light of the actual possibility of keeping the product repairable under satisfactory technical and economic conditions.

When a part identified in the reference system cannot be disassembled or replaced individually, the disassembly requirements may be assessed at the level of the subassembly containing that part, provided that such grouping is technically or functionally justified and that replacing the subassembly does not result in a significant reduction in the product's repairability, particularly in terms of the complexity of the repair, cost, or the unnecessary replacement of components that are still functional.

When a part identified in the parts catalog is not sold individually, its availability may be ensured through a subassembly that includes that part, subject to the same conditions. The price of the subassembly is then taken into account when evaluating the requirements related to the price of replacement parts and the cost of repair.

Similarly, when a part is not directly accessible to a target group specified in the standard, an alternative repair arrangement may be considered on a case-by-case basis, provided that the manufacturer demonstrates that it enables a repair that is effectively accessible and can be performed within a timeframe and at a cost consistent with the standard's requirements.

The terms and conditions adopted must, in all cases, comply with the requirements and thresholds defined by the criterion regarding the price of replacement parts. They must not have the effect of making the repair significantly more complex, more expensive, or less accessible, nor must they lead to the disproportionate replacement of functional parts of the product.

Technical repairability

For all criteria 11 to 16:

Operational-type evidence: (Priority)

- Disassembly of a product representative of the marketed model carried out in real time during the audit.
- Provision of a complete and continuous disassembly video of the product making it possible
 - to clearly identify the product and its version
 - to continuously follow the main disassembly steps
 - to observe the required tools, fastening points and critical operations

11. Disassembly of parts

T0 Criteria

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

- Class A: ≤ 3 steps and less than 5 minutes
- Class B: between 3 and 6 steps and less than 10 minutes
- Class C: between 6 and 10 steps and less than 20 minutes
- Class D: between 10 and 15 steps and less than 25 minutes

Types of parts	Class
Consumable	NA
Vulnerable	NA
Critical	C

Mode of proof

12. 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
Consumable	NA
Vulnerable	NA
Critical	B

Mode of proof

13. 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
Consumable	NA
Vulnerable	NA
Critical	C

Clarification :

- Tolerance allowed for proprietary tools supplied or loaned on request, at no extra cost, with spare part.
- The battery is removable. It is considered removable when it can be removed individually from the equipment, without tools or with the help of common commercially available tools, or with tools supplied free of charge with the equipment or battery.

Mode of proof

14. 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
Consumable	NA
Vulnerable	NA
Critical	B

15. Competence level

T1 Criteria

The level of technical skill required to carry out a repair is consistent with the category of parts 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
Consumable	NA
Vulnerable	NA
Critical	C

Mode of proof

16. 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
Consumable	NA
Vulnerable	NA
Critical	B

Mode of proof

Organizational reparability

17. Spare parts availability time

T0 Criteria

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

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

Types of parts	Class
Consumable	NA
Vulnerable	NA
Critical	A

Operational-type evidence: (Secondary)

- › Table listing spare parts, their guaranteed supply period and the end-of-availability date.
- › Extract from the after-sales service policy or contractual documentation specifying the period of access to spare parts.
- › History or stock management records demonstrating the effective availability of parts after the end of commercialisation of the model.
- › Examples of spare parts orders delivered several years after the product was placed on the market.

Commitment- and process-type evidence: (Mandatory)

- *Formalised contractual commitment (general terms and conditions of sale or equivalent contractual documentation) specifying the minimum period of availability of spare parts.*
- *Description of the spare parts management system, including:*
 - *management of part references and bills of materials;*
 - *storage arrangements, make-to-order manufacturing or supplier sourcing methods;*
 - *principles of substitution or equivalence in the event of a part being discontinued.*

18. 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
Consumable	NA
Vulnerable	NA
Critical	D

Operational-type evidence: (Priority)

- *Demonstration of the ordering journey on the customer side (end user or repairer), in the form of a documented real-life case: part identification, access to ordering, validation and confirmation*
- *Examples of actual transactions (invoices, purchase orders or sales confirmations) demonstrating effective access to parts by authorised users in accordance with the declared accessibility class*
- *Anonymised extracts from spare parts sales tracking systems demonstrating the diversity of customers and continuity of access over time*

Commitment- and process-type evidence: (Secondary)

- *Formalised contractual commitment (general terms and conditions of sale or equivalent contractual documentation) specifying the minimum period of availability of spare parts*
 - *Description of the spare parts management system, including:*
 - *management of part references and bills of materials;*
 - *storage arrangements, make-to-order manufacturing or supplier sourcing methods;*
 - *principles of substitution or equivalence in the event of a part being discontinued*
-

19. 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.

Operational-type evidence: (Priority)

- *Demonstration of the ordering journey on the customer side (end user or repairer), in the form of a documented real-life case: part identification, access to ordering, validation and confirmation*
- *Examples of actual transactions (invoices, purchase orders or sales confirmations) demonstrating effective access to parts by authorised users in accordance with the declared accessibility class*
- *Anonymised extracts from spare parts sales tracking systems demonstrating the diversity of customers and continuity of access over time.*

Commitment- and process-type evidence: (Secondary)

- *Internal policy, charter or contractual document specifying:*
 - *the categories of parts*
 - *the authorised target groups*
 - *any applicable restrictions*
- *After-sales service procedure and associated system describing the conditions for access, ordering, validation, delivery and traceability of spare parts according to the user profile*
- *Public commitment or information published on the manufacturer's website describing the spare parts accessibility policy*

20. 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 the repairer. These scenarios apply in the event of the failure of a single part.

Operational-type evidence: (Mandatory)

- *Evidence demonstrating, based on real cases, compliance with the spare parts pricing policy, such as:*
 - *parts sold individually with a reference and public price, ensuring compliance with the price cap set out in the criterion.*
 - *bundled sales where applicable, together with their technical justification;*

- *repair scenarios proposed to the user demonstrating compliance with the maximum repair cost threshold set out in the criterion (including parts, labour, VAT and any applicable fees).*

Commitment- and process-type evidence: (Secondary)

- *Rules for setting and capping spare parts prices, including compliance with the threshold defined under the criterion and the associated tolerance conditions.*
- *Terms and conditions for the marketing of spare parts (individual or bundled sales), including the technical justifications in the event of bundled sales;*
- *Correspondence between the product components and the parts or sub-assemblies effectively made available on the market through:*
 - *after-sales service procedures;*
 - *the pricing policy;*
 - *the spare parts catalogue or bill of materials (BOM).*

21. 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.

Operational-type evidence: (Priority)

- *Visual inspection and real-time demonstration of the order and fee billing process during the documentary or on-site audit, based on documented real cases of spare parts orders showing:*
 - *the preparation and shipping fees charged,*
 - *their consistency with the actual costs applied (carrier, shipping method),*
- *and/or demonstration of the order process (online or via customer service):*
 - *transparency of fees before confirmation,*
 - *and options offered to reduce delivery costs (consolidation, pick-up points, local collection, etc.).*

Commitment- and process-type evidence: (Secondary)

- *Rules for calculating and invoicing preparation and delivery charges for spare parts;*
- *and/or the alternative solutions offered to reduce delivery costs (consolidation, pick-up point, on-site collection, etc.).*

22. Spare parts delivery times

T1 Criteria

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

Operational-type evidence: (Priority)

- *Documented real cases of spare parts orders indicating the order date and the shipping or receipt date, demonstrating effective compliance with the ≤ 5 working days timeframe;*
- *and/or anonymised extracts from logistics tracking systems (after-sales service, ERP, carrier) showing the delivery times observed over a representative period.*

Commitment- and process-type evidence: (Secondary)

- *Sales contracts, general terms and conditions or after-sales service conditions specifying spare parts delivery times (≤ 5 working days) and the associated arrangements.*

23. 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.

❖ Not applicable

24. Support for fault diagnosis

T0 Criteria

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

❖ Not applicable

Operational-type evidence: *Not applicable*

Commitment- and process-type evidence: *Not applicable*

Scalability

25. 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.

❖ Not applicable

Operational-type evidence: *Not applicable*

Commitment- and process-type evidence: *Not applicable*

26. 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

Operational-type evidence: *Not applicable*

Commitment- and process-type evidence: *Not applicable*

Quality of after-sales service

27. 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.

Operational-type evidence: (Priority)

- *Factual evidence derived from after-sales service activities, directly or via the network, such as:*
 - *indicators or statistics showing the proportion of products repaired or refurbished compared with products replaced*
 - *examples of failure cases handled by the manufacturer or by distributors/repairers illustrating a decision to repair or refurbish*
 - *documented cases comparing repair and replacement costs, demonstrating the consistency of decisions taken with the defined policy*

Commitment- and process-type evidence: (Secondary)

- *Internal after-sales service policy or formalised contractual clauses with distributors/repairers describing:*
 - *the priority given to repair or refurbishment in the event of failure*
 - *the situations justifying replacement (repair impossible or economically unfavourable)*
 - *explicit consideration of the user's wishes in the decision-making process*
 - *where applicable, the requirements imposed on the distribution or repair network (contracts, charters, after-sales service instructions) regarding the application of this policy*

28. 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.

Operational-type evidence: (Priority)

- *Consultation of after-sales service / CRM / sales administration systems, making it possible to verify:*
 - *the time taken to open after-sales service cases*
 - *average processing and resolution times*
- *Extracts or summaries from these systems (dashboards, exports, sample cases), showing:*
 - *the actual chronology of cases (creation, processing, closure)*
 - *effective handling of repair scenarios*

Commitment- and process-type evidence: (Secondary)

- *Formalised after-sales service procedure specifying target timeframes for opening and processing cases, as well as repair-oriented handling arrangements.*

29. 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

Operational-type evidence: (Priority)

- *Demonstration of the effective operation of a return service accessible to the end user, which may include:*
 - *web pages, customer portals or information materials describing return options*
 - *demonstration of the user journey (return request, options offered)*
 - *examples of returns actually carried out (return labels, confirmations, logistics flows)*
- *Verification of the consistency of the return service with:*
 - *the product category*
 - *the distribution network (postal return, point of sale, collection point, etc.)*
 - *the absence of any condition linked to warranty status*

Commitment- and process-type evidence: (Secondary)

- *General terms and conditions of sale, after-sales service policy or equivalent documentation describing return arrangements.*
- *Description of the logistics system for managing returns (in-house or outsourced).*

30. 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.

Operational-type evidence: (Priority)

- *Documented real cases of after-sales service files or returns demonstrating acceptance of products for repair without the original packaging (return labels, after-sales service confirmations, parcel photographs).*
- *Information materials actually used by customers (return instructions, after-sales service emails, web pages, FAQs, after-sales service guides) specifying accepted packaging conditions, with no requirement for original packaging.*

Commitment- and process-type evidence: (Secondary)

- *General terms and conditions of sale (GTCs) or equivalent contractual documentation explicitly stating that original packaging is not required for acceptance for repair.*
- *Internal procedure defining the minimum accepted packaging and protection conditions.*

31. 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

Operational-type evidence: *Not applicable*

Commitment- and process-type evidence: *Not applicable*

32. Warranty time

T0 Criteria

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

Operational-type evidence: *(Secondary)*

- *Documented cases from after-sales service records showing acceptance of defects for up to 24 months without proof of defect origin, including in markets with weaker local regulations.*

Commitment- and process-type evidence: *(Mandatory)*

- *General terms and conditions of sale (GTCs) or equivalent contractual documents, applicable either:*
 - *to the least favourable markets,*
 - *or to an international warranty, and stating a warranty period of at least 24 months with a presumption that the defect existed throughout this period.*
 - *Where applicable, an international warranty, group after-sales policy, or equivalent commitment setting a common coverage standard, regardless of local regulations.*
-

33. 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:

- ❖ Signs of oxidation without perforating corrosion
- ❖ Normal wear of the active component, where such wear can be addressed through a prescribed maintenance operation
- ❖ Handle discolouration

Operational-type evidence: *(Secondary)*

- *Documented real cases with after-sales service files or extracts from after-sales service records demonstrating the reasons for refusal of warranty coverage.*

Commitment- and process-type evidence: *(Mandatory)*

- *General terms and conditions of sale (GTCs) or equivalent contractual documents detailing warranty conditions and warranty exclusions.*

Lifecycle

Sustainability

Commitment- and process-type evidence:

- *Type I environmental labelling certification in accordance with ISO 14024*

34. 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.

Operational-type evidence: (Secondary)

- *Analytical testing in cases where documentary declarations are absent or insufficient.*

Commitment- and process-type evidence: (Mandatory)

- *Technical file / CE technical documentation demonstrating effective compliance with RoHS and REACH requirements for the audited product.*
- *EU Declaration of Conformity associated with the product and its version.*
- *Where applicable, records or declarations in relevant European regulatory databases (e.g. SCIP – ECHA, where the presence of substances of very great concern makes it applicable).*
- *For products not placed on the European market, demonstration of equivalent compliance with RoHS and REACH requirements through analyses, tests or supplier declarations.*

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

Operational-type evidence: (Not applicable)

Commitment- and process-type evidence: (Mandatory)

- *ISO 14001 certification or EMAS registration, issued by an accredited third-party inspection or verification body, covering the main site(s) involved in the production of the product.*

- ❖ The raw material supplier(s) (foundry, rolling mill) hold third-party certification for an environmental management system.

Operational-type evidence: (Priority)

- *Valid ISO 14001, EMAS or equivalent certificate covering the aforementioned relevant production site(s).*
- *Verification of the certificate's validity (certification body, scope, validity dates).*
- *Supporting documentation establishing the link between the certified site and the supplier of the raw materials used in the products being assessed.*

Commitment- and process-type evidence: (Secondary)

- Supplier qualification procedure incorporating environmental certification requirements.
- Documented process for periodic monitoring and verification of supplier certificates.

- ❖ Materials used in utensils intended to come into direct or indirect contact with foodstuffs, including water, are suitable for food contact and comply, at a minimum, with Regulation (EC) No 1935/2004.

Operational-type evidence: (Priority)

- Declaration of Compliance (DoC) for food contact materials in accordance with Regulation (EC) No 1935/2004
- Overall and/or specific migration test reports carried out in accordance with applicable regulations (e.g. Regulation (EU) No 10/2011 for plastics, relevant EN or ISO standards depending on the material)
- Material certificates confirming the compliance of materials intended for food contact

Commitment- and process-type evidence: (Secondary)

- Internal procedure for validating food contact materials
- Internal documentation ensuring regulatory compliance of the materials used (supplier qualification, material validation)

- ❖ **Complementary:** The company demonstrates that the wood used in its products is sourced from responsible supply chains and that it complies with the requirements of Regulation (EU) 2023/1115 on deforestation-free products (EUDR).

Operational-type evidence: (Priority)

- Valid FSC®, PEFC® or equivalent certificate covering the wood used.
- Traceability documents linking the finished product to certified wood batches (invoices, delivery notes indicating the certificate number).

Commitment- and process-type evidence: (Secondary)

- Documented responsible wood sourcing procedure (certification requirement or equivalent due diligence system).
- Documented process for periodic verification of supplier certificates and material traceability.
- Supplier commitment to sustainable forest resource management and compliance with applicable regulations (EUDR / EU Timber Regulation).

- ❖ **Complementary:** 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	Classes					
	A	B	C	D	E	F
The life cycle assessment (LCA) is subject to a critical review of the analysis by a competent and independent third party.	x					
The LCA is carried out on the specific product reference(s).	x	x				

Requirements	Classes					
	A	B	C	D	E	F
The LCA is carried out by extrapolation from a reference representative of the product family	x	x	x			
A structured estimation of the main impact hotspots of the product family is carried out for prioritisation purposes, based on secondary data from recognised sources (e.g. Base Carbone, ADEME, Ecoinvent).	x	x	x	x		
A documented awareness-raising process is implemented for company teams involved in product-related decisions, in order to identify the main environmental impact issues and levers for the product family, with records of actions retained.	x	x	x	x	x	
No LCA-type analysis or equivalent is carried out, nor any study to robustly estimate the main impact hotspots.						x

Operational-type evidence: (Priority)

- **Class A:** Full LCA report carried out on the relevant product reference(s), accompanied by an independent critical review conducted by a competent third party.
- **Class B:** LCA report carried out on the relevant product reference(s), with no requirement for an independent critical review.
- **Class C:** LCA report carried out by extrapolation from a reference representative of the product family, including a description of the scope, assumptions and data sources used.
- **Class D:** Structured estimation of the main environmental impact hotspots of the product family, based on secondary data from recognised sources (e.g. Base Carbone, ADEME, Ecoinvent or equivalent).
- **Class E:** Documented internal awareness-raising activities for teams involved in product-related decisions, focusing on the main environmental impact issues and levers for the product family, with records of actions retained.

Commitment- and process-type evidence: (Secondary)

- Internal procedure or commitment describing the environmental assessment approach (LCA or equivalent estimation), its integration into product-related decisions, and the retention of associated deliverables.

❖ **Complementary:** [Fair mined material and/or recycled material](#): The product characteristics and the manufacturer's practices ensure a minimum Class X rating for metals and a minimum Class A rating for plastics, from 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

Operational-type evidence: (Priority)

- Documented mass calculation demonstrating the share of the product's total weight derived from recycled and/or fair materials, making it possible to identify the class achieved (A to F).
- Technical data sheets or material certificates, supplier declarations, demonstrating:
 - the recycled content
 - and/or the fair origin of the materials concerned (e.g. FSC, Fairmined, Fairtrade, RMAP or other relevant equivalent depending on the material).
- Associated documentary traceability (bills of materials, purchasing records, delivery notes or equivalents) linking the certified materials to the audited product.

Commitment- and process-type evidence: (Secondary)

- Internal system for monitoring and consolidating recycled and/or fair material rates per product, supporting the mass calculations carried out.
- Certificate attesting to the recycled content of the materials used in manufacturing,
- in accordance with standard EN 15343:2008, Recyclclass, UL 2809, Plastica Seconda Vita,
- IPC/LNE Part 2, or an equivalent method;
- Calculation of the recycled content in the product in accordance with a recognized standard such as EN 45557

- ❖ **Complementary:** At least 30% of the product's components have an identical design to those used in other products from the same manufacturer, as well as in products of the same performance category and generation.

Operational-type evidence: (Priority)

- Bill of materials (BOM) for the audited product, identifying components shared with other products of the same category and generation.
- Component cross-reference table demonstrating:
 - identical references or designs
 - their reuse across several models
 - the calculation of the percentage of shared components
- Associated technical documents (drawings, internal references, design files) demonstrating the identical design of the components concerned.

Commitment- and process-type evidence: (Secondary)

- Description of the product architecture and of the platform or standardisation approach implemented by the manufacturer.
- Internal design rules promoting the reuse of components across products within the same range or generation.

35. 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

Operational-type evidence: (Mandatory)

- *Product regulatory documentation*
 - *technical file / CE technical documentation*
 - *associated declarations of conformity*
 - *required regulatory registrations where applicable (e.g. EPREL database for the products concerned)*
- *For products not placed on the European market, evidence demonstrating the application of equivalent requirements, including in particular:*
 - *test or measurement reports*
 - *technical or assessment reports*
 - *applicable regulatory certificates for the markets concerned*

Commitment- and process-type evidence: (Secondary)

- *Documented internal system making it possible to identify, for each product and market, the applicable regulatory requirements relating to energy and/or environmental performance.*

❖ **Complementary:** Each final assembly plant involved in the manufacture of the product and whose annual energy consumption exceeds 1 GWh:

- Holds ISO 50001 certification
or
- Implements a greenhouse gas (GHG) emissions reduction strategy enabling a reduction of at least 35% in absolute Scope 1 and 2 emissions by 2030 and deploys concrete measures relating to energy efficiency, energy sobriety and the use of renewable energy.

Operational-type evidence: (Secondary)

Option 2 – Climate pathway

- *Substantiating evidence demonstrating the deployment of measures relating to:*
 - *improved energy efficiency*
 - *energy sobriety*
 - *and/or the use of renewable energy*

Commitment- and process-type evidence: (Priority)

Option 1 – Energy management:

- *Valid ISO 50001 certification, issued by an accredited third-party inspection body, covering the relevant final assembly sites.*

Option 2 – Climate pathway

- *GHG inventory covering Scopes 1, 2 and 3, compliant with ISO 14064 (e.g. Bilan Carbone®, GHG Protocol), less than 3 years old.*
- *Written and formalised commitment by the manufacturer targeting a reduction of at least 35% in absolute Scope 1 and 2 emissions by 2030, covering the sites concerned.*
- *Where regulations already require the disclosure of Scope 1 and 2 GHG emissions, the manufacturer demonstrates an additional voluntary commitment to environmental transparency by documenting—at a minimum, in qualitative or partial terms—its main Scope 3 emissions related to the product or its life cycle through a public disclosure*

that includes, at a minimum, a partial numerical estimate or a well-reasoned qualitative analysis of the most significant sources.

36. 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.

- ❖ **Complementary:** The product must be designed to allow easy separation into homogeneous materials (metal, plastic, etc.) to facilitate recycling at the end of its life.

Operational-type evidence: (Priority)

- *Product technical documentation (drawings, diagrams, bills of materials, instructions) enabling identification of:*
 - *The product structure*
 - *The separation of the main constituent materials into homogeneous material streams*
- *Targeted audit report or technical assessment (internal or external) specifically addressing the product's disassemblability and material separation.*

Commitment- and process-type evidence: (Secondary)

- *Cahier des charges, règle de conception ou politique interne intégrant explicitement :*
 - *la séparation des matériaux homogènes en fin de vie*
 - *les principes de conception favorisant le démontage et le tri des composants*

- ❖ **Complementary:** Surface coatings on plastics (painting, lacquering, plating, electroplating, vacuum metallisation, etc.) that compromise recycling quality are prohibited.

Operational-type evidence: (Priority)

- *Verification during the on-site audit, through disassembly of a representative product, of the absence of visible surface coatings that could compromise the recycling of plastic components.*
- *Material data sheets, material certificates or associated technical documentation confirming:*
 - *The nature of the materials used*
 - *The absence of surface treatments incompatible with recycling*
- *Where applicable, a technical assessment report or targeted audit addressing the compliance of materials and coatings.*

Commitment- and process-type evidence: (Secondary)

- *Internal policy (specifications or design guidelines) explicitly prohibiting the use of surface finishes that compromise the recyclability of plastics (paint, lacquer, veneer, galvanising, vacuum metallisation, etc.).*

- ❖ **Complementary:** The use of black plastics containing carbon black is prohibited, unless an optical detection solution compatible with existing sorting systems is demonstrated.
OR

The manufacturer makes available online, free of charge and accessible to all user profiles, the information required for dismantling:

- Sequence of dismantling steps;
- Tools or technologies required;
- Location and indicative weight of critical components targeted by Directive 2012/19/EU (Annex VII, point 1).
- No access restriction for a period equivalent to that defined for Class A in [Criterion 17](#) - Spare parts availability period.

Operational-type evidence: (Priority)

- Material certificates or declarations relating to the plastics used (e.g. material data sheets, supplier certificates, test results or validation of compatibility with existing optical sorting systems).
- or
- Online dismantling information, free of charge and without restriction (e.g. manual, technical sheet, video tutorial), covering the elements required by Directive 2012/19/EU (Annex VII, point 1), with evidence of effective accessibility (links, screenshots).

Commitment- and process-type evidence: (Secondary)

- Written commitment guaranteeing that dismantling information remains available online for a period at least equivalent to that defined for Class A of Criterion 17 - Spare parts availability period.

- ❖ **Complementary:** Information for consumers:

- Claims regarding recyclability shall be substantiated by treatment streams available at industrial scale.

Operational-type evidence: (Priority)

- *Audit finding confirming the presence of a pictogram or disposal-related indication on the product, the packaging or an associated medium.*
- *User instructions or information materials (brochures, website, tutorials) describing best practices and, where applicable, the preliminary operations required prior to recycling (e.g. removal of a component, draining).*
- *Documented evidence demonstrating that environmental claims are based on existing industrial treatment streams (e.g. EPR references, sectoral or supplier documentation).*

Commitment- and process-type evidence: (Secondary)

- *Internal procedure for validating recyclability claims and the supporting justification.*
- *Certificate of membership in an Extended Producer Responsibility (EPR) scheme or documented partnerships with collection/recycling stakeholders.*
- *Process for regularly updating consumer information materials and end-of-life guidance.*
- *Training and awareness-raising actions for relevant teams regarding end-of-life and disposal requirements.*

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

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

- ❖ **Complementary:** The range of materials used for plastic components serving the same function is limited to a single material and is coloured uniformly or in compatible shades.

Operational-type evidence: (Priority)

- › *Product bill of materials (BOM) or technical data sheet specifying the materials used (polymer type, grade, additives, colourants).*
- › *Visual verification of colour consistency among plastic components made from the same material (colour reference, RAL code, masterbatch).*

Commitment- and process-type evidence: (Secondary)

- › *Internal ecodesign guidelines limiting the diversity of polymers used for identical functions.*
- › *Material validation procedure incorporating recycling compatibility criteria.*
- › *Validation process for finishes and surface treatments (technical justification for coatings).*
- › *Supplier specifications incorporating material and finishing requirements.*

37. 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:

- ❖ In accordance with Regulation (EU) 2025/40 on packaging and packaging waste, the manufacturer assesses the recyclability of the product's packaging using a performance class system equivalent to classes A, B or C as set out in the PPWR.

Complementary: The manufacturer must demonstrate that the packaging achieves a minimum recyclability equivalent to Class A.

- Class A: $\geq 95\%$ mass recyclability
 - Class B: $\geq 80\%$ and $< 95\%$
 - Class C: $\geq 70\%$ and $< 80\%$
 - Class D: $< 70\%$
- **Complementary:** demonstrates that the product packaging is designed to keep its weight and volume to the absolute minimum required to fulfil its intended functions: product protection, transport, storage, safety, regulatory information and damage prevention.
- ❖ **Complementary:** Manual separability of packaging components that are non-recoverable and non-reusable and weigh more than 25 grams into a single material component
- ❖ Plastics used for product packaging shall not contain halogenated polymers
- ❖ Product packaging must not contain:
 - lead (Pb)
 - cadmium (Cd),
 - mercury (Hg)
 - hexavalent chromium (Cr(VI)).
 - halogens bound to organic substances for plastic materials

Operational-type evidence: (Priority)

- *Packaging composition and mass calculation, including:*
 - *total mass and breakdown by material;*
 - *identification and mass of non-recyclable and/or non-reusable components;*
 - *demonstration that $\geq 95\%$ of the total weight is recycled, recyclable and/or reusable.*
- *Material technical data sheets, declarations of conformity or supplier certificates for packaging plastics.*
- *Where applicable, results of composition analyses carried out by a laboratory or a third-party body.*
- *Where the packaging-to-product weight ratio appears high for the type of product in question, the manufacturer must provide a technical justification or a plan to reduce it.*

Commitment- and process-type evidence: (Secondary)

- *Packaging specifications or internal procedure incorporating requirements for the elimination of non-recoverable plastics.*
- *Internal system for monitoring packaging composition and mass per product.*

38. Control of aesthetic and marketing obsolescence

T1 Criteria

The manufacturer develops product design and marketing practices that encourage the extension of the products' service life.

❖ **Complementary:** Minimum Class C

- The criterion is assessed but is not discriminating in the audit results.

Class	Product renewal frequency (PRF)	Inter-generational comparison	SOE (Aesthetic Obsolescence Score)	Compatibility (accessories/consumables/software)
A	PRF $\leq$ 1 model / 2 years	Public & quantified	$1 \leq \text{SOE} < 2$	Extended compatibility across $\geq$ 2 generations, bi-directional (upward and downward)
B	PRF $\leq$ 1 model/year	End users, partially quantified	$2 \leq \text{SOE} < 4$	Extended compatibility across $\geq$ 2 generations, one-way (upward or downward)
C	PRF $\leq$ 1 model/year	Not systematic	$4 \leq \text{SOE} < 6$	Partial compatibility across $\geq$ 2 generations, mono- or bi-directional depending on the elements concerned
D	PRF $>$ 1 model/year	Absent / not substantiated	$6 \leq \text{SOE} < 9$	Limited compatibility ($<$ 2 generations), mono- or bi-directional, not systematically demonstrated
E	PRF $>$ 2 models per year (with no major functional evolution)	No structured comparison	$9 \leq \text{SOE} \leq 12$	No compatibility
F	Not assessed / Not verifiable	NA / NV	NA / NV	NA / NV

Operational-type evidence: (Priority)

- History (product versioning) of marketed models, making it possible to establish the renewal frequency.
- Aesthetic obsolescence risk score.
- Technical comparisons between generations.
- Documentation or demonstration of compatibility of accessories, consumables and software across generations.
- Declarative or aggregated elements relating to the product marketing budget.
- Examples of marketing communications making it possible to assess the overall promotional stance.

Commitment- and process-type evidence: (Secondary)

- Formalised internal system (product, design or marketing policy, or equivalent) governing:
 - the model renewal pace
 - inter-generational compatibility principles
 - marketing practices related to product launch and replacement

IX. 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 manufacturer's 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 duration described in [criterion 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 with [criterion 28](#).

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)

PEC 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 software, 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 as 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 return 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" is 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 20](#) 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, several 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.

X. 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.

- › ISO 8442-1 / NF EN ISO 8442-1 – Materials and articles intended to come into contact with food – Cutlery and silverware – Part 1: Requirements for cutlery used in the preparation of food.
- › ISO 8442-5 / NF EN ISO 8442-5 – Materials and articles intended to come into contact with food – Cutlery and silverware – Part 5: Specification of the cutting edge and test for retention of the cutting edge.
- › ISO/DIS 8442-1 – Draft revision of the requirements for cutlery used in food preparation.
- › ISO/DIS 8442-5 – Draft revision concerning the cutting edge and cutting wear resistance of cutlery.
- › ISO 8442-9 / NF EN ISO 8442-9 – Materials and articles in contact with food – Cutlery and silverware – Part 9: Requirements for ceramic knives.
- › EN 12875-1 – Mechanical resistance of kitchenware to dishwasher use – Part 1: Reference test method.
- › EN 12875-2 – Mechanical resistance of kitchenware to dishwasher use – Part 2: Inspection of non-metallic articles.
- › Regulation (EC) No 1935/2004 – Materials and articles intended to come into contact with food.
- › Regulation (EC) No 2023/2006 – Good manufacturing practice for materials and articles intended to come into contact with food.
- › Regulation (EU) No 10/2011 – Plastic materials and articles intended to come into contact with food, where applicable.
- › Regulation (EC) No 1907/2006 – REACH, concerning the registration, evaluation, authorisation and restriction of chemicals.
- › EN 1186 – Materials and articles intended to come into contact with foodstuffs – Plastics – Test methods for overall migration, where applicable.
- › EN 13130 – Materials and articles intended to come into contact with foodstuffs – Substances subject to restrictions – Test methods, where applicable.
- › ISO 6508-1 – Metallic materials – Rockwell hardness testing – Part 1: Test method.
- › ISO 6507-1 – Metallic materials – Vickers hardness test – Part 1: Test method.
- › EN 10020 – Definition and classification of steel grades.
- › ISO 13061-12 – Physical and mechanical properties of timber – Test methods for small timber specimens free from defects – Part 12: Determination of hardness static.

Standards for sustainability, reparability and eco-design

- › EN 45552 – General method for assessing the sustainability of energy-related products, used as a methodological framework.
- › EN 45554 – General methods for assessing the reparability, reusability and upgradeability of energy-related products, used as a methodological framework.
- › ISO 14024 – Environmental labelling and declarations – Type I environmental labelling – Principles and procedures.
- › Mechanical standards, drops, impacts, connectors and endurance
- › IEC 60068-2-31 – Environmental testing – Drop and overturn tests.
- › IEC 60068-2-75 – Environmental testing – Hammer tests / impact tests.
- › EN 62262 – Degrees of protection provided by enclosures against external mechanical impacts – IK code.

Techniques for analysing operational safety.

- › IEC 60812 – Failure Mode and Effects Analysis – FMEA.
- › IEC 61025 – Fault Tree Analysis.
- › ISO 31000 – Risk management – Guidelines.

Accelerated reliability testing methods

- › HALT / HASS – Highly Accelerated Ageing Test / Highly Accelerated Stress Assessment.
- › IEC 60605 – Reliability testing of equipment.
- › IEC 61123 – Reliability testing – Conformity test plans for the pass rate.
- › IEC 61124 – Reliability testing – Conformity test plans for a constant failure rate and a constant failure intensity.
- › IEC 61649 – Weibull analysis.
- › IEC 62506 – Accelerated testing methods for products.

Standards for environmental management, energy, LCA and climate

- › ISO 14001 – Environmental management systems – Requirements and guidelines.
- › EMAS – European Environmental Management and Audit Scheme.
- › ISO 14040 – Environmental management – Life cycle assessment – Principles and framework.
- › ISO 14044 – Environmental management – Life cycle assessment – Requirements and guidelines.
- › ISO 50001 – Energy management systems – Requirements and guidelines for implementation.

- › ISO 14064 – Greenhouse gases – Quantification and reporting of GHG emissions and removals.
- › GHG Protocol – A framework for the accounting and reporting of greenhouse gas emissions.
- › Bilan Carbone® – A method for calculating greenhouse gas emissions.
- › ADEME Carbone® Database – Emission factor database.
- › Ecoinvent – Life-cycle inventory database.

Guidelines on end-of-life management, reuse and recycling

- › EN 50625 – Requirements for the collection, logistics and treatment of waste electrical and electronic equipment.
- › WEEELABEX – Guidelines on the management of waste electrical and electronic equipment..
- › R2 - Responsible Recycling Standard.
- › e-Stewards – Certification framework for facilities engaged in the responsible recycling of electronic equipment.
- › FSC - Forest Stewardship Council.
- › Fairmined – Standard for responsible mineral extraction.
- › Fairtrade - Certification d'origine équitable.
- › RMAP - Responsible Minerals Assurance Process.
- › SCIP - Base de données ECHA relative aux substances extrêmement préoccupantes dans les articles.
- › EPREL - European Product Registry for Energy Labelling.

XI. TECHNICAL BASIS

Functional unit

The functional unit selected for the “Professional Kitchen Utensils” standard is:

To ensure the preparation of food in a professional environment over 15 years of intensive use, in accordance with the utensil’s intended function.

This functional unit reflects the service provided by the utensils covered by the standard, namely the preparation, processing, serving or handling of food in a professional environment. It takes into account the diversity of products concerned—including knives, zesters, peelers, scoops, spatulas, carving forks, spoons and whisks—while maintaining a common approach based on the intended function of each utensil.

The 15-year period has been selected to represent a long service life target under intensive professional use conditions, consistent with the requirements of the LONGTIME® label and the objective of extending product service life. It enables assessment of the product’s ability to maintain its functional performance, safety in use, hygiene and robustness over time.

This approach is particularly relevant for professional kitchen utensils, whose environmental impacts are mainly concentrated in the production phase, particularly during the manufacturing of constituent materials, assembly and distribution. Extending the service life therefore represents an important means of reducing environmental impacts by spreading manufacturing-related impacts over a longer period and reducing the frequency of product replacement.

Identification of the most relevant life cycle stages, environmental impacts, and aspects

The life-cycle perspective analysis below is based on the methodological approach described in Annex B of ISO 14024:2026 and contributes to the implementation of the requirements set forth in sections 6.5.2.2 and 6.5.2.3 regarding the identification of life-cycle stages, the most relevant environmental impacts and aspects, as well as the selection of associated product criteria.

The sectoral significance of each issue is determined based on available data for the product category, including life-cycle assessments, scientific or sector-specific studies, regulatory data, market research, and the results of stakeholder consultations. It is classified as Major, Significant, Secondary, or Not Selected. When an issue is not selected, this decision is justified based, in particular, on its environmental significance and the variability observed among products in the catégorie, de son caractère discriminant et de la capacité du fabricant à agir sur cet enjeu.

Identified Issue	Life cycle stage(s)	Levier LONGTIME®	Relevant criteria	Sectoral Significance and Rationale – Example: Washing Machine (to be adapted)
Consumption of metallic raw materials	Mining and materials production	Avoiding premature renewal	1, 33 et 34	Major 1. Professional kitchen utensils often contain metal components, particularly stainless steel. Their production consumes abiotic resources and contributes to climate (GWP) and energy (CED) impacts.
Impacts of manufacturing processes	Manufacturing and assembly	Durability, control over manufacturing quality, minimisation of defects	2, 4 and 34	Significant) Cutting, forging, stamping, heat treatment, welding and finishing operations require energy and may result in material loss. The extent of this depends on the processes used.
Consumption of polymer and composite materials	Materials production and manufacturing	Resistance to ageing, limited replacement of components	1,2	Significant (depending on the products) Handles, grips and functional components may incorporate polymers or silicones. Their impact varies depending on their mass, the nature of the materials and their service life.
Consumption related to transport and packaging	Distribution and logistics	Optimisation of packaging and logistics	3, 36,37	Secondary to significant Emissions depend on distances, modes of transport, the weight of goods carried and packaging. There are no sector-specific data available to quantify their contribution.
Water, energy and detergent consumption for cleaning	Usage	Designed for easy cleaning; withstands repeated washing	1, 8, 34, 35	Secondary Professional washing uses water and, in some cases, electricity or heat. The environmental impact depends on the frequency of cleaning, the equipment used and the number of items washed at the same time; cleaning products also contribute to impacts linked to their manufacture and to discharges into waste water. The extent of these impacts depends on dosage levels, frequency of use and professional practices.
Wear, corrosion and functional degradation	Usage	Mechanical strength, corrosion	1	Major in Sustainability Wear and tear on cutting edges, corrosion, deformation and breakage can reduce the

		resistance, sustained performance		service life of utensils and lead to them needing to be replaced earlier than expected.
Maintenance, sharpening and repairability	Servicing, maintenance and repairs	Sharpening, re-sharpening, replacement of faulty parts, availability of spare parts	11, 17, 23	Significant for sustainability Maintenance and repairs can extend the service life of equipment, particularly in the case of knives and assembled utensils. The benefits depend on the extent of maintenance carried out and the number of replacements actually avoided.
End-of-life waste generation	End of life	Dismantlability, separability of materials, reusability and recyclability	11, 36, 37	Significative Metal components can be incorporated into recycling streams. Multi-material assemblies, coatings and polymer components can complicate sorting and recovery.
Intensité d'utilisation et quantité de service rendu	Utilisation et ensemble du cycle de vie	Maintien des performances sur une durée prolongée et sous sollicitations intensives		Majeure pour l'évaluation ACV La durée calendaire seule ne caractérise pas le service rendu. Le nombre d'opérations, l'intensité d'utilisation et les conditions professionnelles influencent les impacts rapportés à l'unité fonctionnelle.

Product functions, components involved and priority areas

Functional analysis enables the identification and structuring of a product's various functions in order to assess their importance for its usability and durability, and to identify the priority components. The following are generally distinguished:

- Primary functions: those that are essential to the product's core functionality and whose failure renders the product unusable.
- Secondary functions: those that complement or facilitate the use of the product, but whose failure does not prevent it from performing its basic functions.
- Tertiary functions: those that enhance comfort, ergonomics, or the user experience, but whose failure has little impact on overall performance.

A priority part is a component involved in a primary function of the product; its failure generally has a significant impact on usability and occurs with relative frequency, making it a critical factor for durability and repairability.

This prioritisation helps to identify critical components and prioritise actions to improve durability and repairability.

Function description	Function type	Related failures	Impact of failures	Failure frequency	Central part involved	Priority section
Food preparation or processing	Primary	Deformation of the active part	High	Medium	Active part	Yes
Ensuring a secure and long-lasting grip	Primary	Handle cracked, warped, broken or damaged; loss of ergonomic design; discomfort when using	High	Medium	Neck, neck body	Yes
Maintain the connection between the working part and the handle	Primary	Play, separation, loose rivet	High	Medium	Junction interface	Yes
Ensuring hygiene and suitability for contact with food	Primary	Surface degradation; materials unsuitable for contact with food	High	Medium	Active part	Yes
Protect the active part during storage, transport or handling when not in use	Secondary	Cracked, broken or misshapen sheath; insufficient protection of the cutting edge; risk of cuts when handling	Medium	Medium	Sheath, blade guard or storage cover supplied as standard	No

XII. 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, except for minor changes.

Version number	Date of release	Summary of action	Editor
V2.1 Guidelines: Professional Kitchen Utensils	10/2026	Publication of the final version of the V2 guidance document	Florent Preguesuelo
V2.1 Guidelines: Professional Kitchen Utensils	06/2026	Launch of the upgrade process to V2	Florent Preguesuelo
Professional Kitchen Utensils Reference Guide V1.6	05/2024	Publication of the final version of the V1.6 guidance document	Florent Preguesuelo
Professional Kitchen Utensils Reference Guide V1.6	03/2024	Publication of the draft version of the framework V1.6	Florent Preguesuelo
Professional Kitchen Utensils Reference Guide V1.6	01/2024	Launch of the review process	Florent Preguesuelo
Sector-specific Annex: Professional Kitchen Utensils V1	09/2022	Final version of the sectoral annex	Florent Preguesuelo
Sector-specific Annex: Professional Kitchen Utensils V1	07/2022	Publication of the draft version of the sectoral annex	Florent Preguesuelo

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