

# Certification standard

## Solar Thermal Systems

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## I. GENERAL INFORMATION

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

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

### LONGTIME® vision

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

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

### Label objectives

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

As studies « [Modélisation et évaluation environnementale de produits de consommation et biens d'équipement](#) » and « [Évaluation environnementale et économique de l'allongement de la durée d'usage de biens d'équipements électriques et électroniques a l'échelle d'un foyer](#) » from the Agence De l'Environnement et de la Maîtrise de l'Énergie Française (ADEME) show, the ecological interest is major: in the space of a few decades, we have multiplied our consumption of raw materials to over 60 billion tonnes a year.

The label helps to preserve the planet's resources by making better use of them and reducing waste.

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

## Impact of durability of solar thermal systems

In the context of life cycle assessment (LCA), the reference function selected for flat, liquid-circulation glazed solar thermal collectors is as follows: to deliver 1 kW of useful thermal power to the heat-transfer fluid under standardised conditions of solar irradiation (1000 W/m<sup>2</sup>) and temperature difference (40 K), over a period of 25 years.

The collectors studied are used in residential installations to cover all or part of heating or domestic hot-water needs. Their operation is based on the direct conversion of solar radiation into heat, enabling them to replace more greenhouse-gas-intensive energy sources while generating no emissions during use.

Most of the environmental impacts occur during the manufacturing phase due to the use of materials such as aluminium, copper, glass, synthetic materials and technical insulation.

The use phase has a very limited impact, as it requires only a small amount of electricity to power the circulation pump. Apart from two heat-transfer-fluid refills over the product's lifetime, maintenance remains low.

End-of-life management can include high recycling rates for certain materials (metals, glass), although actual recovery will depend on local recycling pathways. These benefits are taken into account in the end-of-life impact assessment.

The main affected environmental indicators are:

- climate change, mainly linked to manufacturing,
- resource depletion, particularly of metals,
- cumulative energy demand over the entire life cycle.

Extending the actual service life of the collector beyond the conventional 25-year value proportionally reduces the impacts per unit of service delivered. However, achieving this effective lifespan requires overcoming several technical challenges: constant exposure to weather conditions, wear on hydraulic or electronic components, and risks of leakage or corrosion.

This requires robust design, long-term performance stability and access to spare parts where needed. These aspects are at the heart of the LONGTIME® approach, which promotes reliable, repairable and durable products to maximise the environmental benefits of solar thermal technologies.

## Fields of application

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

## Reference system organization

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

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## Criteria category

### Criteria subcategory

#### 1. Criteria number and name

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

**Time marker** (Associated with each criterion Cf table below)

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

#### CROSS-CUTTING CRITERIA

Criterion applicable to all product categories

##### ❖ Product Specific Requirement (PSR)

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

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

## Control system

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

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

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

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

## Standards and regulations

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

## General mode of proof

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

- Visual inspection by mandated third-party auditor during in-situ audit
- All European legislation applicable to the product family, in particular: technical specifications referred to in article 12, paragraph 5 of the [REGULATION \(UE\) 2017/1369](#) present in the European Commission's product conformity database (CE marking database), EMC, ROHS, WEEE, machine safety directives

- › Technical specifications for components, materials, coatings and internal or supplier processes
- › Quality certification and type 1 or 2 label (Iso 9001, Iso 14001)
- › Quality assurance
- › Test data
- › After-sales service data
- › Any documentation/software to support compliance, such as :
  - › Internal product data sheet
  - › Functional analysis tool
  - › Design study (function, materials, usage constraints)
  - › Performance and endurance testing
  - › Qualification phase and test
  - › Failure rate study
  - › Operating instructions
  - › Maintenance manual
- › Terms and conditions of sale

## II. PRODUCT SCOPE DEFINITION

Solar thermal collectors are devices designed to capture solar radiation and transfer it as heat to a heat-transfer fluid. They are used in systems for domestic hot-water production or space heating. This reference framework covers flat, glazed, liquid-circulation collectors, as well as the components of the associated thermal system (heat exchanger, circulation pump, control unit, storage tank), provided that they form a coherent and maintainable assembly.

### Product scope

- Flat-plate solar thermal collectors with liquid circulation (free-standing or roof-integrated)
- Complete solar thermal systems (flat-plate glazed liquid collectors, storage tank, circulator, control unit, heat exchanger)

### Outside product scope

- Unframed flat-plate solar collectors with liquid circulation
- Air circulation solar collectors
- Self-storage or thermosiphon sensors
- Hybrid sensors (PV/T) combining electrical and thermal production
- Parabolic or cylindro-parabolic collectors
- Other fossil fuel or biomass-based heat generation systems not integrated into a certified solar thermal system

### III. NOMENCLATURE OF PARTS

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

- **Flat glazed solar thermal collector assembly**
  - Collector frame
  - Collector back plate / Collector back panel (les deux sont corrects ; “back plate” est le plus courant dans la documentation technique)
  - Thermal insulation
  - Absorber with selective coating
  - Copper or stainless-steel serpentine / circulation grid
  - Tempered-glass transparent cover
  - Hydraulic connections (collector and maintenance)
  - Sealing gaskets (rubber or EPDM)
  - Solar safety valve
  
- **Hydraulic system and storage tank assembly**
  - Storage tank (accumulator)
  - Drainback tank
  - Internal heat exchanger
  - Sacrificial anode (magnesium or titanium)
  - Auxiliary electric heating element
  - Circulation pump
  - Expansion vessel
  - Non-return valve
  - Hydraulic control valves
  - Motorised valve actuator
  - Thermostatic mixing valve
  - Safety group (storage tank)
  - Primary-circuit filter
  
- **Solar controller assembly**
  - Control board or control module
  - Power or supply electronics board/module
  - Command electronics board/module
  - Display electronics board/module
  - Temperature sensor (NTC or Pt1000 type)
  - EMI filter or interference-suppression module
  - Pressure gauge
  - Thermometer (analogue or digital display)
  - Analogue or digital display unit
  - Control button (touch or mechanical)
  - Programme selector, switch
  - Remote-control interfaces (IoT module, remote control, portable programming unit)
  - Wireless control receiver (radio, Wi-Fi, etc.)
  - Electrical power cable

- Overheating/overcurrent protection device
  
- **Sealing and stabilisation kit for mechanical connections**
  - Pipe insulation (preformed or sleeves)
  - Fixing and integration elements for attaching the sensor to the roof or free support
  - Sealing mechanism (O-ring, ring, lips, silicone, etc.)
  - Retaining mechanism (screws, bolts, circlips, washers, etc.)
  - Stabilisation mechanism (spring, spacer, bucket seat, bearing, etc.)

## IV. PRIORITIZATION BY PARTY CATEGORY

### Product housing

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

- Not identified according to the definition in the LONGTIME® reference system

### Functional parts

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

- **Hydraulic system and storage tank assembly**
  - Storage tank (accumulator)
  - Drainback tank
  - Non-return valve
  - Hydraulic control valves
  - Motorised valve actuator
  - Primary-circuit filter
- **Solar controller assembly**
  - EMI filter or interference-suppression module
  - Pressure gauge
  - Thermometer (analogue or digital display)
  - Analogue or digital display unit
  - Control button (touch or mechanical)
  - Programme selector, switch
  - Wireless control receiver (radio, Wi-Fi, etc.)
- **Sealing and stabilisation kit for mechanical connections**
  - Fixing and integration elements for attaching the sensor to the roof or free support
  - Sealing mechanism (O-ring, ring, lips, silicone, etc.)
  - Retaining mechanism (screws, bolts, circlips, washers, etc.)
  - Stabilisation mechanism (spring, spacer, bucket seat, bearing, etc.)

### Priority parts

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

- **Flat glazed solar thermal collector assembly**
  - Collector frame
  - Collector back plate
  - Thermal insulation
  - Absorber with selective coating
  - Copper or stainless-steel serpentine or circulation grid

- Tempered-glass transparent cover
- Hydraulic connections (collector and maintenance)
- Sealing gaskets (rubber or EPDM)
- Solar safety valve
  
- **Solar controller assembly**
  - Control board or control module
  - Power or supply electronics board/module
  - Command electronics board/module
  - Display electronics board/module
  - Temperature sensor (NTC or Pt1000 type)
  - Electrical power cable
  - Overheating/overcurrent protection device
  
- **Hydraulic system and storage tank assembly**
  - Circulation pump
  - Heat exchanger (serpentine)
  - Thermostatic mixing valve
  - Auxiliary electric heating element
  - Safety group (storage tank)

## Vulnerable parts

Parts exposed to a high rate of accidental user breakage.

- **Solar controller assembly**
  - Remote-control interfaces (IoT module, remote control, portable programming unit)

## 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.

- **Hydraulic system and storage tank assembly**
  - Expansion tank
  - Sacrificial anode (magnesium or titanium)
  - Primary circuit filter
  
- **Sealing and stabilisation kit for mechanical connections**
  - Pipe insulation (preformed or sleeves)
  - Supports and integration system

## V. CLASS OF REPARABILITY CRITERIA

### 1. Class system

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

These classes range from A to E.

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

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

### 2. Disassembly depth of parts

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

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

## VI. EXPOSURE TO EXOGENOUS FAILURES

### Definition

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

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

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

### Exogenous failure criteria

#### User risk:

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

Associated levels:

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

#### Product handling:

Reflects the possibility of false handling, shocks, falls.

Associated levels :

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

#### Weather exposure:

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

Associated levels:

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

### Definition of the different phases

- **Installation / Commissioning:** Phase corresponding to the installation of the system (collectors, storage tank, control unit, etc.), its connection and its commissioning. It may be carried out by a qualified professional, which significantly reduces the risk of error, or, in some marginal cases, by a private individual.

- **Operation:** The system is operational and functioning normally. It performs tasks and consumes energy due to its active operation. This is the phase in which the device is most solicited and uses all its available functions to meet the user's needs.
- **Thermal standby:** Corresponds to a passive operating phase when the set temperatures have been reached: solar production continues, but without heat evacuation. The heat-transfer fluid may overheat (>150°C), causing pressure build-up, accelerated ageing and activation of safety mechanisms.
- **Cleaning / Maintenance / Servicing:** This phase covers all operations required to ensure proper long-term performance: air purging, checking the heat-transfer fluid, cleaning the collectors, verifying sealing and fixings, and replacing wear parts to prevent issues and improve the service life of the system.
- **Extended shutdown:** Inactivity phase, particularly in secondary residences or during periods of very low demand. Risk of thermal stagnation, expansion effects and premature ageing.

Phase	User risk	Product handling	Weather exposure	Overall risk
Installation	High	High	High	High
Production	Low	Low	High	Medium
Thermal monitoring	Low	Low	High	Medium
Maintenance	High	High	High	High
Extended shutdown	Low	Low	High	Medium

## Assessment of the overall risk of exogenous failure:

### MOYEN

This product category is subject to a relatively high risk of external failures. The main exposures to external failures in solar thermal systems concern:

- **Installation phase:** Incorrect assembly, unsuitable orientation of the sensors, or insufficient fastening, with a high risk of errors and direct exposure to the elements as soon as they are installed.
- **Operational phase:** Constant exposure to the elements (rain, hail, UV rays, wind, sand, etc.), combined with a poor understanding of alerts or a lack of system monitoring.
- **Maintenance phase:** Risk of incorrect handling during purging or fluid checks, with exposure to roof components and external conditions.

- › **Thermal monitoring phase:** Rise in temperature of the heat transfer fluid due to stagnation, premature ageing of components, activation of safety devices (valve, drain, etc.) in the absence of heat dissipation.
- › **Prolonged shutdown phase:** Risk of thermal stagnation or freezing with restart without prior verification, leading to accelerated wear or malfunctions when restarting.

## VII. LABEL CRITERIA

### Reliability

### Conception

#### 1. Stress resistance

##### T0 Criteria

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

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

- *In-warranty and out-of-warranty failure rates: The product must demonstrate failure rates below the industry average.*
- *Accelerated life testing. As the duration of the test is limited, scientific and robust projection calculations (acceleration factor) are used to extrapolate the results to the product's maximum total lifetime, demonstrating resistance to stress above the market sector average.*
- *The methodologies used can be based on general standards, on mandatory standards linked to safety directives and including elements of resistance to stress in use, or on voluntary standards.*
  - *EN 45552: General method for assessing the durability of energy-related products*
  - *EN 60721 : Classification of environmental conditions*
  - *IEC 60605 : Reliability testing of equipment*
  - *IEC 61123 : Reliability testing - Compliance test plans for pass rate*
  - *EN 61124 : Reliability testing - Compliance test plans for constant failure rate and constant failure intensity*
  - *EN 61649: Weibull analysis*
  - *EN 62506: Accelerated product test methods.*
- *Instruments used for testing: all instruments used for testing must be calibrated and a valid calibration report must be available. Calibration must be carried out prior to testing. Calibrations must be traceable to national standards.*

##### ❖ Compliance with ISO 9806 (formerly EN 12975-2) current version

*Mode of proof: report of compliance with the requirements of standard EN 12975 from a third-party body notified in accordance with the test conditions of standard EN ISO 9806 or Solar Keymark label*

##### ❖ Resistance to mechanical stress

- Impact resistance of solar collector glass
  - Use of thermally toughened glass only

- Retention of nominal characteristics after an impact simulating energy between 17 and 18 joules

*Mode of proof:*

- *Test report according to ISO 9806 Solar energy - Solar thermal collectors - Test methods Impact test with steel ball by an accredited laboratory.*
- *Technical data sheet for the glass used, proving compliance with EN 12150.*
- Resistance of the sensor glass to a uniform mechanical load of  $\geq 3,000$  Pa without degradation of nominal performance characteristics

*Mode of proof: Test report (ISO 9806 – mechanical load test) indicating the load supported without cracking, breakage or loss of performance.*

#### ❖ **Resistance to thermal stresses**

- Protection of electrical and electronic components of the solar controller against high temperatures
  - Use of heat sink
  - Optimised thermal architecture with decoupling of thermosensitive components, insulation and adapted product design
  - And/or use of a natural cooling system or motorised fan

*Mode of proof:*

- *IEC 60068-2-2 Environmental testing - Part 2-2 Test Dry heat*
- *Thermal test report according to IPC-TM-650 2.6.8 and/or 2.6.27*
- *Thermal design analysis (passive dissipation, ventilation, thermal decoupling) and thermal photography or thermal simulation showing hot spots and their management*
- Integration of a high-efficiency submersible circulator specifically adapted to solar thermal systems
  - Technical characteristics demonstrating proven resistance to high-temperature fluids (130 degrees), showing:
    - engine speed stability
    - absence of mechanical blockage
    - no leakage
    - respect for the integrity of joints, bearings and materials
    - maintenance of hydraulic performance

*Mode of proof:*

- *Technical data sheet for the circulator stating a maximum operating temperature of  $\geq 130$  °C with test report in accordance with EN 12977-5 (Solar thermal systems and components — Test methods for circulators and associated controls), or equivalent standards in force.*
- *And/or Solar Keymark certification explicitly including the circulator*
- *Specific manufacturer's warranty  $\geq 10$  years mandatory if no conclusive test report or third-party certification is available.*
- Resistance of the heat transfer fluid to the risk of overheating
  - Presence of manufacturer's specifications detailing the characteristics of the heat transfer fluid to be used in its system

- Viscosity adapted to the circulator integrated into the system
- Mechanism for protecting the properties of the heat transfer fluid to remain within the temperature limits in the event of freezing or overheating (drainback, discharge loop, night cooling, reflective glass, etc.).
- Fluid adapted and stable at maximum sensor temperatures during stagnation phase
- Corrosion-resistant fluid

*Mode of proof:*

- *Manufacturer's heat transfer fluid specifications with Safety Data Sheet (SDS)*
- *Test report SO 22975-3 or DIN 4757-3 certification for the selected heat transfer fluid*
- *Functional diagram of the system showing an overheating limitation mechanism*
- *SolarKeymark third-party certification incorporating the fluid as a validated component of the system*

#### ❖ **Résistance aux contraintes électriques**

- Resistance to electrostatic discharge (ESD)
  - Protection of electrical and electronic components against the risks of electrostatic discharge

*Mode of proof: Electrostatic discharge immunity test type IEC-61000-4-2: Electromagnetic compatibility (EMC) – Part 4-2: Testing and measurement techniques – Electrostatic discharge immunity tests*

- Resistance to discharges, electrical surges and power grid fluctuations via an EOS protection circuit combining
  - Protection against transient overvoltages (TVS diodes, varistors, etc.)
  - Overcurrent protection (fuse-type protection component, PTC regulation)
  - EMC filtering device (ferrite, decoupling capacitor, RC or LC networks, EMI input filters)

*Mode of proof:*

- *Transient electrical surge resistance test type IEC 61000-4-5 Shock wave immunity test*
- *Non-transient surge withstand test type IEC 62368-1 Audio/video, information and communication technology equipment - Part 1: Safety requirements*
- *Relays and contactors certified for a minimum of 200,000 cycles on the French electrical network. Temperature limiter certified for 20,000 cycles at 256 Vac/10A and 10,000 cycles at 256 Vac/16A.*

#### ❖ **Resistance to sealing stresses**

- Sensor sealing system (gaskets and interfaces) guarantees no water, dust or air penetration
  - Assembly designed to compensate for the effects of ageing and thermal expansion cycles without functional degradation
  - No water penetration/internal condensation, no joint separation or corrosion, no measurable loss of thermal performance
- Circulateur IPX4 minimum

*Mode of proof:*

- *Sensor watertightness test report according to ISO 9806 Solar energy - Solar thermal collectors - Part 11 Rain penetration test*
- *IP rating certificate issued by the circulator manufacturer, stating a minimum rating of IPX4, in accordance with EN 60529.*

#### ❖ **Resistance to liquids and oxidation**

- Resistance of the solar collector frame (box) to harsh outdoor weather conditions
  - Chassis or box made of aluminium or stainless steel only
  - Stainless steel fasteners, minimum grade A2 or A4
  - Plumbing fittings and corrosion-resistant seal

*Mode of proof: Technical data sheet indicating the nature of the materials*

- Resistance to the risk of galvanic corrosion of the entire system (materials that are compatible with each other or physical separators)
- Use of physical separators in case of risk (plastic spacers, etc.)  
insulating washers), excluding barrier surface treatments (anodising, epoxy paint, dielectric grease)
  - Direct contact prohibited:
    - Stainless steel / galvanised steel
    - Stainless steel / electro-galvanised steel
    - Aluminium/copper
    - Stainless steel / aluminium
    - Zinc/copper

*Mode of proof: :*

- *Material data sheet indicating the nature of the materials with a declaration of electrochemical compatibility*
- *ISO 11130 Corrosion of metals and alloys - Alternating immersion test in saline solution*

#### ❖ **Resistance to corrosion and chemicals**

- Accumulator with a high degree of resistance to corrosion and high water temperatures through the use of corrosion-resistant materials
  - Minimum resistance  $\geq 500$  hours without perforating corrosion in salt spray
  - Galvanised steel not permitted
  - Presence of a magnesium sacrificial anode with maintenance plan

*Mode of proof:*

- *ISO 9227 test report (salt spray)*
- *Third-party certification (e.g. Solar Keymark, equivalent) explicitly covering the corrosion resistance of the storage tank.*
- *Specific manufacturer's warranty  $\geq 10$  years mandatory if no conclusive test report or third-party certification is available.*
- Internal heat exchanger (coil) made of 316L stainless steel and resistant to heat transfer fluid additives

*Mode of proof: Technical data sheet for heat exchanger with material certificate type 3.2 according to EN 10204 type 3.2 certifying grade 316L*

- Circulator equipped with a descaling screw

*Mode of proof: Circulator technical specifications and physical demonstration*

- Electric tap mounted on standard thread
  - Electric appointment in stainless steel or Incoloy recommended
  - Resistance to galvanic corrosion
  - Resistance to limescale (soapstone, PTFE coating, enamelling)

*Mode of proof: :*

- *Circulator technical data sheet*
- *Technical data sheet or manufacturer's diagram of the electric booster pump specifying compatibility with standardised threading (e.g. G 1"1/2 ISO 228 fittings or equivalent).*
- *Internal or third-party ageing tests on the electric booster in hard water (e.g. 30–35 °fH) according to a protocol based on ISO 11846.*

#### ❖ **Resistance to UV radiation stress**

- Use of sealing materials on the sensor (gaskets, membranes, sealant, etc.) specifically adapted for prolonged outdoor use and demonstrating resistance to 1,000 hours of UV exposure in test conditions without loss of sealing or performance.

*Mode of proof: :*

- *Technical data sheet certifying UV resistance with test report according to ISO 9806 Solar energy Solar thermal collectors*
- *Third-party certification (e.g. Solar Keymark, equivalent) explicitly covering the UV resistance of the collector*
- *Specific manufacturer's warranty ≥ 10 years mandatory if no conclusive test report or third-party certification is available.*

## Production

### 2. Production line

#### T0 Criteria

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

- ❖ The main site(s) involved in the production of the product is/are certified to an international quality management standard.
  - Production site of the manufacturer involved in the manufacture of ISO 9001 electronic cards
  - Production site of the manufacturer involved in the manufacture of ISO 9001 lenses
  - Production site of the manufacturer involved in the manufacture of the ISO 9001 circulator

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

250 employees and for subsystems identified in PSR (in the case of subcontracting), ISO 9001 certification issued by an accredited third-party inspection body.

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### 3. Logistics

#### T0 Criteria

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

- ❖ Inventory control and management
  - The condition of products in stock and processable materials is regularly monitored, with dedicated processes to check and estimate unloading time, the date of manufacture and mode of transport (unique identifier).
  - Periodic inventories are carried out, and in the event of non-compliance, a reminder is systematically sent out. The conformity of items and materials in stock is clearly identified, and non-compliant products are placed in dedicated areas.
  - Storage conditions for articles and materials are measured and controlled continuously or periodically, with specifications and control limits validated by an independent authority.
  
- ❖ Handling and transport procedures
  - Specific handling procedures are defined and controlled to avoid any deterioration of the product during delivery, handling and transport.
  - Handling, storage, packaging and preservation conditions are codified, including considerations of shelf life, sensitivity to stress, and product hazard.
  
- ❖ Product traceability and protection
  - Exhaustive traceability makes it possible to identify and know the history of the product, including the components and documentation associated with its life cycle.
  - Genuine conformity checks on finished products are carried out before they are put into storage, and are formally described and validated by an independent authority.

General mode of proof

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### 4. Supply chain

#### T0 Criteria

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

- ❖ Particular attention will be paid to the following elements:
  - Solar controller supplier(s) (third-party quality certification such as ISO 9001 mandatory)
  - Electronic card supplier(s) (third-party quality certification such as ISO 9001 mandatory)

- Supplier(s) of electrical resistance (third-party quality certification such as ISO 9001 mandatory)
- Power cable and wiring (third-party quality certification required)
- Solar sensor supplier(s) (third-party quality certification such as ISO 9001 mandatory)

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

## Quality control

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### 5. Reliability plan

#### T0 Criteria

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

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

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

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### 6. Breakthrough technology

#### T0 Criteria

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

*General mode of proof*

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### 7. Breakdown rate

#### T1 Criteria

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

- ❖ Particular attention will be paid to failures in the following parts:
  - › Electronic failure: Faulty electronic modules (control, display) (capacitor, relay, Triac)
  - › Circulator failure
  - › Auxiliary resistance failure

General mode of proof

## User information

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### 8. Product identification

#### T0 Criteria

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

General mode of proof

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### 9. Completeness of usage information

#### T0 Criteria

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

- ❖ The manufacturer clearly informs the user of the scenario(s) of use that will enable the energy consumption of the electrical appliance to be reduced as much as possible and explains the differences in consumption between the different modes of operation if necessary (ready for use, deep standby, complete shutdown, etc.).
- ❖ The manufacturer clearly informs the user how to properly maintain his product, providing the following information:
  - › Information on the heat-transfer fluid
  - › Maintenance of the collector's glazed panel
  - › Maintenance of the heat-transfer fluid
  - › Maintenance of the system components

General mode of proof

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### 10. Usage information format

#### T1 Criteria

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

General mode of proof

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## 11. Prolonged immobilization

### T0 Criteria

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

- ❖ Applicable: Product family sensitive to non-use in the event of prolonged immobilisation  
Risk of heat transfer fluid degradation and system blockage
- ❖ Consistent period of time after which non-use is defined: Not definable, depends on location

*General mode of proof*

Repairability
Technical repairability

---

## 12. Disassembly of parts

### T0 Criteria

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

- Class A: ≤ 5 steps and less than 10 minutes
- Class B: ≤ 10 steps and less than 15 minutes
- Class C: ≤ 15 steps and less than 20 minutes
- Class D: ≤ 20 steps and less than 30 minutes

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

*General mode of proof*

---

## 13. Part fasteners and connectors

### T0 Criteria

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

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

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

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

*General mode of proof*

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## 14. Tools

### T0 Criteria

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

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

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

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

*General mode of proof*

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## 15. Working environment

### T0 Criteria

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

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

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

*General mode of proof*

## 16. Competence level

### T1 Criteria

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

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

Types of parts	Class
Functional	C
Priority	C
Vulnerable	B
Consumable	B

*General mode of proof*

## 17. Spare parts interface

### T0 Criteria

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

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

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

- ❖ Part pairing practices are prohibited.

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

*General mode of proof*

## Organizational reparability

### 18. Spare parts availability time

#### T0 Criteria

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

- Class A: Long-term accessibility - minimum 7 years
- Class B: Medium-term accessibility - between 3 and 7 years
- Class C: Accessibilité à court terme - maximum 3 years
- Class D: No information on duration of accessibility

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

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

*General mode of proof*

### 19. Accessibility of spare parts to target audiences

#### T1 Criteria

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

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

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

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

*General mode of proof*

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## 20. Terms and conditions for the sale of spare parts

### T1 Criteria

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

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

*General mode of proof*

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## 21. Spare parts prices

### T1 Criteria

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

- ❖ Maximum percentage of the [price](#) of one of the parts in relation to the price of the product : 15%.
- ❖ 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 25%, including VAT, potential shipping costs, spare part and working time of repairer. These scenarios apply in the event of the failure of a single part.

*General mode of proof*

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## 22. Shipping costs for spare parts

### T1 Criteria

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

*General mode of proof*

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## 23. Spare parts delivery times

### T1 Criteria

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

[General mode of proof](#)

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## 24. Documentation of failure scenarios

### T1 Criteria

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

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

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

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

[General mode of proof](#)

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## 25. Support for fault diagnosis

### T0 Criteria

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

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

❖ Class A :

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

**OR**

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

General mode of proof

## Scalability

### 26. Reset settings and passwords

#### T0 Criteria

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

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

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

General mode of proof

### 27. Software

#### T0 Criteria

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

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

General mode of proof

## Quality of after-sales service

### 28. Internal failure resolution policy

#### T1 Criteria

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

*General mode of proof*

### 29. Service contact

#### T1 Criteria

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

- ❖ Given the type of product family, the maximum lead time is 24 hours.

*General mode of proof*

### 30. Return services

#### T0 Criteria

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

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

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

*General mode of proof*

### 31. Return condition

#### T0 Criteria

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

*General mode of proof*

### 32. Useful product

#### T1 Criteria

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

- ❖ Applicable

General mode of proof

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### 33. Warranty time

#### T0 Criteria

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

- ❖ Minimum warranty period of 5 years on parts:
  - **Glass-covered flat-plate solar thermal collector assembly**
  - **Hydraulic system and accumulator assembly**

General mode of proof

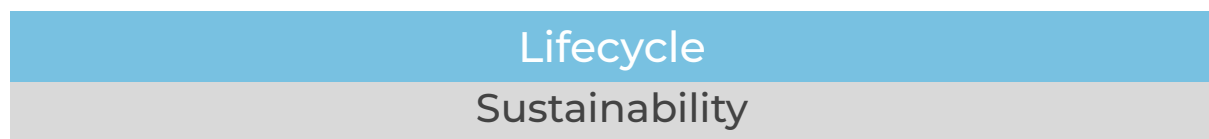
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### 34. Warranty exclusions

#### T0 Criteria

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

General mode of proof



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

*Mode of proof: Type 1 certification according to ISO 14024*

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### 35. Health, safety and environmental protection

#### T0 Criteria

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

*Mode of proof: For products distributed in geographical areas potentially covered by regulatory prerogatives establishing requirements similar to the European market in terms of limiting the use of certain hazardous substances in EEE, proof of compliance with these regulatory requirements will be used as a method of proof in compliance with the RSPs of this criterion if necessary.*

General mode of proof

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

Modes de preuves : ISO 14001 certification issued by an accredited third-party inspection body.

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

Mode of proof: Composition and characterisation of paints. Third-party quality certification demonstrating the environmental friendliness of the paints used, in accordance with recognised testing standards. Certificate of origin for the materials used in the composition of the parts.

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

Requirements	Class					
	A	B	C	D	E	F
The product's LCA is critically reviewed by a third party. The review report must include at least : <ul style="list-style-type: none"> <li>- The number of years of experience in the field of LCA/PCF</li> <li>- Number of carbon footprints reviewed</li> <li>- Number of carbon footprints completed</li> </ul>	x					
The product LCA is based on the specific product mode.	x	x				
The product LCA is based on the product's family of models, but not the specific product model			x	x	x	
The full LCA report including all assumptions is publicly available and based at least partially based on real material data ( <a href="#">Full Material Declarations</a> )	x	x	x			
Concrete actions are taken to reduce the impact of the most impacting phase(s) of the life cycle	x	x	x	x		

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

- ❖ [Fair mined material and/or recycled material](#) :
  - The characteristics of the product and the manufacturer's practices result in a minimum **class B** among the classes listed below. (subtract the weight of the glass)
    - 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
- The collector casings are made of at least 50% recycled materials.

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

- ❖ At least 50% of the product's components are identical in design to those of other products from the same manufacturer and products in the same performance category and generation.

*Modes de preuves : preuve de l'origine des matériaux utilisés pour fabriquer le produit*

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## 36. Energy and/or environmental performance

### T0 Criteria

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

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

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

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

### General mode of proof

- ❖ Minimum efficiency relative to the overall surface area of the charging system:
  - $n_0 \geq 70\%$
  - $A_1 \leq 5$  (conduction losses)
  - $A_2 < 0.1$  (convection losses)

*Mode of proof: Test report carried out in accordance with the recommendations of EN ISO 9806 Solar energy, solar thermal collectors, test methods.*

- ❖ Use of a collector absorber manufactured using one of the techniques listed below:
  - PVD coating (Physical Vapour Deposition)
  - Sputtering coating
  - PECVD coating (Plasma Enhanced Chemical Vapour Deposition)
- ❖ The wet-rotor circulator has an  $IEE \leq 0.21$ .

*Mode of proof:*

- *ErP compliance certificate (for standalone or integrated circulators), specifying the IEE*

- *OR a third-party test report according to the appropriate circulator standard, EN 16297-2 or EN 16297-3, indicating the performance curves and the IEE value.*

- ❖ Les appareils électriques, lorsqu'ils ne sont pas utilisés, présentent des consommations maximales équivalentes à :
  - Maximum 0,5 watt en mode veille (sans affichage d'informations)
  - Maximum 1 watt lorsque celle-ci fournit des informations (heure, température d'eau, code erreur)
  - Maximum 2 watt en IOT

*Modes de preuves : Mesures d'éco-conception évaluées par l'Organisme de contrôle mandaté lors de l'audit et complétées par la documentation et les spécifications techniques visées à l'article 12, paragraphe 5 du RÈGLEMENT (UE) 2017/1369 présentées dans la Base de données de la Commission Européenne et relative à la conformité des produits.*

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

**Or**

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

*Mode of proof: Third-party ISO 50001 certification*

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*Bilan GES score 1,2,3, conforme au standard ISO 14064 (ex : Bilan Carbone®, GHG Protocol) de moins de 3 ans.*

## 37. Equipment end-of-life management

### T0 Criteria

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

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

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

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

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

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

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## 38. Packaging management

### T1 Criteria

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

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

*Mode of proof: Composition and characterization of packaging.*

## VIII. TERMS, DEFINITIONS, CLARIFICATIONS

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

### **Actual failure**

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

### **Adaptable or compatible spare part**

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

### **After-sales service file**

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

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

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

### **AMDEC / FMEA**

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

### **Breakthrough technology**

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

### **Circular economy part (CEP)**

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

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

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

### **Competence level**

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

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

### **Compostable packaging**

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

### **Corrective update :**

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

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

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

### **Criticality**

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

### **Data management process**

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

### **Disassembly depth**

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

### **Electrodomestic**

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

### **EOS**

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

### **Expected service life**

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

### **Experienced tools**

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

### **External source parts**

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

### **Fair Mined Material**

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

### **Full Material Declarations**

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

**General-purpose tools**

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

**High-utility product**

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

**HS**

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

**IOT**

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

**Manual**

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

**No use**

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

**Non-recyclable packaging**

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

**Non-recoverable packaging**

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

**O.S**

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

**Permanent assembly**

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

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

**Primary data or information**

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

**Product/part unit cost price (PRU)**

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

**Professional tools**

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

**Professional user**

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

**Proprietary tool**

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

**PSR**

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

**Reconditioned part**

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

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

**Recyclable material or product**

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

**Recycled material or product**

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

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

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

### **Regular maintenance**

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

### **Removable fastener**

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

### **Replacement or spare part**

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

### **Return conditions for a repair process**

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

### **Reusable packaging**

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

### **Reusable fastener**

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

### **Reused parts**

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

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

### **Selling price of a spare part**

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

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

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

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

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

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

### **Serialization**

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

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

### **Spare part**

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

### **Spare parts interface**

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

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

### **Step (disassembly)**

Operation leading to part removal or tool change.

### **Sub-assembly**

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

Example: Soldered motor and electronic board

### **Usage stress**

This corresponds to the forces applied to the part.

### **Used parts**

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

### **Waste**

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

### **Working environment**

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

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

## IX. BIBLIOGRAPHICAL RESOURCES

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

DIRECTIVE 2011/65/UE relative à la limitation de l'utilisation de certaines substances dangereuses dans les équipements électriques et électroniques

Directive 2014/30/UE du 26/02/2014 relative à l'harmonisation des législations des États membres concernant la compatibilité électromagnétique

DIRECTIVE 2014/35/UE du 26 février 2014 relative à l'harmonisation des législations des États membres concernant la mise à disposition sur le marché du matériel électrique destiné à être employé dans certaines limites de tension(refonte) low voltage directive (LVD)

Règlement (CE) no 1907/2006 concernant l'enregistrement, l'évaluation et l'autorisation des substances chimiques, ainsi que les restrictions applicables à ces substances (REACH)

DIRECTIVE 2012/19/UE relative aux déchets d'équipements électriques et électroniques (DEEE)

Règlement Délégué(UE) 2019/2015 complétant le règlement (UE) 2017/1369 en ce qui concerne l'étiquetage énergétique des sources lumineuses et abrogeant le règlement délégué (UE) no 874/2012

NF EN 60335-1 COMPIL 15 Appareils électrodomestiques et analogues - Sécurité - Partie 1 : exigences générales

EN 60384-14 Condensateurs fixes utilisés dans les équipements électroniques - Partie 14 : spécification intermédiaire - Condensateurs fixes d'antiparasitage et raccordement à l'alimentation

Norme EN 45552 Méthode générale pour l'évaluation de la durabilité des produits liés à l'énergie

Norme EN 45554 Méthodes générales pour l'évaluation de la capacité de réparation, réutilisation et amélioration des produits liés à l'énergie

## X. VERSION UPDATE

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

Version number	Date of release	Summary of action	Editor
V2 Standard Solar Thermal Systems	01/10/2025	Final edition	F.Preguesuelo

V2 Standard Solar Thermal Systems	30/08/2025	Draft edition and consultation	F.Preguesuelo
Sectoral Annex V1 - Standard Solar Thermal Systems	30/09/2022	Final edition	F.Preguesuelo
Sectoral Annex V1 - Standard Solar Thermal Systems	01/08/2022	Draft edition and consultation	F.Preguesuelo
Sectoral Annex V1 - Standard Solar Thermal Systems	01/04/2022	Commencement of the drafting process	F.Preguesuelo

## **XI. ACKNOWLEDGEMENTS**

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