



SPECIFICATIONS

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■ INTRODUCTION

The Vision of LONGTIME®



This project is part of a dynamic societal change with the desire to move forward with regulation. This label is made by the people, for the people. It provides the certainty that a product bearing the label is designed and built for long-term use, as desired by 80% of consumers, and that it is economically repairable.

We have chosen to develop a simple, strong and effective tool designed for users who are concerned about the global impact of their purchases, but also for users who want to acquire a product with a fair quality/price ratio. It also tends to focus on manufacturers who are keen to offer products with an optimised lifespan.



The objectives of the label

This approach aims to encourage a different consumption and thus different production. Almost all citizens want a transformation of consumer society with a real change in the technical and economic paradigm in order to consume better and more sustainably.

There is a major ecological interest. In just a few decades, we have increased our consumption of raw materials on a global scale to exceed 60 billion tons per year. The label has an impact on the preservation of the planet's resources, through better use of these resources and the reduction of waste.

Intuitively, therefore, purchasing a good whose lifespan has been extended limits the use of our planet's resources, reduces over-consumption and makes it possible to move away from disposable and wasteful products. It is not about looking to find "immortal" products but rather about fighting against the too-short lifespan of products.



The contributors

Ethikis would like to thank all the contributors who participated in the review of these specifications: Alain LOUBET - XPLOER Sarl ; Damien ARBAULT - PALANCA ; Héloïse GABOREL - FNE ; Cindy HERONVILLE - ENVIE ; Flore BERLINGEN - ZERO WASTE FRANCE ; Véronique SOVRAN and Joël COURET - FEDELEC ; Alma DUFOUR and Dominique GILBON - LES AMIS DE LA TERRE ; Christine CASTEL, Magali DELPLA, Luc DANDO and Thierry DUBUISSON - ECO INDUSTRIE LOCALE ; Robin PERKINS - GREENPEACE ; Thomas OPSOMER - IFIXIT ; David TESSERAU - APAVE ; Jean-Paul TARIT, Philippe MARTORELL and Hubert CROS - CAFE BRICOL' ; Benjamin MASDOUA - REPAIR CAFE COLOMIERS ; Jean-Henri BELAVAL - INDECOSA.



The field of application

The label is applicable to various product families in which there is an assembly of parts. LONGTIME® tends to cover domestic appliances, electronics, electro-portable devices, furniture, leisure equipment, professional equipment... The range of products is therefore very wide but excludes automobiles, textile products (excluding leather goods), food, cosmetics and chemicals.

Organization of the specifications



The evaluation criteria of the label are structured around 3 fundamental pillars :

- The product is designed to last over time
- The product meets the conditions of reparability and after-sales service
- The product has warranty beyond the legal guarantee of conformity



Control System

The evaluation of the criteria defined in the specifications is carried out by an approved and independent control body. Once the information has been sent to Ethikis, the manufacturer is free to choose his certification body to carry out the audit.

The criteria are classified into several levels of requirements :

KO	These criteria are essential and must be met for obtaining the label, after the initial audit (year N).
Major (MAJ)	A minimum of 80% of these criteria must be met during the audit. They will lead to the implementation of corrective actions to reach 100% in year N+1.
Minor (MIN)	A minimum of 50% of these criteria must be met during the audit. They will lead to the implementation of corrective actions to reach 80% in year N+1 and 100% in year N+2.

In addition to these specifications, a **Product Specific Requirements** is developed for each **product-family**. The Product Specific Requirements refines the criteria requirements and defines the classification of the parts composing the product. **Each criterion describes the standard to be respected and is evaluated according to its compliance: compliant / non-**

■ ELIGIBILITY

Commitment of the candidate

The candidate's eligibility for a quality certification process must be consistent with their existing values and strategies.

The company must not have been accused of, or found liable for (information / material evidence, subpoena), ethical violations, business practices clearly contrary to quality and ethics (planned obsolescence practice, industrial espionage, tax fraud) or major environmental practices over the past 10 years, or considerable and appropriate efforts have been made to repair the damage caused, prevent their recurrence, and reduce their impacts.

Pre-requisites

- The manufacturer has all the necessary rights to the products and is the sole owner of the property rights of any nature whatsoever regarding the products, including, in particular, designs, patents and trademarks relating thereto;
- The products are not the subject of a dispute of any kind whatsoever on behalf of any third party;
- The products are not likely to violate public order or morality, to provoke protests from third parties, or to contravene the legal provisions in force;
- The products strictly comply with the regulations and the health, safety and environmental protection standards in the geographical areas of distribution of the products and in relation to its product categories. For the European Economic Area, products must therefore comply with European legislation and comply with the CE marking for the products concerned;
- The manufacturer complies with European legislation and documents relating to the treatment and recycling of electrical and electronic equipment waste, in particular Directive 2012/19/EU of July 4 2012;
- The manufacturer complies with European legislation and documents relating to the use and declaration of dangerous products, in particular Directive 2011/65/EU of June 8 2011 and European Regulation No 1907/2006;
- The manufacturer respects the principle of extended producer responsibility and applies European legislation and standards on eco-design, including those referred to in Directive 2009/125/EC; and
- The products, in the case of household appliances, are classified in category A at least, and comply with the provisions of European Regulation 2017/1369.

■ TERMS AND DEFINITIONS

The words or terms outlined in the document are defined below.

DEFINITIONS

FMECA / FMEA	Tools for Failure Mode, Effects and Criticality Analysis / Failure Mode and Effect Analysis
Permanent assembly	It is an assembly of components forming a single part or portion of a product that 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 of permanent joining techniques: welding, crimping, clinching, stamping, gluing and adhesives.
Constraint of use	Corresponds to the forces that apply to the part.
Regular maintenance	Maintenance recommended by the manufacturer to maintain the product in optimal operating condition.
Non-use	Corresponds to a non-operational state of the device.
O.S	The Operating System is a set of programs that controls the use of a computer's resources by application software.
Product of "great use"	Product of very frequent use and which, in case of failure, causes significant disruption to the daily routine: refrigerator, washing machine, boiler / water heater, telephone, computer, hob.
Unproven technology	Their operation is innovative compared to previous technologies and their reliability has not yet been proven.
Criticality	Degrees of failure resolution. Apprehended here by the detection (diagnosis and location) and severity (price of parts and/or technical difficulty of repair) of the failure.
Proprietary tool	Specific tool, not commercially available and owned exclusively by one party or company, and under which, its use by another party (end user, customer, repairer) involves copyright, license and/or cost.

PART CATEGORIES

Functional Parts	Parts related to the operation or use of the product.
Aesthetic Pieces	Aesthetic parts that do not interfere with the operation of the product.
Priority Parts	Parts related to the operation or use of the product and characterised by a proven criticality in the event of malfunction or breakdown. (Sometimes called critical parts).
Consumable parts	Parts to be replaced, subject to wear and tear during use of the device.
Vulnerable parts	Parts exposed to a high rate of accidental user breakage.
Accessory	Element which is useful for the operation of an object without being part of it.
Security elements	Includes all the active and passive parts necessary to protect against the risks associated with the use of the product.
Second Source Parts	Parts external to the manufacturer's production unit, from an identified supplier.
Sub-set	A set of inseparable, connected components that form a block and perform a function. The sub-set can be separated from the product.

ACCESSIBILITY SCALES

The scale has 3 levels:

A	< 3 steps < 10 min any user general public tools
B	< 10 steps < 30 min experienced user or repairer general public tools, experienced public tools
C	< 20 steps < 60 min experienced user or repairer general public tools, experienced public tools, professional tools
Step : Operation leading to the removal of a part, a fixation or to a tool change.	
Tools : <ul style="list-style-type: none"> • General public = Common tools, for general use, available to all publics with traditional distribution (see: list of tools standard PR EN 45554). • Experienced public = Skills are required to use them, and cost can be a barrier (torque wrench / soldering iron...) • Professional = They require special knowledge or conditions of use. The cost of the tool represents an investment. 	

THE CRITERIA OF THE LABEL

I. THE PRODUCT IS **DESIGNED TO LAST** OVER TIME

Lev.	Ref.	Field	The criteria
1 DESIGN			
KO	I.1.1	State of the art Technical solutions	The manufacturer identifies and records the <u>constraints of use</u> of the product and its various parts in a technical data sheet. The manufacturer proves that he has reliable and qualitative design choices and technical solutions in light of these constraints.
MAJ	I.1.2	Production	The manufacturer proves that he has processes in place to control and maintain consistent manufacturing and assembly quality in production.
MAJ	I.1.3	Consumable parts and accessories	<u>Consumable parts, accessories</u> and parts which require <u>regular maintenance</u> must comply with accessibility scale A. The exact thresholds will be specified in the <u>Product Specific Requirements</u> .
KO	I.1.4	Security Elements	The replacement and/or rearming of the product's <u>security elements</u> is provided for by the manufacturer. These elements are in accordance with Accessibility Scale B. The exact thresholds will be specified in the Product Specific Requirements.
KO	I.1.5	Vulnerable parts	The <u>vulnerable parts</u> are defined in the Product Specific Requirements. The replacement of these parts meet the scale of accessibility B. The exact thresholds will be specified in the Product
MIN	I.1.6	Non-use	The manufacturer identifies the consequences of <u>non-use</u> of the product and informs the end-user of the recommendations regarding the minimum use necessary for the proper functioning of the product.
KO	I.1.7	Unproven technology	The manufacturer provides information on the portion of <u>unproven technology</u> in their product. It must provide the means implemented to guarantee its reliability or ensure that the normal use of the product does not depend on this technology.
MIN	I.1.8	Second source part	The manufacturer records <u>second source</u> and/or subcontracted <u>parts</u> . He must provide information on their origin and quality.
MIN	I.1.9	Reliability plan	The manufacturer provides its own <u>FMEA</u> or internal audit, and identifies the changes implemented to improve the reliability and repairability of the product. Corrections or improvements already made to the product are indicated.
MAJ	I.1.10	Sub-set	<u>Sub-sets</u> should only be included in the design if there is technical justification or proof of their reliability. Without technical justification, sub-sets must be subject to a standard reconditioning and/or exchange procedure, or the manufacturer must demonstrate the economic interest for the user.

2 UPGRADABILITY			
MAJ	I.2.1	Software	The manufacturer ensures that the original performance of its product is maintained for an unlimited period of time when updating the <u>O.S.</u> . The manufacturer identifies and records the means it uses to monitor the maintenance of this post-update performance.
3 DOCUMENTATION			
MIN	I.3.1	Failure rate and study	The manufacturer shall provide failure rates and/or indicators for monitoring the reliability of the product at least until the last unit of the concerned model is available on the market.
MIN	I.3.2	Identification number	The manufacturer uses a number or method of identification on each product.

II. THE PRODUCT MEETS THE CONDITIONS OF REPARABILITY AND AFTER-SALES SERVICE

1 DISASSEMBLY			
KO	II.1.1	Product casing	The body of the product is removable and allows access to the internal elements in accordance with accessibility scale B. The exact thresholds will be specified in the Product Specific Requirements. <u>Permanent assemblies</u> are prohibited unless the nature or use of the product justifies it in accordance with the Product Specific
MAJ	II.1.2	Access to functional parts	Access to <u>functional parts</u> must not exceed the scale of Accessibility C. The exact thresholds will be specified in the Product Specific
MAJ	II.1.3	Access to Priority parts	Access to <u>priority parts</u> is in accordance with accessibility scale B or a reliability plan is in place. The exact thresholds will be specified in the Product Specific
MAJ	II.1.4	Sub-set connectors (internal parts)	The connectors of the replacement sub-sets must not interfere with the repair of the product.
KO	II.1.5	Batteries	The manufacturer shall provide evidence of a solution for the replacement of batteries for autonomous appliances in accordance with the Product Specific Requirements.
MAJ	II.1.6	Removal Tools	The product can be dismantled with traditional and non- <u>proprietary tools</u> without regulatory justification.
2 DOCUMENTATION			
MAJ	II.2.1	Exploded view diagram	The manufacturer makes available to users directly or indirectly via its partners or its network, the schematic(s) or exploded view(s) of the product and a list of parts and sub-sets of the product.
MIN	II.2.2	Exploded view diagram	The manufacturer refers to and delivers more specific exploded views to help identify and name a part.
MAJ	II.2.3	Fault code	The user and repairer defect codes must be present in the respective documentation and/or accessible on the manufacturer's website.

MIN	II.2.4	Repair manual	The manufacturer shall make the necessary information for the repair of the product available to repairers (repair manual and electronic board diagrams) OR must provide economically viable alternatives for the consumer.
MIN	II.2.5	Fault diagnosis software packages	Fault diagnosis software packages must be free of rights after the total warranty period has expired with regard to the end date of manufacture of the product.
3 SPARE PARTS			
MAJ	II.3.1	List of parts	All spare parts or sub-assemblies are uniquely named and coded to facilitate identification and ordering of parts.
KO	II.3.2	Availability Time	The manufacturer commits in its General Sales Conditions or via its commercial communication to the availability of spare parts or the replacement of the product at least for 5 to 10 years after the last concerned product is put on the market. The minimum availability time required is determined in the Product Specific Requirements.
MIN	II.3.3	Time of supply	The manufacturer has a minimum stock level in order to meet probable requests for <u>functional parts</u> or sub-assemblies OR provides proof of a procurement process within the same time frame.
MAJ	II.3.4	Prices of spare parts	The terms and conditions for purchasing spare parts are outlined (average price, distribution network, etc.). The manufacturer shall do everything in its power to limit the total price of <u>functional parts</u> to the maximum recommended selling price of the product, excluding VAT. The value of one of these <u>functional parts</u> must not exceed the percentage, set in the Product Specific Requirements, of the maximum recommended selling price of the product, excluding VAT.
MIN	II.3.5	Shipping costs	The manufacturer charges only the real shipping and preparation costs for delivery, or proposes alternative solutions that reduce the cost of receiving the spare parts.
4 AFTER-SALES SERVICE UNDER WARRANTY			
MIN	II.4.1	After-sales service contact	The maximum time for opening an after-sales service dossier must not exceed 2 working days.
MAJ	II.4.2	Customer care	The manufacturer provides the consumer with an after-sales service network that is in line with its direct distribution network.
MAJ	II.4.3	Repair policy	Repair must take precedence over replacement.
5 AFTER-SALES SERVICE OUT OF WARRANTY			
MIN	II.5.1	After-sales service network	The consumer has access to various means which facilitate the repair of their product out of warranty. To support product repair, the manufacturer must share the advantages of its network of distribution and repair with the consumer.

III. THE PRODUCT HAS **WARRANTY BEYOND** THE LEGAL GUARANTEE OF CONFORMITY

1 FREE LONG-TERM WARRANTY			
KO	III.1.1	Warranty period	The warranty period with presumption of anteriority of the defect ("reversal of burden of proof") is determined in the Product Specific Requirements. This period may not be less than 24 months.
MAJ	III.1.2	Warranty conditions (beyond the legal compliance period)	For the category of products that are considered « <u>of great use</u> », the manufacturer provides the buyer with a replacement good during the repair period in which their product is immobilised.
MAJ	III.1.3	Warranty exclusions	Warranty exclusions must not be unfair term considering the normal conditions of use of the product. They will be defined in the Product Specific Requirements.
MAJ	III.1.4	Warranty transfer	The manufacturer shall set up a transferable warranty system.
MIN	III.1.5	Original packaging	The returning of the original packaging must not be required for the guarantee to be honoured.
2 USE AND MAINTENANCE TIPS			
MAJ	III.2.1	User information provided	The manufacturer provides a booklet of use and maintenance advice with the product.
MAJ	III.2.2	User information provided	The user and maintenance advice booklet is clear, simple and accessible (font size, vocabulary, language and print quality adapted), in order to be easily understood by end users.
MIN	III.2.3	Access to Information	Information on the use and maintenance of the product must be available in digital form on request or free of charge on the manufacturer's website.