



PRODUCT CERTIFICATION SCHEME FOR ELECTRIC STORAGE WATER HEATERS

1. Certification Procedures:

Based on its role as ESMA Notified body, Procedure will be performed as following:

9.1. Preparatory Steps:

- 9.1.1. Self- Assessment checklist and application Form shall be submitted by applicant to RACS, submission can be done via RACS affordable communication methods (mail, emails, hard copy, website, E-System)
- 9.1.2. **Administrative assistant** will review it to check documents availability on a primary basis
- 9.1.3. A quotation will be sent to applicant by **Operations Manager**; containing the scope of certification and fees related to each step of the certification process.
- 9.1.4. Payment shall be done by applicant.

9.2. Application Review

- 9.2.1. Upon acceptance of quotation by client, he is requested to Sign the Certification agreement.
- 9.2.2. Application along with related supportive documents will be received by RACS **Conformity Manager** who shall assign one of RACS technical team members (**Conformity Officer**-(**Evaluator** or **Auditor**)).

9.3. Application Evaluation

- 9.3.1. **Conformity Officer** (**Evaluator** or **Auditor**) shall perform conformity assessment (Evaluation) steps related to the certification scheme (**Product Certificate** or **Facility Certificate**):

- **Product Certificate:**

- Detailed documents review for all the documents
- Document review includes the check up for Test Reports parameters and results, done by 3rd party Laboratory according to the specific technical regulations and applicable standards.
- Evaluation of product the eligibility of the Product for certification to assure compliance according to applicable schemes and standards

Note: No of Samples to be selected for testing is defined by the specific technical requirements and as per scheme owner

IMPORTANT: as per scheme requirements, Facility Audit is required for this scope:

- On-Site Audit to the facility where the product is being manufactured to assure the quality management system adopted in full compliance with applicable standards and technical regulations.
- **Facility Certificate:**
 - Detailed documents review for all the documents
 - Document review includes the check up for Test Reports parameters and results, done by 3rd party Laboratory according to the specific technical regulations and applicable standards.
 - On-Site Audit to the facility where the product is being manufactured to assure the quality management system adopted in full compliance with applicable standards and technical regulations.
 - Evaluation of product the eligibility of the Product for certification.

Note: No of Samples to be selected for testing is defined by the specific technical requirements and as per scheme owner

9.3.2. Evaluation Outcome results:

- If evaluation is pending for missing or invalid documents or other needed information to complete evaluation; Additional Supportive Documents will be requested by Applicant.
- Evaluation includes Product Safety Verification through test reports provided on all safety Test parameters requested by applicable scheme/standards, test reports shall be issued by 3rd party accredited Laboratory sub-contracted according to the approved Standards and applicable technical requirements.
- If test reports are not complying with Standards; Conformity Officer/Assessor requests rectification of the non-complying aspects, then based on applicant confirmation of rectification, Collection of samples will be done to conduct the same laboratory tests again and for once.
- Evaluation will be repeated upon applicant re-submission of needed documents/information.

9.4. Decision of Certification: Upon submission of this information, and as per the result of documents review and completing product evaluation process,



PRODUCT CERTIFICATION SCHEME FOR ELECTRIC STORAGE WATER HEATERS

- 9.4.1.** Recommendation of approval of Product certification: Product evaluation shows full compliance with applicable schemes/standards:
- Application is initially approved by **Conformity Officer/Assessor**
 - Recommendation for certification approval will be made by **Conformity Manager**
 - Certification decision will be done by **Managing Director**
 - Granting the issuance of Certificate of conformity, recognized by ESMA
 - Certified Products will be listed in RACS Certified Products registry.
- 9.4.2.** Recommendation of rejection of Product certification: Product evaluation shows non-compliance with applicable schemes/standards, due to any reason preventing product from Certification:
- Application is declined by **Conformity Officer/Assessor**
 - Recommendation for certification rejection will be made by **Conformity Manager**
 - Rejection decision will be done by **Managing Director**
 - RACS will inform client by an Official rejection statement (Letter of certification Status) by e-mail stating the reason of rejection.

Notes for clients:

For some scopes where it is required to have a quality system available, clients seeking to be certified for any of their (Products or services or facility/Process) to UAE Schemes and applicable standards through RACS are requested to implement relevant Quality System including documentation in a way to meet all requirements of this standard and all relevant specific standards depending on the nature of service (certified Product& Process).

- In case of a Client newly operating, and seeking to be certified, Client is required to demonstrate more than 3 months compliance against the standard immediately preceding the date of the Pre-Assessment performed by RACS. This will prove the efficacy and sustainability of the implemented system. After which RACS will be contacted to make arrangements for required audits and Certification.
- Client seeking extension or renewal of Certification scope shall as well submit the self- assessment checklist specifying the extension or renewal of the Certification scope.
- Whenever applicable, Additional Certification requirements per Certification schemes: Legal & Quality documents (such as Client Quality Manual) and supportive documents (records and checklists used by applicant), are to be attached to the Self-Assessment Checklist requirements and submitted along with the application as well.

2. Renewal:

- **Product Certificate:**
 - Validity of certificate is one year,
 - COC should be renewed 2 months prior expiry.
- **Facility Certificate:**
 - Validity of certificate is three years, subject to surveillance visits every year during the certification to assure maintenance of conformity.
 - COC should be renewed 3 months prior expiry.