

## **1. Product Certification principles:**

- It means attestation by ExCS, by the issue of a license to use the ExCS Mark (or referred to as “Permit certificate”), based on a decision following the required assessments that compliance to the relevant Certification Scheme requirements has been demonstrated by the Customer.
- The product certification permit referred to above, means the certificate of registration, consisting of the first page certificate and Annexure A – scope of permit thereto, issued to a Client upon full compliance with the terms of this Agreement, the relevant standard requirements, issued by ExCS and in terms of which a Manufacturer or repair facility of a particular commodity is permitted to display the relevant ExCS product Certification Mark.
- In the event of the product certification permit is issued to the company, the product certificate permit will have a validity of three years from the date of issued, not calendar year dates.
- This certification shall need to be renewed every third year, prior the current certificates’ expiring date. It will only be renewed if the company of the permit has satisfied the requirements of the product certificate scheme rules, etc.

## **2. Product certification available stages for evaluation:**

- **Product certification Pre-permit audit activities** – A pre-permit audit is the activity for verifying that a standard or technical specification was applied in the design, manufacturing, installation, maintenance or repair of a device or system at company applied for such product certification.
- **Transfer review audit activities** – A review audit to be performed in case of a client want to transfer their current product certification from a different Certification body, to ExCS. This will only be allowed if ExCS has the same accreditation status as the previous CB and will only issue permit base on the remaining cycle of the current valid permit from previous CB. Will issue only new permit from ExCS as soon as current cycle has expired.
- **Product certification Surveillance audit activities** – A surveillance audit is the activity for verifying the conformance and the consistency of such conformance to a standard or technical specification which was applied in the design, manufacturing, installation, maintenance or repair of a device or system which the company applied for originally.
- **Product certification Recertification audit activities** - A recertification audit occurs every three years from when the original certification audit was completed. During a three-year period, there are typically numerous organizational changes that happen within a company, which need to be identified and attended to accordingly.
- **Product certification Initial audit activities** – An Initial audit activity is for Suspension re-instatement audit(s); change of address, change of ownership; change of product; scope extension audit(s); unannounced audits, or any other related audit which is not Pre-permit, Surveillance, or recertification related audits.

**NOTE:** For more detailed information in terms of the product certification stages and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

**Explolabs Certification Services (Pty) Ltd.**

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### 3. Certification decision process and granting the permit.

- It is the process by ExCS for purposes of considering, verifying and, if appropriate, approving, and certifying applications for Certification. All certification rules criteria as listed in the Product certification Agreement (PCA) document of ExCS shall be evident of conformance during the evaluation stage - which includes production audit and sample assessment / testing, to be considered for granting of permit.
- To refuse the issue of the specific product certification, will be done only if lack of conformance to the requirements are evident, and is decided as such during the technical review and decision stage. However, the company will be formally informed of any refusal of certification formally if such event occurs.

**NOTE:** For more detailed information in terms of the Certification decision process and granting the permit and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

### 4. Maintaining the product certification with ExCS

- To maintain the validity of the product certification from ExCS, the company shall conform to the requirements set forth in the Product Certification Agreement (PCA) of ExCS. This includes the following factors:
  - Surveillance audits (Every 6-months at the facility if not determined otherwise)
  - Yearly sample assessment of the product produced / repaired.
  - Production consistency as per relevant SANS requirements
  - Recertification audit prior the expiring of the current permit.
  - Etc.

**NOTE:** For more detailed information in terms of the “Maintaining the product certification with ExCS” specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za)

### 5. Extending & reducing scope of the product certification with ExCS

- Extending the scope of the product certification may be performed based on When a new type of commodity falling within the scope of the standard to be introduced, such commodity shall not be marked with the ExCS trademark or with the trade name of ExCS as specified in relevant clause in this PCA document, until authorised to do so by ExCS team. This could lead to a revision of the Product certification Permit fees as determined in the sole discretion of the ExCS team.
- By reducing the scope of the current certification may be approached due to various reasons, such as, but not limited to:
  - On request from the company.
  - Due to lack of compliance, which resulted in “withdrawn” of specific scope.
  - Facility does not operate with such scope anymore.
  - Etc.

**NOTE:** For more detailed information in terms of the “Extending & reducing scope of the product certification with ExCS” specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za)

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## 6. Customer complaints, appeals & dispute process.

- All complaints, appeals & disputes are attended as per the internal procedure of ExCS, namely: “customer complaints; disputes & appeals” procedure, document number: DOC26/ExCS.
- The above-mentioned procedure is available on the Explolabs website, under the ExCS mark-scheme table, or alternatively, for more detailed information in terms of the Customer complaints, appeals & dispute process of product certification and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

## 7. Suspension process of product certification

- The ExCS may, within its discretion – with the availability of objective evidence, and upon written notice, suspend the product certification of a Client, due to non-conformance raised to the requirements of the standard(s) is of such nature that it is a risk for such industry and / or product failure.
- Suspension may be done by Client themselves requests a suspension for specific reasons; or by the offices of ExCS, based on specific reasons.
- Suspension of the product certification may also be considered based on certain aspects which is listed in the product certification agreement (PCA) document of ExCS, which is aligned with the minimum requirements of the mark scheme standard, SANS/IEC 17065.

**NOTE:** For more detailed information in terms of the Suspension process of product certification and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

## 8. Cancellation of product certification process

- The ExCS may, within its discretion – with the availability of objective evidence, and upon written notice, terminate / cancel the product certification of a Client, due to non-conformance raised to the requirements of the standard(s) is of such nature that it is a risk for such industry and / or product failure.
- Cancellation may be done by Client themselves requests a termination of permit(s) for specific reasons; or by the offices of ExCS, based on specific reasons.
- Cancellation / termination of the product certification may also be considered based on certain aspects which is listed in the product certification agreement (PCA) document of ExCS, which is aligned with the minimum requirements of the mark scheme standard, SANS/IEC 17065.

**NOTE:** For more detailed information in terms of the Cancellation process of product certification and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

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## 9. Withdrawing or reduction of product certification

- Withdrawal of product certification means the cancellation of the conformity statement of the complete product certification scope.
- Reduction of product certification means the cancellation of part of the product certification scope.
- Withdrawal or reduction of product certification may be executed by means of the following:
  - Voluntary (Self-imposed), as requested by the product certification holder / organisation.
  - Imposed / decision concluded by Explolabs Certification Services.
- Explolabs Certification Services shall, in its sole discretion, withdraw or reduce an organisation's (Certificate holder) product certification, by means of formal notification, in terms of the breach of specific conditions specified in the product certification agreement (PCA) of Explolabs Certification Services (Pty) Ltd.

**NOTE:** For more detailed information in terms of this process of product certification and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

## 10. Refusing product certification

- Refusal of product certification may be executed in the following circumstances:
  - During pre-permit stage or re-instatement of certification stage, the permit holder or applicant, fails to submit the corrective actions evidence and plan within the determined time frame (if no extension was granted by ExCS).
  - The permit holder or applicant, fails to pay the required fees in the determined time frame;
  - The objective evidence obtained during the evaluation stage were found not true (fake).
  - The client did not want to have product certification after completion of the certification stages;
  - The corrective actions evidence provided for the closure of the recorded non-conformities were not found satisfactory.
- The above-mentioned reasons will lead to typical refusal of product certification, even after the certification processes were completed. Technical reviewer and Directors may take decision of the refusal of the product certification based on the above-mentioned circumstances.
- Refusal of product certification details will be given to the client formally, together the evidence to present such decision.
- The client will be requested to respond to such notice formally.
- All refusal of product certification information will be maintained in the server folder of ExCS.

**NOTE:** For more detailed information in terms of the refusal process of product certification and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

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## 11. Financial support and product certification fees.

- The operations of Explolabs Certification Services are supported financial directly from conformity assessment activities.
- No other financial support services are obtained at this stage to support the functions and operations of ExCS.
- The product certification fees split into following stages:
  - **Pre-permit stage** – This is a once of payment that must be settled prior the product certification review and decision stages are completed.
  - **Initial stage (Certification re-instatement; scope changes; etc.)** - This is a once of payment that must be settled prior the product certification review and decision stages are completed.
  - **Annual fees** – This is the fees that is allocated after the product certification permits were granted. This can be paid by means of determined monthly payments or once off payment (depending on clients' needs and ExCS final decision)

**NOTE:** For more detailed information in terms of the financial process of product certification and its specific processes, please contact Mr R. Venter at [raniemv@explolabs.co.za](mailto:raniemv@explolabs.co.za).

## 12. Certification Applicant and Current Clients rights & duties

- The client, hereby agrees and undertakes that:
  - a) Client Shall comply with the terms of this Product certification Agreement and its provided Annexures'.
  - b) The client shall comply with all the necessary trade licences, certificates, authorisations, and consents required under the laws of the Republic of South Africa.
  - c) The client shall comply with all legal requirements and with the terms and conditions of all relevant trade licences, certificates, authorisations, and consents required for the provision/supply of the Company's Services/Products.
- The client hereby undertakes to notify the ExCS offices as soon as practically possible of any significant changes to the Company's and/or its activities that may influence its compliance with the requirements of the product certification Scheme. This includes but is not limited to: a material change to the company's materials; designs changes and key personnel changes.
- If complaints relating to the Company's Services and/or Products that are received by Explolabs certification Services (Pty) Ltd. offices, the company undertakes to the extent of its full co-operation to assist ExCS during the investigation of such complaints.
- The client further undertakes to participate in negotiations with the ExCS team and the complainant regarding the publicising of information relating to the official complaint.
- The client hereby acknowledges that in terms of this Product certification Agreement, it is only authorised to use the ExCS trademarks (and not any other Marks) and hereby undertakes that it shall always use the ExCS trademark only in accordance with this Product certification Agreement and the provided Guidelines.

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## CERTIFICATION PROCEDURES SUMMARY

- The client hereby undertakes that it shall not register or apply to register any of the trademarks as the whole or part of any trademark, domain name, electronic mail address or otherwise.
- The client hereby acknowledges that the value and reputation of the ExCS trademarks are such that they represent high quality status and agrees to ensure that it maintains the value and reputation of the trademarks.
- The client also agrees to further ensure that its levels of customer service and complaint handling reflect this value, reputation, and high-quality status.
- The client agrees that to always use the ExCS trademark use in an honest and ethical selling and marketing practices.
- The ExCS trademarks shall not be used in any manner which would bring them or Explolabs Certification Services, into disrepute or otherwise materially damage the goodwill or reputation of the ExCS trademarks as well as Explolabs Certification Services.
- The exercise of the Company's rights granted by this Product certification Agreement shall comply with all the relevant laws and regulations in force within South Africa to the extent that such compliance is made impractical by the action or inaction of ExCS.
- During the continuance in force of this PCA document, the client shall not use, without ExCS's prior written consent any trademarks which are like but not identical with the trademarks or which otherwise incorporate the "ExCS" name.

**NOTE:** For more detailed information in terms of the rights & duties process of product certification and its specific processes, please contact Mr R. Venter at [ranierv@explolabs.co.za](mailto:ranierv@explolabs.co.za).

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