REFRIGERATION R&D CENTER „COCH" in Krakow Sp. z.o.o.

Certification of products

of refrigeration, air conditioning and heat pumps for compliance with the requirements of standards

CERTIFICATION SCHEME
PR-01

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TABLE OF CONTENTS

1. INTRODUCTION

Since its establishment in 1946, Refrigeration Research and Development Center COCH in Krakow Sp. z.o.o. has been meeting the needs of its customers by researching, designing and applying modern technical and technological solutions in the field of refrigeration. A natural consequence was a constant increase of the quality level of the services offered by COCH and undertaking new tasks, including certification.

In order to achieve the goals set in the area of product certification, a product Certification Body was established - Refrigeration Research and Development Center - Department for Product Certification, accredited by PCA in 1996.

Product Certification Body

- acting as a subject of conformity assessment system in accordance with requirements included in PN-EN ISO/IEC 17065,
- responding to requirements concerning protection of public interest and feeling responsible for the quality of certification of products in the field of refrigeration, heat pumps and air conditioning,
- taking care to ensure credibility and trust in the scope of its activity, contributing to a constant improvement of competence level and removal of barriers in international exchange, sets itself the following strategic goals:
    - maintaining the high level of COCH activity of the Department for Product Certification, which contributes to increasing the interest of Polish manufacturers in certification of their products,
    - continuous improvement of COCH competences of the Department for Product Certification and responding to the identified needs to expand the certification system into new areas.

The Product Certification Body will achieve the strategic objectives outlined above by:

- ensuring independence, impartiality and confidentiality at all stages of certification;
- ensuring transparency of the certification system through publicly available information on its operations;
- ensuring that the policy and procedures according to which the Certification Body operates do not discriminate and are not applied in a discriminatory manner towards applicants, also in respect of financial requirements;
- to allow all parties to participate in developing policies and rules concerning the scope and operation of the certification scheme;
- improve the quality system that guarantees a high level of services provided by COCH to all interested customers;
- implementation of uniform rules for recruitment, monitoring and evaluation of employees (staff);
- ensure protection of information on clients and personnel involved in the certification process, as well as protection of their property rights;
- taking actions to raise awareness of the importance of product quality in business operations conducted by entrepreneurs;
- continuous involvement of the management and all employees in improvement of ways of performing their works and searching for new areas of activity.

Operational objectives and the methods of their implementation are established and evaluated during annual reviews of the management of the Refrigeration Research and Development Center, in the organizational structure of which the product certification unit operates.

The policy and procedures included in the Quality Book and supplementary documentation are known to the personnel of the unit and applied at all organizational levels. The management shall undertake all actions necessary to fully implement the policy presented above.

2. SCOPE OF THE PROGRAM

The certification scheme covers the certification of refrigeration, air conditioning and heat pumps for compliance with the requirements of standards, in accordance with the scope of accreditation presented in Chapter 6 – Additional Information.

3. TERMINOLOGY

The scheme refers to terminology consistent with:

- PN-EN ISO/IEC 17000 Conformity assessment — Vocabulary and general principles

- PN-EN ISO/IEC 17065 Conformity assessment — Requirements for bodies certifying products, processes and services

Definitions:

attestation - issuance of a statement based on a decision preceded by a review, that compliance with specified requirements has been demonstrated**;**

certification - activity of the unit assessing conformity, showing that the duly identified product, product design or process of its manufacture complies with the requirements**;**

product - the result of the process: services, intellectual product, material object, processed materials;

certificate - a document issued by a certification body / notified body, confirming that the product, product design or its manufacturing process are compliant with the requirements;

certification body - a body assessing conformity as a third party acting in certification schemes;

Quality Book - a document which defines the quality management system of an organization;

technical specification (specified requirement) - a need or expectation which is specified in a normative document;

customer - organization or person responsible to certification body for ensuring that certification requirements including product requirements are met;

assessment - combination of selection function and determination of conformity assessment activities; certification requirement - specified requirement, including product requirements, which is fulfilled by the customer as a condition for establishing or maintaining certification;

product-related requirement - requirement that refers directly to product, specified in standards or other normative documents identified in certification program

certification scheme - certification system related to specified products to which the same specified requirements, specified rules and procedures apply

certification scope - identification of product, process or service for which certification is granted, applicable certification scheme and standard and other normative document including their production date, with which conformity of the product, process or service is assessed

impartiality - maintaining objectivity;

conformity assessment - assessment of conformity in the meaning of Article 2 item 12 of Regulation (EC) No 765/2008;

procedure - a set way of carrying out an activity or a process;

surveillance - systematic repetition of activities related to conformity assessment as a basis for maintenance of validity of statement of conformity;

suspension - temporary cancellation of a statement of conformity or of the whole or part of a specified attestation scope;

withdrawal - cancellation, rescinding of the declaration of conformity;

appeal - request by the supplier of the conformity assessment object to the conformity assessment body or accreditation body for reconsideration by that body of the decision taken relating to this object;

complaint - expression of dissatisfaction, other than an appeal, by any person or organisation, to a conformity assessment body or accreditation body regarding actions of that body, requiring a response.

4. PRINCIPLES OF CERTIFICATION

The process of certification of products for conformity with the requirements of standards specified in these standards includes the following elements (program features) - program type no. 3 according to EN ISO/IEC 17067:

1. sample selection
2. determination of properties by:
- testing
- design evaluation
3. review
4. certification decision:
- issuance of certificate
- granting the right to use the mark of conformity (granting of approval)
5. surveillance, if applicable, by:
- testing of samples from the factory
- assessment of production, service delivery or process operation

5. PRODUCT CERTIFICATION – PROCEDURE

The actions of the body are specified in procedures PC-01, PC-02, PC-03, PC-04, PC-06, PC07, PC-09, PC-11

The supplier / manufacturer applying for granting, extending or prolonging the certificate shall receive in the Department for Products Certification initial information on:

- certification regulations,
- the scope of Certification Body activities,
- certification terms,
- validity of certification,
- standards and criteria on which certification is based (item 6 of this scheme),
- principles of supervision,
- principles of suspension and withdrawal of certificate,

- procedure of reclamations and appeals,
- certification fees,
- required forms,
- subcontractors - commissioned activities (if applicable).

If clarification of requirements with respect to specified standards in the scope of the certification scheme is required, the Certification Body shall provide all necessary information, including evaluation criteria, upon request.

5.1. Submission and registration of the application

The supplier submits to Department for Product Certification an application for performing / extending / renewing of certification, hereinafter referred to as the application.

Data and information included in the application are necessary to perform certification process in accordance with certification scheme:

- data related to the certified product
- norms and/or normative documents, to which the customer applies for certification
- general data of the customer, including its name and address of its physical location, significant aspects of its activity
- general information on the customer, relevant to the area of certification requested, such as: the customer's activities, human and technical resources, including laboratories and/or technical means to perform inspections, their functions and affiliations within the larger corporation, if any
- information on all subcontracted processes used by the customer that will affect conformity with the requirements, if the customer has identified a legal entity other than itself that manufactures the product to be certified
- all other information needed according to the relevant certification requirements, such as information regarding the conduct of the initial evaluation and surveillance activities, e.g. the location where the certified product is produced and the contact persons at these locations.

5.2. Application Review

The review of the application is to ensure that:

- information about the customer and the product is sufficient to perform the certification process
- all known differences in the understanding of issues between the Certification Body and the customer, including agreement on standards or other normative documents, are resolved
- the scope of the requested certification has been defined
- the means to perform all assessment activities are available
- the Certification Body has the competence and capability to perform certification activity

In case of identification of products, with which the Body had no previous experience, the products may be treated as of the same type, if knowledge concerning requirements, features and technology related to one product is sufficient to understand requirements, features and technology of another product. In such cases, the Certification Body:

- ensures that it has the competence and capability to undertake all required certification activities and maintains a record of the justification for the decision to proceed with certification

- refuses to undertake specified certification, if it lacks any competence or capability required for such certification activity
- it relies on certifications previously granted to this customer or certifications granted to other customers, then the Certification Body refers to the existing certification and provides justification for not performing the activity, if requested by the customer.

5.3. Agreement for product certification and surveillance

After application registration, Department for Products Certification prepares and submits to the supplier the agreement for product certification and surveillance.

Signing of the agreement by the supplier is the condition for continuation of the proceedings.

5.4. Assessment

The assessment is performed in accordance with the plan accepted. The supplier is informed of the established assessment plan. The assessment plan includes:

- evaluation of design and documentation,
- evaluation of sample selection,
- assessment of product tests,
- control / inspection of organizational and technical conditions,
- personnel for performing the assessment,
- list of necessary documents concerning the product and reference documents,
- results of product assessment performed by another accredited body (if applicable),
- the method of informing the customer about identified non-conformities and additional actions verifying the execution of corrective actions,
- the method of documenting the assessment results,
- the date of assessment execution.

5.4.1 Design and Documentation Assessment

Design and technical documentation shall be reviewed, including, but not limited to, construction drawings, detailed drawings, schematics of components, subassemblies and circuits as well as descriptions and explanations necessary for their understanding. Also reviewed are: results of design calculations and verifications, completeness of documentation and their compliance with requirements.

As part of the review, if applicable, attestations, certificates and other documents permitting proper assessment are also evaluated.

5.4.2 Sample Selection Assessment

The selection of the test sample is made by the COCH Department for Product Certification at the supplier (manufacturer or importer). The Certification Body may also accept sample selection made at the manufacturer by a laboratory whose competences are recognised by the Certification Body.

Samples are collected in accordance with standards or other normative documents applicable to the product covered by the certificate, referred to in certification documents. A protocol is prepared from sampling.

The protocol shall contain data related to product allowing its identification, identification data of manufacturer, testing laboratory performing the tests, location where the product is stored, location and date of sampling.

A copy of the protocol of sampling is attached to the test documentation.

Samples for surveillance testing shall be taken by the manufacturer or a laboratory authorized by the Certification Body, and a copy of the sampling protocol shall be attached to the test report. It is recommended that samples for surveillance testing be typical of the production.

Samples for surveillance testing may be taken at the factory (production, warehouse) or on the open market (distributor's or retailer's warehouse).

5.4.3 Evaluation of product tests

The obligation to perform tests of certified products is based on the certification scheme applied by COCH.

Initial tests should be performed:

- when applying for certification (before granting the certificate)
- when extending the scope of certification

Initial tests cover all the requirements included in the standard or other normative document used for certification.

Frequency of testing should be defined by the norm or normative document. Tests shall be performed by accredited testing laboratories or laboratories, whose competences have been recognised by Certification Body.

The supplier may use services of accredited laboratories of his own choice, including foreign laboratories.

Tests within production control are carried out by manufacturer or importer (supplier) according to own procedure of control or acceptance of products batch, according to norm or normative document quoted in certification scheme. The reports shall be prepared from those tests, which are subject to assessment during the inspection performed under surveillance.

5.4.4 Inspection of organizational and technical requirements

Inspection of technical and organizational requirements is performed to check whether the manufacturer / supplier complies with the conditions for stable production of products for which requirements have been specified. This inspection is performed as part of the management system audit.

5.5. Review

A review of all assessment information and results is performed by a person (certification specialist) selected from the staff list who has not been involved in the assessment processes. The review includes an analysis of the documentation and results of the assessment and records of the Certification Body's use of previously granted certifications to other clients.

5.6. Certification Decision

Decision on granting the certification is made by the Head of Department for Products Certification, the person who does not participate in the assessment process, on the basis of the review results, which is the basis for the certificate issuance. The negative decision (refusal) is sent to the supplier in written form with justification. The same way of proceeding is in case of extending the scope of certification.

5.7. Validity period of the certificate

The validity period of the certificate is 3 years. Validity period of the certificate starts at the moment of granting the certificate.

The Department for Products Certification keeps the register of the issued certificates.

Validity of the certificate may be extended by re-certification, at the supplier's request, submitted 30 days before expiry of the certificate. The renewed certification process corresponds to the certification granting procedure, and in the scope of tests it is required to evaluate the procedure and the results of inspection tests carried out by the manufacturer within the scope of production quality assurance.

5.8. Authorization

The product Certification Body owns a mark that can be used by the holder of the certificate to mark the certified product. This mark is the logo of the Refrigeration R&D Center in Cracow. The terms of use of the mark are included in the product certification and surveillance agreement. The method and scope of the application of the mark of the Body is subject to control under supervision of the holder of the certificate.

5.9. Extension of the scope of certification

Extending or limiting the scope of certification is made on supplier's request (in case of changes in production process, product, documentation, change of requirements).

In case of changes significantly influencing the construction or characteristics of the product, changes in standards, to which the product is certified, changes in the ownership, organization or management of the supplier having significant meaning or in case of obtaining any other information indicating that the product may no longer meet requirements of the certification system, it is necessary to redefine the properties by testing and reassessment.

5.10. Surveillance

Surveillance over the fulfillment by the certificate holder of the obligations specified in the certificate and the agreement signed with the COCH Certification Body, including the control of the technical and organizational conditions at the certification stage, takes into account the requirements of PN-EN ISO/IEC 17020:2012. Surveillance is carried out by the Department for Product Certification through:

- product surveillance (testing or inspection of samples from the factory),
- surveillance over the proper use of the certificate,
- surveillance over the usage of certification mark.

Surveillance may include assessment, review or decision on certification.

Surveillance over product consists in checking whether the product meets requirements of documents that were the basis of certificate issuing.

Conditions of supervision over fulfilling by the certificate holder of all obligations are included in agreement on issuance of certificate and surveillance.

Surveillance schedule is prepared by Department for Product Certification, as an integral part of the agreement on issuance of certificate and surveillance.

The surveillance activities are carried out at least once during the validity period of the certificate.

The scope and frequency of inspections within the scope of surveillance is defined by the agreement on issuance of certificate and surveillance and by the surveillance schedule. The inspection also includes checking the validity and scope of the quality system certificate.

Within the certificate validity period, the supplier is obliged to carry out tests of the certified product within the scope and frequency determined by the norm or normative document and make this report available during the surveillance inspection.

Surveillance over the correct use of the certificate includes verification of compliance with the terms of the agreement on the issuance of the certificate and supervision, including reference

to the certification system and the use of the certificate in catalogs, publications, advertising, etc., records of complaints.

Surveillance of use of certification mark includes use of the Certification Body's mark on products, in catalogs, publications, advertising, in accordance with the agreement on issuance of the certificate and supervision.

Results of tests, results of inspections of technical and organizational conditions at supplier and of inspections on proper use of the certificate, carried out under supervision, are the basis for assessment of fulfilment of requirements by the certificate holder, specified in the certificate and in the agreement. The results of assessment are the base for decision of the Body on:

- recognition of the certificate application as proper,
- necessity of conducting corrective actions by the certificate holder and suspension of the certificate in this period,
- suspension / withdrawal of the certificate and the rights to use entity's mark,
- notifying the proper state control bodies in accordance with provisions arising from the Act of 30.08.2002 on the conformity assessment system (Journal of Laws - Dz. U. No. 166, item 1360, as amended).

5.11. Usage of certificate or mark of conformity

The conditions for the use of the certificate and the Body mark are defined in the certification and surveillance agreement.

5.11.1 Certificate

The template of the certificate is the property of COCH and has been designed to prevent forgery and improper use.

The certificate contains records that unambiguously identify the product to which it applies.

The certificate may be published by the holder of the certificate in catalogs, instructions, publications.

Certification Body may make public information about issued certificates.

5.11.2 Conformity Mark

A product Certification Body shall have a mark of conformity which may be used by the holder of the certificate to mark the product for which it has obtained a certificate of conformity. The mark of conformity should be placed on the product or packaging in a clear, legible and permanent manner. It may also be published by the holder of the certificate in catalogs, instructions, etc.

The method and scope of use of the conformity mark is subject to control under supervision of the certificate. Template of the cark of conformity is saved in the form of electronic recording (file) and made available in this form to interested parties.

5.12. Advertisement

The holder of the certificate / mark of conformity may use it for advertising purposes, but in a way that clearly identifies the products covered by the certificate. This also applies to the characteristics of the product and its applications.

5.13. Impartiality, confidentiality and openness

A product Certification Body shall maintain independence, impartiality and confidentiality in its activities by:

a) ensuring that the policies and procedures under which the Certification Body operates do not discriminate against, and are not applied in a discriminatory manner to, applicants, their access to the services offered by the Body, including financial requirements and excessive requirements not clearly related to the scope of certification;
b) to enable all substantially interested parties to participate, in a balanced manner, in the development of policies and rules concerning the operation of the Certification Body and the design and implementation of the certification scheme;
c) to ensure impartiality with respect to other areas of COCH operations, in particular the lack of design and manufacturing processes for the products or services that will be subject to certification;
d) to ensure that independent actions can be carried out to protect impartiality with respect to decisions made by top management;
e) ensuring that services are available to all applicants whose activities overlap with the scope of the Certification Body;
f) to ensure transparency and openness in its operations through access to information necessary for the operation of the Certification Body and the implementation of the certification scheme;
g) assurance of protection of information on clients and staff involved in certification process and protection of their property rights.

In particular, impartiality management will be implemented through:

- commitment of top management to impartiality; documenting actions to protect impartiality and confidentiality;
- ensuring equivalent representation of all materially interested parties; analyzing and identifying threats to impartiality and independence arising from its activities, the entity's or its personnel's relationships, and the activities of other persons, entities, or organizations (threat analyses) and taking appropriate action;
- ensuring objectivity, impartiality and absence of conflict of interest in activities during performance of tasks related to certification, including not participating in production, design of certified products or consulting on management system or auditing the customer's management system in the last two years;
- notification of management in case of conflict of interest; involvement in maintaining impartiality and confidentiality of all structures forming the Certification Body (Management, Management Board, Technical Committee, Staff);
- ensuring access to all information necessary to protect impartiality; being able to undertake independent action if top management fails to respond to observations of a breach of impartiality.

Specifically, ensuring confidentiality will be accomplished by:

- the maintenance by staff of the confidentiality of information obtained in the course of their certification tasks within and after their employment;
- introduction of appropriate declarations and supervision over staff's activities; realization of requirements included in agreement for product certification and supervision; maintaining confidentiality of client's information obtained during processing of complaints and appeals.

In particular, ensuring the availability of information will be implemented through:

- publication of information on certification scheme, assessment procedures, rules and procedures for granting, maintaining and extending or restricting

the scope of certification, suspending, withdrawing or refusing certification (handbook, website, information at Department for Products Certification);

- publication of information made public by the client or agreed with the client to be published, as well as information that the Certification Body is obliged to publish by law;
- general information on fees charged to applicants and customers; description of rights and obligations of applicants and customers, including the use of the Certification Body's name, certification mark and reference to certificates granted (agreement);
- information on procedures for handling complaints and appeals (handbook, website).

5.14. Inappropriate use of the certificate or mark of conformity

The Certification Body supervises the proper use of the certificate and the conformity mark of the Body. Verification is carried out by verifying the fulfillment of contractual conditions, records of complaints, reference to the certificate or mark of conformity in publications, advertising, etc. Incorrect use of certificate or conformity mark leads to suspension or withdrawal of the certificate, legal actions, corrective actions or publication of information about the infringement.

5.15. Termination, limitation, suspension or revocation of certification

Appropriate actions by the Certification Body may include:

a) continuing certification under conditions specified by the Certification Body (e.g. increased surveillance);
b) limiting the scope of certification to remove those variations of the product affected by the non-conformities;
c) suspension of certification pending corrective action by the customer;
d) withdrawal of certification.

Termination of certification takes place at the request of the customer or as a result of the decision of the Certification Body in the absence of information from the customer on the continuation of the certification process within 6 months.

In such case the Certification Body shall undertake actions:

- introduction of necessary changes in formal certification documents,
- introducing changes in the public information,
- introduction of changes concerning authorization to use marks.

The supplier is required to:

- inform about termination of certification,
- fulfill financial obligations to the Body (if applicable).

Limitation of certification occurs as a result of nonconformities concerning the product, introduced changes, etc.

In such case the Certification Body takes actions:

- introduction of necessary changes in formal certification documents,
- introduction of changes in public information,
- introduction of changes concerning authorization of use of marks, ensuring that limited scope of certification is clearly communicated to the customer and clearly specified in certification documents and public information.

The supplier is required to:

- make changes to the product resulting from the certification limitation do not refer to the certification in a manner that is misleading as to its status.

Suspension of certification occurs in case of:

- the Certification Body ascertains that the supplier refers to the certification in a manner which is misleading as to its status;
- finding non-conformity of the product with standard or legal regulation for reasons other than safety;
- ascertaining the occurrence of product defects (complaints);
- not paying on time the fees due to Certification Body.

During suspension of certification the supplier is required to:

- not to refer to the certification in a manner misleading as to its status, to cease marking the products with certification mark starting from the date of notification on certification suspension,
- on request of the Body it stopped deliveries of the product to the market,
- introduced corrective actions in the scope of products which may be defective or withdrawn products from the market, necessary to end suspension and reinstatement of certification.

Corrective actions should be performed to restore the validity of the certificate. Assessment of the implementation of these actions is carried out during the audit / inspection, the report of which is the basis for the Technical Committee decision on the restoration of certificate validity. Time of suspension of the certificate is included in the period of its validity.

Suspension shall remain in force until appropriate corrective actions are carried out including rectification of nonconformities being the basis of certificate suspension.

Withdrawal of certification takes place in case of failure to meet the conditions of the agreement, in particular:

- finding by the Certification Body that the product is unsafe;
- occurrence of changes significantly influencing the construction or characteristics of the product, changes in standards, for which the product is certified, changes in ownership, organization or management of the supplier having significant meaning or in case of obtaining any other information that the product may no longer meet requirements of the certification scheme;
- failure to perform corrective and remedial actions during suspension of certification;

In such case the Certification Body shall:

- introduce necessary changes in formal certification documents,
- introducing changes in public information,
- making changes concerning the authorization to use the marks.

After revocation of certification, the supplier is required to:

- do not refer to the certification,
- cease marking the products with the certification mark starting from the date of notification on certification withdrawal and product delivery to the market,

In case of withdrawal of the certificate its re-obtaining requires carrying out of certification process.

Decision on suspension / withdrawal of certification is made by the Head of Department for Products Certification on the basis of opinion of the Technical Committee for Products Certification. The Technical Committee gives its opinion:

- to the audit report / inspection - carried out by the inspection team within the scope of surveillance - in accordance with a relevant body procedure.
- to the Certification Body proposal, drawn up as a result of a situation requiring suspension / withdrawal of certification.

The Technical Committee shall specify in its opinion:

- the request for suspension / withdrawal of certification:
- date of suspension / withdrawal of certification,
- the reasons for the request to suspend / withdraw the certification.

The decision on suspension / withdrawal of certification is sent to the supplier by COCH Department for Product Certification by registered mail. The decision should include justification of actions undertaken by Certification Body concerning termination, suspension, withdrawal of certification and date of decision.

The supplier is obliged to undertake actions required by certification scheme in case of suspension / withdrawal or termination of certification.

5.16. Change Implementation

If the certificate holder introduces changes in the product production process or quality system that affect conformity of the product with the requirements of the reference document, it is obliged to inform the product Certification Body, which will determine the scope of the certification procedure taking into account the proposed changes. Each change should be reflected in a new agreement on issuance of the certificate and supervision, concluded between the supplier and the COCH Certification Body.

If during the validity of the certificate occurs a change in the requirements of the standard concerning the product for which the certificate was issued, the Department for Product Certification notifies the holder of the certificate of the change by registered letter, stating:

- content of the change,
- date on which the change becomes effective.

After receiving notification of the changes, the holder of the certificate informs Department for Product Certification, within 14 days, whether it is prepared to introduce the changes.

If the supplier submits to the Department for Product Certification the documents confirming implementation of changes before the expiry of their validity term, this fact is registered in certification documentation and certificate is still valid.

If the supplier fails to implement changes resulting from changes of requirements in standards or normative documents applicable to the certified product, the certificate loses its validity on the day when the changes become effective.

In case of making changes or taking actions concerning certification resulting from supervision, the supplier is obliged to carry them out within the scope indicated in supervision report and within the time established by Certification Body.

5.17. Liability

Responsibility for the product for which the certificate was issued is borne by the manufacturer / certificate holder.

The product certification body requires the holder of the certificate to:

a) to keep records relating to any complaints about the conformity of the product with the requirements of the relevant standard and to make these records available to the Certification Body on request;

b) take appropriate action on those complaints and any defects found in the products or services that affect their compliance with the requirements for certification;
c) to document the actions taken.

5.18. Appeals and complaints

The applicant for certification and the holder of the certificate have the right to appeal to the Chairman of the COCH Management Board against an unfavourable decision of the Certification Body, in particular:

- interruption of the certification process,
- refusal to grant the certificate,
- limitation of the scope of certification,
- suspension or withdrawal of the certificate.

The appeal, containing clearly formulated demands with their justification, is submitted to the Chairman of the Board in writing at the secretary's office of COCH within 14 days of receiving the disputed decision. The appellant receives a confirmation of receipt of the appeal. After the Chairman of the Board has considered the appeal, the unit shall immediately provide formal notification to the appellant of the outcome and completion of the process.

The unit's process is identical for grievances.

Documentation of appeals or complaints considered by the Chairman of the COCH Management Board is transferred to the Department for Product Certification within 14 days from the date of the appeal or complaint.

Department for Product Certification takes appropriate actions related to appeal or complaint settlement, including, if applicable, in the scope of management system improvement and certification activity.

The Body shall keep records of all appeals or complaints received by it and the actions taken by it in this respect.

5.19. Fees

Price list of maximum fees for certification and supervision, with the opinion of the Management Board, is approved by the Chairman of the Board and is available at Department for Product Certification for every interested party. Information on discounts is placed on Certification Body's website.

5.20. Publication of certification information

The Certification Body may make available to the public or make available on request basic information on issued certificates. This information is contained in the register of issued certificates and concerns the type of product, manufacturer, certificate number, certificate validity, certificate holder, reference document.

6. ADDITIONAL INFORMATION

List of Standards for Certification Scheme PR-01

Name of product / product group	Certification scheme	Standard / normative document	ICS
Air conditioning equipment, including air conditioners, heat pumps, refrigeration equipment	PR-01	PN-EN 378-1:2017-03 PN-EN 14511-4:2014-02 PN-EN 60335-2-40:2004	23.120 27.080 27.200 91.140
Power Consumers (EMC scope)		PN-EN 55014-1:2017-06 PN-EN 55014-2:2015-06	25.140 33.100 97.030
Domestic electrical appliances		PN-EN 60335-1:2012 PN-EN 60335-2-24:2010 PN-EN 60335-2-34:2013-09	13.120 23.140 97.030 97.040
Commercial refrigeration equipment		PN-EN 60335-2-89:2012	97.130

ICS – International Classification for Standards.

PR-01 – *Certification of refrigeration, air conditioning and heat pump products for compliance with the requirements of standards, Issue No. 4, dated 27.03.2018.*

RELATED DOCUMENTS

- PN-EN ISO/IEC 17065 Conformity assessment — Requirements for bodies certifying products, processes and services.
- PN-EN ISO/IEC 17021 Conformity assessment — Requirements for bodies providing audit and certification of management systems
- PN-EN ISO/IEC 17067 Conformity assessment — Fundamentals of product certification and guidelines for product certification schemes.
- PN-EN ISO/IEC 17030 Conformity assessment — General requirements for third-party marks of conformity.
- PN-EN ISO/IEC 17000 Conformity assessment — Vocabulary and general principles.
- PN-EN ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories
- PN-EN ISO/IEC 17020 Conformity assessment — Requirements for the operation of various types of bodies performing inspection
- PN-EN ISO 9000 Quality management systems — Fundamentals and vocabulary
- PN-EN 378-1 Refrigerating systems and heat pumps. Safety and environmental requirements. Part 1. Basic requirements, definitions, classification and selection criteria
- PN-EN 14511-4 Air conditioners, liquid chilling packages and heat pumps for space heating and cooling and process chillers, with electrically driven compressors - Part 4: Requirements
- PN-EN 55014-1 Electromagnetic compatibility - Requirements for household appliances, electric tools and similar apparatus - Part 1: Emission
- PN-EN 55014-2 Electromagnetic compatibility - Requirements for household appliances, electric tools and similar apparatus -- Part 2: Immunity - Product family standard
- PN-ISO 1496-2 Series 1 freight containers -- Specification and testing
- PN-EN 60335-1 Household and similar electrical appliances - Safety - Part 1: General requirements
- PN-EN 60335-2-24 Household and similar electrical appliances - Safety - Part 2-24: Particular requirements for refrigerating appliances, ice-cream appliances and ice makers
- PN-EN 60335-2-34 Household and similar electrical appliances - Safety - Part 2-34: Particular requirements for motor-compressors.
- PN-EN 60335-2-89 Household and similar electrical appliances - Safety - Part 2-89: Particular requirements for commercial refrigerating appliances and ice-makers with an incorporated or remote refrigerant unit or motor-compressor.
- PN-EN 60335-2-40 Household and similar electrical appliances - Safety - Part 2-40: Particular requirements for electrical heat pumps, air-conditioners and dehumidifiers
- PN-ISO 10002 Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations.

- Act of 30.08.2002 on the conformity assessment system (Journal of Laws No 166, item 1360, with later amendments).
- Act of 13.04.2016 on conformity assessment and market surveillance systems (Journal of Laws 2016, item 542).