

**SBSC**

# **Product Certification Guide**

Version: 2018-09-12

**SWEDISH FIRE AND SECURITY CERTIFICATION**

<b>1</b>	<b>Application</b> .....	<b>2</b>
<b>2</b>	<b>Supplementing your application</b> .....	<b>2</b>
<b>3</b>	<b>Production control</b> .....	<b>2</b>
<b>4</b>	<b>Review</b> .....	<b>3</b>
<b>5</b>	<b>Decisions regarding the issuance of certificates</b> .....	<b>3</b>
<b>6</b>	<b>During the term of validity of the certificate</b> .....	<b>3</b>
<b>7</b>	<b>Re-certification and upgrading of certificates</b> .....	<b>3</b>
<b>8</b>	<b>Miscellaneous</b> .....	<b>4</b>
8.1	Contact SBSC.....	4
8.2	Client portal .....	4
8.3	Certification marks .....	4
8.4	Marketing and information material.....	4

## Generally

This guide will help you through the certification process and make it as simple and understandable as possible.

It is difficult to say in advance how long the certification process will take. Among other things, it will depend on when all supporting documentation has been assembled and when any production control is scheduled.

If you have any questions, you are always welcome to contact us.

## 1 Application

The application for certification is made via the client portal on SBSC's website. After you have registered and logged on, you can apply for certification for a company, persons, products and systems. More information regarding the certifications offered by SBSC can be found on our website. The client portal also contains current prices.

After you have submitted your application for the first time, we will conduct a manual verification to ensure that no unauthorised person has applied for certification in your name.

## 2 Supplementing your application

In order to be able to examine and determine if you fulfil the requirements of the relevant norm or standard, you will need to supplement your application.

The additional supporting documentation which you may need includes, for example, test reports and drawings.

The documents to be supplemented are shown in the checklist that we email you. Go through the checklist carefully and ensure that all supporting documentation has been included, that it is correct and, where necessary, it has signed. When all supporting documentation is complete, notify us as instructed in the contact information on the checklist.

The sooner you complete your application the sooner we can process it.

## 3 Production control

There are two types of certification processes, System 1 and System 5.

### **Product certification in accordance with System 5**

For product certification in accordance with System 5, production control at the manufacturing site is normally carried out on a repeated basis during the term of validity of the certificate.

When you have supplemented your application in accordance with an appendix and the administrator determines that the supporting documentation is satisfactory, you will be contacted in order to plan and schedule a production control.

Following this, you will be notified of the control plan with information regarding dates and times.

The control will subsequently be conducted by auditors in accordance with the control plan which has been sent out. The normal amount of time for a control is one day. The day is concluded with a joint review of the results of the control. The production control may identify

nonconformities which, in such case, are to be addressed with corrective actions.

### **Product certification in accordance with System 1**

For product certification in accordance with System 1, production control at the manufacturing site is not conducted during the term of validity of the certificate.

## **4 Review**

When all supplemental supporting documentation has been sent to us, the supporting documentation is reviewed. We check to ensure that all supporting documentation is available. Where necessary, we will contact you if supplemental information is necessary.

If the manufacturing site have undergone a production control and been informed of nonconformities, we examine your corrective actions. If we are of the opinion that the actions are insufficient, we will notify you and you will have an opportunity to supplement the corrective actions.

## **5 Decisions regarding the issuance of certificates**

When SBSC determines that all requirements of the relevant norms or standards have been fulfilled, a decision is taken regarding the issuance of a certificate and, as a customer, you will be notified of the decision.

The original certificate is sent to you by post, and a copy (pdf) is sent to you by email. The email also includes the current certification mark.

Information regarding your certificate is also published on sbsc.se. As regards certificates which have been issued within the area of security, information is also published regarding the certificate in the Safety Guide of the Swedish Theft Prevention Association.

## **6 During the term of validity of the certificate**

If the product is certified according to system 5, repeated production controls at the manufacturing site are carried out. If the product is certified according to system 1, no production controls are carried out.

## **7 Re-certification and upgrading of certificates**

When the term of validity is about to expire, a renewed certification is carried out in order to be able to extend the term of validity of the certificate by an additional term. Such renewal of certification is called re-certification. An application for re-certification is normally made automatically in the client portal. As a customer, commencing approximately 9 months prior to the expiry of the certificate, you will receive a reminder of impending re-certification. If you do not wish to extend the certificate, you have the possibility to terminate the process of re-certification in the client portal.

Upgrading certificates entails that a new issue of the regulations to which the certification pertains has been released. The issuer of the regulations is responsible for issuing new editions, not SBSC. In order to maintain a certificate, you need to show that the product fulfils the requirements of the new edition of the regulations. Often, an upgrade is carried out in conjunction with re-certification in order to avoid repeating the work.

## 8 Miscellaneous

### 8.1 Contact SBSC

You will find contact information on our website.

For your communications with us, please use the e-mail address, **produkt@sbsc.se**.

### 8.2 Client portal

You can log in to our client portal in order to do the following:

- Change settings in the form of contact information, invoicing address, etc.;
- Add, amend or terminate authority for persons who are to have access to information regarding the company's certificate in order to be able to apply, terminate, upgrade and renew certificates;
- See the current status of pending applications;
- See new events connected to your certificate;
- See the status of upcoming or pending upgrades or re-certification.

You can log in to our client portal on our website. For questions regarding technical support, the mail address is **support@sbsc.se**.

### 8.3 Certification marks

The certification marks in digital format is sent to you by email.

### 8.4 Marketing and information material

In certain cases, there will be marketing and information material which you can use in your contacts with clients and end-customers. You will find the material on our website.