



Guidelines to assist those applying for Certification of a Plumbing Product (ie for WaterMark)

This document is intended as a guide to AGA Product Certification for Plumbing Products only, has no legal standing and must not be relied upon by any person. It should be read in conjunction with:

- The *Rules Governing* (the AGA Product Certification Scheme – For Type Tested Plumbing Products), which is essential reading for all customers as it is the primary point of reference.
- The Plumbing Code of Australia – Table A2.1 and Part G1
- AS 5200.000 – Procedures for certification of plumbing and drainage products
- MP52 – Manual of authorisation procedures for plumbing and drainage products
- Miscellaneous Publication MP 78 –for new or innovative product for which there is no applicable Australian Standard or Australian Technical Specification (ATS).

Further information and technical assistance is available from: -

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(P O Box 122)
BRAESIDE VIC 3195

Website: www.aga.asn.au
Telephone: (03) 9580 4500
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1. Application for WaterMark Product Certification

Application for certification is initiated by submitting a completed Application Form N^o QF739. *Please note* - It will not be possible to proceed with applications that are incomplete or incorrectly completed. You can download the current version of the necessary AGA Form from the AGA website.

This form is applicable to the following types of Level 1 and Level 2 Certification, which also involves new or innovative product (New Product Authorisations) and changes to an existing AGA Certificate

A separate Application form is required for each Australian Standard (AS) and/or Australian Technical Specification (ATS) for a specific manufacturing premise. However, the one form can cover a number of different models or sizes for the one AS or ATS, eg: a range of hot water units, which are available in a range of capacities. Please note, for New Product Authorisations, a separate application will also be required to initiate the process as outlined in the Plumbing Code of Australia.

2. Application Fees

The full Application Fee set out in Appendix 2 of the *Rules Governing the AGA Type Tested Plumbing Product Scheme (ie WaterMark)* must be tendered with each Application. Please note that the fee is non-refundable.

3. Additional Charges

Customers should note that AGA reserves the right to apply further fees, based on the relevant hourly rate, where it has to expend additional resources chasing up unresolved certification-related matters that are the responsibility of the Customer (eg inadequate technical specifications, unresolved non-conformances and access to product for final inspection – or follow-up audits as a result of any non-conformance raised pre or post-certification).

4. Supporting Documentation

Each *Application* for a new *Certificate* must be supported by the following documentation, which must be in English. Technical modifications and administrative changes to existing *Certificates* will only require the relevant amended documentation.

(i) Marking documentation (for new Certifications)

A completed "*Request For Approval of a Marking Method*" form (QF740 - found on AGA's website www.aga.asn.au). Please refer to AS 5200.000 Appendix B for guidance if necessary.

(ii) *Product Specifications* that clearly identify the Product proposed to be certified and which should include the documents below

- A list of Product brands, models, sizes, connection details
 - Colour photographs sufficient to clearly identify the Product and all combinations
 - Bill of Materials listing each component part of the Product, including (i) chemical/metallurgical composition of components in contact with *Drinking Water*, (ii) applicable Standard for each item. (The Bill of Materials should clearly identify the materials in contact with *Drinking Water*)
 - A3 or preferably A4 size:
 - (a) Assembly drawings, and;
 - (b) Fully dimensioned technical engineering drawings sufficient to identify the *Product* and its various combinations (brands, models, sizes, connection details etc.)
- Note 1: An index referencing all of the technical drawings is required
 Note 2: All the drawings should be page numbered for easy reference with the issue status clearly marked
 Note 3: Provide only one copy of each technical drawing and clearly indicate its reference number in the assembly drawing(s)
- Instructions relating to installation, operation and maintenance/service
 - The *Manufacturer's Warranty* as defined in the Plumbing Code of Australia and the Rules Governing
 - A general engineering written description
 - Product Brochures (if available)

(Please refer to the relevant *Rules Governing* for more detail)

(iii) For Level 1 classified Products the following is also required

Quality Programme Evaluation Form, (QPEF - refer to document QF745) together with:

- a. A copy of the current organisation chart (or similar), which clearly shows the relationship of persons within the Manufacturer's organisation (i.e. executive, administrative and supervisory, Management Representatives, production floor staff positions)
- b. A copy of the manufacturing flow chart detailing all the necessary steps in the production process referencing all of the following:
 - (i) All the manufacturing processes undertaken (e.g. assembly, coating etc.)
 - (ii) All inspection and tests as required in applicable Standards, Inspection and Test Plan and internally determined to ensure each Production Unit complies with the Certified Design. Any inspection and/or tests performed externally shall be clearly identified.
 - (iii) WaterMark application onto Product
 - (iv) Conducting of final inspection of Production Units.
- c. A copy of the Quality Policy which should include a statement which reflects the Manufacturer's intention of manufacturing Products to comply with the applicable Standard.
- d. Responsibilities and authorities of the Management Representatives
- e. Any other relevant Quality Programme documentation required in the Quality Programme Evaluation Form.

5. Processing of the Application

- i) Upon receipt of an Application for WaterMark Certification, an AGA Project Officer will check for payment of the Lodgement Fee and completeness of the supporting documentation (as described above). A file will not be registered and progressed where either item is clearly inadequate. **In such cases, the Application will be returned to the Customer.**

- ii) If there are no obvious problems with the Application, it will be registered and acknowledged. An Application number and a Reserved Licence Number will be issued to the Customer.
Under no circumstances can the Customer claim AGA Certification until AGA has completed all its assessments and checks and a formal advice has been received from AGA confirming such certification - and payment has been received by AGA for all invoices associated with the project.
AGA will subsequently assess whether the Application involves a Level 1, Level 2 or New Product Authorisation (as listed in the Plumbing Code of Australia). If necessary, the AGA Project Officer will request additional information to assist in this assessment.
- iii) For New Products (i.e. products not listed in the Plumbing Code of Australia) the Application will follow the process set out in the Plumbing Code of Australia and Appendix 2 of AS 5200.000 to determine the Level of Certification required.
- iv) For Level 1 Certifications, the AGA Project Officer will review the Quality Programme Evaluation Form, and liaise with the Customer to ensure that the Quality Programme Requirements are satisfied before arranging an Evaluation Audit. Following, successful review, the AGA Project Officer will arrange dates with the Customer to conduct the Evaluation Audit. Following successful completion of the Evaluation Audit, the AGA Project Officer may select sample Products to be tested if production is running. A Test Programme is prepared shortly after by the AGA Project Officer at the AGA office.
- v) For Level 2 Certifications, once all the required supporting documentation is received, the AGA Project Officer prepares a Test programme.
- vi) An AGA Senior Engineer will review the Application and the recommended Test Programme.
- vii) The AGA Senior Engineer formally confirms the testing programme to the Customer.

6. Selection of Samples

- i) If in Production, the AGA Project Officer or AGA's authorised agent shall select and record the relevant identifying marks relating to the Sample Products to be tested.
- ii) The Customer shall contact the AGA Project Officer to arrange dates for the selection of the Sample Product(s) after receiving the signed Test Programme.

7. Certification Testing

- i) Testing must be carried out in accordance with the requirements published in the applicable Standard and the formal Test Programme issued by the AGA.
- ii) Standards are published by Standards Australia; copies are not available from the AGA. It is essential for the manufacturer to be familiar with relevant Standard requirements.
- iii) Subject to laboratory accreditation, and acceptance by AGA, the applicant can engage an Authorised Laboratory to undertake the testing in accordance with the official AGA test programme. **It is important that the Customer ensures that the selected laboratory is authorised to issue NATA (or equivalent "ISO Guide 17025") Test Reports for the particular Standard(s) for the type of testing to be carried out (Please contact AGA if in doubt).** The associated commercial arrangements are solely a matter between the Customer and the laboratory but AGA suggests that Customers formally insist upon a contractual requirement with their preferred laboratory for a NATA (or equivalent "ISO Guide 17025") endorsed report to be provided.
- iv) Upon completion of testing, the laboratory will need to issue the AGA with an **original** NATA (or equivalent "ISO Guide 17025") Test Report.
- v) Please note, any test failures during the Testing Programme must be reported to the AGA for review.
- vi) After a detailed review of the Test Report (and testing results as appropriate), AGA will issue the Customer with a letter outlining any points of non-compliance requiring rectification and any outstanding issues with respect to the supporting documentation (eg technical specifications and instructions). The Customer must formally advise AGA when all these matters have been resolved and, if required, a Final Inspection of a Production Unit can be conducted.

8. Research and Development

Any R & D work is a matter for direct negotiation between the Customer and the Authorised Laboratory. AGA does not provide consultancy services.

9. Finalisation of Certification

- i Points of non-compliance will need to be rectified by the Customer.
- ii Minor modifications may be checked by the AGA at the Customer's/Manufacturer's premises. More extensive modifications may require re-testing at the laboratory and a supplementary report.

10. The Certificate

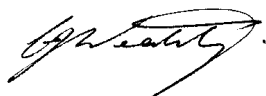
- i A formal AGA Certificate and Schedule will be issued once the product has been confirmed as meeting all AGA requirements.
- ii The relevant AGA Senior Engineer will confirm certification, and the Licence Number and Certificate number, in writing.
- iii Upon certification, AGA will issue a pro rata invoice to cover the **WaterMark Annual Fee** (ie for Level 1 Certifications and as defined in Appendix 2 of the Rules Governing – The AGA Certification Scheme for Type Tested Plumbing Products).
- iv When all certification matters have been finalised the Customer is authorised to apply the WaterMark and Licence number to each Production Unit manufactured or supplied under cover of the Certificate.

11. Post Certification

Subject to ongoing compliance with AGA requirements (as set out in the relevant Rules Governing), a Certificate may be renewed, in the case of Level 1 Certification, every 5 years and, in the case of Level 2 Certification, every 3 years from the date of the Certificate. Further, a Level 1 Certificate is subject to a **WaterMark Annual Fee** payable as set out in Appendix 2 of the relevant Rules Governing and also published on the Certifying Body's website www.aga.asn.au).

It is the Customer's responsibility to monitor Standard/ATS changes affecting their Product and to initiate the appropriate actions to maintain the validity of the certification. Notwithstanding this requirement, the Customer must advise AGA of any changes to a Product for assessment prior to its introduction. AGA Certification is automatically invalidated by the introduction of an unauthorised change.

For Level 1 Certifications, it is a condition of ongoing certification that the Customer ensures AGA access to all relevant manufacturing Premises for Monitoring Audits of the Quality Programme and provides sample products for audit at that time. Any AGA requirements resulting from such an audit must be complied with in accordance with the relevant Rules Governing.



Mr C J Wealthy
Chief Executive