



Clarifying Statement:

The AGA Product Certification Scheme is based upon type testing of a sample product and involves periodic surveillance audits to help ensure production units remain consistent with the certified design. QA measures employed by the Certificate Holder and the manufacturer, if different, have a clear role to play in such product surveillance audit activity. This document is intended to help clarify the nature and extent of your QA measures and your responses, together with other factors such as recent audit results, will be relied upon and taken into account when determining the extent and frequency of your ongoing audit programme. You should refer to the Rules Governing, particularly Section 9.6, and the AGA website for information that will assist you in clarifying your QA responsibilities.

Certificate Holder:

Certificate No:

Customer Declaration:

In signing this document, I declare that there have been no unauthorised modifications* to the product and it complies in every respect to the Certified Design. I further declare that I am aware of my responsibilities to ensure compliance with the Rules Governing, the current copy of which I am able to download from the AGA website - www.gas.asn.au:

* "unauthorised modifications" means design or technical changes that have not been formally assessed and incorporated by AGA into the Certified Design (refer Rules Governing Definition of Certified Design)

Section A: If you have a Quality Management System (QMS) currently accredited to ISO 9001:2000:

Please attach a current copy of your *Certificate of Registration*.

Also, does your QMS include specific requirements to ensure any proposed changes to AGA certified products are formally agreed to by AGA prior to production changes?

NB: If YES, please attach a copy of the relevant parts of your QMS documentation to support your statement/s.

If NO, please state below what, if anything, you intend to do to address this issue, including any projected timeframes.

Section B: If you have a QMS but it is NOT accredited to ISO 9001:2000:

Please describe below what QA measures you have in place to ensure that your product matches the relevant *certified design*? (please attach a copy of any relevant parts of your QMS documentation to support your statement/s).

Specifically, what measures do you have in place to capture customer complaints about product and the actions taken to resolve such issues? (**NB: this is a mandatory field if you do not have an ISO 9001:2000 accredited QMS**).

NB: Please attach a copy/sample of your complaints forms/record system

Declaration/information provided by (signature):

Date

Print Name: _____

Job Title: _____