



*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 the Certificate Holder's QA responses and recent audit results, will be relied upon and taken into account when determining the extent and frequency of the Certificate Holder's ongoing audit programme. You should consult with the Certificate Holder if you have any queries regarding this form or refer to the AGA website ([www.gas.asn.au](http://www.gas.asn.au)) which has more information.

**Manufacturer:**

---

**Applicant/Certificate Holder:**

---

**NB:** Manufacturers should be aware that the granting of an AGA Certificate is based upon type-testing of a sample product, the design of which is "frozen" with detailed technical specifications retained on file (once a product is certified this is referred to as the *certified design*). Continued certification is, therefore, conditional upon all other units exactly matching the *certified design* and any modifications to the product must be authorised by AGA before being introduced into production. The Certificate Holder is responsible for ensuring that you only supply complying product. You should also note that AGA Maker's Warranty badges are legally protected and may not be duplicated by any party, including Certificate Holders and manufacturers.

---

**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 time-frames.

**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 product you supply to the Certificate Holder 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: \_\_\_\_\_