



IAPMO OCEANIA

WaterMark - 'Governance Rules'



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1. PREFACE

IAPMO Oceania Pty Ltd (here after referred to IAPMO Oceania) is one of six companies and two divisions operating under the 'not for profit' (Ontario, California based) company "International Association of Plumbing and Mechanical Officials" (IAPMO).

IAPMO Oceania is accredited by JAS-ANZ to ISO/IEC Guide 17065 "*Conformity assessment - Requirements for bodies certifying products, processes and services*" and is recognised to operate and maintain a Certification System 5 as outlined in "*ISO/IEC Guide 17067 Conformity assessment - Fundamentals of product certification and guidelines for product certification schemes*".

The intent of this document is to provide a comprehensive overview of IAPMO Oceania's accredited 'WaterMark' certification scheme, certification requirements and responsibilities and obligations for both IAPMO Oceania and our clients; to meet the Australian Building Codes Board WaterMark Certification Scheme Rules and to meet IAPMO Oceania's contractual obligations as an Approved Certifier.

The primary purpose of the WaterMark scheme is to provide a safe, high quality, cost effective and transparent certification regime accepted and recognised by regulatory authorities, industry and the public to meet the "*Deemed to Satisfy*" provisions of the National Construction Code Volume 3 – *Plumbing Code of Australia*.

Safety of the Certified Product is one of our prime objectives, although product safety cannot be guaranteed, as the certification process is based on a type test regime of an individual product type/design to industry accepted Standards(s). The product design and safety is the responsibility of the Licence Holder / Certificate Holder and ensuring the product compiles with Section 9, 11, 12, 13, 14 and 15 of this document is the responsibility of the Licence Holder / Certificate Holder.

IAPMO Oceania has implemented processes to assist our clients in achieving 'WaterMark' product certification scheme to meet the following expectations:

- Fully comply with the Australian Building Codes Board WaterMark Product Certification *Scheme Rules* as defined in the *Manual for the WaterMark Certification Scheme*
- Ensure the certification process meets applicable Australian and New Zealand regulatory approval requirements.
- Provide our clients with competitive price regime.
- Comply with the accreditation requirements – ISO/IEC Guide 17065.
- Maintain an inspection process focusing on manufactured product and its conformity with the nominated Standard/s and Specifications.

2. SCOPE

This document sets out the requirements for the IAPMO Oceania (ABN 78 121 986 169) 'WaterMark' certification scheme which is based on a 'Type Test' of a representative product design as described in detailed technical specifications provided by the 'Applicant'. The current WaterMark Product Certification Scheme is administered by the Australian Building Codes Board (ABCB). The ABCB Manual for the WaterMark Certification Scheme details the WaterMark Certification Process from an Administration perspective.

This IAPMO Oceania WaterMark Governance Rules provides WaterMark applicants additional compliance requirements and defines the obligations of the applicant under the Scheme Rules and IAPMO Oceania internal policies and procedures.

A production representative product is supplied to an IAPMO Oceania recognised test laboratory which meets the Australian Building Codes Board (ABCB) *Manual for WaterMark Certification Scheme* requirements and assessed to the requirements of relevant product Standard(s) / WaterMark Technical Specifications, as identified in the ABCB's WaterMark Schedule of Products. IAPMO Oceania will identify the most appropriate product Standard/Specification for the product requiring WaterMark certification.

Compliance of the product with an Australian Standard, WaterMark Technical Specification (WMTS) or Recognised International Standard or other published standards are identified in the ABCB's WaterMark Schedule of Products. These referenced Standards/Specifications will be made available for public inspection during business hours at the head office of Standards Australia (for referenced Australian & International Standards) and at IAPMO Oceania, upon request. WaterMark Technical Specifications are available for free download from the ABCB WaterMark web site: <http://www.abcb.gov.au/Product-Certification/WaterMark-Certification-Scheme/Product-Specifications>

The 'WaterMark' Product Certification Scheme

- The WaterMark scheme facilitates the certification and authorization of plumbing and drainage products as listed in the ABCB's *WaterMark Schedule of Products* in accordance with Part G1 of the Plumbing Code of Australia (which has also been replicated in the ABCB's WaterMark Certification Scheme.
- Where the current Standard(s)/Specifications do not adequately cover any unique product or design feature, an appropriate specification shall be developed in conjunction with IAPMO Oceania. Refer to the ABCB *Manual for WaterMark Certification Scheme* – App. 4: "*Protocol for Developing Product Specifications*" for further details of this process to achieve WaterMark certification
- Granting the use of the 'WaterMark' logo to an Approved User on either an approved label or approved alternative marking option formally approved by IAPMO Oceania and in accordance with Section 9 of the ABCB *Manual for WaterMark Certification Scheme*.

Note: Refer to <http://www.abcb.gov.au/Resources/Publications/Certification/Manual-for-the-WaterMark-Certification-Scheme> to download a copy of the ABCB Manual for WaterMark Certification Scheme.

These Governance Rules constitute the basis upon which IAPMO Oceania will process applications made to it for the grant of a non-transferable, non-exclusive Licence / Certificate to use the WaterMark as a certification trade mark of the ABCB in Australia and the basis upon which the Applicant for the Licence / Certificate submits its application for the granting of such a Licence / Certificate.

These Governance Rules apply to the application made to IAPMO Oceania for both the initial Licence / Certificate and for the transfer of a Licence / Certificate from another JAS-ANZ accredited Conformity Assessment Body.

The Applicant accepts that these Governance Rules regulate the relationship between the applicant and IAPMO Oceania in respect of the application assessment process. That this application and the grant of the Licence / Certificate and the Licence / Certificate are subject to the requirements for the use of the ABCB's WaterMark Certification Trade Marks as described in these Governance Rules.

3. DEFINITIONS

For the purpose of the IAPMO Oceania WaterMark scheme, the definitions in the *ABCB Manual for WaterMark Certification Scheme*; AS/NZS ISO 9000, AS/NZS 3500.0, and the relevant WaterMark product certification Standards/Specifications apply. In addition, the following definitions apply:

3.1 Applicant

Individual or legal entity that has applied for IAPMO Oceania 'WaterMark' certification and the use of the ABCB WaterMark (Mark of Conformity).

3.2 Approved User (may also be referred to as a Licencee)

A manufacturer, assembler, distributor, retailer or importer of a product, or an agent thereof, who entered into an Approved User Agreement with and has been granted a WaterMark Licence by an Approved Certifier for use of the WaterMark in relation to a certified product.

3.3 Approved Certifier (also referred to as WMCAB)

WaterMark Conformity Assessment Body (*WMCAB*) *accredited by JAS-ANZ* to conduct evaluations leading to WaterMark *product* certification and contracted with the Australian Building Codes Board to issue the *WaterMark Licence*. IAPMO Oceania is an Approved Certifier.

3.4 Batch

Clear and identifiable group of product, manufactured consecutively or continuously under the same conditions utilising the same materials.

3.5 Continuous Compliance Inspection

Inspection of the manufacturing organisation carried out by IAPMO Oceania or an authorised representative prior to and annually following the issuance of the Licence / Certificate. The inspection includes review of:

- Production/manufacturing processes, including manufactures compliance testing capabilities.
- Product marking and;
- Quality Plan relating to the product which is intended to be covered under the IAPMO Oceania certification.

This activity is intended to confirm the manufactured product continues to comply with the relevant Product Standard(s) and regulatory requirements.

3.6 Design Freeze

The term applied to the rule that once the final product design has been type tested and certified, none of the aspects of design, which may adversely affect compliance of the product with respect to the standard or other regulatory requirements, may be changed without the written approval of IAPMO Oceania.

3.7 Product

New appliance(s), product(s), material(s) and component(s) subject to the certification as described in Section 2.

3.8 Recognised Test Laboratory

A laboratory that is-

- (a) Accredited by the National Association of Testing Authorities (NATA) having a scope of accreditation covering the testing requirements of the applicable product Standard(s);

- (b) Accredited by an International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA) signatory and having a scope of accreditation covering the testing requirements of the applicable product Standard(s); or
- (c) An organisation recognised as being an accredited testing laboratory under legislation at the time the testing was undertaken.

The organisation must have a scope of accreditation covering the testing requirements of the applicable specification

3.9 Regulator Authority

An Australian State, Territory or Commonwealth government body exercising jurisdiction over products.

3.10 Rules (Rules for the WaterMark Certification Scheme)

Each or all of the rules lodged with the Registrar of Trade Marks for each or all of the *WaterMarks*, as the context may be.

3.11 Standard

Australian Standard (AS), WaterMark Technical Specification (WMTS), or recognised international Standard or other published document as referenced in the ABCB's current revision of *WaterMark Scheme Schedule of Products* and the Plumbing Code of Australia.

3.12 Type Test

Test or series of tests intended to determine the conformance of the product for WaterMark certification. The test regime is therefore directed towards approval of a product design and features to determine if it is capable of meeting the requirements of the product standard.

3.13 Type Test Schedule

Document prepared by IAPMO Oceania, outlining the Type Test assessment program. The document is formulated in conjunction within the scope of an appropriate Standard(s) for WaterMark certification consideration.

3.14 WaterMark

Registered trade mark of Australian Building Codes Board, used on conforming product.

3.15 WaterMark Product Data Base

Means the publication listing of all WaterMark certified Products and which can be found at <http://www.abcb.gov.au/Product-Certification/WaterMark-Certification-Scheme/WMPD-Search>

4. FEES

4.1 General

- (a) All Fees are listed in Australian Dollars, unless otherwise stated, and exclude the Australian Goods and Services Tax (GST).
- (b) When invoiced to an Australian address, the invoice will include GST but not any other applicable government taxes and charges. When invoiced to an address outside of Australia, the invoice will exclude GST charges
- (c) IAPMO Oceania will provide the Licence Holder / Certificate Holder with not less than 30 days written notice of an increase in the schedule of fees where it will affect the fees payable by the Licence Holder / Certificate Holder.
- (d) The WaterMark Product Certification first Licence / Certificate at each site is charged as the first Licence / Certificate Fee, additional/subsequent Licences / Certificates on the same site are charged as a Subsequent Licence / Certificate Fee.

4.2 Application Fee

The client shall provide IAPMO Oceania with the total certification fee with the application form. The fee schedule is available upon request from IAPMO Oceania.

For WaterMark Applications, the application fee includes up to one day inspection visit of manufacturing site and preparation of report. Any additional time and associated costs will be separately invoiced as per IAPMO Oceania Schedule of Fees.

4.3 Annual Fee

- (a) The annual WaterMark Licence / Certificate Fees are invoiced for the 12 month period commencing from the Licence / Certificate issuance (unless otherwise agreed between IAPMO Oceania and the Licence Holder / Certificate Holder) and then annually prior to the Licence / Certificate renewal date.
- (b) The annual WaterMark Licence Fees includes Licence maintenance, liaison with the Certification Engineer, online listing for the Certification Register and Product Database Register, annual Continuous Compliance visits and the associated travel, accommodation and incidental expenses as stated in the Continuous Compliance Inspection Schedule.
- (c) The Licence Holder / Certificate Holder must pay the IAPMO Oceania the annual WaterMark 'Continuous Compliance Inspection' fees in accordance with the schedule of fees issued by the IAPMO Oceania from time to time.
- (d) The Licence Holder / Certificate Holder must pay the Australian Building Codes Board annual WaterMark licence fee of AUD\$500 which will be invoiced and collected by IAPMO Oceania and paid in full to the Australian Building Codes Board.

4.4 Additional Inspection Fee

- (a) Fees will apply for any additional inspection hours/days, which are not covered by the annual Licence / Certificate Fee. These charges include additional visit time in excess of the duration specified in the Continuous Compliance Inspection Schedule which is supplied at the time of Licence / Certificate issuance; and the associated travel, accommodation and incidental expenses. The additional fees, where applicable, are invoiced after the inspection visits, unless otherwise stated.
- (b) Continuous Compliance Fees are not inclusive of any endorsements activity (e.g. work required to review and add a new model or making any changes to existing WaterMark Licences / Certificates). These will be payable in accordance with the IAPMO Oceania current WaterMark Schedule of Fees.

- (c) Additional Continuous Compliance inspection work, such as addressing outstanding or abnormal issues, non-conformances, follow-up of Continuous Compliance issues, witnessing the removal of marking, witnessing type testing etc., will be charged at the relevant daily rates issued by IAPMO Oceania from time to time. This daily rate is subject to change. The cost of any additional Continuous Compliance visit work deemed necessary by IAPMO Oceania, including the costs of travel, accommodation and incidental charges where incurred, will be borne by the Licence Holder / Certificate Holder.
- (d) Due to the need to match inspector skills and experience with the requirements of the manufacturer's / Licence Holder's / Certificate Holder's business, short notice changes to inspection arrangements may make it difficult to reschedule in line with the frequency requirements of your Licence / Certificate. The Licence Holder / Certificate Holder will provide IAPMO Oceania with written advice giving as much notice as possible, or any request of a change of inspection date or time. Where a request is received with less than 20 business days notice, a fee equal to 50% of the planned visit charges, plus actual incidentals incurred, may be charged. Where a request is received with less than 10 business days notice, a fee equal to 100% of the planned visit charges, plus actual incidentals incurred, may be charged.
- (e) Where the annual WaterMark product conformity surveillance is to be undertaken at a location other than the manufacturing site, IAPMO Oceania will provide a written quotation. The fees will be dependent on the number of manufacturing sites or warehousing/distribution locations required to be visited by the IAPMO Oceania inspector, the travel time and costs involved and any accommodation and meals expenses associated with conducting the product inspection to the specified requirements of the *ABCB Manual for the WaterMark Certification Scheme*

4.5 Endorsement Fee

- (a) Fees will be charged for work required to review and add new models or making any changes to existing WaterMark Licences / Certificates / Schedules. These will be payable in accordance with the IAPMO Oceania current WaterMark Schedule of Fees.

5. APPLICATION

5.1 Application Form

The IAPMO Oceania 'WaterMark' application form can be downloaded from the IAPMO Oceania web site (www.iapmoOceania.org) or provided upon request as a 'Word' document. The Applicant will complete all relevant sections of the application form and ensuring all information is accurate, including - Manufacturer details including identifying the manufacturing site/s details, invoicing address, payment details, authorisation etc. NB. Where there is more than one manufacturing site, all sites shall be identified on the application form/

The WaterMark application form includes as an Addendum, the Australian Building Codes Board "*Approved User Agreement for the WaterMark Certification Scheme*" (AUA). The AUA must be signed by the Approved User (WaterMark Licence Holder) prior to the WaterMark licence being issued. It is recommended that the AUA be signed at the time of lodgment of the Watermark Application form to prevent any delays in the issuance of the WaterMark licence.

The following are the obligations of the Approved User as defined in the Manual for the WaterMark Certification Scheme:

Approved Users are responsible for ensuring a certified product meets, and continues to meet, the requirements on which the certification is based in accordance with the details of their Approved User Agreement with the Approved Certifier, including:

- a) Compliance with the Scheme Rules and this Manual;*
- b) Compliance with the conditions of use of the WaterMark and requirements for an annual declaration; and*

c) *Payment of all fees by the due dates.*

For the purpose of the Scheme the Approved User shall have and be able to demonstrate effective control over the manufacture, testing, packaging, branding, delivery, installation/commissioning instructions and Scope of Use of the product.

Approved Users shall enter into an Approved User Agreement (refer Appendix 2) with an Approved Certifier.

5.2 Fees

Refer section 4.

5.3 Product Information

The Applicant will provide IAPMO Oceania with all relevant technical information relating to the product which certification is applied for. The submission may include, where applicable, a technical overview, materials specifications, technical drawings, instructions, etc which may assist the certification process.

5.4 Existing Type Test Reports

Where the Applicant elects to submit type test report(s) conducted prior to the application and relating to the product or the products sub-components, IAPMO Oceania will undertake a review for suitability of acceptance. These reports and the related assessments shall be from an IAPMO Oceania recognised laboratory, are current, display product traceability to the product(s) as referred to in the application.

5.5 Type Test Schedule

IAPMO Oceania undertakes to process the application and provide the 'Type Test Schedule' in a timely manner and advise the Applicant on any matters which may delay or restrict the certification process.

Note: *IAPMO Oceania recommends the Applicant seek quotations for the required tests identified in the Type Test Schedule.*

5.6 Disclosure

The Applicant shall disclose to IAPMO Oceania prior to or at the time of lodging the application, information regarding any prior unsuccessful application made to another Conformity Assessment Body.

5.7 Manufacturer's Acknowledgement

Where the Applicant is not the manufacturer, the Applicant is required to provide IAPMO Oceania with written correspondence from the authorised officer of the manufacturer, authorizing the Applicant to apply for WaterMark Certification or be the WaterMark Licence Holder / Certificate Holder.

5.8 Related Documents

- WaterMark Guide To Applicants
- WaterMark Certification Fee Schedule
- WaterMark Product Certification Application Form
- Manual for the WaterMark Certification Scheme
- WaterMark Schedule of Products
- WaterMark Schedule of Excluded Products
- Product Certification Inspection Report
- Minimum Quality Plan Requirements.
- Request to Conduct Own Sample Selection Form

6. TESTING

6.1 General

A Type Test Schedule shall be prepared:

- (a) When an applicant provides an application in respect of a WaterMark certification and;
- (b) At the discretion of IAPMO Oceania e.g.:
 - i) Certified Product has undergone or may have undergone a design change,
 - ii) Testing of certified or listed product indicates a failure to comply with the Standard,
 - iii) The Licence Holder / Certificate Holder wishes to add another product or product variance to the Licence / Certificate, which IAPMO Oceania believes warrants the additional assessment(s).

6.2 Type Test Schedule

The Applicant / Licence Holder / Certificate Holder is to ensure:

- (a) The assessments are conducted by an IAPMO Oceania recognised test laboratory with the product(s) specified in the Type Test Schedule.
- (b) The test laboratory receives a copy of the Type Test Schedule (product instructions and technical specification may be supplied).
- (c) The test laboratory performs all work outlined in the Type Test Schedule on the specified product(s).
- (d) IAPMO Oceania is provided with all necessary additional documentation relating to any change in the product design or associated information as a direct or indirect result of laboratory testing.
- (e) The recognized testing laboratory provides a NATA or equivalent test report: one to the Applicant / Licence Holder / Certificate Holder and one to IAPMO Oceania.

6.3 Submission of Products for Type Testing

Where product is submitted for WaterMark certification the applicant shall provide the following information:

- (a) Comprehensive product identification information, including detailed specifications, technical details, technical drawings, bill of materials (BOM), materials information, instructions and any other information deemed relevant to maintain a design freeze or assisting the certification process.
- (b) Existing Type Test report(s), if applicable.
- (c) Product type and model availability for the purpose of selecting suitable product for the Type Test Schedule.
- (d) Installation / maintenance instructions.

6.4 Test Sample Selection

Product test samples will be selected by IAPMO Oceania. Samples shall be representative of the entire line or group of products to be certified, and shall be made using components and sub-assemblies identical to those used in production, made from production tools and assembled using methods established for the production run.

Where a product model range share common design features and options, IAPMO Oceania may at their discretion nominate a Type Test program based on the common design features and options unless otherwise specified in the relevant Product Standard(s). In this case, the assessment program is normally based on the "worst case" scenario of the product range, with consideration of additional assessments on other model/feature variances.

6.5 Test Samples from Stabilised Production

Samples shall be selected when the production process has stabilised. The samples shall be randomly selected from a production run that is large enough to ensure that they are representative of the product design and of the quality that the Licence Holder / Certificate Holder intends to present to the market.

6.6 Prototypes

For initial evaluation purposes type testing may be conducted on prototype sample(s) providing the sample(s) demonstrate the suitability of the product design and operation with respect to the relevant Product

Standard(s) and local regulatory requirements. IAPMO Oceania may require additional correlation testing once production has stabilised and prior to the release of product to the market place.

6.7 Condition of Samples

Samples shall be in the condition in which they are intended to be released to the market and include all relevant options, materials and associated documents i.e. instructions for installation, use, care, and service.

Delivery of test samples to the nominated test laboratory and their condition on delivery is the responsibility of the applicant. The test samples shall be suitably packaged to prevent damage or deterioration in transit.

6.8 Recognised Test laboratory

The Applicant / Licence Holder / Certificate Holder shall select a test laboratory, ensuring the nominated laboratory formal 'Accreditation Scope' covers the assessment criteria detailed in the IAPMO Oceania Type Test Schedule.

All laboratory test costs and any incidentals shall be met by the Applicant.

Note: Laboratories accredited nationally by NATA or recognised by agreement by ILAC are deemed to be acceptable and meets the ABCB's criteria for "Accredited Testing Laboratory" as per the Manual for the WaterMark Product Certification Scheme. IAPMO Oceania maintains a listing of laboratories recognized for Laboratory Type Testing of product(s), material(s), and component(s) and is available upon request.

6.9 Test Reports

Test reports are required to be sent to IAPMO Oceania. Evaluation and acceptance of the report and the test results remains the responsibility of IAPMO Oceania and as such reserves the right to reject any report or test result.

Where the product has failed during a Type Test program the Applicant / Licence Holder / Certificate Holder / recognised test laboratory is required to provide IAPMO Oceania with details of the nature of the failure and the corrective action taken to enable the product(s) to satisfy the regulatory requirements. Retesting of failed product shall be conducted by the same test laboratory that performed the original test unless otherwise agreed by IAPMO Oceania.

A pass test result does not automatically imply certification will be granted such as incomplete report, not to the IAPMO Oceania Type Test Schedule; Test laboratory or Standard not recognised by IAPMO Oceania; assessment not conducted on product(s) or in accordance with the IAPMO Oceania Type Test Schedule; etc.

7. CERTIFICATION

7.1 Pre-Certification Inspection –

As a pre-requisite of the WaterMark certification, a "Pre-Certification Inspection" is undertaken prior to the issuance of the Licence / Certificate by IAPMO Oceania.

The inspection process requires the manufacturer to provide access, at the manufacturing site(s) where the production and final inspection is conducted on the product(s) / component(s) / material for which certification is sought.

The manufacturer's production, inspection and testing processes are inspected for compliance with the relevant Standard(s). At the inspection, the manufacturer's quality plan and manufacturing processes are reviewed for compliance against IAPMO Oceania's Minimum Quality Plan Requirements.

Costs associated with the Pre-Certification Inspection are included in the WaterMark Application Fee – refer section 4.

Note: *IAPMO Oceania reserves the right, at its sole discretion, to deliver Pre-Certification Inspection services, through IAPMO Oceania or IAPMO.*

7.2 Document / Licence / Certificate Processing

Upon receiving the 'Pre-Certification Inspection Report', laboratory test report(s) and associated documents, IAPMO Oceania reviews the documents and provides the client with formal advice of the steps and actions required to complete the certification process. Under normal circumstances the client will be advised to:

- (a) Provide IAPMO Oceania with access to updated product technical information and instruction information and a 'WaterMark' marking proposal complying with the "*WaterMark Scope of Use and Mark of Conformity*" requirements as defined in Section 9 of the "*Manual for the WaterMark Certification Scheme*" for 'Final Review' and acceptance.
- (b) Ensure adequate supervision and control has been exercised throughout the certification process to ensure that the production product, together with related marking and information, meets all the relevant requirements of the Product Standard and Australian regulatory requirements.
- (c) Ensure only conforming product listed on the 'Schedule' and complying with the Standard and Australian regulatory requirements shall be marked with the 'WaterMark'.
- (d) Ensure that the ABCB *Approved User Agreement* has been signed and returned to IAPMO Oceania

7.3 Granting of Licence / Certificate

A WaterMark Licence will be granted where IAPMO Oceania is satisfied that the applicant has provided all documents and records relevant to the application and is capable of:

- (a) Ensuring product intending to displaying the WaterMark comply with the applicable Standard(s);
- (b) Complying with the terms of the WaterMark 'Governance Rules';
- (c) Complying with the specified requirements of the ABCB's *Manual for the WaterMark Certification Scheme*
- (d) Paying any fees for the issuance of the WaterMark Licence / Certificate by the due dates.

WaterMark licences are valid for 12 months maximum unless relinquished, suspended or cancelled.

WaterMark Licences shall be automatically renewed every 12 months following the annual product conformity surveillance audit conducted by IAPMO Oceania, unless the WaterMark Licence is relinquished, cancelled or suspended

7.4 Issue & Maintenance of WaterMark Licences

IAPMO Oceania grants the Licence Holder / Certificate Holder a non-transferable, non-exclusive Licence / Certificate to use the WaterMark logo and WaterMark licence number as a certification trade mark, as set out in the ABCB's *Manual for the WaterMark Certification Scheme*.

Where the Approved User (Licence Holder / Certificate Holder) provides copies of certification documentation to others, the documents shall be reproduced in their entirety.

7.5 Product Listing

Certified products can be viewed on the IAPMO Oceania product listing directory www.iapmoOceania.org/ and Australian Building Codes Board <http://www.abcb.gov.au/product-certification/watermark/watermark-search>

8. CONTINUOUS COMPLIANCE INSPECTION

As a pre-requisite of the WaterMark Certification Scheme, 'Continuous Compliance Inspections' (CCI) are undertaken annually or at the discretion of IAPMO Oceania.

The inspection process requires the manufacturer to provide access, at the manufacturing site(s) where the production and final inspection is conducted on the product(s) and or component(s) material for which certification is sought.

The product(s) is inspected for compliance with the relevant Standard(s). At the inspection, the manufacturer's quality plan and manufacturing processes are reviewed for compliance against IAPMO Oceania's Minimum Quality Plan Requirements.

Costs for the inspections are included in the WaterMark annual fees - refer section 4. IAPMO Oceania reserves the right to vary the frequency, duration and nature of the inspections. Where additional time is required for the inspection visit of a manufacturing site; or an additional inspection visit is required to verify the implementation of corrective actions resulting from "Action Items" raised at the Pre-WaterMark Inspection or Continuous Compliance Inspection visit; IAPMO Oceania will invoice the applicant/ Licence Holder / Certificate Holder for audit time, accommodation, meals and any other expenses related to undertaking the additional inspection visit.

The Licence Holder / Certificate Holder agrees that IAPMO Oceania or IAPMO R&T may conduct Continuous Compliance inspections of any sites operated by the Licence Holder / Certificate Holder and/or manufacturer and the Licence Holder / Certificate Holder and/or manufacturer shall provide all reasonable cooperation and access to personnel, records and premises required by IAPMO Oceania and agree to observers, including Scheme Administrators, accompanying IAPMO Oceania Inspectors where requested.

Note: *IAPMO Oceania reserves the right, at its sole discretion, to deliver Continuous Compliance Inspection services, through IAPMO Oceania or IAPMO R&T...*

9. PRODUCT REQUIREMENTS

The Licence Holder / Certificate Holder and manufacturer shall establish and maintain a compliance system as a means of ensuring conformance to the product standard, and that the requirements of the IAPMO Oceania WaterMark certification scheme and any regulatory requirements are met. Refer sections 11, 12, 13, 14 and 15 for details on these requirements.

10. POST CERTIFICATION

10.1 Licence / Certificate Review and Renewal / Maintenance

The WaterMark Certification period has a maximum term of 5 years.

Every 5 years, IAPMO Oceania shall undertake a re-evaluation of the WaterMark certification which will require an on-site assessment of the ongoing compliance of the manufacturing Quality Plan and manufacturing processes.

Refer to Section 8.5 of the ABCB's *Manual for the WaterMark Certification Scheme* for further details

10.1. 2 Re-evaluation testing

Re-evaluation shall comprise *product* testing and factory assessment.

Refer to Section 8.5 of the ABCB's *Manual for the WaterMark Certification Scheme* for further details

10.1.3 Maintenance of WaterMark Licences

Throughout the 5 year term of the WaterMark certification IAPMO Oceania is required to conduct annual *product conformity surveillance*. *This will typically be undertaken during the IAPMO Oceania annual Continuous Compliance Inspection visits to the manufacturing site/s; unless other arrangements have been agreed upon by IAPMO Oceania and the Approved User.*

For further details of the annual product conformity surveillance requirements, please refer to Section 8.5 of the ABCB's Manual for the WaterMark Certification Scheme

10.2 Inspection

Where requested by the IAPMO Oceania, the WaterMark Scheme Administrator (ABCB) or Australian Regulatory Authorities, promptly submit for inspection samples of the Products/Materials on which it has applied the WaterMark Trade Mark

10.3 Access - Site and Information

Where requested by the IAPMO Oceania, the WaterMark Scheme Administrator (ABCB) or Australian Regulatory Authorities, the Approved User shall promptly grant them access to its premises and/or records and documents (including copies of the records and documents) to see if it is complying with its obligations in relation to the use of the WaterMark.

Where requested provide all assistance and information as may be required by the IAPMO Oceania, the WaterMark Scheme Administrator (ABCB), Regulatory Authorities, or Australian Courts in relation to the WaterMark certification scheme

11. PRODUCT IDENTIFICATION

11.1 The WaterMark

The WaterMark certification mark is owned and administered by the Australian Building Codes Board.

All certified products under the WaterMark Certification Scheme (WMCS) shall be marked with the WaterMark in accordance with the Plumbing Code of Australia,

Use of the WaterMark is not limited to goods manufactured in Australia and, subject to these rules, it may be used on goods that are manufactured outside Australia.

IAPMO Oceania Pty Ltd grants certification for the use of the WaterMark to an Approved User (WaterMark Licence Holder / Certificate Holder) in accordance with the terms of the Approved User Agreement, and the WaterMark 'Governance Rules'

11.2 Approval of the Use of the WaterMark

The WaterMark shall only be used in a manner, which has been approved by IAPMO Oceania. The Licence Holder / Certificate Holder shall gain formal approval from IAPMO Oceania for the following:

- (a) The form and manner in which the WaterMark is used on the product,
- (b) The form and manner in which the WaterMark is used on promotional material, packaging, instructions etc,
- (c) Proposed references in any form to the WaterMark Licence / Certificate number.

Submissions for formal approval of the proposed use of the WaterMark logo shall be made prior to the application of the WaterMark. The submission shall be accompanied by illustrations; photographs; marking proposal and sufficient detail to qualify the proposal.

The WaterMark shall comply with the "WaterMark Scope of Use and Mark of Conformity" requirements as defined in Section 9 of the "Manual for the WaterMark Certification Scheme"

Note: *IAPMO Oceania may exercise its rights to suspend or cancel a certification where the Licence Holder / Certificate Holder fails to ensure compliance with the 'WaterMark' marking conditions.*

11.3 Extent of Marking

The Licence Holder / Certificate Holder shall only apply the WaterMark to products which satisfy the following:

- (a) Conforming Product(s) listed on the current Licence / Certificate Schedule prior to dispatch to the market place.
- (b) The Licence Holder / Certificate Holder warrants the product complies in all respects with the relevant Product Standard(s), local regulatory requirements and are manufactured in accordance with the requirements of this document.

11.4 Application of the WaterMark

When used, the WaterMark shall be applied only to conforming Certified Products prior to dispatch to the marketplace.

11.5 Manner of Application

The WaterMark shall be applied in a manner that is in compliance with the relevant Product Standard(s) marking requirements and complying with the “*WaterMark Scope of Use and Mark of Conformity*” requirements as defined in Section 9 of the “*Manual for the WaterMark Certification Scheme*”.

Marking shall be clear and legible.

11.6 Quality and Location of the WaterMark

The Approved User (Licence Holder / Certificate Holder) shall ensure that the WaterMark is applied and located in accordance with IAMPO Oceania requirements and to ensure the legibility method is in accordance with the relevant Product Standard(s) marking requirements.

11.7. Conditions of Use

- (a) Any notice or other communication to be given under these rules (other than a public notice) must be given in writing and delivered to the last known address of the recipient.
Any public notice must be given by publication on the website of IAPMO Oceania or in ‘The Australian’ or any other national newspaper.
- (b) All rights granted to Licence Holders / Certificate Holders in relation to the WaterMark are non-exclusive and non-transferable.
- (c) IAPMO Oceania may amend these Rules from time to time provided the amended Rules are not materially inconsistent with these Rules.

11.8. Protection of the Mark

The Approved User (Licence Holder / Certificate Holder) must not at any time during or after the Term register or attempt to register or use as a trade mark the WaterMark or any device or word substantially identical with or deceptively or confusingly similar to any of the WaterMark.

11.9. Cessation of Use of the Mark

The Approved User (Licence Holder / Certificate Holder) must stop using the WaterMark on any Products and stop representing itself as having any Licence / Certificate to use the WaterMark after the certification is suspended or terminated.

12. DESIGN CONTROL

12.1 Design Freeze

On successful completion of the Type Test program, the product documentation, product design for all major and critical parts, components and materials used in the manufacture and testing of the product shall be frozen. The design freeze shall include markings, packaging and instructions for Installation, operation, maintenance and servicing as applicable.

Note: *The design freeze is not intended to include minor changes that do not affect compliance of the product with the Standard. The Licence Holder / Certificate Holder should contact IAPMO Oceania, if in doubt, providing details of the proposed changes. Product changes other than minor changes (as determined by IAPMO Oceania) shall invalidate the certification.*

12.2 Type Test Specimens Retention

IAPMO Oceania recommends the Approved User (Licence Holder / Certificate Holder) or manufacturer retain the Type Test specimens, drawings or photographs representative of type test samples. Such specimens may be identified and retained for no less than the warranty period after the last manufacturing batch of the Certified Product.

Note: IAPMO Oceania, at its discretion may keep samples for an equal period of time.

12.3 Changes to the Product Standard / Specification

If the Standard/Specification is amended or re-issued, IAPMO Oceania will nominate a transition period and notify the Approved User. The transition period is determined in consultation with the WaterMark Scheme Administrator (ABCB) and typically involves consultation with relevant industry stakeholders.

After the nominated transition period has expired, the Approved User shall not apply the WaterMark to any product covered by the Licence/ Certificate until IAPMO Oceania has formally verified compliance of the product with the revised Standard.

Note: A nominal transition period of 12 months is applied unless otherwise determined by IAPMO Oceania after consultation with the WaterMark Scheme Administrator (ABCB).

12.4 Control of Design Changes

The Licence Holder / Certificate Holder shall inform IAPMO Oceania of any intended changes, which may affect product compliance with the Standard/Specification and/or local regulatory requirements. These changes shall not be implemented without formal review and authorisation, in writing, by the appropriate IAPMO Oceania 'Certification Engineer'.

13. DOCUMENT CONTROL

13.1 General Requirements

The quality documentation shall include:

- (a) Product - Specification/s, technical drawings, materials information, Build of Materials (BOM) and instructions,
- (b) Procedures - Documented procedures as required by IAPMO Oceania's "Minimum Quality Plan Requirements".
- (c) Records – As required by IAPMO Oceania's "*Minimum Quality Plan Requirements*".

13.2 Product Specification

The Applicant / Licence Holder / Certificate Holder shall provide and maintain a product technical specification covering the entire product range listed under the application and 'Licence / Certificate Schedule'. The specification detail shall be sufficient to identify all product models, product variances. The product specification shall include the following as a minimum;

- (a) Product assembly and parts drawings and schematics, including all sub-components and relationship between critical parts and components.
- (b) Comprehensive product build information i.e. B.O.M.
- (c) Product instructions i.e. Installation, operation, maintenance and servicing.
- (d) Type Test reports.
- (e) Licences / Certificates relating to existing product certifications e.g. flexible water supply hoses for taps, pressure limiting valves, etc.
- (f) Product Warranty including product installation limitations

14. TRACEABILITY

Where specified in the Product Standard(s) / Specifications, the Approved User (Licence Holder / Certificate Holder) and manufacturer shall ensure that released WaterMark Certified Product is traceable to the relevant Batch Release inspection or test reports, including materials and sub assemblies which may affect compliance of the product with respect to safety, local regulatory and certification Standard requirements.

15. CONTROL OF NON CONFORMING PRODUCT

15.1 Non-conforming Product – Prior to Release

Where non-conforming Product has been found not to comply with the Standard, the manufacturer shall prior to release:

- (a) Rectify all non-conformances or,
- (b) Destroy the product or,
- (c) Remove the WaterMark and reference to the Licence / Certificate number from the product and any associated documents.

The Approved User (Licence Holder / Certificate Holder) shall ensure that no non-conforming product is offered for sale as a WaterMark Certified Product.

Note: *Allowing the WaterMark to be applied to or to remain on non-conforming products offered for sale exposes the Approved User (Licence Holder / Certificate Holder) to legal action. The Approved User (Licence Holder / Certificate Holder) is solely responsible for ensuring that noncompliant product is **not** marked with the WaterMark logo and WaterMark licence number.*

15.2 Non-conforming Certified Product – After Release

- (a) Where the Licence Holder / Certificate Holder / manufacturer identifies that non-conforming certified product has been released, the following steps shall be taken
 - (i) The Licence Holder / Certificate Holder shall promptly notify IAPMO Oceania of the situation and the extent of the product's perceived non conformity.
 - (ii) The Licence Holder / Certificate Holder shall immediately initiate an investigation into the problem to determine its nature and severity.
 - (iii) If the Licence Holder / Certificate Holder / Manufacturer's investigation, or IAPMO Oceania determines that the non-compliance will or may constitute a safety risk, then the Licence / Certificate Holder / Manufacturer shall contact the Australian Competition Consumer Commission (ACCC). Refer to <https://www.productsafety.gov.au/recalls/conducting-a-consumer-product-safety-recall>
- (b) During the investigation, the Approved User (Licence Holder / Certificate Holder) shall keep IAPMO Oceania informed, in writing, of the action being undertaken and shall provide IAPMO Oceania with copies of correspondence related to the investigation. Certified Product withdrawn from the market place or recalled shall be quarantined pending further investigation and instruction from IAPMO Oceania.
- (c) Upon finalizing the situation the Approved User (Licence Holder / Certificate Holder) must provide IAPMO Oceania with an historical summary of all the steps taken to resolve the matter.
- (d) The Approved User (Licence Holder / Certificate Holder) shall bear responsibility for all costs incurred during and as a consequence of taking the above actions.

16. SUSPENSION OF LICENCE / CERTIFICATE

16.1 General

IAPMO Oceania has the power to suspend the use of the WaterMark by Approved User (Licence Holder / Certificate Holder). Suspension of certification is a temporary withholding of the right to use the instruments of the WaterMark Product Certification Scheme, pending resolution of issues that may lead to the withdrawal of the Licence / Certificate. Where a Licence / Certificate is suspended, the Approved User (Licence Holder / Certificate Holder) shall be notified in writing of the grounds for doing so.

16.2 Reasons for Suspension

IAPMO Oceania may suspend Licence / Certificate(s), held by the client for any of the following reasons, including but not limited to:

- (a) Inaccurate, incomplete or missing markings as prescribed in the applicable Standard and these rules.
- (b) Unlisted changes in the product design and/or materials.
- (c) Unlisted product being offered to the market.
- (d) Inoperable and/or unsafe product.
- (e) Failure to address certification matters within a prescribed timetable formally advised by IAPMO Oceania and/or the Regulatory Authority.
- (f) Misuse of the WaterMark logo and Licence / Certificate number.
- (g) Change of company name without prior written notification to IAPMO Oceania.
- (h) Claiming certification for an unlisted product
- (i) Failure to fulfil the financial obligations to IAPMO Oceania.
- (j) At the request of a Regulatory Authority, government body or the courts.
- (k) Change of manufacturing site without prior written notification to IAPMO Oceania.

Note: *The WaterMark Scheme Administrator (ABCB) and relevant Regulatory Authorities will be advised of all suspensions and provided with an explanation for the action. Suspension will cover all product listed on the Licence / Certificate Schedule.*

17. CANCELLATION OF LICENCE / CERTIFICATE

Under normal circumstances a cancellation will not occur without a suspension first being imposed.

Cancellation will normally occur after the Approved User (Licence Holder / Certificate Holder) has failed to address matters formally advised and in the timeline advised by IAPMO Oceania.

Immediate cancellations may occur where IAPMO Oceania are advised to take this action by the Regulatory Authority, government body or the courts and in addition, but not limited to, the following circumstances:

- (a) If the Approved User (Licence Holder / Certificate Holder) becomes bankrupt, applies to take the benefit of any law for the relief of bankrupt or insolvent debtors or makes any arrangement or composition with its creditors or if a company enters into liquidation (whether compulsory or voluntary, but not including voluntary liquidation for the purpose of reconstruction) or has a receiver appointed to its business;
- (b) If the Approved User (Licence Holder / Certificate Holder) fails to renew the certification within the required period after change in the relevant Product Standard(s).

Note: *The WaterMark Scheme Administrator (ABCB) and relevant Regulatory Authorities will be advised of all cancellations and provided with an explanation for the action. Cancellation will cover all product listed on the Licence / Certificate Schedule.*

18. CONFIDENTIALITY

IAPMO Oceania undertakes to keep confidential all information provided by the Applicant / Licence Holder / Certificate Holder/ Manufacturer with exception to information which is already in the public domain. Provided that information may be released where requested by the Courts, Tribunals, Regulatory Authorities, Police or Government department concerned with public safety, or otherwise as required by law.

All proprietary documents, including specifications, drawings and test reports shall remain confidential between IAPMO Oceania and the Licence Holder / Certificate Holder / Manufacturer except as follows:

- (a) Applicant / Approved User (Licence Holder / Certificate Holder/ Manufacturer authorises (expressly or by implication) the release of such information to a third party, such as an agent, a test facility, a Regulatory Authority, or a Government authority.
- (b) IAPMO Oceania has been served with a subpoena, summons, notice or other legally enforceable order to disclose the information;
- (c) IAPMO Oceania's ISO17065 accreditation body seeks access to the information as part of an accreditation audit.
- (d) Disclosed to the Australian Building Codes Board and such information may used or disclosed by Australian Building Codes Board if the disclosure is necessary to comply with the law or to maintain the integrity, and / or validity of the WaterMark Product Certification Scheme.

19. DISPUTE RESOLUTION

IAPMO Oceania encourages Applicants / Licence Holders / Certificate Holders to resolve any disputes with their IAPMO Oceania 'Certification Engineer'.

Where a dispute cannot be satisfactorily resolved with the IAPMO Oceania 'Certification Engineer', the Applicant / Approved User (Licence Holder / Certificate Holder) may pursue a resolution with the 'Technical & Quality Manager – WaterMark and OceaniaMark'.

If the dispute cannot be resolved with the 'Technical & Quality Manager', the matter may be referred to the IAPMO Managing Director.

Appeals against IAPMO Oceania certification decisions by the applicant or *Approved User*, after it has exhausted all rights of review under IAPMO Oceania's Dispute Resolution process, shall be in accordance with the *WaterMark Scheme Rules* (refer to Appendix 1, clause 6, Dispute Settlement of the Manual for the WaterMark Certification Scheme).