# 1 Introduction

This publication is intended for applicants seeking a product certificate of conformity with normative documents under the certification schemes established by SIQ Ljubljana (hereinafter referred to as SIQ) within its certification system for product, process and services. It outlines the conditions for certification and describes the entire process, from application submission to certificate issuance.

A certificate is a public document through which SIQ confirms that the object of certification meets the requirements of specific normative documents. Depending on the certification scheme, the document may also have a different designation, such as a license for the use of a certification mark instead of a certificate.

This publication provides information on the certificate's validity, maintenance, suspension, or withdrawal as well as procedures for handling complaints and appeals against decisions made by the SIQ certification or notified body.

The publication also includes provisions regarding data confidentiality.

SIQ conducts product certification as an independent "third party" separate from manufacturers, suppliers, buyers, and users. Its independence is ensured through its legal status as an institute and an appropriate management and certification structure. The certification activities are overseen by the Certification Management Board, which represents the interests of public, economic, and industrial associations, as well as the interests of the institute’s applicants.

# 2 Basic principles of operation

## 2.1 Certification policy

SIQ offers certification and notified body services to all interested applicants.

SIQ treats all applicants equally, regardless of their geographical location, size, revenue, or type of business.

SIQ ensures internationally recognized and valid certification and strives to continuously strengthen the reputation of its certificates both domestically and abroad.

SIQ guarantees independence, impartiality, and an organizational structure that prevents personnel from being influenced by anyone with a direct commercial interest in certification, ensuring that no conflicts of interest arise in its operations.

SIQ conducts product certification in accordance with the EN ISO/IEC 17065 standard, the certification schemes of which SIQ is a member, and the EU harmonized legislation for which SIQ has been notified.

SIQ is accredited by Slovenian Accreditation under accreditation number CP-001 in the field of certification of products, processes, and services (SIST EN ISO/IEC 17065) and operates as a notified body for conformity assessment according to EU harmonization legislation under number 1304.

SIQ charges for its services in accordance with the pricing policy set by the SIQ Council. The generated revenue covers operating costs and investments in technical and professional development.

SIQ has the right to provide third parties with information regarding the validity of certificates.

SIQ is committed to treating information and data received from the certification applicant as confidential and using them solely for the certification process. SIQ grants access to documentation only upon request from the Certification Management Board, accreditation, notification, and surveillance bodies. In cases where legal disclosure of information is required, SIQ informs the applicant unless prohibited by law.

SIQ holds exclusive rights concerning the certificate issued to the applicant.

### 2.2 Rules for certification applicants

By confirming the offer, application, or contract, the certification applicant agrees to:

- comply with the requirements of the certification scheme and normative documents under which the certification process was conducted;
- ensure the continuous conformity of certified products;
- facilitate the execution of certification procedures, regular surveillance, and provide access to the required documentation and records, factory production sites, equipment, personnel, subcontractors, and other relevant data in accordance with the applicable certification procedures;
- cease using the certificate, referring to it, and using the certification mark in the event of non-compliance with certification requirements or the temporary or permanent withdrawal of the certificate, and take appropriate measures (e.g., returning the original certificate);
- adhere to the rules regarding the use of certification marks;
- maintain records of complaints related to certified products and provide them to SIQ if necessary;
- promptly notify SIQ of any changes affecting the certified product and its production (e.g., changes in legal or organizational status, ownership, key management and technical personnel, product modifications, changes in the production process of the certified product, or significant changes in the quality management system).

## 3 General information on certification procedures

### 3.1 Basic conditions for issuing certificates of conformity

- The applicant for certification must be registered in accordance with applicable regulations.
- The product for which the applicant wishes to obtain a certificate must be clearly and unambiguously identified.
- Normative documents (e.g., standards, legislative regulations) according to which the certification process is conducted can be national (e.g., SIST standards), regional (e.g., CEN, CENELEC, ETSI standards, EU harmonization legislation), or international (e.g., ISO, IEC standards, UN regulations).

The product subject to certification must fall within the scope of the normative document under which the certification process is carried out. Agreement must be reached with the applicant regarding the choice of the normative document.

### 3.2 Activities in the certification process

- Application of service;
- Review and confirmation of the order;
- Evaluation (testing, inspection, management system audit);
- Certification review;
- Certification decision;
- Surveillance on issued certificates.

### 3.3 Application of service

During an introductory meeting, SIQ informs the applicant about the certification procedures and the estimated costs.

The applicant initiates the certification process by submitting an application, which can be completed using the designated form (e.g., TN4001) or by confirming the provided offer or contract. By doing so, the applicant acknowledges being familiar with the certification rules and procedures and agrees to comply with them. The applicant assumes full responsibility for the payment of all costs associated with the certification process.

### 3.4 Review and confirmation of the order

SIQ reviews the order and received information to ensure that the details about the client and the product are sufficient for conducting the certification process, that the scope of certification, including the product type, normative document, and certification scheme, is clearly defined, and that it has the capacity to carry out the certification process.

### 3.5 Evaluation (testing, inspection, management system audit)

Evaluation is carried out in accordance with the certification scheme, based on a certification plan for testing, production control, and management system audit. Testing is conducted in SIQ laboratories or subcontracted laboratories. During testing, the client is allowed to rectify any identified non-conformities. If testing is performed in subcontracted laboratories, SIQ must obtain the client's agreement.

The basis for certification review may also be test reports obtained by the client from:

- testing laboratory and certification body operating within the IECEE CB scheme, the IECEx scheme, or the ETICS agreement for CCA, CCA-EMC, ENEC, and ENEC+ schemes;
- testing laboratory and certification body with which SIQ has a mutual cooperation agreement;
- testing laboratory that meets specific conditions and is under the supervision of SIQ.

Additionally, a factory inspection report from a certification body operating within the ETICS agreement for the CIG scheme may also be used for certification review.

### 3.6 Certification review

SIQ conducts an independent review of the evaluation activities, including all information and reports on testing, control, and management system assessment. Based on a positive assessment of the conformity of all information and results related to the evaluation of the product, it is proposed that a certificate be issued for the product. If nonconformities were identified during the certification process, SIQ informs the client of the reasons for the refusal to issue the certificate.

### 3.7 Certification decision

The final independent decision to issue the certificate is made by the certification committee for products, processes and services, or in the case of issuing documents within the framework of a notified body, by the committee of the notified body for the relevant EU harmonization legislation.

### 3.8 Surveillance on issued certificates

This activity is carried out during certification with regular annual surveillance of the product and production process. SIQ verifies the compliance of certified products, their production, and the quality management system through regular annual factory inspections. The survillance includes regular factory inspection of production locations and if required by the certification rules, survillance testing of sampled products.

### 3.8.1 Factory inspection

The inspection of all production locations where certified products are manufactured is typically carried out once a year. The procedure for conducting the control includes the following steps:

- certification body for products, processes, and services issues an order for the factory inspection.
- inspection body plans the factory inspection within the designated time frame and notifies the manufacturer,
- manufacturer confirms the proposed date for the production inspection,
- inspector conducts the factory inspection and collects product samples for survillance testing.
- inspector prepares a factory inspection report and submits it to the certification body for products, processes and services.

If non-conformities are found, the inspector specifies corrective actions, and the certification body confirms deadline for their implementation and method for verifying their effectiveness. If necessary, the certification body may request special factory inspection to confirm the completion of the corrective actions.

A special inspection can be carried out in the case of significant deviations if SIQ certification body for products, processes and services find it necessary due to special circumstances.

### 3.8.2 Surveillance testing

At surveillance testing, samples taken during the factory inspection are checked by SIQ for compliance with the certified type and any deviations in the production process. Testing covers the key requirements of the standards based on which the type testing was conducted. These typically include:

- for electrical safety: protection against electric shock, input power and current, heating, leakage current and dielectric strength, resistance to moisture, abnormal operation, construction, wiring, components, and distances.
- for electromagnetic compatibility: verification of product identity and partial measurements based on sample inspection.

Detailed instructions for survillance testing can be found in the document OD ENEC 324.

SIQ regularly informs license holders about the results of surveillance tests.

## 4 Certification within a regulated area

Product certification within the regulated area of EU harmonization legislation is carried out by the SIQ notified body for the specific EU harmonization legislation.

Product certification within the EU regulated area can only be performed for the manufacturer.

Certification process activities for each EU harmonization legislation include the design and production phase. They consist of one or two modules. SIQ, as a notified body, conducts conformity assessment procedures for the individual modules for which it is designated.

The detailed scope of SIQ's designation as a notified body with number 1304, including the products and procedures for which SIQ is designated, can be found in the NANDO database of notified bodies for specific EU harmonization legislation.

The validity of certificates issued by SIQ as a notified body can be verified upon request from the SIQ notified body. If a public database of certified products exists, the validity of the certificate can also be checked in the database. Information about the database, if available, is provided below for each specific EU harmonization legislation.

### 4.1 Equipment for use in potentially explosive atmospheres

Products subject to certification, intended for installation in explosion hazardous areas (Ex-equipment), are defined by the Regulation on explosion protection (Official Gazette of the Republic of Slovenia No. 41/16) and the Directive regarding equipment and protective systems intended for use in potentially explosive atmospheres (ATEX) 2014/34/EU (Official Journal of the European Union L 96/2014).

The specifics of the certification processes for Ex-equipment are detailed in the EU guidelines on Type Examination, Conformity to Type and Unit Verification (CNEx07), Document Storage (CNEx08), Production Quality System Assessment (CNEx09), and Certification of Electrical Ex-Equipment Category 3 or with EPL Gc or Dc and Non-Electrical Ex-Equipment Categories 2 and 3 (CNEx10).

### 4.2 Machinery

Products subject to certification are defined by the Regulation on machinery safety (Official Gazette of the Republic of Slovenia No. 75/08, 66/10) and the Machinery directive (MD) 2006/42/EC (Official Journal of the European Union L 157/2006).

The manufacturer of the machine or safety component listed in Annex IV may submit an application to start the legally prescribed procedure after an informative discussion (document TNS04), which indicates the nature of the product:

- procedure for EC-Type Examination from Annex IX and internal factory inspection for machines, as outlined in point 3 of Annex VIII (EC-Type Examination certificate);
- procedure for Full Quality Assurance from Annex X. If the manufacturer declares that the product has been fully designed and manufactured according to relevant harmonized standards and has undergone all necessary testing, they can also choose the conformity assessment procedure for products from Annex IV.

Specifics in the machinery certification processes, as outlined by the machinary directive, are detailed in the guide Organization and management of notified body for MD directive (MD DD001).

### 4.3 Noise emission from machines used outdoors

Products subject to certification are defined by the Regulation on noise emission from machines used outdoors (Official Gazette of the Republic of Slovenia No. 106/02, 50/05, 49/06) and the Directive concerning the emission of noise to the environment caused by equipment used outdoors (NOISE) 2000/14/EC (Official Journal of the European Union L 162/2000).

### 4.4 Radio equipment

Products subject to certification are defined by the Regulation on radio equipment (Official Gazette of the Republic of Slovenia No. 03/16, 9/20, 124/23) and the Directive regarding the availability of radio equipment on the market (RED) 2014/53/EU (Official Journal of the European Union L 153/2014).

Specifics in the certification processes for radio equipment are detailed in the guide Service Process of notified body for the RED Directive defined in Article 17 (points 2b, 3b, and 4a) and Annex III (RED DD001).

### 4.5 Electromagnetic compatibility

Products subject to certification are defined by the Regulation on electromagnetic compatibility (Official Gazette of the Republic of Slovenia No. 39/16, 9/20) and the Directive concerning

Electromagnetic Compatibility (EMC) 2014/30/EU (Official Journal of the European Union L 96/2014).

### 4.6 Measuring instruments

Products subject to the design review of electricity meters are defined by the Regulation on measuring instruments (Official Gazette of the Republic of Slovenia No. 19/16, 98/23), Chapter MI-003, and the Directive regarding the availability of measuring instruments on the market (MID) 2014/32/EU (Official Journal of the European Union L 57/2014).

The specifics of the design review of electricity meters according to Module B, Module D and Module H1 are detailed in the guide Organization and management of notified body for MID (MID DD001).

A list of issued certificates is available in the database of approved types of measuring instruments of the Office for Metrology of the Republic of Slovenia.

### 4.7 Traffic signalling

The certification procedures for construction products are defined by the Construction products act (Official Gazette of the Republic of Slovenia No. 82/13) and the Regulation on the determination of harmonized conditions for marketing construction products (CPR) No. 305/2011 (Official Journal of the European Union L 88/2011).

SIQ performs certification procedures under system 1 for variable message traffic signs according to the EN 12966 standard and equipment for road traffic control and management – signal heads according to the EN 12368 standard.

Specifics of the certification processes are detailed in the guide Organization, management and execution of services of Notified Body according to the CPR Regulation 305/2011 (CPR DD001).

### 4.8 Medical devices

The certification procedures for medical devices are defined by the Medical devices act (Official Gazette of the Republic of Slovenia No. 98/09) and the related implementing regulations, and the Directive on medical devices (MDD) 93/42/EEC (Official Journal of the European Union L 169/1993), which is replaced by the Regulation on medical devices (MDR) No. 2017/745 (Official Journal of the European Union L 117/2017), relevant legal guidelines, in accordance with the Code of conduct for notified bodies and applicable Slovenian legislation.

Specifics in the certification processes for medical devices, as defined by the Medical devices directive, are detailed in the guide Certification of medical devices according to 93/42/EEC Directive (MDD) (MDD DN003) and information for clients (MDD DP006).

Specifics in the certification processes for medical devices, as defined by Regulation (EU) 2017/745 (MDR), are detailed in the guide Certification according to Regulation (EU) 2017/745 of medical devices (MDR) (MDR DD003) and information for clients (MDR DP006).

A list of issued certificates is available in the European medical devices database EUDAMED.

### 4.9 Railway interoperability

The certification procedures for components and subsystems in railway transport are defined by the Railway safety act (Official Gazette of the Republic of Slovenia No. 30/18, 54/21) and related implementing regulations, and the Directive on railway interoperability in the European Union 2016/797.

Specifics in the certification processes for railway interoperability are detailed in the guide Organization and management of NB for 2016/797/EC directive – Interoperability of the rail system (ITR DD001).

A list of issued certificates is available in the European Railway Agency's interoperability and safety database ERADIS.

## 5 Certification based on type testing

SIQ carries out product certification based on type testing, evaluating all available information and test results against the requirements of the relevant standards without further inspection and surveillance.

### 5.1 Issuance of CB certificate of conformity

SIQ is a national certification body and testing laboratory in the IECEE CB scheme, which is established within the testing and certification system for safety, electromagnetic compatibility, and energy efficiency of products under the International Electrotechnical Commission (IEC).

With a CB certificate and the associated test report, the supplier or manufacturer can easily, quickly, and cost-effectively obtain foreign certifications from the members of the IECEE CB scheme.

The scope of standards covered by SIQ in the IECEE CB scheme by categories is available on the IECEE CB scheme website.

Product testing is carried out according to international IEC standards within the scope of the scheme.

A list of certificates issued by IECEE members is available online in the IECEE CB Test Certificates database.

### 5.2 Issuance of SIQ certificate of conformity

The certification process can be carried out based on national SIST standards, European EN standards, international IEC or ISO standards or other normative documents (e.g., UN regulations) for which SIQ is proven to be qualified.

SIQ certificates of conformity are valid for products subject to certification, typically for three years or until the expiration date of the specified standards, whichever occurs first.

The validity of SIQ certificates of conformity can be verified upon request by the SIQ certification body for products, processes, and services.

## 6 Certification with regular surveillance of a product and a production process

The certification of products with regular surveillance of a product and a production process is carried out to obtain the following:

- licenses for use of the SIQ certification marks »SIQ«, »SIQ Type Approved«, and »SIQ Medical Approved«;
- licenses for use of the common European certification marks »ENEC«, »ENEC+«, and »CCA EMC« within the ETICS association;
- CCA NTR certificate within the ECS agreement, including the license for use of the »SIQ« certification mark;
- certificate within the IECEx scheme.

### 6.1 Issuance of licenses for use of the SIQ certification marks »SIQ«, »SIQ Type Approved«, and »SIQ Medical Approved«

The purpose of this certification is to provide a comprehensive system for determining conformity with applicable valid European safety and other European standards and to enable continuous

monitoring of the stability of the production process while ensuring consistent compliance with requirements.

The SIQ certification marks on the product confirms the product's conformity while emphasizing the manufacturer's responsibility for user safety, protection of human health, and environmental preservation. Manufacturers and suppliers can use this as a competitive advantage.

The »SIQ« mark can be obtained by manufacturers or suppliers for products based on valid European EN safety standards for which SIQ is duly qualified.

The »SIQ Type Approved« mark can be obtained by manufacturers or suppliers for components that cannot be used independently but are intended for installation based on valid European EN safety standards for which SIQ is duly qualified.

The »SIQ Medical Approved« conformity mark can be obtained by manufacturers for products that cannot be used independently but are intended for installation in medical electrical equipment or are part of electrical medical systems, based on valid European EN standards for basic safety and essential characteristics of electrical medical products, for which SIQ is duly qualified.

The license holder can be a legal entity, either the manufacturer or supplier, who assumes full responsibility for the products marketed under their name.

By signing the license agreement, the license holder agrees to comply with all conditions for obtaining and maintaining the license.

Certification procedures, which include regular factory inspection, are designed in accordance with international guidelines applicable under international agreements on mutual recognition among certification bodies. To obtain the license, a pre license factory inspection must be performed at all factory locations, according to the requirements specified in the CIG scheme document (e.g., CIG 021). To maintain the certificate, regular factory inspections must be carried out, and if required by the certification rules, survillance testing of sampled products as part of the annual survillance.

For the maintenance of licenses for use of »SIQ« certification mark, SIQ charges an annual license fee, which also covers the costs of control testing. SIQ annually verifies the validity of issued licenses and informs license holders of any changes to the validity of the standards upon which the licenses were issued, as well as changes to the rules governing certification procedures.

In case of changes in the validity of standards or certification procedure requirements, the SIQ certification body for products, processes, and services sets a deadline by which the certificate or license holder must align the product with the requirements of the new applicable standard.

The basic rules for the operation of the SIQ schemes are the same as for the issuance of the NTR certificate under the CCA agreement.

The validity of licenses for the use of SIQ certification marks »SIQ«, »SIQ Type Approved« in »SIQ Medical Approved« can be verified upon request by the SIQ certification body for products, processes and services.

### 6.2 Issuance of an NTR document under the CCA Agreement

When issuing the CCA NTR certificate, SIQ follows the rules defined in the documents of the agreement (e.g., PD CCA 210, OD CCA 207, PD CCA 223-7, PD CCA 228-1, PD CCA 223-2, OD CCA 226, OD CCA 237, and OD ECS 080).

The certification process is conducted according to the applicable European EN standards for product safety.

In addition to the NTR certificate, a license for use of the “SIQ” certification mark is also issued. The conditions for granting the certificate are in line with the requirements for obtaining and maintaining the certification mark license.

The validity of NTR certificates can be verified upon request by the SIQ certification body for products, processes, and services.

### 6.3 Issuance of licence for use of »ENEC« certification mark

SIQ is a signatory to mutual recognition agreements for common European marks of conformity to standards (ENEC, ENEC+, CCA EMC) of the ETICS association.

SIQ's participation in the ENEC agreement covers the following product categories:

- batteries (BATT),
- switches and automatic electrical controls (CONT),
- household and similar equipment (HOUS),
- installation accessories and connection devices (INST),
- information technology audio-video (ITAV),
- lighting (LITE),
- measurement, control, and laboratory equipment (MEAS),
- safety transformers (SAFE),
- portable tools (TOOL).

The certification process is carried out according to applicable European EN standards for product safety. The basic operating rules of the scheme are described in documents PD ENEC 301, PD ENEC 303, PD ENEC 304, PD ENEC 308, OD ENEC 324, OD ENEC 312, AD ENEC 327, AD ENEC 331, OD-CIG 023, OD ECS 080.

A list of issued ENEC licenses by ETICS members is available in the online database of issued ENEC licenses.

### 6.4 Issuance of licence for use of »ENEC+« certification mark

SIQ’s involvement in the ENEC+ agreement includes the verification of performance characteristics of luminaires according to the following ENEC+ specifications:

- EPRS 001: LED modules for general lighting – Performance requirements;
- EPRS 002: Luminaires performance – Part 1: General requirements;
- EPRS 003: Luminaire performance – Part 2: Specific requirements for LED luminaires.

A valid ENEC certificate is a prerequisite for the issuance of the ENEC+ license.

A list of issued ENEC+ licenses, granted by ETICS association members, is available in the online database of ENEC+ licenses.

### 6.5 Scope of application and fees for individual certification marks

#### 6.5.1 »SIQ« mark

The »SIQ« mark can be obtained by manufacturers or suppliers for products based on valid European EN safety standards for which SIQ is duly qualified.

Frequency of visits at the manufacturer: once a year.

### 6.5.2 »SIQ Type Approved« mark


The »SIQ Type Approved« mark can be obtained by manufacturers or suppliers for components that cannot be used independently but are intended for installation based on valid European EN safety standards for which SIQ is duly qualified.

Frequency of visits at the manufacturer: once a year.

### 6.5.3 »SIQ Medical Approved« mark


The »SIQ Medical Approved« conformity mark can be obtained by manufacturers for products that cannot be used independently but are intended for installation in medical electrical equipment or are part of electrical medical systems, based on valid European EN standards for basic safety and essential characteristics of electrical medical products, for which SIQ is duly qualified.

Frequency of visits to the manufacturer: once a year.

Remark: Citing standards on the certification mark is not mandatory.

### 6.5.4 »ENEC« mark


The »ENEC« mark with number 22, issued by SIQ, is a high-quality European mark for electrical products, demonstrating compliance with European EN safety standards.

Frequency of visits at the manufacturer: once a year for manufacturers who have production organized in accordance with ISO 9001 standards (this requirement is mandatory for manufacturers of luminaires and luminaire components), and twice a year for all other manufacturers. Details regarding frequency are specified in the documents PD ENEC 301 Annex B and PD ENEC 308.

### 6.5.5 The »ENEC+« mark


The »ENEC+« mark with number 22, issued by SIQ, is a conformity mark for the performance characteristics of luminaires, demonstrating compliance with ENEC+ specifications.

Frequency of visits to the manufacturer: once a year for manufacturers who have production organized in accordance with ISO 9001 standards (this requirement is mandatory for manufacturers of luminaires and luminaire components), and twice a year for all other manufacturers. Details regarding frequency are specified in the documents PD ENEC 301 Annex B and PD ENEC 308.

### 6.5.6 »CCA EMC« mark


The "CCA EMC" conformity mark with the SIQ designation is a high-quality European mark for electrical products, demonstrating compliance with European EN standards for electromagnetic compatibility.

Frequency of visits at the manufacturer: once a year.

### 6.6 Issuance of certificates within the IECEx scheme

SIQ is the national certification body and testing laboratory within the IECEx scheme for testing and certifying equipment intended for use in potentially explosive atmospheres, as well as for assessing the competence of workshops for the repair of equipment used in such environments.

Certificates of conformity ExCoC, Test Reports ExTR, and Quality Assessment Reports QAR are issued in compliance with the rules defined in IECEx operational documents. Product testing and certification and assessments at manufacturers are conducted according to international standards (IEC and ISO). A test report ExTR is issued after completed product testing. A certificate of conformity ExCoC is issued in consideration of an ExTR and a quality assessment report QAR with an adequate scope, type of protection, and manufacturing location. Assessments at manufacturers for issuing QARs are conducted regularly, which is required for maintaining the validity of ExCoC and ExTR.

Within IECEx, SIQ also conduct assessments of service facilities for repairing Ex-equipment. The purpose of the assessment is to see if a service facility performs repair of Ex-equipment with an IECEx certificate in compliance with international standards (IEC and ISO). This assures validly of IECEx certificates for Ex-equipment also after repair. Assessments of service facilities are conducted annualy.

A list of issued certificates provided by IECEx members is available in the IECEx Certificates online database.

## 7 Misuse of a certificate or a conformity mark

When publishing information related to certificates and when using certification marks, clarity must be ensured to prevent any potential misleading. The applicant must not use the certificate in a way that could be misleading or harmful to the reputation of SIQ.

SIQ monitors the use of certificates and certification marks. If SIQ finds that the applicant is incorrectly using the mark on a product or in advertising, or if the certificate or mark is used for uncertified products, it shall notify the client. If necessary, SIQ may initiate legal actions agains the applicant. Abuse of a certificate or certification mark may also lead to the withdrawal and cancellation of the certificate.

Certificate may be withdrawn and cancelled if misuse of the certificate, certification mark, or other violation of the certification procedures is detected. In such cases, SIQ shall notify the applicant of the intended revocation, usually within 30 days, unless the reasons for the revocation are addressed. During this period, the certificate holder may correct the irregularities and provide evidence of the correction.

The following are considered abuses of a certification mark on a product or in advertising:

- if the mark deviates from the standard logo in shape or dimensions;
- if the mark is used for products for which no certification has been issued, or if changes have been made to the certified product without the knowledge and approval of SIQ;
- if the mark is used for purposes not covered by the certification (e.g., advertising or promoting product features that were not subject to certification);
- if the mark is used before signing or after the expiration of the licence agreement.

## 8 Withdrawal and cancellation of a certificate

A certificate may be withdrawn and cancelled if misuse of the certificate, certification mark, or other violations of certification procedures are identified.

In such cases, SIQ shall notify the certificate holder of the intended revocation, usually within 30 days, unless the reasons for revocation are resolved. During this period, the certificate holder may correct the irregularities and provide evidence of their resolution.

SIQ may also cancel the certificate in the following cases:

- if the products no longer meet the requirements of applicable regulatory documents and the certificate holder fails to ensure compliance with new requirements;
- if the certification mark is incorrectly used to demonstrate compliance with other regulatory documents that were not the basis for certification or for products not included in the certification process;
- if the certificate holder does not wish to maintain the certificate or terminates the licence agreement;
- if the product is no longer being manufactured;
- if incomplete, false, or concealed information about the product or management system has been provided;
- if the certificate holder does not meet the requirements related to production site control or control testing;
- in the case of bankruptcy or cessation of business operations of the applicant;
- if the applicant does not settle the agreed financial obligations.

The request for certificate cancellation must be submitted using form CN231 Request for cancellation of license certificate.

## 9 Handling of complaints and appeals

The applicant may file a complaint against the work of SIQ or submit an appeal against a decision made by the SIQ certification body for products, processes, and services.

Complaints against the work of SIQ are handled by the certification manager. The complainant will be notified in writing about the receipt of the complaint and the decision made. Complaints and irregularities are addressed following the procedure SN029.

An appeal against a decision made by the SIQ certification body for products, processes and services must be submitted in writing within 15 days of the decision, as specified in the Appeals Regulation CR105S_E.

In the event of an appeal against a decision related to services within the IECEx scheme, the applicant may appeal to the IECEx scheme, as described in Annex A of document IECEx01.

All other disputes fall within the competence of the Court of proper jurisdiction over the subject matter in Ljubljana. The currently valid legislation of the Republic of Slovenia is used for ruling in all relations.

## 10 Contact persons

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|---|---|---|
| Telephone exchange and secretary | | +386 1 4778 100 |
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