



KOMO. Kwaliteit zoals beloofd.

BRL 3104

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**ASSESSMENT GUIDELINE**  
**FOR THE KOMO APPROVAL-WITH-PRODUCT-CERTIFICATE FOR**  
**BUILDING HARDWARE FOR ROOF AND FAÇADE ELEMENTS**



Established by CoE Safe and Burglary-Resistant Products dd. 05-04-2022

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## Foreword

This Assessment Guideline (AG) has been drawn up by the College of Experts for Safe and Burglary-Resistant Products (CoE V&I), which features parties with a vested interest in the field of this AG. This college also monitors the certification process and amends this AG if necessary. Where this AG refers to “College of Experts” (or CoE), the college mentioned above is meant.

This assessment guideline will be used by certification bodies, which have a licence agreement with the KOMO foundation for this, in conjunction with their established certification procedures. This assessment guideline specifies the requirements to be met by an applicant for, or a holder of, KOMO approval-with-product-certificate and how the certification body shall assess this. The certification procedures set out in this guideline document the methods determined by the certification body which will be used for:

- The assessment for granting and extending KOMO approval-with-product-certificate on the basis of this AG
- The periodic assessment for maintaining KOMO approval-with-product-certificate issued on the basis of this AG

The main changes in this version of the assessment guideline concern:

- The inclusion of NEN 5089/A1:2021;
- Textual changes to clarify existing texts;
- Indication of standard versions.

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# 1. Introduction, general provisions and general requirements

## 1.1 Introduction

A KOMO approval-with-product-certificate will be issued for hardware for roof and façade elements on the basis of the requirements included in this assessment guideline (AG). This certificate enables the certificate holder to prove to their customers that an expert and independent organisation monitors the certificate holder's manufacturing process, the quality of the product, the applicable quality control and the product's performance whenever it is used. Therefore, it can be assumed that the product has the characteristics described in this AG.

The requirements set down in this AG will be applied by the certification bodies, who have received accreditation to do so by the Dutch Accreditation Council or who have submitted a request to this effect, and who have entered into a licence agreement with the KOMO Foundation, during the treatment of a request for the issuing and continuation of a KOMO approval-with-product-certificate for window/door hardware.

In addition to the requirements set down in this AG, the certification bodies will enforce additional requirements in the context of the general procedural requirements for certification, as set down in their internal certification procedures.

## 1.2 Subject and scope

Industrially manufactured window/door hardware with accessories, intended for use in roof and façade elements for partition structures in buildings which can be subdivided into the following types;

- single lock
- multi-point lock
- single bolt
- multi-point latch
- cylinder
- burglary-proof hardware
- hinge
- seam protector
- barrier provision
- striker plate
- window handle
- padlock

The burglary-resistant properties of roof and façade elements is largely determined by the window/door hardware which is used.

Window/door hardware which has been certified in conformity with this AG meets the requirements for NEN 5089 classification, SKG-IKOB AW 3104\_additional requirements, and the relevant applicable requirements under European product standards for the product in question. Products which are used correctly and in conformity with the installation instructions will contribute to the realisation of resistance class 2 (RC 2) or higher within the context of NEN 5096 for façade elements.

If demands have been made of a building relating to safely exiting it in the event of an emergency, doors must be fitted with emergency exit or panic hardware.

Emergency exit or panic hardware cannot, by definition, be locked from the inside but the burglary-resistant characteristics may meet the requirements in this AG. These products will feature the burglary resistant quality mark with the emergency exit logo (schematic silhouette of a person) and/or standard designation EN 179 or EN 1125 (see SKG-IKOB AE 3104 for additional information).



### 1.3 Validity

This version of the AG replaces the version dd. 02-10-2020.

The KOMO approval-with-product-certificates issued on the basis of the replaced version lose their validity 6 months after the date of publication of this version.

Based on the aforementioned previous version of the AG, new attest-with-product certificates may be issued up to 3 months after publication of this version at the latest.

The validity of the KOMO approval-with-product-certificate is capped to a maximum of five years.

The validity may be limited (terminated) by:

- An amendment to this assessment guideline,
- The certificate holder's failure to meet their obligations.

### 1.4 Relationship with legislation and regulations

#### 1.4.1 European Construction Products Regulation (CPR, EU 305/2011)

Some of the products which are subject to this AG are also subject to the following harmonised European standards:

- Locks for emergency exits with a door handle or a push panel, for use in escape routes in accordance with EN 179
- Panic locks for emergency doors with a horizontal operating bar for use in escape routes in accordance with EN 1125
- Single-axis hinges in accordance with EN 1935
- Mechanical locks, bolts and lock plates in accordance with EN 12209
- Electromechanical locks, bolts and lock plates in accordance with EN 14846

The statements in this approval-with-product-certificates issued based on this AG may not be used to replace the CE-marking and/or the corresponding performance declaration.

#### 1.4.2 National Building Decree 2012

The National Building Decree applies to the performance of products within the scope of their application.

#### 1.4.3 The Dutch Structures (Living Environment) Decree

The Dutch Structures (Living Environment) Decree will apply to the performance of products within the scope of their application (as of 1-1-2022).

### 1.5 Requirements for conformity assessment bodies

In respect of the requirements set out in this assessment guideline, as part of external verification, the applicant may submit reports from conformity assessment bodies to demonstrate compliance with the requirements of this AG. It must be demonstrated that the relevant inspection, analysis, test and/or evaluation reports have been drawn up by a body that meets the relevant accreditation standard for the subject in question:

- NEN-EN-ISO/IEC 17020 for inspection bodies
- NEN-EN ISO/IEC 17021-1 for bodies that certify management systems
- NEN-EN-ISO/IEC 17025 for laboratories
- NEN-EN-ISO/IEC 17065 for bodies that certify products, processes and services

A body is deemed to comply with these criteria when an accreditation certificate for the subject in question, issued by the Dutch Accreditation Council (RvA) or another accreditation body accepted as a member of a multilateral agreement on mutual recognition and acceptance of accreditation, drawn up within EA, IAF and ILAC, can be presented. If no accreditation certificate can be submitted, the certification body itself will assess whether the accreditation criteria have been met.

## 1.6 KOMO approval-with-product certificate

The KOMO approval-with-product-certificate will be issued on the basis of this assessment guideline and will be based on chapters 3, 4, 5 and 6 of this AG.

Certified products which are within the scope of the KOMO approval-with-product-certificate will, together with their technical specifications and classification, be added to the “list of certificates” as an annex.

The approval-with-product-certificate which will be issued must correspond with the model approval-with-product-certificate which will be published on the KOMO website ([www.komo.nl](http://www.komo.nl)) for this version of the AG.

## 1.7 Marks and designations

The allocation of a burglary resistant classification will be determined by the degree to which the product is compatible with other products and to which it can be fitted to a reference façade elements and the extent to which it can repel burglars for a certain period of time.

The system of classes is determined by tests carried out in conformity with NEN 5089 and/or SKG-IKOB AT 3104; these tests may be combined with tests carried out in conformity with the (supplemental) safety guidelines SKG-IKOB quality requirement 573 and/or SKG-IKOB quality requirement 574.

Class “1-star”; this may be accompanied by another mark or marks from the (supplemental) safety guidelines. Not independent<sup>1)</sup> products which when used delay the entry of burglars via the hanging or locking side by at least 3 or 5 minutes.

Class “2-star”; this may be accompanied by another mark or marks from the (supplemental) safety guidelines. Independent products which delay the entry of burglars by at least 3 minutes.

Class “3-star”; this may be accompanied by another mark or marks from the (supplemental) safety guidelines. Independent products which delay the entry of burglars by at least 5 minutes.

<sup>1)</sup> *Not independent products require the support of another (usually a second) product to delay the entry of burglars via the hanging or locking side.*

*Remark:*

- The test to determine whether or not the entry of burglars is sufficiently delayed will be executed on the side (hanging or locking side) for which the product is intended;*
- Hinges are considered a set and are therefore viewed as independent products;*
- There are products (cylinders for example) which are subject to a different classification process (see NEN 5089).*

The burglary resistance quality mark<sup>1)</sup>, this may be accompanied by a (supplemental) safety quality mark and must be indelibly applied in a location where it is visible without the product first needing to be taken apart. Additionally, a logo/brand referring to the certificate holder must be fitted to the product; this logo/brand must also be indelible and unambiguous.

<sup>1)</sup> *SKG-Burglary resistance quality marks:*



*Remark:* A different position will be determined in consultation with the sector coordinator if the burglary resistance quality mark cannot be fitted in a visible spot due to technical constraints. Indelible is understood to mean that the designation cannot be removed by any other means than mechanical ones or through the use of a solvent/chemical solution which will result in visible damage to the product.



The KOMO logo displayed below may be featured on the product, assembly instruction and/or packaging followed by the certificate number (without the version number) and the name of the certificate holder.



*KOMO logo:*

Following the issuing of the KOMO approval-with-product-certificate, the KOMO logo may also be used by the certificate holder on their public communications relating to activities which have been certified, as set down in the “Regulations concerning the use of KOMO logos” as featured on the KOMO website. The “Regulations concerning the use of KOMO logos by non-certificate holders” apply to the use of the KOMO logo by the certificate holders’ customers.

## 2. Terminology

Please consult NEN 5089 for an explanation of the terminology used. For an explanation of the terminology used for certification in this Assessment Guideline, please see the glossary on the website for the KOMO Foundation ([www.komo.nl](http://www.komo.nl)).

Anodise	=	Surface treatment for aluminium, during which an electrolyte process is used to add a protective oxide layer of a certain thickness.
Test time	=	Sum total of the contact time, rest time, change-over time for tools and the observation period.
Building decree	=	Determination of public law precepts which relate to the construction of buildings from a safety, health, usability, energy efficiency and environmental point of view.
Construction element	=	Product, suitable construction material.
Certification	=	Activities on the basis of which an independent institution, by means of a (product) certificate, makes it known that there is justified confidence that a clearly described subject of certification complies with a particular standard, or with another document that sets requirements.
Contact time	=	Actual time needed by the person executing the manual test, including periods spanning less than 5 seconds for the swapping-out of tools.
Burglary resistance class	=	The extent to which window/door hardware is burglary-resistant, expressed in stars in conformity with this AG 3104
Seam	=	The connection between (construction) elements, which are apparently not intended to move independently (by means of operation or otherwise).
Surface treatment	=	The effective treatment of a material's surface using chemical or mechanical means with the aim of preparing the product in question for a certain purpose. This may include the application of a protective layer.
Production handbook	=	Authorised handbook which contains the quality aspects relating to the controlling of the production process in a clear and verifiable way by the manufacturer, expressed in procedures and work instructions.
Profile system	=	Package of specified profiles which can be used to manufacture façade elements which can be used for external or internal partition structures.
Closing edge	=	The connection in the rebate between the movable part and the surrounding frame.





Technical specification	=	Description of (the properties) of a product with instructions for the processing, functioning and/or operation, with which that product can be reproduced and for which the processing/operation has been unequivocally determined. Features clear identification and the burglary resistance logo for the relevant class used by the certification body.
Section filler	=	(Parapet) panel or (glass) sheet(/construction), suitable for use as suspension in a rabbet.
Resistance class	=	Extent to which a façade element offers burglary resistance, in conformity with NEN 5096 and EN 1627, expressed as a number.



### 3. Requirements for products and/or materials which will be processed

#### 3.1 General

No requirements are made of the raw materials and/or materials which will be processed/used during the production process; the performance of the end product is the only thing which will be assessed.

### 4. Requirements for performance during use

This chapter includes the requirements for the product's performance during use, which need to be met, as well as the assessment methods which will be used to determine whether or not these requirements have been met.

#### 4.1 Requirements based on Building Decree 2012 / Decree on constructions and living environment

##### 4.1.1 An overview of the requirements based on Building Decree 2012 / Decree on constructions and living environment

The table below includes the requirements from the Building Decree 2012/the Dutch Structures (Living Environment) Decree which are made of construction elements and which the construction element being used in the product must meet.

Building decree					
Department	Description	Article	Paragraphs	Determination method	Further reference
2.15	Burglary resistance	2	130	NEN 5096	none

Decree on constr. and liv. env.					
Paragraph	Description	Article	Paragraphs	Determination method	Further reference
4.2.16	Burglary resistance	4.100		NEN 5096	none

#### 4.2 Burglary resistance

##### Performance requirement

Doors, windows, window frames and all comparable construction elements<sup>a)</sup> in a partition construction of a non-communal area with a residential function, if they are accessible to burglars, must be burglary resistant.

<sup>a)</sup>Burglary resistance for standard doors, windows, window frames and comparable construction elements will primarily be achieved through the use of window/door hardware.

NEN 5089 describes a method with which individual door/window hardware can be tested for burglary resistance, using a method which resembles NEN 5096<sup>b)</sup>, to ensure that not all conceivable window or door combinations (combinations of window/door hardware, profile, material, elevation configurations, construction details, etc.) need to be tested in conformity with NEN 5096.

The door/window hardware in question will be used in façade elements which may be considered representative of most standard constructions. Door/window hardware which passes this test can then be used in all element versions which are equivalent to or better than the reference façade elements when it comes to the profile dimensions and materials used

##### Limiting value

Doors, windows, window frames and comparable construction elements in a partition construction of a non-communal area with a residential function which are accessible to burglars according to NEN 5087 will feature a certain level of burglary resistance which reflects resistance class 2 (RC2) as included in standard NEN 5096.

##### Determination method

The resistance class shall be determined by means of a test carried out in conformity with NEN 5096, where the door/window hardware must meet the standards included in 5089.



*Remark: NEN 5089 calls for the manual test which is part of NEN 5096. The dynamic test in NEN 5096 is not deemed relevant and, as a result, is not required. On the one hand this is due to the fact that the dynamic tests is primarily intended to test the resistance of the window or door frame and the bezel construction of the fillings present and, on the other hand, because experience has taught us that the strength requirements for window/door hardware resulting from the European product standards which are also included in NEN 5089 guarantee that the window/door hardware will also pass the dynamic test which is part of NEN 5096.*

#### **Admission review and periodic assessments**

The certification body will conduct a primary product inspection; this will consist of:

- Manual test

The manual test described in NEN 5089 intended for the testing and classification of window/door hardware is derived from and comparable to the standard in NEN 5096 intended for the testing and classification of façade elements as referred to in the National Building Decree.

The manual test will be essential during the certification process for determining the class a product will be allocated to and the corresponding right to feature the accompanying star logo<sup>1)</sup>.

*<sup>1)</sup> In some cases a product may pass the manual test but may not meet the requirements regarding the strength or dimension applicable to a certain class or these requirements may not be relevant to the product in question due to its specific construction. The buckling value and characteristics (force-distortion graph) shall be recorded if this is the case. The load application which is used must reflect the load which arises during the manual test as much as possible. The testing methods shall be documented. The product shall be tested in a comparable manner during periodic testing and the buckling load determined and buckling property shall be considered the assessment criteria.*

*Remark: The certification body will determine if the product passes the manual test in each individual case. For a number of products, experience has taught us which values, concerning strength and dimensions, will result in the allocation of a certain class according to NEN 5089. These criteria will be applied to specific products instead of the manual test. The College of Experts will determine which products this applies to. These decisions will be published in SKG-IKOB AE 3104\_additional requirements.*

### **4.3 Processing guidelines with application conditions/conditions of use**

#### **Performance requirement**

Product characteristics are partially determined by, or influenced by, the way in which the product is processed, applied or used.

The certificate holder must create assembly conditions / conditions for use and include these (this may also be a reference to a digital guide), so that achieving and maintaining the registered performance is guaranteed.

The instructions for products which will be made available on the Dutch market must be in Dutch (in conformity with NEN 5089); instructions for products which will be made available in other countries shall preferably be made available in the language spoken in the country where the product will be used and the instructions should feature identification and a version indicator.

The assembly instructions may not conflict with the contents of the product certificate and should contain the following aspects if they are relevant and useful for the product in question;

- A complete set (standard) assembly instructions;
- The dimensions of openings (drill bits) which the window/door hardware will need;
- A specification of all fastening materials which will be used;
- The preconditions which the user must take into account for the realisation of a fully-fledged (burglary-resistant) end product (e.g. when combined with other products or, in the event of composite hardware, the application matrix);
- A maintenance guide (lubrication, oiling) which includes an overview of the substances which will be used;
- Any limitations when it comes to the validity or the usage (e.g. products which cannot be sealed);
- Guidelines for selecting the right controls and/or operation tips (e.g. for electrical window/door hardware).



**Approval-with-product-certificate**

The approval-with-product-certificate will state the product performance submitted, on the condition that the processing instructions with application conditions/conditions of use have been executed properly.



## 5. Product requirements

This chapter deals with the product requirements; these have been translated into product characteristics which window/door hardware products need to meet, as well as the determination methods and threshold values which will be used to determine if the product meets these requirements.

### 5.1 General product requirements

#### Performance requirement - NEN 5089

Window/door hardware products have to satisfy the requirements of NEN 5089 burglary resistance class “1-star”, “2-stars” or “3-stars” which are the burglary resistance classifications.

*Remark: NEN 5089 refers, where possible, to published European Standards for the individual product types, supplemented with a manual test where the product is mounted in a reference façade element.*

#### Determination method

The test method described in NEN 5089 will be used to determine whether or not window/door hardware meet the requirements for the NEN 5089 class in question.

The tests executed for this purpose can be divided into 4 main categories:

1. (Application) sustainability tests;
2. Corrosion-resistance tests;
3. Dimension tests;
4. Strength tests.

#### Performance requirement - SKG-IKOB AE 3104

Window/door hardware, which is a product type not provided for in NEN 5089, need to meet the requirements which the College of Experts for Safe and Burglary-Resistant Products (CoE V&I) have declared valid; these have been included in the publication:

SKG-IKOB AE 3104 - Product requirements and other requirements for security products for windows and doors - additional requirements for AG 3104.

#### Determination method

The determination methods established by the CoE V&I will assess whether or not security products for windows and doors meet the requirements which correspond with the burglary resistance class in question.

#### Attest-with-product certificate

In the attest-with-product certificate, the classification is explained by means of star designation.



## 6. Requirements for the certificate holder and the quality system

### 6.1 General

The certificate holder's management board will bear responsibility for the quality of the organisational process, the functioning of the quality system, the internal quality control and the product quality.

The internal quality control shall include the relevant aspects for their business type from this chapter.

### 6.2 Quality system

#### 6.2.1 Quality documentation

The quality system must focus on the documentation and, upon continuation, the supply of products as determined for the area of application of this assessment guideline.

The certificate holder's quality system is recorded in writing and in a structured manner, and minimally contains, if applicable, the following elements:

- Contents, including version management of the procedures/working methods and quality registrations
- Overview of the organisational structure, including references to the responsible officer(s)/function title(s) concerning product development/product documentation, access control, production control, exit control and complaints.
- Procedure/working method for product development/mutations (including article codes and accompanying instructions) which include the methods with which certified products are handled and how the certification body will be informed
- Procedures/working methods for; entry control, production control, final control incl. steps to be take for non-conforming products.
- Procedure/working method for complaints and/or handling deficiencies and the implementation of recovery and corrective measures.
- Procedure/working method for managing production, measuring and test equipment.

#### 6.2.2 General requirements for internal quality control

The certificate holder's quality system must be implemented in the organisation and must be functional.

The certificate holder must minimally and demonstrably record the following in the procedures/working methods:

- The frequency, the methods and the criteria with which the various internal quality controls must be carried out and which need to be met.
- Whether and how the results of the assessment will be registered and stored.

The internal quality control shall allow the certificate holder to continue to prove that the requirements included in this assessment guideline are being met.

#### 6.2.3 Purchase

A certificate holder shall create written procedures which relate to:

- If applicable, the recording of the purchase criteria for specific, essential raw materials, materials and semi-finished products.
- The exit control/inspection of essential raw materials, materials or semi-finished products which have been purchased and which are essential for the product.

#### 6.2.4 Storage of raw materials, materials and finished products

Essential raw materials, materials or semi-finished goods which are kept in storage must be inspected upon delivery to ensure they meet the necessary requirements (exit control).

#### 6.2.5 Management of laboratory and measuring equipment

The laboratory and measuring equipment which is subject to inspections shall feature markings/registration, which may be used to help determine the calibration status.

If necessary, laboratory and measuring equipment will be calibrated at specific intervals.



### 6.2.6 Steps to be taken in the event of non-conforming products

If the results of the internal quality control determine that certain products do not meet the applicable requirement, then steps will be taken to identify the cause and, where necessary, adjustments will be made to processes to prevent similar deficiencies occurring in the future.

### 6.2.7 Complaint handling

The certificate holder should have a procedure in place to handle complaints concerning delivered products. This procedure must, minimally, include the following aspects:

- The responsible employee(s) for assessing and handling complaints,
- The registration of complaints and the accompanying follow-up and resolution process,
- The implementation of repair and corrective measures and the adequate provision of information to the complainant.

### 6.2.8 Quality system operator

A staff member who is tasked with the management of and who is responsible for the functioning of the internal quality controls must be allocated within the organisation.

### 6.2.9 Managing documents and registrations

The certificate holder is obliged to ensure that:

- The current versions of the quality documents are accessible to all employees who may need them and that they are located in the areas where they will be used,
- The procedures and instructions are updated whenever necessary and that they have been effectively implemented in the event of continuation,
- New and amended quality documents will be authorised and released for use by an allocated officer,
- The lapsed quality documents will be stored for at least 2 years,
- The effected registrations that are relevant for the demonstrability of the production process, controlled in accordance with this assessment directive, are correctly identified, traceable and kept for at least two years.

## 6.3 Temporary halt in production and/or supply

In the event that products will not be manufactured and/or supplied (temporarily), the approval-with-product-certificate can (temporarily) be suspended at the certificate holder's request if this period will span more than 6 months. This type of suspension can be granted by the certification body for a total maximum of 1 year.

The certificate holder may request the suspension be ended at an earlier date once it has been granted.

A suspension which lasts longer than 1 year shall be subject to an additional assessment/supplemental tests to ensure the product in question still meets all the requirements included in this assessment guideline before supply accompanied by approval-with-product-certificate can be resumed and the suspension can be returned to active.



## 7. External conformity assessments

### 7.1 General

As part of the granting of KOMO approval-with-product-certificate and the right to apply the SKG logo in question to the product, the certification body will execute an admission review. Following the issuing of KOMO approval-with-product-certificate, the certification body will perform periodic assessments.

### 7.2 Admission review

The applicant for approval-with-product-certificate will indicate which products need to be included in the approval-with-product-certificate which will be issued. The applicant will make all relevant data concerning these products available with the aim of creating the product specification and the declaration concerning the product characteristics which will be included in the approval-with-product-certificate.

As part of the granting of approval-with-product-certificate, the certification body will execute an admission review where:

- The product performance during application and the processing conditions/application conditions which conform with this AG will be assessed (primary assessment);
- The certification body will determine whether or not the applicant can use their quality system to ensure that the products will continue to exhibit the characteristics, or respectively provide the same performance as set down in this AG (company assessment).

With regards to the essential product characteristics, as included in Annex ZA of the harmonised European standard, and the accompanying parts of the internal quality control, the certification body will need to convince themselves that the statements made meet the requirements included in this assessment guideline.

### 7.3 Nature and frequency of the periodic assessments

Following the issuing of approval-with-product-certificate, the certification body will carry out periodic assessments at the certificate holder's location to ensure compliance with their obligations. The nature, scope and frequency of the periodic assessments will be determined by the College of Experts.

#### 7.3.1 Audit quality system

Upon the entry into force of this assessment guideline, the frequency of the assessment for the functioning of the Internal Quality Control (QS) has been set at 1 assessment per year in conformity with Chapter 6.

*Remark: The certification body may decide to reduce the number of inspections to once every two years for companies which offer sufficient quality controls.*

*The certification body may decide to not carry out inspections at ISO-9001 certified businesses, if it is the certification body's belief that it has been sufficiently proven that the quality controls for the product and the production process for products certified in conformity with this AG is part of the ISO-9001 quality system.*

The findings of each assessment carried out will be recorded in writing.





### 7.3.2 Assessments concerning product performance during application

A reference example will be assessed for all assessment aspects directly related to burglary resistance, the assembly instructions and the product (performance) identification at least once every two years for each certified product.

*Remark: No manual tests, as described in NEN 5089, will be carried out during the product assessment necessary for the continuation of the product certificate.*

A reference example will be assessed for all assessment aspects relating to sustainability and corrosion-resistance at least once every two years for each key product group.

Types of products	Key product groups
single lock	locks
multi-point lock	
single bolt	latches
multi-point latch	
cylinder	cylinders
burglary-proof hardware	hardware
hinge	hinge
seam protector	miscellaneous
barrier provision	
striker plate	
window handle	
padlock	padlocks

If the certificate holder wishes to implement changes (to the product) which will affect the specifications and/or performance, as recorded in the quality declaration, then these will need to be reassessed/supplemented by means of an interim assessment.

## 7.4 Deficiencies

### 7.4.1 Weighing deficiencies

The way in which a certification body will weigh any deficiencies has been included in the sanction policy; this policy is created on an annual basis by the College of Experts.

### 7.4.2 Follow-up for deficiencies

The way in which a certification body will follow-up on any deficiencies has been included in the sanction policy; this policy is created on an annual basis by the College of Experts.

### 7.4.3 Sanction procedure

The sanction procedure has been included in the certification body's regulations for certification and attestation.



## 8. Requirements that must be met by the certification body

### 8.1 General

The certification body must have access to a procedure which lays out the general rules which are implemented during the certification process.

### 8.2 Certification staff

The staff involved in the certification process can be subdivided as follows:

- Sector coordinator: charged with the execution of the admission review and the assessment of the reports issued by the inspectors;
- Inspectors: charged with the execution of the external inspection at the supplier's location;
- Certification manager: charged with making decisions following the execution of the admission reviews and the continuation of certification following the execution of the inspections.

#### 8.2.1 Competence criteria for certification staff

The qualification of the executive certification staff working at a certification body must meet the requirements in NEN-EN-ISO 17065. The certification body's quality system must describe the certification staff's qualifications. The table below provides an overview of the certification staff's qualifications.

NEN-EN-ISO 17065	Sector coordinator Initial product assessment and assessment of the production location	Inspector assessment of the product, product location and project following the issuing of a certificate	Certification manager concerning the issuing of a certificate and expansion of the certificate
1. General education	University of Applied Sciences (HBO) working and thinking level	Secondary Vocational Education (MBO) working and thinking level	University of Applied Sciences (HBO) working and thinking level
2. Specific education	<ul style="list-style-type: none"> <li>• basic training auditing</li> <li>• specific training concerning the technical area in question</li> </ul>	<ul style="list-style-type: none"> <li>• basic training auditing</li> <li>• specific training concerning the technical area in question</li> </ul>	Not applicable
3. General experience	1 year relevant work experience during which at least 4 initial assessments were carried out and where 1 supervised assessment was executed independently	1 year relevant work experience during which at least 4 inspections were carried out and where 1 supervised inspection was executed independently	4 years work experience, 1 of which involved certification activities
4. Specific experience	Detailed knowledge regarding the certification programme and 4 initial assessments during which this AG is used	Detailed knowledge regarding the certification programme and the 4 inspections during which this AG is used	Basic knowledge regarding the specific certification programme

#### 8.2.2 Qualified certification staff

Certification staff must possess proven qualifications and skills gained through tests and knowledge of the above listed requirements. Qualification based on other criteria must be recorded in writing.

Qualification authority rests with:

Management of the certification body: qualification of the Sector Coordinator, Inspectors and Certification Managers.



### 8.3 Reporting for admission reviews and periodic assessments

The certification body will document the findings of the admission reviews and periodic assessments in an unambiguous report. A report must meet the following requirements:

- **Completeness**; the report must provide an evidence-based discussion of the level of conformity determined regarding the requirements which are part of this assessment guideline,
- **Traceability**; the findings on which results are based shall be recorded in a traceable way.

### 8.4 Decisions regarding KOMO approval-with-product-certificate

The decision concerning the issuing of a certificate must be made by a qualified individual who was not personally involved in the certification procedure. This decision shall be recorded in a traceable way.

### 8.5 Reporting to the College of Experts

Reports concerning the activities and the results of activities for approval-with-product-certificates, executed in conformity with this Assessment Guideline, will be submitted to the College of Experts by the certification bodies at least once a year. This report must contain the following anonymous data:

- The number of inspections carried with regards to the determined intervals,
- The results of these assessments
- The number of admission reviews carried out,
- The sanctions imposed for any deficiencies discovered,
- Complaints received from third parties concerning certified products,
- The sanction policy connected to the certification scheme.

### 8.6 Interpretation of the regulations

The College of Experts may record the interpretation of the requirements included in this assessment guideline in a separate document. This document is generally accessible and will be published on the certification body's website. Each certification body who uses this assessment guideline is obliged to adhere to the interpretations recorded in this document.



## 9. List of documents

### 9.1 Public law regulations

- Building Decree 2012 / Stb. 2011, 416; last amendment Stb. 2020, 529
- Regulation Building Decree / STcrt. 2011, 23914; last amendment Stcrt. 2020, 66972
- Decree on constructions and living environment / Stb. 2018, 291; last amendment Stb. 2021, 227
- CPR 305/2011 / European Construction Products Regulation

### 9.2 Normative documents

- NEN 5087:2013 + A1:2016 / Burglary security of dwellings - Accessibility of roof elements and façade elements: doors, windows and frames
- NEN 5089:2019 + A1:2021 / Burglary resisting building hardware - Classification, requirements and test methods
- NEN 5096:2012 / Burglary resistance - Roof or façade elements with doors, windows, shutters and fixed fillings - Requirements, classification and test methods, including amendments page A1: 2015
- EN 179:2008 / Window and door hardware - Locks for emergency exits with a door handle or a push panel, for use in escape routes - Requirements and test results
- EN 1125:2008 / Window and door hardware - Panic locks for emergency doors with a horizontal operating bar for use in escape routes - Requirements and test methods
- EN 1935:2002/AC:2003 / Window and door hardware - single-axis hinges - Requirements and test methods
- EN 12209:2003/AC:2005 / Window and door hardware - Locks and latches - Mechanically operated locks, latches and locking plates - Requirements test methods
- EN 14846:2008 / Window and door hardware - Locks and latches - Electromechanically operated locks, latches and locking plates - Requirements test methods
- ISO 9001:2015 / Quality management systems - Requirements
- SKG-IKOB AE 3104 / Additional requirements for the issuing of a product certificate for windows and doors on the basis of AG 3104
- SKG-IKOB KE 573 / Additional security products
- SKG-IKOB KE 574 / Security products which offer assistance and/or which prevent personal injury