



PERMANENT DOCUMENT

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Procedures for identifying and for dealing with defective applications

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CENELEC CERTIFICATION AGREEMENT (CCA)

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PROCEDURES FOR IDENTIFYING AND FOR DEALING WITH DEFECTIVE APPLICATIONS

1. Introduction

This document is intended to give guidance to signatories of the CCA in dealing with defective applications in an efficient and uniform way to ensure satisfactory outcome without unnecessary delay.

In order to achieve the described aim these rules have been based on the principle of informal contacts between the parties concerned wherever this is possible.

2. Defects caused by the applicant

2.1 Missing information

If Body "B" receives an incomplete application lacking, in particular, any item mentioned in Sub-clause 2.3 of the CCA Agreement (PD CCA 210), the applicant shall be asked without delay to provide the missing information or material.

2.2 Discrepancies between documents

If the documents provided (application letter, Notification of Test Results, etc.) do not show complete accordance with one another (e.g. with regard to the type designation), the applicant shall be asked without delay to give the correct information.

If a delay is likely to occur until the correction will be effected, the applicant shall be advised that the application will rest, pending correction.

2.3 Discrepancies between documents and the specimen of the product

If it becomes evident from the assessment of the specimen of the product that it does not fully conform to the documents provided (e.g. type designation, rating), in particular that it is different from the one tested by Body "A", the applicant shall be informed accordingly in writing, without delay, clearly describing the discrepancies observed and warning that the application will be rejected unless satisfactory explanation is given within a month.

3. Defects caused by Body "A"

3.1 Discrepancies between documents

If the test report does not match with the Notification of Test Results to which it is attached to, Body "A" shall be asked without delay to remedy the discrepancy.

3.2 Missing information

If the Notification of Test Results or the test report attached to it is lacking essential information (e.g. on a particular test or the values measured, where relevant), Body "A" shall be asked without delay to explain the matter.

- (a) If the particular information is covered by the files of Body "A", Body "A" has to issue without delay amended documents.
- (b) If the particular information is missing due to the fact that a test or part of it had been omitted by Body "A", Body "B" may do the test concerned and inform Body "A" of the result if that is agreed to be the simplest way. Body "A" has then to issue without delay amended documents.

3.3 Seemingly erroneous information

If assessment of the specimen of the product raises doubts with regard to the probability of a particular test result shown in the test report, Body "A" shall be asked if necessary, to give explanatory information.

- (a) If the cause of the doubts is found to be the difference between the specimen submitted to Body "B" and the one tested by Body "A", item 2.3 applies.
- (b) If the cause of the doubts is found to be a difference between the test methods, the test apparatus or the method of evaluation of test results, agreement on the acceptable method shall be sought between the bodies without delay.
- (c) If an agreement on the correct test result cannot be found, item 4 applies.

4. **Unresolved differences of opinion**

If any of the cases dealt with under items 2 and 3 cannot be resolved as indicated, the remaining unresolved differences of opinion shall be handled according to PD EEPKA 007 "Arbitration Panel - Rules of Procedure for dealing with complaints".
