

Certification Regulations of KWF Services GmbH

Table of Contents

1	PURPOSE	3
2	SCOPE	3
3	TESTING AND CERTIFICATION PROCEDURES	3
3.1	ENQUIRIES AND QUOTATIONS	3
3.2	APPLICATION FOR TESTING AND CERTIFICATION	3
3.3	APPLICATION REVIEW AND ACCEPTANCE	4
4	TESTING	4
5	CERTIFICATION	4
5.1	ACCREDITED CERTIFICATION PROGRAMMES – DIVISION OF PPE	5
5.2	NON-ACCREDITED CERTIFICATION PROGRAMMES – DIVISION OF PPE	6
5.3	ACCREDITED CERTIFICATION PROGRAMMES – DIVISION OF MACHINERY	7
5.3.1	<i>Hand-held forestry machinery</i>	7
5.4	NON-ACCREDITED CERTIFICATION PROGRAMMES – DIVISION OF MACHINERY	8
5.4.1	<i>Mobile and stationary machinery for wood processing</i>	8
5.4.2	<i>Municipal engineering machinery and other products</i>	9
6	USE OF CERTIFICATES AND MARKS	11
6.1	TRANSFER OF CERTIFICATES	11
6.2	AWARDING OF THE GS MARK	11
7	MISUSE OF CERTIFICATES AND MARKS	12
7.1	MISLEADING ADVERTISING	12
7.2	INCORRECT OR INCOMPLETE INFORMATION	12
7.3	SUBSEQUENT MODIFICATION OF THE PRODUCT	12
7.4	USE WITHOUT AUTHORISATION	12
8	RESTRICTION, SUSPENSION AND WITHDRAWAL OF CERTIFICATES	12
8.1	NON-CONFORMITIES	12
8.2	MEASURES RESULTING FROM NON-CONFORMITIES	13
8.3	PRODUCTS SUBJECT TO ONGOING MONITORING BY THE CERTIFICATION BODY	13
9	OBLIGATIONS OF THE CERTIFICATE HOLDER	13
10	SURVEILLANCE MEASURES	14
11	COSTS OF SERVICES	14
12	LIABILITY	14
13	COMPLAINTS AND APPEALS	15
14	IMPARTIALITY, CONFIDENTIALITY AND DATA PROTECTION	15
15	MISCELLANEOUS	15

1 Purpose

This document contains the certification regulations of

KWF Services GmbH

Spremberger Straße 1
D-64823 Groß-Umstadt

Notified body identification number: 0363

Tel.: +49 (0) 607878528

Email: info@kwf-services.de

Website: <https://kwf-services.de/en/welcome/>

KWF Services GmbH comprises:

- the certification body, which is accredited in accordance with DIN EN ISO/IEC 17065, and
- the testing laboratory, which is accredited to DIN EN ISO/IEC 17025

by the German Accreditation Body (DAkKS).

The accredited scope can be viewed in [the downloads section](#) of the website. The certification programmes listed distinguish between accredited and non-accredited areas.

The certification regulations apply to all services within the scope of product certification

Certification covers tested products that are manufactured in series or are intended to be manufactured, as well as individual products or specific aspects of these products.

2 Scope

These regulations contain principles for certification for the product division of personal protective equipment (PPE) in accordance with

- Regulation (EU) 2016/425
- GS mark in accordance with Section 5 of the ProdSG

as well as for the product division of machinery in accordance with

- Directive (2006/42/EC)
- Regulation (EU) 2023/1230
- GS mark in accordance with Section 5 of the ProdSG

3 Testing and certification procedures

3.1 Enquiries and quotations

If you are interested in our testing and certification services, please send an informal enquiry to info@kwf-services.de. KWF Services GmbH will review the enquiry and, if the outcome is positive, prepare a quotation.

3.2 Application for testing and certification

An application for certification must be submitted. To do so – please use the [testing and certification application form](#), which is available in the Downloads section of the KWF Services GmbH website.

Changes to products that have already been certified must also be reported by submitting an application, quoting the certificate number(s) issued. The scope of the required documentation and/or test samples will be agreed on a case-by-case basis.

By submitting the application, these certification regulations and the [General Terms and Conditions](#) in their current version are deemed to have been accepted.

3.3 Application review and acceptance

Before acceptance, the application is reviewed by the certification body.

If it is necessary to commission tests from external laboratories, the customer will be informed.

Acceptance of the application is confirmed in writing by the certification body. If a quotation has been provided previously, the customer receives an application confirmation referencing the quotation from the ERP system.

The certification body may refuse to accept an application for certification or to maintain a contract if it does not have the capacity required to process the application.

The certification body shall refuse to accept the application if it does not possess the expertise required to process the application.

4 Testing

The certification body commissions one or more testing laboratories to carry out the necessary tests.

The customer shall provide the testing laboratory with the necessary product samples, carriage paid.

The testing laboratory carries out the necessary tests and draws up a test report on the results.

Test samples received are stored in accordance with the information provided in the application form or order, or as agreed; they are returned at cost price or disposed of.

In the division of machinery, samples are generally retained by means of detailed (photographic) documentation. In the division of PPE, a retained sample of the tested type is stored.

5 Certification

Certification activities are carried out on the basis of the certification programmes listed in the following sections.

The certification body assesses the test report for conformity with the requirements.

If the properties of the test item are found to be in conformity with the requirements, a certificate or an EU/EC type-examination certificate, hereinafter referred to as a certificate, is issued.

If non-conformity is established, the certification body shall inform the customer of this in writing, stating the relevant reasons. The customer shall receive the test report from the testing laboratory via the certification body.

The certificate contains the certification and testing criteria, the results of the certification, any conditions attached to it, and the information required to identify the certified product.

The certificate is provided to the customer in digital form. In addition to the certificate, the customer receives the test report from the testing laboratory upon completion. The data is provided via the customer's cloud, via

the KWF Services GmbH cloud, as an encrypted email attachment and, exclusively by individual agreement with the customer, as an unencrypted email attachment.

5.1 Accredited certification programmes – Division of PPE

Title of the certification programme	Protective clothing for users of hand-held chain-saws – leg protectors	Protective clothing for users of hand-held chain-saws – protective gaiters	Protective clothing for users of hand-held chain-saws – upper body protectors	Protective clothing for users of hand-held chain-saws – protective gloves				
Accreditation	Yes	Yes	Yes	Yes				
Scope of the certification programme	in accordance with the respective title of the certification programme							
Directive / Regulation / Law	Regulation (EU) 2016/425							
Evaluation procedure								
Certification system	EU type examination in accordance with Annex V (Module B), Regulation (EU) 2016/425 For PPE Category III: in conjunction with Module C2 in accordance with Annex VI							
Evaluation requirements	In accordance with the Regulation and							
	EN ISO 11393-2:2018	EN ISO 11393-5:2019	EN ISO 11393-6:2018	EN ISO 11393-4:2019				
Are surveillance measures required?	Yes (C2 only)	Yes (C2 only)	Yes (C2 only)	Yes (C2 only)				
Sampling / Test samples	Yes	Yes	Yes	Yes				
Evaluation by KWF test laboratory?	Yes	Yes	Yes	Yes				
Acceptance of test reports	Test reports from laboratories accredited to ISO/IEC 17025 for the relevant tests Test reports from notified bodies for the relevant product groups.							
Subcontracting for	/			Tests according to EN ISO 388				
Rules and procedures for granting								
Validity period	5 years							
Conformity mark / Certification mark	CE 0363							
Rules and procedures for maintaining								
Are surveillance measures required?	Yes (C2 only)	Yes (C2 only)	Yes (C2 only)	Yes (C2 only)				
Sampling / test samples	Yes	Yes	Yes	Yes				
Type and scope of results presentation	Test report	x	Test report	x	Test report	x	Test report	x
	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x
Evaluations that may be omitted in the event of re-accreditation	Partial examinations within a defined scope		Partial examinations within a defined scope		Partial examinations within a defined scope		Partial examinations of a specified scope	
Special features	/		/		/		/	

Title of the certification programme	Protective clothing for users of hand-held chain-saws – leg protectors	Protective clothing for users of hand-held chain-saws – protective gaiters	Protective clothing for users of hand-held chain-saws – upper body protectors	Protective clothing for users of hand-held chain-saws – protective gloves
Publication on the website				
In the directory of certified products	No	No	No	No
Contact	Patrick.muessig@kwf-services.de			
Last updated	April 2026	April 2026	April 2026	April 2026

5.2 Non-accredited certification programmes – Division of PPE

Title of the certification programme	Wild boar protective trousers	Hedge trimmer protective trousers
Accreditation	No	No
Scope of the certification programme	in accordance with the respective title of the certification programme	
Directive / Regulation / Law	Regulation (EU) 2016/425	
Evaluation procedure		
Certification system	EU type examination in accordance with Annex V (Module B), Regulation (EU) 2016/425	
Evaluation requirements	In accordance with the Regulation and DIN 19432:2025-04	In-house testing procedure "Protective clothing for users of hedge trimmers - rev. 2"
Are surveillance measures required?	No	No
Sampling / Test samples	Yes	Yes
Evaluation by KWF test laboratory?	Yes	Yes
Acceptance of test reports	Test reports from laboratories accredited to ISO/IEC 17025 for the relevant tests Test reports from notified bodies for the relevant product groups.	
Subcontracting for	/	
Rules and procedures for granting		
Validity period	5 years	
Conformity mark / Certification mark	CE	
Rules and procedures for maintaining		
Are surveillance measures required?	No	No
Sampling / Test samples	No	No
Type and scope of results presentation	Test report x Measurement report(s) (internal) x	Test report x Measurement report(s) (internal) x
Evaluations that may be omitted in the event of re-accreditation	Partial examinations within a defined scope	
Special features	/	
Publication on the website		
In the directory of certified products	No	No
Contact	Patrick.muessig@kwf-services.de	

Title of the certification programme	Wild boar protective trousers	Hedge trimmer protective trousers
Last updated	April 2026	April 2026

5.3 Accredited certification programmes – Division of machinery

5.3.1 Hand-held forestry machinery

Title of the certification programme	Chainsaws (with internal combustion engine) for forestry work	Chainsaws (with internal combustion engine) for tree service	Pole pruners with internal combustion engine	Pole pruners with backpack combustion engine				
Accreditation	Yes	Yes	Yes	Yes				
Scope of the certification programme	in accordance with the respective title of the certification programme							
Directive / Regulation / Act	*Directive 2006/42/EC **Regulation 2023/1230 (EU) ProdSG *until 19 January 2027; **from 20 January 2027							
Evaluation procedure								
Certification system	*EC type examination in accordance with Annex IX, Directive 2006/42/EC **EU type examination in accordance with Annex VIII (Module B), Regulation (EU) 2023/1230							
Evaluation requirements	In accordance with the Directive or Regulation and							
	EN ISO 11681-1:2022	EN ISO 11681-2:2022	EN ISO 11680-1:2021	EN ISO 11680-2:2021				
Are surveillance measures required?	Yes (GS)	Yes (GS)	Yes (GS)	Yes (GS)				
Sampling / Test samples	Yes	Yes	Yes	Yes				
Evaluation by KWF test laboratory?	Yes	Yes	Yes	Yes				
Acceptance of test reports	Test reports from laboratories accredited to ISO/IEC 17025 for the relevant tests Test reports from bodies notified for the relevant product groups.							
Subcontracting for	Sound measurements in accordance with ISO 22868; PAH analysis in accordance with specification AfPS GS 2019:01 PAH							
Rules and procedures for awarding								
Validity period	5 years							
Conformity mark / Certification mark	*CE **CE 0363 GS							
Rules and procedures for maintaining								
Are surveillance measures required?	Yes (GS)	Yes (GS)	Yes (GS)	Yes (GS)				
Sampling / Test samples	Yes	Yes	Yes	Yes				
Type and scope of results presentation	Test report	x	Test report	x	Test report	x	Test report	x
	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	/	Measurement report(s) (internal)	/

Title of the certification programme	Chainsaws (with internal combustion engine) for forestry work	Chainsaws (with internal combustion engine) for tree service	Pole pruners with internal combustion engine	Pole pruners with backpack combustion engine
Evaluations that may be omitted in the event of re-accreditation	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope
Special features	/	/	/	/
Publication on the website				
In the directory of certified products	Yes (GS)	Yes (GS)	Yes (GS)	Yes (GS)
Contact	Patrick.muessig@kwf-services.de			
Last updated	April 2026	April 2026	April 2026	April 2026

5.4 Non-accredited certification programmes – Division of machinery

5.4.1 Mobile and stationary machinery for wood processing

Title of the certification programme	Circular sawing-machines for fire wood	Log sawing machines	Wedge splitters	Combined fire-wood processors
Accreditation	No	No	No	No
Scope of the certification programme	in accordance with the respective title of the certification programme			
Directive / Regulation / Act	*Directive 2006/42/EC **Regulation 2023/1230 (EU) ProdSG	*Directive 2006/42/EC **Regulation 2023/1230 (EU) ProdSG	*Directive 2006/42/EC **Regulation 2023/1230 (EU) ProdSG	*Directive 2006/42/EC **Regulation 2023/1230 (EU) ProdSG
*until 19 January 2027; **from 20 January 2027				
Evaluation procedure				
Certification system	*EC type examination in accordance with Annex IX, Directive 2006/42/EC **EU type examination in accordance with Annex VIII (Module B), Regulation 2023/1230 (EU)		Section 5 ProdSG	
Evaluation requirements	In accordance with the Directive or Regulation and			
	EN 1870-6:2017	EN 1807-2:2013	EN 609-1:2017	prEN 18181 and based on EN 1870-6:2017 and EN 609-1:2017
Are surveillance measures required?	Yes (GS)	Yes (GS)	Yes	Yes
Sampling / Test samples	Yes	Yes	Yes	Yes
Evaluation by KWF test laboratory?	Yes	Yes	Yes	Yes
Acceptance of test reports	Test reports from laboratories accredited to ISO/IEC 17025 for the relevant tests Test reports from notified bodies for the relevant product groups.			
Subcontracting for	Sound measurements in accordance with ISO 22868; PAH analysis in accordance with specification AfPS GS 2019:01 PAH; testing of the impact resistance of protective barriers in accordance with EN 1807-2 Annex C			

Title of the certification programme	Circular sawing-machines for fire wood	Log sawing machines	Wedge splitters	Combined fire-wood processors				
Rules and procedures for granting								
Validity period	5 years							
Conformity mark / Certification mark	*CE **CE 0363 GS		GS					
Rules and procedures for maintaining								
Are surveillance measures re-quired?	Yes (GS)	Yes (GS)	Yes	Yes				
Sampling / Test samples	Yes	Yes	Yes	Yes				
Type and scope of results presentation	Test report	x	Test report	x	Test report	x	Test report	x
	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x
Evaluations that may be omitted in the event of re-accreditation	Partial examinations within a defined scope		Partial examinations within a defined scope		Partial examinations within a defined scope		Partial examinations within a defined scope	
Special features	/			In-house examination procedure				
Publication on the website								
In the directory of certified products	Yes (GS)	Yes (GS)	Yes (GS)	Yes (GS)				
Contact	Patrick.muessig@kwf-services.de							
Last updated	April 2026	April 2026	April 2026	April 2026				

5.4.2 Municipal engineering machinery and other products

Title of the certification programme	Machinery for road maintaining – Basic requirements	Machinery for road maintaining – Road sweepers	Machinery for road maintaining – Grass mowers	Trench shoring systems
Accreditation	No	No	No	No
Scope of the certification programme	in accordance with the respective title of the certification programme			
Guideline / Regulation / Act	ProdSG			
Evaluation procedure				
Certification system	Section 5 ProdSG			
Evaluation requirements	In accordance with			
	EN 17106-1:2021	EN 17106-2:2021	EN 17106-4:2021	In-house testing procedures
Are surveillance measures re-quired?	Yes			
Sampling / Test samples	Yes			
Evaluation by KWF testing laboratory?	Yes			

Title of the certification programme	Machinery for road maintaining – Basic requirements	Machinery for road maintaining – Road sweepers	Machinery for road maintaining – Grass mowers	Trench shoring systems				
Acceptance of test reports	Test reports from laboratories accredited to ISO/IEC 17025 for the relevant tests Test reports from bodies notified for the relevant product groups.							
Subcontracting for	PAH analysis in accordance with specification AfPS GS 2019:01 PAH							
Rules and procedures for granting								
Validity period	5 years							
Conformity mark / Certification mark	GS							
Rules and procedures for maintaining								
Are monitoring measures provided for?	Yes							
Sampling / Test samples	Yes							
Type and scope of results presentation	Test report	x	Test report	x	Test report	x	Test report	x
	Test report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	x	Measurement report(s) (internal)	/
Evaluations which may be omitted in the event of re-accreditation	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope	Partial examinations within a defined scope
Special features	/	/	/	/	/	/	In-house examination procedure	
Publication on the website								
In the directory of certified products	Yes							
Contact	Patrick.muessig@kwf-services.de							
Last updated	April 2026	April 2026	April 2026	April 2026				

6 Use of certificates and marks

The certificates remain the property of the certification body.

The certificate may only be used in its entirety, stating the date of issue and, where applicable, the expiry date.

Certificate holders are responsible for compliance with all relevant legal provisions, as well as the regulations of these certification rules. This includes ensuring that

- using the certificate exclusively for the certified product,
- they report any changes to the product to the certification body so that any potential impact on product conformity can be assessed,
- advertising using the certificate complies with competition law, is not conducted in any way that is detrimental to KWF Services GmbH, and is carried out only with valid certificates.

The certificate becomes invalid if its period of validity has expired or if changes are made to the product or its manufacture.

The certification body is entitled and – where required by law – obliged to publish the granting and withdrawal of the certificate.

Products for which a certificate has been issued may be marked with the marks provided for in the legal basis in accordance with the scope of certification applied for.

6.1 Transfer of certificates

A certificate may be transferred to a third party at the request of the holder. The transfer is subject to the following conditions:

- the previous certificate holder consents to the transfer in writing,
- the applicant confirms in writing that the product placed on the market by them fully conforms to the tested sample,
- the third party acknowledges the certification regulations and the applicable legal obligations,
- the certification body verifies and confirms the product's conformity with the tested sample,
- the third party assumes all obligations associated with the certificate, including the obligation to carry out and tolerate surveillance measures.

The certification body may order additional measures to verify the transfer, in particular:

- a repeated factory inspection,
- an inspection of the production facility,
- supplementary tests or spot checks, if this is necessary to establish conformity.

The transfer shall only take effect upon written confirmation by the certification body.

The certification body may refuse the transfer if there are doubts regarding the conformity of the product, the manufacturing site or the organisational requirements of the third party.

6.2 Awarding of the GS mark

The 'GS' mark may be affixed to the certified product if the certificate states that

- the tested product complies with the requirements set out in paragraph 3 and, where applicable, paragraph 6 of the ProdSG,

- the conditions to be observed during the manufacture of the product are met in order to ensure its conformity with the tested product,
- the certification body has initiated control measures to monitor the manufacture and lawful use of the mark,
- the person responsible for manufacture has undertaken to comply with the condition set out in the second indent and to accept the control measures,
- the certification body withdraws the award of the mark if the requirements under paragraph 3 and, where applicable, paragraph 6 of the ProdSG have changed or the conditions set out in the second indent are not met.

7 Misuse of certificates and marks

The misuse of certificates and marks can take various forms and will be punished accordingly.

7.1 Misleading advertising

If certificates and marks are used misleadingly in publications, catalogues and other promotional materials and thus do not comply with competition law, the certificate holder shall bear all legal consequences arising from the misleading advertising.

7.2 Incorrect or incomplete information

If incorrect or incomplete information was provided when submitting products for certification, resulting in a certificate being issued under false pretences, the certificate shall be declared invalid.

7.3 Subsequent modification of the product

If the certified product is subsequently modified without the certification body being informed, the certificate shall be declared invalid.

7.4 Use without authorisation

The use of KWF Services GmbH certificates without the certification body's authorisation will be prosecuted.

8 Restriction, suspension and withdrawal of certificates

8.1 Non-conformities

Non-conformity with the certification requirements exists in the event of

- changes to the product, its design, specifications or manufacturing site,
- misuse of certificates and/or marks,
- a change of ownership of the certificate holder,
- changes to the guidelines, regulations or standards on which the certificate is based, and consequently to the requirements for the product,
- Defects that have arisen subsequently and were not apparent at the time of certification.

8.2 Measures resulting from non-conformities

In the event of non-conformity with the certification requirements, the certification body shall decide on appropriate measures:

- Continuation of certification subject to conditions set by the certification body (e.g. re-assessment of specific aspects or increased surveillance).
- Suspension of the certificate subject to appropriate measures, in the event of changes to the product that require re-assessment, or in the event of a change of ownership of the certificate holder.
- Withdrawal of the certificate if the conditions for granting the certificate are no longer met. If the certificate is withdrawn, the original must be returned to the certification body. Digital copies must be deleted.

The following measures apply upon suspension of the certificate:

- The certificate is suspended for the validity of the suspension. It must not be used during this period. The product must also not be marked with an assigned mark during the suspension. Products not yet delivered that are already marked with an assigned mark must not be placed on the market with that mark.
- A certificate remains suspended until the measures required for its reinstatement have been implemented or it is determined that the certificate must be withdrawn. Following a final decision, the certification body shall notify the certificate holder in writing as to whether the suspension – possibly subject to certain conditions – is to be lifted or whether the certificate is to be withdrawn permanently.

8.3 Products subject to ongoing monitoring by the certification body

For products whose valid certification is linked to ongoing surveillance, the certification body assesses the implications of a suspension, restriction or withdrawal of accreditation. As a rule, this has an impact (e.g. suspension, restriction or withdrawal) on the certificates concerned for products subject to ongoing surveillance, provided that the surveillance requirements can no longer be met. The certification body makes an independent decision on this on a case-by-case basis and informs affected customers immediately of the decision and any further measures.

9 Obligations of the certificate holder

The certificate holder must ensure that the requirements to be observed during the manufacture of the product are met in order to guarantee its conformity with the certified product. The certificate holder must undertake to comply with these requirements.

The certificate holder undertakes to accept any measures that may be necessary to ensure the conformity of test samples and series-produced products, such as surveillance measures, and to bear the costs thereof. This also includes surveillance measures carried out by the authorising authority or the accreditation body.

The certificate holder must inform the certification body in advance of any changes they wish to make to the product of the type in question. The certification body shall review these changes and inform the certificate holder of the outcome.

The certificate holder shall inform the certification body immediately of any relocation of the manufacturing site or transfer of the manufacturing site to another company or another company owner. In the event of a change of manufacturing site, the certification body shall assess whether a new inspection is necessary.

The certificate holder must record all complaints or objections from third parties concerning the certification requirements of the certified product, as well as the measures taken in response, and notify the certification body immediately.

10 Surveillance measures

As described in the respective certification programmes, the certification body carries out measures to monitor the manufacture and lawful use of the marks.

An agreement will be reached with the applicant regarding the implementation of surveillance measures.

The costs of the surveillance measures shall be borne by the applicant.

11 Costs of services

The current prices set out in the KWF Services GmbH price list apply to the testing and certification services.

Additional costs may arise in particular for

- additional work due to incorrect or incomplete application documents, incomplete technical documentation or faulty test samples, insofar as the customer is responsible for these,
- necessary repeat testing,
- services provided by external testing laboratories or other commissioned bodies,
- shipment and insurance of the samples,
- necessary travel and incidental expenses.

If a certification process is terminated or a certificate is not issued due to the test results, there shall be no entitlement to a refund for services already incurred or provided.

If the customer withdraws the certification application less than five working days before the start of the planned testing or certification activities, a flat-rate compensation fee amounting to 10% of the contract value as per the quotation from KWF Services GmbH will be invoiced. The customer reserves the right to prove that the costs incurred were lower.

12 Liability

The certification body holds liability insurance covering the scope of certification. Liability for damage to persons, property or assets arising during the performance of the certification is excluded to the extent that such exclusion is permitted by law.

The customer shall be liable for all claims by third parties against the certification body and its employees for damage to persons, property or assets arising during or as a result of the certification, insofar as the assumption of liability is permitted by law.

The customer is advised to take out additional insurance for the products to be certified. The certification body shall not be liable for damage caused by transport, fire or theft, nor for damage caused to the product during the testing and certification process.

13 Complaints and appeals

The applicant may lodge an objection or a complaint against the decisions or the working practices of the certification body. The objection or complaint must be made in writing and must state the grounds on which it is based. Objections to the content of a technical report are not permitted.

The deadline for objections or complaints is 4 weeks from the date of notification of the decision.

The management of the certification body at KWF Services GmbH shall decide on the objection or complaint.

If necessary, the management of the certification body shall hold a hearing and allow the applicant to justify their application in person or through a representative.

The decisions of the management of the certification body shall be justified in writing and sent to the complainant or objector.

The decision of the management of the certification body is final. Legal recourse is excluded.

14 Impartiality, confidentiality and data protection

The certification body operates impartially.

Services relating to product certification audits are open to all persons and are free from any form of discrimination. No one shall be disadvantaged or given preferential treatment on financial or other grounds.

Services are generally provided within the limits of available capacity and in the order in which orders are received.

The certification body undertakes to treat as confidential any trade and business secrets that come to its knowledge in the course of the contract or application and the provision of services.

The certification body is entitled to store and use in files all data and results obtained in connection with the certification.

The certification body may publish data and results in anonymised form. It may publish certified products, stating the certificate holder. Where the certification body is legally obliged to do so, or where these certification rules or a contractual provision permit it, the certification body may inform other bodies, authorities or the public about results and certificates, or provide information.

15 Miscellaneous

Any agreements deviating from these Certification Regulations must be in writing.

The contract between the applicant and the certification body is governed by German law. The place of jurisdiction is Dieburg.

The invalidity of one or more parts of the contract shall not affect the validity of the remaining contractual provisions.

This certification regulations are executed in both the German and English languages. In the event of any discrepancies or inconsistencies between the two versions, the German version shall prevail.