



Rules and regulations

for the

International quality label committee

of the European Heat Pump Association (EHPA)

Preamble

In 1998 heat pump associations from Germany, Austria and Switzerland created the D-A-CH quality label, which was a major step towards better quality and increased efficiency of heat pumps, greatly improving their acceptance in the market. Meanwhile the transformation of the well received DACH quality label into a European EHPA quality label is implemented.

This quality label shall only be granted to durable, reliable and energy efficient products with a high service standard.

A quality label based on such demanding criteria can successfully be employed in further developing the growing market for heat pumps.

In particular, it

- provides buying security and improved long term benefits to the customer.
- provides strong arguments for all parties seeking governmental support – institutional as well as financial.
- supports the current image of heat pumps as energy efficient, reliable, high quality products.
- contributes to establish heat pumps as innovative technology to »produce« renewable and environmentally friendly ambient heat.
- helps to protect the existing heat pump markets against low-quality, low price competition.

The following rules and regulations have the function to regulate competencies, tasks and communication processes within the International quality label committee and the communication procedures and links to the EHPA organisation.

§ 1 Implementation within EHPA

(1) EHPA established a technical committee »International quality label for heat pumps« henceforth referred to as »**quality label committee**«.

(2) Tasks of the »quality label committee« are:

- the creation and application of coherent rules and regulations for the process of granting the label of quality.
- to establish a total quality management system for this process
- to act as an umbrella for the national quality label commissions.

§ 2 Members of the »quality label committee«1

(1) Members of the »quality label committee« are

- a. one delegate from each national »quality label commission«.
- b. one delegate from each country representing accepted national test centre/s (see test centre working group)

(2) Only one Quality Label Commission per country is accepted.

(3) Each delegate has one vote. A transfer of voting rights is not permitted.

(4) Representatives are accepted.

(5) Additional experts and guests are welcome (they have no voting rights).

§ 3 Organisation of the »quality label committee«

(1) The »quality label committee« consists of the following bodies:

- A chair and a vice chair for the »quality label committee«
- A board (if installed, see §5)
- A Test centre working group
- An arbitration tribunal

§ 4 The »quality label committee«

(1) The regular annual meeting of the »quality label committee« will be held yearly. Invitations are to be sent out to all members by the chair or a nominated representative.

(2) An extraordinary meeting can be held by decision of the chair, by decision of the members or by written request of a minimum of 1/3 (one third) of the members. It has to be held within six weeks of this decision.

(3) Invitations to both ordinary and extraordinary meetings have to be sent out to all members at least four weeks prior to the event. They can be transmitted in writing, by fax or by eMail. It is the responsibility of the members to notify the chair of the »quality label committee« of any address change. The invitation has to include the meetings agenda.

(4) Applications for additional agenda items have to be sent out to the chair or the nominated representative of the »quality label committee« three working days prior to the meeting. Requests must be transmitted in writing, either by regular mail, by fax or by eMail. The members can decide to put urgent request on the agenda by vote.

- (5) Decisions can only be made for items on the agenda. A decision on an extraordinary meeting is excluded from this rule.
- (6) The members are able to vote when one third of all members is present in person. In case less than the required number of members are attending the meeting at the scheduled hour, it will be postponed by 30 minutes and will take place with the same agenda. A vote is then possible independent of the number of participating members.
- (7) Elections of and decisions at the committee meeting require a 2/3 majority of all valid votes.
- (8) Decisions on these articles of the rules and regulations of the «quality label committee» require a 2/3 of all valid votes. At least two thirds of the members have to vote on such decisions. Decisions on the documents describing the quality label criteria and test regulations have to be voted with a 2/3 majority as well.
- (9) The committee meeting is chaired by the chair of the »quality label committee«, in case of his absence it is chaired by the vice-chair. Should both be absent, the board member with highest seniority chairs the assembly.
- (10) Minutes will be prepared for each committee meeting. A copy has to be sent to the EHPA board.

§ 5 Tasks of the »quality label committee«

- (1) The committee meeting has the following tasks:
 - Election of chair and vice chair
 - Acceptance of new members and exclusion of existing members from the «quality label committee»
 - Approval of reports from working groups, the chair or other experts
 - Decisions on acceptance criteria to the committee, on rules and regulations on the testing process and on details of the QM-system for quality label.
 - Decisions on changes to the articles rules and regulations of the «quality label committee».
 - Decisions on the quality label criteria
- (2) The following tasks are fulfilled by the committee meeting or should be appointed to a nominated board, if installed (see §6)
 - the creation of rules and regulations necessary to grant the quality label to applicants
 - the creation of criteria for the quality management process
 - to control the coherent application of rules and regulations
 - to create special working groups, if necessary
 - to maintain a public list of all granted quality labels, this task should be appointed to a responsible person.

§ 6 Board of the »quality label committee«

- (1) If there are 10 or more member countries and therefore delegates from national quality label commissions a board within the quality label committee may be installed.

The »quality label committee«-board consists of five members – a chair, a vice-chair and three other members of the committee. The board is elected by during the annual committee meeting for a duration of two years.

- (2) Should an elected member of the board leave the board during its term of election, the chair has the right to nominate a new board member from all members of the committee for the rest of the election period.
- (3) Invitations to board meetings must be sent to the members in writing by either the chair, or vice-chair.
- (4) The board is quorate when all members were invited and a minimum of three members is present.
- (5) Decisions of the board require a 2/3 majority.
- (6) Board meetings are chaired by the chair, in the chairs absence by the vice-chair.
- (7) The quality committee members can – at any time - remove the board in total as well as individual members from office. Such a decision requires a new vote. In case of dismissal the old members term ends with the appointment of the new board members.
- (8) Members of the board can resign at any time by written request to the board. Should the whole board wish to resign a written request to the committee's members is necessary. Resignation takes effect with the appointment of a successor either for individual members or the whole board.

§ 7 Tasks of the board

- (1) Tasks of the board are (overtaken from the general assembly, see §5)
 - the creation of rules and regulations necessary to grant the quality label to applicants
 - the creation of criteria for the quality management process.

The rules and regulations developed by the board are valid for all countries without modification.
- (2) The board controls the coherent application of rules and regulations.
- (3) The board can create special working groups.
- (4) The board maintains a list of all granted quality labels. This list is public.
- (5) The board convenes at least yearly. Additional meetings can be called by request of individual members. Meetings should take place together with those of the quality label committee. Minutes will be prepared for each meeting. A copy has to be sent to the EHPA board.

§ 8 Test centre working group

- (1) **Members:** Members of the »test centre working group« are experts from the different registered and accepted testing institutes for the EHPA label from participating country. All accepted test institutes per country have to nominate one delegate who has one (1) vote. A transfer of voting rights is not permitted. Representatives are accepted.
- (2) **Criteria** to be an accepted EHPA test institute for performing tests for the EHPA quality label:
 - a. to be a member of the EHPA
 - b. to send one delegate to the test centre working group
 - c. to be actively involved in the quality management work of the group
 - d. to be an accredited test centre according to EN 17025 for the test standards listed in appendix III.
 - e. until 31.12.2008 a transition period will be accepted for the test centres accepted at the first meeting of the working group concerning §8 (2) d (accreditation).
- (3) **Tasks** of the »test centre working group« are
 1. the creation of coherent rules and regulations for the testing procedure applicable in all test centres (new or revised regulations)
 2. the definition and development of a quality management scheme
 3. the creation of application criteria for all test centres
 4. the screening of new applications for the fulfilment of required criteria (see §8 (2))
 5. to oversee the common quality standards; e.g. the execution of audits concerning testing procedure or inter-laboratory tests to verify compliance with the respective rules and their coherent application in all test centres.

§ 9 Language

- (1) The language for conferences, meetings and documentation is English. With all documents the English version is authoritative.
- (2) If deemed necessary, the respective national quality label commissions can do translations of the rules and regulations to different languages at their own expense. National quality label commissions can omit this translation and work with the English original instead.

§ 10 Arbitration tribunal

- (1) For all disputes from the quality label an arbitration tribunal is responsible. It consists of three judges who are members of the quality label committee. Each conflicting party can choose a single judge. Both parties have to jointly agree on the third judge who will be the chair of the arbitration tribunal.
- (2) The arbitration tribunal has to give each conflicting party the opportunity to present their case. It will then pass a judgement to the best of its knowledge and belief. The judgment shall be decided upon with a 2/3 majority. It shall be announced with all conflicting parties as well as the tribunals members present. Decisions are final.

§ 11 Financial issues

- (1) Work within the technical committee is honorary. National quality label commissions may decide individually to reimburse their delegates for cost incurred.
- (2) If additional costs for activities of the technical committee are foreseen, a budget has to be drafted. An agreement detailing cost structure and coverage is necessary. It must be signed by the chair of the technical committee and the financing party (ie one or more national quality commissions or EHPA). Within the technical committee the decision to incur extra expenses requires a vote.

§ 12 Quality Label regulations and test procedures

- (1) The valid EHPA working documents have to be available for all parties. They will be stored in PDF-format on the internal part of the EHPA website.
- (2) The working documents are
 - a. The Rules and regulations for the International quality label committee (this document)
 - b. The EHPA regulations for granting the international quality label for electrically driven heat pumps
 - c. EHPA Testing Regulation for testing of Air/Water Heat Pumps
 - d. EHPA Testing Regulation for testing of Water/Water and Brine/Water Heat Pumps
 - e. EHPA Testing Regulation for Direct Evaporation/Water Heat Pumps
 - f. EHPA Testing Regulation for Sanitary Hot Water Heat Pumps (in preparation)
- (2) The decision to accept new versions of these documents requires a vote with the previously described majorities. The result of this vote has to be clearly documented as part of the meetings minutes. Both the minutes and the new version of the documents have to be made available for all members of the quality label committee.

Appendix I

Minimum requirements for national quality label commissions

- (1) To participate in the quality scheme of the EHPA quality label and to participate within the International quality label committee one (1) national quality label commission has to be implemented.
- (2) Members:
 - a. A Minimum 5 members.
 - b. The Chair is **not allowed** to be a representative from a producer or importer. It should be an independent national expert, representing a heat pump organisation or test centre etc.
 - c. A Minimum of 2 members have to be representatives from producers (one representative per producer).
 - d. If there are more than 5 members: the majority of the members has to be independent
 - e. Additional potential members (beside company representatives):
Experts from national heat pump associations, public, services, energy suppliers, engineers, research institutes, test institutes.

Appendix II

(1) Established national quality label commissions (Status August 2008)

Austria (established by Bundesverband Wärmepumpen Österreich, www.bwp.at and Leistungsgemeinschaft Wärmepumpe, www.lgwa.at)

Germany (established by Bundesverband Wärmepumpe (BWP) e.V., www.waermepumpe.de)

Switzerland (established by Fördergemeinschaft Wärmepumpen Schweiz FWS, www.fws.ch)

Sweden (established by SVEP- Swedish heat pump association, www.svepinfo.se)

(2) Accepted test institutes (Status August 2008)

arsenal research, www.arsenal.ac.at, Austria

IGE- Institut für Gebäudeenergetik, www.ige.uni-stuttgart.de, Germany

SP Technical research institute of Sweden, www.sp.se, Sweden

TÜV SÜD Industrie Service GmbH, www.tuev-sued.de, Germany

VDE Prüf- und Zertifizierungsinstitut, www.vde.com, Germany

Wärmepumpen – Testzentrum WPZ, www.ntb.ch, Switzerland

- (3) The full addresses and contacts for the associations mentioned under (1) and (2) are listed on the website.

Appendix III

The testing institutes must be able to perform tests according to the following EHPA Regulations:

- EHPA Testing Regulation for testing of Air/Water Heat Pumps
- EHPA Testing Regulation for testing of Water/Water and Brine/Water Heat Pumps
- EHPA Testing Regulation for Direct Exchange Ground Coupled/Water Heat Pumps
- EHPA Testing Regulation for Sanitary Hot Water Heat Pumps (in preparation)

Testing Institutes must be accredited according to EN 17025 for the following standards:

- EN 14511 parts 1 – 4
- and/or
- EN 255 part 3
- and one of the sound measurement procedures defined in EN 12102