



Rules and regulations

for the

International quality label committee

of the European Heat Pump Association (EHPA)

Preamble

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) Members of the »Quality Label Committee« are
 - a. one delegate from each national »Quality Label Commission«.
 - b. one delegate representing all accepted test centre/s in single country (see test centre working group)
- (2) The requirements for the national quality label commission are defined in Annex I, those for test centres and the Technical Working Group in § 8 and §9 respectively
- (3) Only one Quality Label Commission per country is accepted.
- (4) Guests can be invited by the chair of the committee.

§ 3 Governance of the »Quality Label Committee«

- (1) *Each delegate has one vote. A transfer of voting rights is permitted. Each delegate can have a maximum of two votes.*
- (2) Delegates of a national quality label commission that does not grant quality labels have no voting rights.

§ 4 Organisation of the »Quality Label Committee«

The »Quality Label Committee« consists of:

- a chair and a vice chair for the »Quality Label Committee«
- an arbitration tribunal

§ 5 The »Quality Label Committee«

- (1) The regular meeting of the »Quality Label Committee« will be held annually. 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 **4 weeks prior to the event**. They can be transmitted in writing, by fax or by e-mail. 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 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 e-mail. 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 are present or represented. 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 the presence or representation of 2/3 of all votes and require a 2/3 majority.
- (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 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 secretariat.
- (11) the creation of coherent technical rules and regulations for the testing procedure applicable in all test centres (new or revised regulations)
- (12) the creation of application criteria for all test centres
- (13) the screening of new applications for the fulfilment of required criteria (see §7)
- (14) 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.

§ 6 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»
 - Acceptance of new test centres and exclusion of existing test centres from the Technical Working Group.
 - Approval of reports from working groups, the chair or other experts
 - Decisions on acceptance criteria to the committee, to its working groups, 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
 - Preparation of a fee structure for the EHPA quality label including minimum fees.
 - Create an annual budget
 - 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.

§ 7 Test Centres

- (1) **Criteria** to be an accepted EHPA test centre for performing tests for the EHPA quality label:
- a. to be a member of EHPA
 - b. to send one delegate to the meetings of the committee
 - c. to be actively involved in the quality management work of the group
 - d. to be an accredited third-party test centre according to EN 17025 for the test standards listed in the testing regulations.
 - e. The laboratory has to be an active member of a national association. To participate within the label and to be registered test center, the national Quality Label Committee nominates one or more laboratories among the members of the national association members.
- (2) A violation of the criteria listed in (1) results in the exclusion of the testing centre from the Quality label Committee.

§ 8 Technical Working Group

(1) **Members:** Members of the »Technical Working Group« are experts from the different registered and accepted test centres for the EHPA label from participating country. All accepted test centres per country have to nominate one national delegate who has one (1) vote. A transfer of voting rights is not permitted. Representatives are accepted. Next to that, also external technical experts, from non-accepted test centres, manufacturers and research institutes can attend the Technical Working Group. These have no voting rights.

(2) **Tasks** of the »Technical Working Group« are

1. the creation of coherent technical rules and regulations for the testing procedure
applicable in all test centres (new or revised regulations)
2. the creation of application criteria for all test centres
3. the screening of new applications for the fulfilment of required criteria (see §8 (2))
4. 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) An arbitration tribunal is responsible for all disputes regarding the quality label. 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 executed free of charge. National Quality Label Commissions may decide individually to reimburse their delegates for cost incurred.
- (2) If costs for activities of the quality label committee are foreseen, a budget has to be drafted by and voted upon by the members of the quality label committee. The budget must be presented to the board of the EHPA before the final quarter of each year who will integrate it into the EHPA budget.
- (3) The budget should not exceed 60% / 70% of the annual expected income of the Quality label towards the EHPA.

§ 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 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 centres.

Appendix II

(1) Established National Quality Label Commissions

The most current list of established national quality label commission can be found on the EHPA website: <https://www.ehpa.org/quality/quality-label/participating-countries/>

(2) Accepted test centres

The most current list of accepted test centres can be found on the EHPA website: <https://www.ehpa.org/quality/quality-label/registered-test-centres/>