

Please call Customer Services on 01207 288200 for further assistance

[How to CE Mark: A Manual for Installers](#)

Guidance notes for a simple Quality System / Process for installers who obtain IGU's and Frames separately and then assemble prior to or during installation. This will allow CE Marking of Products in conformance to EN 14351-1:2006 + A1:2-1- from 1st July 2013 or before. It is important to be aware that an installer operating in this way is deemed to be the manufacturer and responsible for such marking.

Under the EU Constructive Products Regulation from 1st July 2013 CE Marking will become Mandatory. It is the responsibility of the company or individual that markets the product under their name or trademark to ensure that their products are CE Marked, and it is they who will assume legal responsibility for the conformity. What many installers may not be aware of is that this may include them. This is because they buy unglazed frames they are considered to be manufacturers, putting the double glazed unit and the frame together to make the end product.

The advice within this document has been produced to provide installers with the necessary tools to ensure they can CE Mark their products; including the criteria they must consider for Factory Production Control and a useful step - by - step guide on how to CE Mark once the correct systems are in place.

Although this document may appear complicated we have attempted to provide comprehensive advice and documentation. Most installers will already have many of the procedures we refer to within their method of dealing with their clients. However, these need to be documented and worked to. By complying with these and using a few other procedures, you should be compliant with EN 14351 and subsequently be able to CE Mark, which should make you safe from prosecution by Trading Standards.

The documentation is divided into the following sections:-

Section 1: Contains guidance notes on your manual requirements and the procedures to be followed in respect to CE Marking. Also some suggested documentation / forms that may be used.

Section 2: Is a more comprehensive manual that can be modified to suit your process'. In this form the manual will be suitable for CE Marking.

It should be noted that compliance to EN 14351-1:2006 and CE Marking is not necessarily the same as compliance to Building Regulations. By CE Marking you are satisfying your legal requirement to comply with the Harmonised European Standard from 1st July 2013. The U Value does not have to be the level required by Building Regulations.

[Please note that Window Fabricators cannot claim compliance using solely this documentation - further advice is required and is available at \[www.censolutions.com\]\(http://www.censolutions.com\)](#)

Section 1:

Suggested Procedures

- Quality policy - Write a simple statement about commitment to producing and installing quality windows and doors that conform to the requirements of EN 14351-1:2006 and, if applicable, BFRC Window Energy Rating Scheme.
- A survey process to ensure correct window / door is ordered.
- An ordering process which mirrors the clients requirements, including compliance to Building Regulations and also whole window/door u-value.
- A documented purchasing specification to ensure that only compliant products are used, i.e. windows and doors to EN 14351, safety glass to EN 12150 and IGU's to EN 1279 are required.
- A method of ordering the correct IGU from a compliant manufacturer. You need to obtain a declaration of conformity / Performance for EN 1279 from ourselves and keep this in your Technical file.
- Inspection of incoming product, define an inspection procedure.
- Training records for all staff - Simple record of qualifications / skills / experience of individual employees and the areas for which they are deemed to be qualified, including health and safety, (working on ladders etc), is recommended.
- A simple record of complaints
- A simple record of rejected incoming product
- Keeping a simple record of what action has been taken to resolve complaints and deal with rejected goods.
- Using calibrated measuring devices (e.g Marked Class (II) Tape Measures) Accurate measuring method from 100mm will overcome the need to calibrate these tapes regularly.
- Having a simple checking process to ensure that the correct unit is matched to the correct frame and to make sure these agree with the original order / specification.
- Having Installation guidelines, specific to the particular window system used. - You can use your window or their profile suppliers information.

CE Marking Method

- Obtain Declaration of Performance to EN 14351-1 from your frame supplier, along with the Declaration of Conformity to EN 1279.
- Replicate this document exactly but replace the fabricator's name with yours together with other information unique to your company. These are :-
 - *Your company trading name or identifying mark, and registered address
 - * The last two digits of the year in which your company started to affix the CE marking symbol.
- This document can be made available by labelling and / or make available this documentation to the public via hardcopy or electronic means (Website etc)

Surveyor Checklist

	Y/N
• Has a risk assessment (s) been conducted ?	
• Is the condition of the aperture satisfactory and without evidence of damp / cracks?	
• Is the aperture square and even, within 5mm for height and width and within 10mm on diagonals?	
• Will any load be carried by the building and not the window / door sets ?	
• Has the size and method of fixing and sub-cill been determined?	
• Will the window / door set function without being fouled by plasterwork?	
• Will any fitted trickle ventilation function without being fouled by the plasterwork ?	
• Will fitted hinges function without being fouled by the plasterwork ?	
• Are curtain tracks and nets clear of proposed design?	
• Is the size and configuration within the manufacturer's limits ?	
• Will the product exposure category be suitable for the location?	
• Will the installation conform with UK Building Regulations?	
• Is the method of drainage appropriate for the installation and product?	
• Has the purchaser confirmed the position and handling of the opening lights?	
• Has any additional hardware been specified?	
• Is the access to the installation safe?	
• Has the fixing method of the window / doorset been determined?	
• Has the extent of the "making good" been agreed with the purchaser?	
• Is specialist access required for the installation?	
• Check for asbestos?	
• BFRC / Secured by Design requirements ?	

Note : It can be of benefit to make a photographic record of the existing installation in case of dispute over UK Building Regulations compliance at a later date.

Site Survey Order Form

House Type:

Property Address:

	Height
	Width
	Transom
	Mullion
	Window Ref

Location:									
Qty	Colour	Head	Add	Cill	Glazed	Open	Glass	Toughened	
Comments									
Special Instructions									

	Height
	Width
	Transom
	Mullion
	Window Ref

Location:									
Qty	Colour	Head Drip	Add On	Cill	Glazed In / Out	Open In / Out	Glass Type	Toughened	
Comments									
Special Instructions									

	Height
	Width
	Transom
	Mullion
	Window Ref

Location:									
Qty	Colour	Head	Add	Cill	Glazed	Open	Glass	Toughened	
Comments									
Special Instructions									

	Height
	Width
	Transom
	Mullion
	Window Ref

Location:									
Qty	Colour	Head Drip	Add On	Cill	Glazed In / Out	Open In / Out	Glass Type	Toughened	
Comments									
Special Instructions									

NB: All sketches are viewed from the outside.

Final Inspection Form

Visual Appearance		Y / N
	Is the frame installed plumb and square?	
	Are the beads fitted correctly and evenly?	
	Are exposed faces / beads / free from damage?	
	Is the frame clean with all protective tape removed?	
	Has any damage to the aperture been correctly made good?	
	Have all trims internally / externally been fitted correctly?	
	Has all site debris been removed?	
Glazing		Y / N
	Is all glazing as specified on the contract, Building Regulations requirements & to EN 14351 ?	
	Are all sealed units free from scratches and damage?	
	Are obscure and coated glasses fitted correctly?	
	Are sealed unit spacer bars covered evenly by frame & beads?	
	Is the glazing held properly by the beads / gaskets etc?	
Has safety glass been used where necessary?		
Operation		Y / N
	Do all sashes open / close and lock as intended?	
	Are seals on the frames fitted correctly and without gaps?	
	Are cams free from binding against strikers?	
	Is all operating gear lubricated as necessary?	
	Is all hardware attached with the correct number of fixings?	
Sightlines		Y / N
	Are all sightlines visually correct?	
	Are opening lights aligned correctly?	
	Are all decorative features e.g leading, correctly aligned?	
Drainage		Y / N
	Are all drainage channels correctly positioned and free from obstruction ?	
Miscellaneous		Y / N
	Are sub cill end caps fitted if required?	
	Maintenance pack handed over ?	
	Compliance Certificate handed over?	
	Has the customer signed off the satisfaction questionnaire?	

QUALITY POLICY STATEMENT

We as a Company are committed to the principles of Quality Assurance in order to maintain the highest quality of service to our customers. In pursuit of this aim, the company has developed a Quality System to comply with the requirements of EN 14351 and with current Building Regulation Requirements by means of the BFRC WER and DSER Schemes or overall window U Values.

Compliance with the Quality System policies and procedures is mandatory for all personnel since it is only by strict adherence to these controls that consistent standards of product and service quality can be maintained.

The Company is committed to this policy to ensure that the Quality System is improved in response to the demands of our customers and also those of our management Requirements. It is therefore the responsibility of all personnel to examine their areas of the Quality System in the endeavour to identify and initiate improvements.

The Managing Director commends this Quality Policy statement to all employees and looks forward to extending our reputation for quality.

Signed:

Managing Director

Date:

Legend & Instructions for the following “Manual”

1. Where “**Insert Job Title**” is seen please insert title i.e Managing Director, Manager, Installer or Qualified Employee. This is because individual named persons may change, but job titles will not.
2. Suggestions in “**This Colour**” indicates the need for you to insert text / procedures etc.
3. Explanations are in *Italics*.

INSERT COMPANY NAME

**FACTORY PRODUCTION CONTROL MANUAL
FOR PVCU WINDOWS AND DOORS**

This document is Controlled by : **Insert Job Title**

Unique Product Ref : **Insert a Ref Number i.e Company Initials**

COMPLIANT WITH:

**WINDOWS AND DOORS - PRODUCT STANDARD,
PERFORMANCE CHARACTERISTICS - PART 1:
WINDOWS AND EXTERNAL PEDESTRIAN DOORSETS
WITHOUT RESISTANCE TO FIRE AND / OR SMOKE
LEAKAGE CHARACTERISTICS
BS EN 14351 - 1:2006
FACTORY PRODUCTION CONTROL**

This manual has been specially written to comply with the minimum requirements of EN 14351-1:2006

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Any changes to procedures require a **Change Request and Document Amendment** form to be filled out, the issue status of the procedure to be raised by one and the **issue** status of the **table of contents** to be raised by one also. The section (s) changed shall be underlined to indicate latest changes. Copies of old and new procedures along with copies of old and new table of contents are to be kept in a **Document Control Section** in the **Technical File**.

1.1 Responsibility and Authority

All personnel who manage, perform and verify work affecting quality have their specific responsibilities and areas of authority defined. This is particularly relevant for the **INSERT JOB TITLES** who has the freedom and authority to initiate action to prevent occurrence of product non-conformity and who identifies and records any product quality problems. The current organisation structure has been defined in the form of a family tree showing clear lines of responsibility and is attached on the second page of this procedure.

1.2 Management Representative

The **INSERT JOB TITLES** is ultimately responsible for the effective operation of the Quality System. The **INSERT JOB TITLES** have been designated Management Representatives for Factory Production Control and has the defined authority, appropriate knowledge and experience of installation of windows and doors. They are also responsible for the conduct and supervision of factory production control procedures including assessment of qualifications of any sub-contracted testing and inspection body. It is their responsibility also to ensure that the requirements of BS EN 14351-1:2006, and British Fenestration Rating Council - Window Energy Rating Scheme are implemented and maintained.

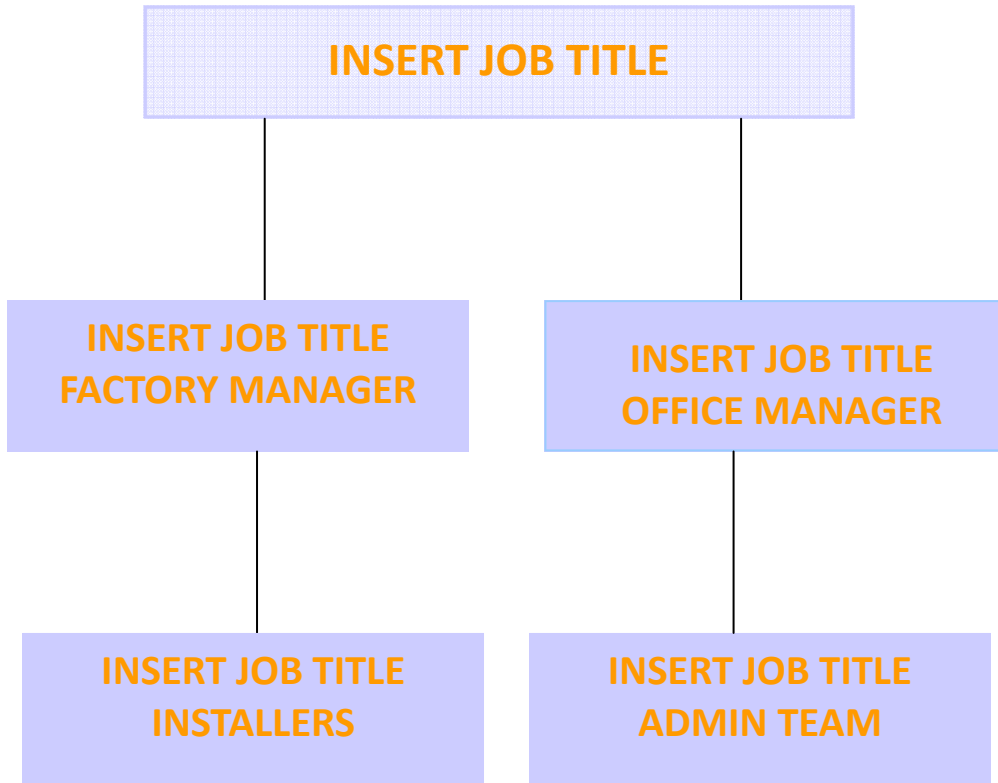
1.3 Management Review

In order to ensure its continued suitability and effectiveness, the Factory Production Control system is reviewed at a Management Review meeting held annually. Each will be formally minuted and have the following attendees : -

INSERT JOB TITLE
INSERT JOB TITLE

Others members of staff may be asked to attend if required. The meeting discusses any quality - related problems and the standard agenda is attached.

ORGANISATION DIAGRAM



Authorised signatories for purchasing are highlighted in **bold**

Quality System Review Meeting Standard Agenda

1. Minutes of previous meeting
2. Matters arising from minutes
3. Non-conforming items during period
4. Corrective Actions
5. Documentation changes
6. Supplier performance / new suppliers
7. Customer complaints
8. Training requirements
9. Review of stated quality policy and objectives
10. Employee suggestions
11. Any other business

2.1 General

This quality system has been designed to ensure that the windows and doors manufactured conform to the requirements of BS EN 14351-1:2006 Clause 7.3. The specific requirements laid down in the standard are addressed in the following paragraphs and relate to:

Quality aims, organisational structure, responsibilities and powers of Management with regard to product conformity.

Provision of sufficient and competent personnel to establish, document and maintain an FPC system to ensure that products conform to the declared performance characteristics.

Appointment of personnel for inspection and product control testing

Provisions for defining, keeping and using records of the results of inspections / tests.

Calibration of test equipment necessary for factory production control.

Documentation and procedures necessary to review and verify incoming orders.

Documentation and procedures necessary for purchasing components to specified criteria.

Certificates of conformity from suppliers.

The test reports in accordance with all other relevant parts or sections of this standard.

The provisions to be taken for control of non-conforming product that fail the specified criteria.

Provisions for ensuring there is sufficient information to provide traceability of product to ensure the link between product, manufacturer and production.

2.2 Personnel

The **INSERT JOB TITLE** is the designated Management Representative for **INSERT COMPANY NAME**

Other personnel can be appointed to carry out the specific tests required by the standard, it is the responsibility of the **INSERT JOB TITLE** to ensure that they are suitably trained to do so and that is recorded in their training records.

2.3 Documentation

The aim of this quality system is to ensure that the requirements of BS EN 14351-1:2006 are both described and implemented through the use of documentation and procedures, and by employing an organisation structure capable of carrying out the test and control procedures to ensure product conformity.

2.3.1 Order Review

All order enquiries are handled by fully trained personnel. Quotations are given on a 28 day basis, and surveys carried out by competent and trained staff. Survey forms are completed and handed in to the admin staff to arrange for a quotation to be completed or the order to be processed. Once the order is generated it is checked against the original survey form to ensure that there are no discrepancies, and that all components meet with requirements.

2.3.2 Purchasing

Issue 1

All purchases are made via fax or email, no telephone orders are placed without written confirmation. All orders are placed with an allocated Job Reference or Company Purchase Order Number to enable traceability.

Orders for IGU's are purchased to be compliant with EN 1279 and the WER requirements of the customer, a copy of the Declaration of Performance is included in this folder.

Frame orders are placed to comply with EN 14351 a copy of the Declaration of Performance is included in this folder.

All purchases are made in accordance with Purchasing Specification form following this page.

2.3.3 Raw Materials

Issue 1

2.3.3 Raw Materials & Components

Purchasing Specification from Frame Fabricator and IG Unit Supplier.

Component	Requirement
Profile System (PVC-U)	EN 12608 Compliant for white profile and BS 7722 for foiled profiles. Reinforcing to BS EN 10237:2004 coating designated Z275.
Fasteners	EN 1670:2007 (Class 3) BPF Publication 363/1 - Corrosion resistance in excess of 240 hours or 500 hours for fasteners used with stainless steel hardware
All Other Hardware Components	EN 1670:2007 (Class 3)
Glass (for Single Glazing)	EN 572 Compliant
Insulating Glass Units	IGU's which are EN 1279:5 Compliant on the basis of pass result in Initial Type Testing to EN 1279:2/3 together with a part 6 compliant Factory Production Control System.
Safety Glass	Toughened glass: Compliant with EN 12150 on the basis of Initial Type Testing to EN 12150 and EN 12600, together with an EN 12150 compliant Factory Production Control System. Laminated glass: Compliant with EN 14449 on the basis of Initial Type Testing to EN 14449 and EN 12600, together with an EN 14449 compliant Factory Production Control System.
Doors	EN 14351 Compliant

2.3.4 Inspection and Evaluation

2.3.4 Inspection and Evaluation

Inspection and Evaluation is divided into two main areas:

1. Receiving or material control.
2. Final Inspection or product control.

With regard to material control of components, specific inspections are adhered to ensuring that the components are delivered in satisfactory condition without any outward signs of damage.

With regard to product control, during installation of windows and doors our products are inspected in line with our Final Inspection Form.

Non-conforming product and the provisions for dealing with products that fail specified criteria are detailed in Section **2.6**.

2.4 Test Equipment - Calibration

Issue 1

All items of inspection, measuring and test equipment should be entered into a register maintained by the **INSERT JOB TITLE**. Each entry in an Equipment Calibration Register should have an Equipment Calibration Record which records the following information:-

- A) The details of any type of measuring devices used
- B) Manufacturer and serial number (Where relevant)
- C) The location of the equipment e.g. office, surveyor, installation team 1
- D) Type of calibration (independent or in-house)
- E) Frequency of calibration
- F) Equipment Identity number

All items contained in the Register are allocated a unique reference number, which is used to identify the item. This reference number is marked on all the items. All equipment for which current calibration certificates or their equivalent are not available will be prominently marked : **NOT CALIBRATED - DO NOT USE**

When equipment is marked in this way it is not to be used for inspection or surveying Purposes. Equipment failing calibration in this way will be repaired or replaced at the discretion of the **INSERT JOB TITLE** and such items will be re-calibrated prior to re-issue for use.

2.5 Testing and Evaluation

Issue 1

2.5 Testing and Evaluation

Testing and evaluation is divided into two main areas;

1. Receiving or material control.
2. Final Inspection and testing or product control.

2.5.1 Material Inspection and Control

All supplies of components for the windows or doors come from suppliers that are non compliant with the relevant standards and have provided evidence to demonstrate they do. Incoming inspections of products are conducted in line with our incoming goods procedure.

2.5.2 Finished Product Inspections

If any product is found to be faulty the **INSERT JOB TITLE** will assess whether corrective work can be undertaken to rectify the fault. If remedial work can resolve the fault it will be detailed on the “delivery note” and retained, if the fault cannot be rectified then the product will be quarantined / rejected and the supplier informed with a request for collection and replacement. A record of this should be retained for the records. (This satisfies the need to keep records of Non-compliance and Corrective Actions as defined in 2.5.3 and 2.5.4).

2.5.3 Controlling of Non Conforming Items

Issue 1

2.5.3 Controlling of Non Conforming (Faulty) Items

Where any windows or components fail any inspection the **INSERT JOB TITLE** will be informed.

The items will be dealt with as in 2.5.2.

Components - Frames, Sealed Units or Doors

If there is a failure then the relevant supplier will be notified by the **INSERT JOB TITLE**. A record will be kept. The supplier will be given the opportunity to either inspect the product on site or arrange for the faulty product to be collected and replacements despatched accordingly.

General

All faulty product trends and the results of any corrective work are discussed at Management meetings. The **INSERT JOB TITLE** ensures that any recommendations are acted on accordingly.

2.5.4 Corrective Action

Issue 1

2.5.4 Corrective Action

Areas of quality performance that require corrective action will be recorded. The person responsible for carrying out the corrective action will, upon completion, sign and return the record to the **INSERT JOB TITLE**.

The corrective action report will :-

- Identify the nature of the observed problem, its extent and, wherever possible, the cost and other implications of its continuance.
- Advise on the action necessary and give a time scale for completion.

The corrective action report will be checked and retained by **INSERT JOB TITLE**

This will be monitored at the Management Review meetings under the section corrective actions.

2.6 Customer Complaints

All customer complaints received by **INSERT JOB TITLE**, whether verbal or written will normally be recorded in the complaints register by the **INSERT JOB TITLE**

Where frame inspections are carried out on site, these will normally be conducted by the **INSERT JOB TITLE** . An inspection report is completed. He or the Insert Job Title will decide on whether the complaint is justified. The **INSERT JOB TITLE** keeps goods return notes and site inspections reports etc. in customer files.

If the complaint is justified, any required work, where possible, carried out immediately by **INSERT JOB TITLE**, or replacement arranged once the component manufacturer has been contacted, as previously mentioned.

The **INSERT JOB TITLE** will also report any adverse trends on a regular basis/

All complaints will be discussed at the Management Review meeting with relevant details recorded for future reference.

3 Labelling

INSERT COMPANY NAME shall provide sufficient information to ensure the traceability of their product and shall also provide information on its compliance with BS EN 14351-1:2006 CE Marking (and UK Building Regulations). This information shall either be contained on a product label or detailed in accompanying documents taken from the manufacturers published technical specification (s). These documents are to be made publically available.

TRAINING OF PERSONNEL

Issue 1

3 Training

It is the overall responsibility of the **INSERT JOB TITLE** to ensure that all personnel are adequately trained to carry out their functions. Details should be recorded in a record for each person.