

Frequently Asked Questions (FAQs)

1. Certification Activity

1.1. What is certification?

Certification is a third-party conformity assessment activity that, in case of positive evaluation, leads to the issuance of a certificate demonstrating that specified requirements related to products, processes, systems, or persons have been met.

1.2. What are conformity assessment bodies?

A conformity assessment body is a body that performs conformity assessment. Conformity assessment: Demonstration that specified requirements relating to a product, process, system, person, or body are fulfilled. The requirements can be defined in legal decrees, standards, and manufacturer's documentation or otherwise.

All conformity assessment bodies have to fulfil the specified requirements for accreditation. These are specified in the ISO/IEC 17000 series of standards and other relevant standards for accreditation.

1.3. What are the confidentiality risks to the information provided by me (including IPR, business process, etc.) to the Certification body?

All ESL's employees, management and subcontractors are bound by the confidentiality agreement that does not allow them to share the client information with the public unless the law requires them to do so.

1.4. How does the ESL certification carry out the evaluation activity for product certification?

- Application

The first step for the applicant is to fill in the application form and submit it along with the documents related to the product and manufacturing process (as applicable)

- Product testing and assessment of test results

- Historical test results of the product may be accepted for certification purposes at the discretion of ESL. Acceptance by ESL of such historical data shall take into account aspects, such as but not limited to:
 - a. product selection and sampling conditions;
 - b. the validity of test results (including changes in product, changes of standard or testing method, the validity of test report as defined by the testing laboratory, etc.);
 - c. accreditation of testing laboratory to ISO/IEC 17025 requirements;
 - d. recognition of testing laboratory by UAE Civil Defense (as applicable)
- ESL shall analyze and assess the possibility of recognition of submitted test results, taking into account formal and substantive aspects. In case of uncertainties or as a measure to confirm the validity of delivered test results, ESL has the right to order re-testing of product characteristics.
- Product sampling for testing purposes shall be undertaken by ESL in an unbiased fashion, within the selected part of the product group. The sampling methodology applied shall be either as specified in the standard(s)

(when such requirements exist) or by implementing a simple random sampling.

- All test results, either submitted by the Applicant or requested by ESL, for the certification process shall be analyzed and assessed by ESL based on criteria of the applied standard(s) and, whenever applicable, the requirements of the UAE Fire and Life Safety Code of Practice. The process of product testing shall be considered as finalized when reception of sufficient objective evidence of product type testing is confirmed by ESL.

– Assessment of control conditions over the products' manufacturing process

To ensure control of manufacturing conditions, an audit shall take place in the place(s) of key manufacturing activities.

– Independent review of the process

An independent review shall be conducted by a technically competent person (or group of people) who was/were not involved in the evaluation activities.

– The decision on granting or refusing certification

When the outcome of the independent review is positive, a decision is made to grant certification. When the outcome of the independent review is negative, a decision is made to refuse certification. The decision shall be made by the person (or group of persons) who has not been involved in the evaluation activities.

1.5. How long it may take the ESL to grant a certificate from the completion of evaluation activities?

ESL shall issue certification decisions (granting, refusal, etc.) within 4 weeks starting from the completion of all relevant evaluation activities. However, ESL may, at any time and its sole discretion, extend its certification decision timeline to examine any new or additional information that was not made available to ESL during the respective process and which, in ESL's sole opinion, can affect the outcome of the work. ESL shall not grant certification when, for any reason, it is unable to complete the product evaluation activities.

1.6. Under what conditions the ESL can terminate the certification process?

ESL owns the right to terminate the process when:

- a. the Applicant does not deliver documents or information required by ESL within the specified timeframe (or within 6 months if the timeframe has not been specified), or when its activities are ineffective,
- b. the Applicant does not pay all relevant fees resulting from the certification process,
- c. the Applicant requests termination of the process.

1.7. What is the supervision period of ESL Certification for the issued Certificates?

The supervision shall be carried on annual basis in the prescribed by the certification agreement, following provisions of operated certification scheme.

1.8. What are the grounds for certificates to be suspended by the ESL Certification?

Certificates can be suspended by the ESL when:

- a. it is found that a product placed on the market does not have the properties specified in the certificate issued by ESL,
- b. it is found that the product has been modified, which might have impacted the product's characteristics, without the knowledge or consent of ESL,

- c. it is found that production conditions at the manufacturing site(s) have been significantly altered without prior notification to ESL,
- d. result of the assessment of control conditions is negative,
- e. ISO 9001 certification of either a manufacturer or any of the factories was suspended, withdrawn, or terminated,
- f. it is made impossible for ESL to perform actions related to certificate supervision,
- g. it is found that the manner of use and/or reference to the issued certificate is not compliant with the agreement concluded by ESL and the Manufacturer,
- h. it is found that there is a lack or ineffective implementation of actions by the Manufacturer, resulting from the change in certification requirements (certification scheme) referred to in the relevant section of this Scheme,
- i. the Manufacturer does not fulfil his financial obligations towards ESL,
- j. the Manufacturer breaches the certificate supervision agreement.

1.9. What is the period for which a certificate can remain suspended?

The period for which certification is suspended and conditions for its restoration shall be individually established by ESL for each case and communicated to the Manufacturer in a documented manner. The period of suspension shall not exceed 6 months.

What are the grounds on which ESL may withdraw a product certificate issued earlier?

1.10. ESL Certificates reserves the right to withdraw a certificate when:

- a. Manufacturer's actions undertaken within a specified period and intended to eliminate deficiencies due to which the certificate has been suspended turn out to be ineffective,
- b. the certificate supervision agreement is terminated,
- c. ESL finds out that the product does not have the same construction or characteristics as the product type,
- d. the Manufacturer grossly or persistently breaches the certificate supervision agreement.

1.11. What are the actions that need to be performed by the certificate holder in the situation when the ESL Certification either suspends, or withdraw, or terminate the certificate?

In the case of a decision to suspend, withdraw or terminate the certificate of conformity, the Certificate Holder / Manufacturer shall cease its use and is obliged to stop:

- a. making references to the certificate,
- b. designating products with ESL certification marking or certificate number,
- c. issuing, publishing, and using publicity materials that contain any references to the certificate.

2. Change of scope

2.1. What are the rules applicable for the extension of the scope?

ESL Certification allows the extension of the scope and the following rules shall apply:

- a. the maximum permissible range of products (models/varieties/configurations) to be considered by ESL for extension shall not exceed 50% of the range (family) of products already certified, except when there is only one product model available – then it can be increased to 100%,

- b. the maximum permissible range of standards to be considered by ESL for extension shall not exceed 50% of the already referred standards, except when there is only one standard – then it can be increased by 100%,
 - c. one extension process shall refer to the extension of either product or standard.
- 2.2. What are the conditions under which the scope of the certificate can be reduced?
It is possible that the scope of certification may be reduced by ESL either at the written request of the Manufacturer or as a condition of certificate restoration following its suspension. Reduction of the certificate scope is performed by replacing the certificate with its new edition and with a revised (reduced) scope.

3. Changes in Certificates

- 3.1. Under certain scenarios, when clients need to modify changes in the certificates, how do they inform the ESL Certification?

#	Type of change	Cause	Form of notification to ESL (from the cert. Holder)
1	Modification of product or manufacturing process	Intentional product or manufacturing process modifications by the product manufacturer.	Written information on planned modification
2	Extension or reduction of the certification scope	Addition or inclusion of new product models or functionalities to be covered by the existing certificate or reduction of product models or functionalities in the already existing certificate.	Application for extension of product certification / Written request for reduction of the certification scope
3	Change (update) of certificate entries	Update of information in the certificate, not requiring technical analysis and evaluation of the product or its documentation by ESL.	Written request for updates
4	Transfer of rights of the certificate	Formal changes in the scope of ownership rights concerning: - name and /or address, - legal, commercial, organizational status, - title or ownership relations of the Manufacturer who is the owner of the certificate.	Written information on changes together with copies of the respective legal documents

4. ESL Certificate and Marking

- 4.1. Are the clients paying for ESL product certification allowed to use it?
No, only holders of certificates of conformity (the Manufacturers) shall use the certificates in accordance with the terms specified in the certification supervision agreement.
- 4.2. Is there any ESL certification marking that needs to be used by the ESL product certificate holder?

Yes, ESL requires that products, for which certification is issued and valid, are designated with ESL certification marking. ESL is the sole owner of the ESL Certification Mark. The rules of use and application of ESL certification marking are made available by ESL.

4.3. Are clients allowed to use the ESL logo and trade name for marketing purposes?

Use of the logos, trade names, domain names, trademarks, certification marks and any other corporate identifiers and intellectual property rights, on other materials, documents or other means of communication requires prior written approval by ESL.

5. Labelling

5.1. Where to fix the labels on fire doors?

Labels are fixed usually 100mm (10 cm) below the top hinge on the rebate side of the frame and leaf so it is visible when the door is opened.

5.2. How many labels to apply on a Fire Door Assembly?

For the door tested as a 'door assembly', one label per assembly on a door leaf is fine if acceptable by your clients and authorities. We recommend one label per door-sets. More labels can be used if required by the officials.

5.3. Where to fix the labels on glazed doors with partition?

For door assemblies with partition – labels should be fixed on each leaf and frame. On a partition, the labels can be fixed on the mullions. One label is enough on any one of the partition.

5.4. Why the labels should be visible, why can't I put them on top of the door?

The reason behind the label position is that they are visible and convenient for identification by the local authorities or Authority Having Jurisdiction (ex: Civil Defense) after installation of the assembly.

5.5. How to fix the labels?

Aluminium labels are fixed by attaching small metal rivets to metal frames or metal doors. The wooden fire-rated door, it can be fixed with a small nail.

5.6. Can I place an order for labels when the products are almost ready to go to the site?

Its important labels are procured and available in the factory before the start of production. Please make sure that all the products that would carry the ESL labels are within the parameters of what is approved in the certificates.

5.7. Can I apply the labels directly on the site?

The labels should be applied to the products in the factory before sending them to the project site. A record should be properly maintained and available for our review anytime for each label issued.

5.8. Do I need to maintain the record of labels issued?

Yes, maintain the label log for the labels used in the factory and make sure the labels are utilized in serial order. You would be required to maintain a record of the labels applied on manufactured products. You can create a label record format for this purpose. Depending upon the application the factory would be required to issue and attach the right labels on them and keep a record of the same.

6. Retention of documents and records

6.1. What is the period of document retention by the ESL Certification for the evaluation activities?

ESL Certification retention periods apply to documentation and records made within:



- a. applications which were submitted but not registered - 3 months from the date of decision regarding termination of preparatory actions related to the commencement of the certification process,
- b. processes which were registered but not finished (terminated) or finished with the negative result - 1 year from the date of process termination decision,
- c. processes that were finished with a positive result - 10 years from the date of certificate expiry, withdrawal, or termination.

7. Subcontracting

7.1. Do ESL Certification subcontracts any of its evaluation activities?

Yes, ESL may subcontract another testing laboratory with accreditation to the international standard ISO/IEC 17025 as well as the relevant requirements of the UAE Fire and Life Safety Code of Practice.

7.2. Are the clients informed about these subcontracting activities prior to them being performed?

Yes, ESL shall inform the Applicant in advance of outsourced testing activities. Further, the Applicant may inform ESL in written about any objection regarding the appointed subcontractor, knowing that this may lead to the impossibility to complete the certification process in case there is no alternative testing laboratory.

8. Appeals and Complaints

8.1. Do clients have a right to complain against the ESL activity?

Yes, clients have a right to complain, and it should be submitted to ESL in writing (letter or email) within 14 days from the date of occurrence of the circumstances justifying their submission.

8.2. What are the minimum requirements to file a complaint?

The complaint must contain at least:

- the individuals involved,
- the events giving rise to the complaint,
- date, time and location,
- identification of the complainant and contact details (i.e. name, surname, (company name), mailing address),
- attached relevant communication regarding the complaint.

8.3. Does ESL inform the client of receiving the complaint?

The fact of receiving a complaint and its registration is confirmed immediately to the complainant.

8.4. How long will it take the ESL to inform the clients about the outcome of the complaint?

After examining a complaint, the complainant is informed of the outcome of the complaint in writing within 35 calendar days from its registration. If the decision cannot be made within the aforementioned period, the complainant is informed of the actions taken so far and the approximate timing of the final outcome of the complaint.

8.5. Do clients have a right to appeal against the ESL decision?

Appeals should be submitted to ESL in writing (letter or email) within 14 days from the date of receipt of the ESL Decision. If no appeal request is received within this timeframe, the decision becomes final and may not be appealed against.

8.6. What are the requirements from the customer end to make a complaint against the ESL decision?

Request for an appeal must clearly state the reason(s) for disagreement with a Certification Decision and needs to be supported by information and evidence. An appeal can only be accepted if it is accompanied by or based on clear and credible information.

8.7. Does ESL inform the client of receiving the appeal?

The fact of receiving an appeal and its registration is confirmed immediately to the appellant.

8.8. How long will it take the ESL to inform the clients about the outcome of the appeal?

After examining an appeal, if necessary involving Emirates Safety Laboratory's Appeal Committee, the appellant is informed of the decision to maintain or revoke the Certification Decision in writing, within 35 calendar days from its registration. If the decision cannot be made within the aforementioned period, the appellant is informed of the actions taken so far and the approximate timing of the final outcome of the appeal.

9. Financing

9.1. What is the source of financing for the ESL Certification activity?

ESL Certification costs are fully covered by the applicant. The records of obtained funds are kept by the Finance Department of ESL.

9.2. Does ESL Certification seek any financial support or public aid to run its operational activities?

Certification activities do not obtain any financial support and do not use public aid or other public and private funds

10. Scheme fees

The fees payable by the Applicants for product certification or Holders of the certificate issued under the requirements of the operated schemes are available upon request.

11. Sector-Specific Questions

- i. **Construction (الإنشاءات)**
- ii. **Means of egress (مسالك الهروب)**
- iii. **Fire extinguishers (مطفآت الحريق)**
- iv. **Exit signs (لافتات وعلامات الخروج)**
- v. **Emergency lighting (انارات الطوارئ والمخارج)**
- vi. **Emergency Voice evacuation systems (نظم الاخلاء الصوتي في حالات الطوارئ)**
- vii. **Fire detection and alarm systems (كواشف الحريق وأنظمة الانذار)**
- viii. **Fire protection systems (أنظمة الوقاية من الحريق)**
- ix. **Smoke control and management systems (أنظمة التهوية والتحكم في الدخان)**
- x. **Liquified petroleum gas (السوائل سريعة الاشتعال)**
- xi. **Flammable and Combustible Liquid Storage Material (مرافق الخدمات)**
- xii. **Utility occupancies - solar system (photovoltaic cell, PV)**
- xiii. **Smart monitoring systems (شبكة مراقبة ذكية)**