



global-mark



Global-Mark P/L

Management Document G-68

Title: **Product Conformance**

WaterMark® Certification

Type: **Program Information Brochure**



AS ????
WM-???



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Document Information and Revision History

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Current Revision Author(s)	Herve Michoux

Revision History

Revision	Date	Author(s)	Notes
1	19/9/2005	Francisco Henriques	Original Release
2	6/2/2006	Herve Michoux	Updated to reflect a few errors and more clear guidelines on the test reports
3	24/1/2014	Herve Michoux	Updated to comply with clause 4.2c of ABCB agreement
4	3/3/2014	Yatindar Singh	Updated to comply with ABCB “Procedure for Certification of Plumbing and Drainage Products”
5	16/4/2014	Herve Michoux	Updated to include a reference to G-64 Certified Product Program
6	12/5/2017	Meilyn Michoux	Updated formatting
7	15/1/2018	Herve Michoux	Updated to address the new WaterMark scheme requirements
8	2/2/2022	Laurent Michoux	Clarifies scaling factor for AS/NZS4020
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1 Why do we have this document?

This document describes the certification program offered by Global-Mark Pty Ltd to clients seeking WaterMark® - certification for plumbing and drainage products under the ABCB WaterMark Certification Scheme. This document is subject to change without notice. The latest version is on our web site: www.Global-Mark.com.au.

2 Overview process

The approval involves (refer to ABCB Manual for the WaterMark Certification Scheme):

Initial assessment (the following is not necessarily chronological)

- The client presents a preliminary product technical file applicable to the product requiring certification. The file must contain relevant information related to the critical features of the product in order to facilitate design locking.
Note: The technical file must also include:
 - 1) a product marking proposal to satisfy the requirements of ABCB "Procedure for Certification of Plumbing and Drainage Products" and the applicable product certification standard and
 - 2) a list of the product(s) proposed for marking.
- Review of the manufacturer's production control system, which needs to comply, as a minimum with the Quality Plan requirements of ISO10005.
- Business review at the manufacturer of the production system to ensure that the production process is stable and capable.
- Selection of samples (by Global-Mark or authorised representative) for type testing by an approved laboratory.
- Laboratory report (acceptable test report) to be presented and reviewed by Global-Mark.
- Final review by Global Mark of outstanding technical matters to ensure business review results accepted, test reports approved, technical file locked and marking of product agreed.
- Subject to the above review, Global-Mark will issue a Certificate of Conformity (valid for 5 years).
- The Certificate of Conformity is valid for the product or a range of products of similar characteristics, material and production processes, as tested.
- Under this program, the WaterMark certification mark can be affixed to the product, its packaging or supporting literature.
- If any of the product's critical component(s) is/are to be changed, approval must be sought from Global-Mark before the changes occur. Global Mark will decide if new acceptable test report(s) will be required.
- Annual surveillance/product inspection is required and the Certificate Holder is required to complete an Annual Attestation of compliance.
- Re-evaluation (every 5 years) requires re-testing by accredited laboratory and factory assessment.

Program summary card	
Issue	Program rules/comments
Standard/Specification	Refer ABCB Schedule of Specifications and excluded products
Any other relevant document	Requirement for Quality Plan based on ISO10005 Global-Mark's Standard Complement (documents with prefix SC-) when required or Batch Test Plan
Target audience	Any company, only products within the scope of the WaterMark Scheme
Global-Mark output document	Certificate of Conformity
Other Global-Mark output document	Certification schedule (further defines the factory location, and approved product)
Certificate validity period	5 years
Certification mark that can be used by the client	WaterMark®
Can this Mark be used on product?	Yes
Periodicity of post certification reviews?	12 monthly
Periodicity of re-certification review	5 years
Steps to and post certification	
Application	✓
Document review	✓
Pre-certification business review	Optional
Certification business review	✓
Type testing review	✓
Follow-up review	When required
Technical file review	✓
Post certification annual review	✓
Re-certification review	✓
Client agreement format	Client Agreement & G-19



On-going assessment

- On-going review (minimum yearly): inspection of products, review of batch testing records, complaints, recalls etc.
- On-going re-certification (5 yearly) of production system, and on-going type testing (by accredited laboratory).
- Review and approval of changes during the life cycle of the product (using the [design lock change form](#)).
- On-going sampling and testing of the product to include occurrence of change on critical features, relevant changes on applicable product standard/specification, etc.

Note: ABCB “Procedure for Certification of Plumbing and Drainage Products” requires changes to the product to be completed within a period of one year from the date of the product standard/specification publication.

3 Key Definitions

Approved user: A manufacturer, assembler, distributor, retailer or importer of a product, or an agent thereof, who entered into an Approved User Agreement with and has been granted a WaterMark Licence by an Approved Certifier for use of the WaterMark in relation to a certified product. An Approved User may also be referred to as a Licensee.

Certificate holder: Approved user

ABCB: Australian Buildings Code Board

JAS-ANZ: Joint Accreditation System of Australia and New Zealand

Approved Certifier: A WaterMark Conformity Assessment Body (WMCAB) registered with and accredited by the Accreditation Body to conduct evaluations leading to product certification and contracted with the Scheme Owner to issue the WaterMark Licence. Global-Mark is an Approved Certifier.

Certified product: Finished product for which an Approved User may apply the WaterMark, to demonstrate that the product conforms to the applicable specification and that the Approved User has in all other respects complied with the requirements of the Approved User Agreement.

NOTE: Certified products are listed on the WaterMark Product Database.

Manufacturer: The entity responsible for the manufacture or assembly of a product.

WMCC: WaterMark Certification Scheme

WMPD: WaterMark Product Database

Certificate: Certificate of Conformity issued by Global-Mark under the WaterMark Certification Scheme listing products which have been assessed and found to comply with the relevant WaterMark specification or standard.

4 In simple terms

This program is based on a Type 5 approval in accordance with the principles of ISO/IEC Guide 67 and follows the requirements of the ABCB “Procedure for Certification of Plumbing and Drainage Products” for plumbing product certification.

In Australia, it is a requirement that plumbing and drainage products supplied under the WaterMark certification scheme are duly certified and identified with scheme’s trademark, the WaterMark.

The WaterMark certification license can only be granted by organisations that meet both conditions: being approved by JAS-ANZ to conduct assessments leading to product certification and contracted by the trademark owner (ABCB).

A product marked with the WaterMark logo applied by a manufacturer and certified by Global Mark gives the confidence that:

- The product was manufactured under a nationally recognised product certification scheme;
- The manufacturer warrants compliance of the marked product with the appropriate Standard/Specification; and
- The product is recognised by the consumer, regulator, tradesman and other interested parties as being manufactured under controlled conditions assessed by an independent organization.

The on-going factory surveillance activities (minimum annually) allow monitoring of design change or competence changes, and provide the manufacturer or supplier the ability to continue to evolve the design of the product. The annual inspection must be undertaken on products intended (or selected) for the Australian market.

5 Specific program conditions

- This certification program is based on Global-Mark’s “generic” Certified Product Program, as presented in G-64. Hence the requirements of G-64 apply with the additional requirements presented in this document. If some of the requirements are in conflict, the “higher” requirement will prevail.
- Clients agree to comply with the relevant ABCB documents (Manual for the WaterMark Certification Scheme, National Construction Code, AS/NZS 3500), TradeMark Agreement (G-19), relevant Specification / Standard(s) and directions from ABCB, JAS-ANZ or Global-Mark.



- Clients are required to sign and comply with the WaterMark Approved User Agreement (G-19), which requires compliance with the relevant clauses of the National Construction Code (NCC). Clients are also required to comply with the WaterMark Scheme rules, pay the relevant fees and use the WaterMark logo in accordance with the rules associated with the WaterMark TradeMark.
- Clients (Approved User) shall have and be able to demonstrate effective control over the manufacture, testing, packaging, branding, delivery, installation/commissioning instructions and Scope of Use of the product(s).
- To achieve WaterMark certification, products shall be certified as fully complying with an applicable specification through type testing. Full type testing shall be certified by an Approved Certifier as having been carried out in an accredited testing laboratory. The manufacturer of the product shall be certified by the Approved Certifier as having a quality management system, including batch release testing, appropriate for the product. In addition, the Approved User shall comply with the conditions of the WaterMark Licence.
- All products certified under the WaterMark Certification Scheme shall be marked in accordance with the Plumbing Code of Australia, the WaterMark Certification Trademarks and the requirements of the relevant product standard/specification.
- Applicants for WaterMark certification must submit a marking proposal to Global Mark showing the form and manner in which the certification mark is to be used.
- Certification cannot take place until the marking proposal has been accepted by Global Mark.
- After approving the Marking Proposal and issuing the Certificate of Conformity Global-Mark will formally issue an authorisation for the commencement of product marking. The licensee should in return confirm to Global-Mark the beginning of the marking process.
- The WaterMark must be applied to the certified product prior to dispatch from the manufacturing site and as approved by Global Mark.
- The intention to have the certification mark incorporated on components manufactured by a sub-contractor shall be presented to Global Mark for approval prior to the incorporation. Access to the subcontractor's premises shall in any case be granted to Global Mark to enable verification of the conditions of application.
- The applied WaterMark must be durable, clearly visible and legible.
- Recognised Test Report
- Under this program, acceptable test reports need to be issued under a NATA or ILAC MRA member accredited laboratory
- If Global-Mark is no longer satisfied that an Approved User (Certificate holder) is capable of complying with the terms of the WaterMark Approved User Agreement, Global-Mark must terminate its agreement with the Approved User.
- Any complaints relating to the operation of the scheme shall be submitted in the first instance to the Adminstrating Body: i.e. JAS-ANZ
- Global-Mark may terminate its agreement with an Approved User immediately by giving notice to the Approved User if the Approved User breaches any of the provisions of the agreement and, if the breach is capable of remedy, fails to remedy the breach within 15 days after receiving notice from Global-Mark requiring it to do so of G-19.

Scope of Use

In addition to the WaterMark, a product shall be provided with a WaterMark Scope of Use. A product displaying a Mark of Conformity but without the required Scope of Use is not an authorised product.

The Scope of Use shall be a statement by the Approved User specifying the intended use of the product. The Scope of Use may include any limitations to the application of the product such water pressure, water temperature or any other operating circumstances.

The statement shall be included with the product when sold and shall be clearly visible and comprehensible to the intending purchaser and user. The statement may be stamped onto the product, printed on the packaging or included as part of the installation instructions.

Where it is not possible to include this statement as outlined it may be permissible to include advice that the statement is available from a website.

In all cases, Approved Users shall submit a Scope of Use proposal to the Approved Certifier showing the form and manner in which the statement shall be applied to the product. The product licensing is not to conclude until the Scope of Use proposal has been documented and accepted.

Transfer from other JASANZ accredited certification bodies to Global-Mark

As one of the WaterMark certification participants Global-Mark may issue transfer WaterMark certificates for products currently certified by a JAS-ANZ accredited body and where there is a current contract with the trademark owner (ABCB). Global-Mark will accept new applications if it is presented with satisfactory evidence including: the previous certification body's last audit report, details of any non-conformance, certification schedule, and other documents, as requested by Global-Mark.

Global-Mark will take the view that the manufacturer's technical file is compliant at the time of the transfer and continue with certification on a cycle equivalent to that of the previous certification company.

License numbers can also be transferred to Global-Mark (our Certificate/Schedule will record the license number(s)).



Selection of samples

Samples should be randomly selected from a product run or batch sufficiently wide to be representative of the production process, by Global-Mark or an authorised representative, at any time or any place (within the distribution chain) at the discretion of Global-Mark.

Working with prototypes

Type tests can be performed on prototypes, under conditions and a design that has been reviewed and confirmed by Global-Mark. However, in order to be accepted, correlation test(s) will need to be performed once production has been established and stabilised. The timing and extent of further testing remains at the discretion of Global-Mark.

Recognition of past test reports

Global-Mark will accept past test reports (for currently certified products under a JASANZ accredited certification body in the WaterMark scheme), and will require new test reports if the product or any of its critical components is changed. A new test report must be issued by an approved laboratory. The test report must meet the definition of an approved test report (ATR). **It should be noted that test reports have a 5 years life. Test reports older than 5 years will be rejected.**

For AS/NZS4020, Global-Mark will identify the scaling factor to be used.

Compliance of components

Where a product requires certification under the Scheme and includes integral components that would normally require individual certification, each component shall comply with relevant applicable specification(s) for that component (refer to the WMSP) and may, but is not required to, be individually certified.

Certification of a product may:

- include the certification of its integral components (to each of their relevant applicable specifications) and the Approved Certifier is fully responsible for undertaking ongoing surveillance of any integral component that does not have individual certification; or
- rely on the prior certification of its individual components, providing this is current, and the Approved Certifier shall rely on the ongoing surveillance undertaken for any certified integral component, providing the certification retains currency.

Where a product does not require certification under the Scheme and includes integral components that would normally require certification, each individual component shall be individually certified.

Control of non-conforming product/product recalls

The Certificate Holder shall notify Global-Mark formally and immediately should a non-confirming product with the WaterMark logo (covered by the Global-Mark Certificate of Conformity) be identified after dispatch from the factory (i.e. as reported by a user, installer or distributor).

Should a product marked with the WaterMark be found to be non-compliant prior to releasing, the Client must ensure that actions to effectively eliminate the non-conformance(s) are taken. WaterMark® must not be used on any further products until records can demonstrate to the satisfaction of Global-Mark that the production process, system and outputs have been controlled and that the product is now compliant. Non-compliant products with the WaterMark® incorporated cannot be sold as seconds or re-graded.

Should a product be recalled, the Client must promptly identify the non-conforming batch(s) and immediately advise Global-Mark of the extent of the problem. All products found to be non-compliant must immediately be removed from the market and all intended subsequent corrective actions shall be taken in consultation with Global-Mark.

Product found to be non-compliant cannot be sold or distributed in any way with the WaterMark® visible on the product, its packaging or any of the supporting documentation.

Public disclosure in accordance with ACCC Guidelines shall also be undertaken by the Certificate Holder. The ABCB and/or Global-Mark reserve the right to undertake their own public disclosure.

Notification and information to the ABCB

In the event of WaterMarked product recall or the suspension or cancellation of a WaterMark licence, it is a requirement that Global-Mark notifies the ABCB within 7 days of the occurrence.

All information provided by any applicants, Approved Users or Approved Certifiers of the WaterMark may be disclosed to the Scheme Owner, whether that information is of a confidential nature or otherwise, and such information may be used or disclosed by the Scheme Owner if the use or disclosure is necessary to comply with the law or to maintain the integrity, validity or the Scheme Owner's ownership of the WaterMark.

Independent testing of products

Global-Mark reserves its right to select additional samples and complete independent tests. The results of the test will be presented to the manufacturer. Costs associated with the additional sampling and testing must be paid by the Global-Mark client.

Changes to products under "design lock"

Global-Mark requires to be advised in writing of any change to the design lock conditions. Global-Mark may require new testing of the changed product or component.

**Submitting a new product for authorisation**

Products not listed but subject to ABCB “Procedure for Certification of Plumbing and Drainage Products” must follow the procedure as set out Table 1 of the document.

Extension of scope (adding products, factory or other)

If an Approved User wishes to extend the scope of certification to additional types of products, to the same specified requirements as the products for which a certification is already granted, the Approved User should formally apply to Global-Mark, and the process as described above shall be followed.

WaterMark Licence:

The Certificate of Conformity is issued on the basis of a valid continuing WaterMark Licence based on G-19. The Licence must be signed prior to the Certificate being issued, and if it is terminated, the products will be removed from the WMPD and the Certificate of Approval cancelled (within 7 days)

The Licence is valid for 12 months (and is renewed as long as certification conditions remain in compliance), must be signed by the Certificate Holder. A Certificate of Conformity cannot be extended once it has reached its expiry date: it can only be reviewed based on the re-certification process.

All rights granted to Approved Certifiers or Approved Users in relation to the WaterMark are non-exclusive and non-transferable.

Changes to Standard/Specification(s) as stipulated by the ABCB

Clients are required to follow the requirements published by the ABCB within the timelines required by the ABCB (update to specification, notice of directions, ruling or other). Modification and demonstration of compliance shall be undertaken within 12 months from the date of listing of the applicable specification.

WaterMark Approved User Agreement (G-19), also called WaterMark Licence

The Client must sign the Approved User Agreement as required by the WaterMark owner, the ABCB, before Global-Mark can issue a Certificate of Conformity.

Issue of test report

The format of the test report must be as agreed with Global-Mark and must cover the testing plan agreed between the Client/Licence and Global-Mark

Communications with the Laboratory undertaking the testing

Global-Mark reserves its right to communicate with, and visit the laboratory undertaking the testing.

Suspension, withdrawal or cancelation of a Certificate of Conformity

Global-Mark reserves the right to suspend, withdraw or cancel a Certificate of Conformity.

This may related to be on a product, WMCC, site or company basis depending on the type of non-conformity. It may also be based:

- on breach of the rules, standards / specification,
- failure to pay any fees,
- if the Approved User becomes bankrupt, applies to take the benefit of any law for the relief of bankrupt or insolvent debtors or makes any arrangement or composition with its creditors or if a company enters into liquidation (whether compulsory or voluntary, but not including voluntary liquidation for the purpose of reconstruction) or has a receiver appointed to its business,
- if an Approved User modifies a product, other than that permitted by the Approved Certifier by the granting of a change to the WMCC, therefore breaching the undertaking given at the time of certification and invalidating the Approved User Agreement; or
- if the Approved User fails to renew the certification within the required period after a change in the relevant applicable specification.

Relinquishment of Certification

An Approved User may relinquish certification at any time by advice in writing to Global-Mark and by the return of the relevant WMCCs and WaterMark Licences. Global-Mark shall update the status of such WMCCs and Watermark Licences on the WMPD as soon as practicable but no later than 7 days after receiving the written advice.

Trademark ownership and use

The WaterMark® is a registered Certification trade mark of the Australian Building Codes Board (ABCB) Only compliant product can display the WaterMark logo, and when a Certificate of Conformity is issued, valid and current, and the use of the mark shall be as stipulated by the ABCB and the relevant WaterMark Specification. Global-Mark shall issue the Client with customized artwork (including the WM number and Specification) which cannot be changed without formal authorisation.

An Approved User shall not apply the WaterMark on products, and/or related communication media, that do not comply with applicable specifications and shall not apply the WaterMark in a way that might be misleading or deceptive.



Products used in Australia and supplied under the Scheme shall bear the WaterMark once they have been certified and granted a WaterMark Licence by the Approved Certifier. Applying the WaterMark to the product provides evidence that the product is:

- manufactured under a nationally recognised certification scheme and certified by an Approved Certifier;
- supplied and warranted by the Approved User as complying with the appropriate applicable specification; and
- easily recognised by regulators, tradespeople, distributors and retailers as being certified and authorised for use in a plumbing or drainage installation.

In all cases, Approved Users shall submit a marking proposal to Global-Mark showing the form and manner in which the WaterMark is to be used. Licensing / certification cannot take place until the marking proposal has been accepted.

The WaterMark shall only be shown on or be associated with a product that has been duly certified and where the Approved User has been appropriately licensed.

Any alleged misuse or misrepresentation of the WaterMark and WMCC reference number shall be immediately reported to the Administering Body.

Upon the granting of a WMCC no dispensation shall be offered to Approved Users from identifying the Mark of Conformity with products complying fully with the applicable requirements of the Scheme.

6 What documents/records are needed to understand this program?

In order to understand our program, you should also access and be aware of the following documents:

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- G-00: Welcome Pack
- G-64 Certified Product Program
- MSP-00: Introduction to our Management Systems
- MSP-01: Nomenclature and Definitions
- MSP-24 Appeals
- Standard Complement (if applicable)
- Watermark® Program Certification - Marking Proposal
- G-19 Approved User Agreement for the Watermark Certification Trade Marks (ABCB document)
- ABCB Manual for the WaterMark Certification Scheme
- ABCB Schedule of WaterMark specifications
- ABCB Schedule of WaterMark excluded products
- ABCB Notice of Direction: 2017/3.1 Improved WaterMark Certification Scheme - Transition Arrangements

End of document