



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 1 of 17

Client Agreement

客户协议

This Client Agreement is between OZ Cert Pty Ltd (ACN.634 873 831, operational address 15/23 Middle Street, Cleveland QLD 4163) and its client regarding Electrical Product Safety Certification Service. By reading and signing this agreement, the client fully understands the requirements and agree to abide by them herein.

Both language versions are considered to be equally authentic. In the event of any discrepancy between the two versions, the English version shall prevail.

这是一份 OZ Cert Pty Ltd (公司注册号 634 873 831, 公司地址 15/23 Middle Street, Cleveland QLD 4163)与其客户之间就电气产品安全认证服务达成的协议。阅读并且签署这份协议意味着该客户完全同意并且愿意遵守我们的所有条款和条例。

中英文版本具有同等效力。如果两个版本有任何差异，以英文版为准。

1. Definitions

Applicant

An organization or a person who applies an Electrical Product Safety Certification.

Consultant

An organization or a person who acts on behalf of an applicant with authorization to apply for an Electrical Product Safety Certification.

Client

An applicant and/or a consultant who applies for Electrical Product Safety Certification and is responsible for ensuring that certification requirements are fulfilled.

Certificate Holder

An organization or a person who holds an electrical product safety certificate.

1. 定义

申请人

申请电气产品安全认证的组织或者个人。

顾问

授权代表申请人来申请电气产品安全认证的或者个人。

客户

递交电气产品安全认证申请并且负责保证符合认证要求的申请人或者顾问。

证书持有人

持有电气产品安全认证证书的组织或者个人。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 2 of 17

Test Report Holder

An organization or a person who holds a safety test report.

测试报告持有人

持有电气产品安全报告的组织或者个人。

Electrical Product Safety Certification Scheme

A certification system related to electrical products, to which the same specified requirements, rules and procedures apply.

电气产品安全认证体系

适用于电气产品，使用相同的要求、规则以及流程的认证系统。

Responsible Suppliers

A legally identifiable Australian or New Zealand entity or a person who manufactures or imports in-scope electrical equipment in Australia or New Zealand (first supplier).

责任供应商

澳大利亚或者新西兰境内制造或进口范围内电气产品的合法机构或个人，也叫第一供应商。

2. Electrical Product Safety Certification Service

OZ Cert Pty Ltd provides an Electrical Product Safety Certification Service. This service is based on a Type Test Scheme, which is to conduct tests and certifications on representative samples. This service does not include any surveillance activities or ongoing product quality control.

2. 电气产品安全认证服务

OZ Cert Pty Ltd 提供基于型式试验的电气产品安全认证服务。型式试验是指对代表性样品进行的安全测试。本认证不包含产品质量监督以及后续产品质量控制服务。

3. Condition of Service

The client shall:

- provide to OZ Cert Pty Ltd all necessary documents and materials required for conducting the electrical product safety certification process, including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors;
- ensure that products always fulfil the certification requirements including

3. 协议条款

客户需要做到如下事项:

- a. 向 OZ Cert Pty Ltd 提供电气产品安全认证所需的文件和资料。这些可能涉及到测试文件与记录，测试设备、地点、人员以及外包测试协议;
- b. 保证满足产品认证要求，包括实施 OZ Cert Pty Ltd 可能提出的必要整改;

Policy Manual

Appendix D – Client Agreement

- implementing appropriate changes when communicated by OZ Cert Pty Ltd;
- ensure that if the certification applies to ongoing production, the certified product continues to fulfil the product requirements;
 - ensure to comply with any requirements prescribed in this client agreement relating to the use of conformity marks and product information;
 - ensure to inform OZ Cert Pty Ltd, without delay, of changes that may affect its ability to conform with the certification requirements;
 - ensure to take appropriate actions for complaints and any deficiencies found in products that affect compliance with the requirements for certification;
 - ensure to make all necessary arrangements for conducting an evaluation, investigating complaints and participating observes, if applicable.
 - ensure to keep a record of all complaints made known to the client relating to the compliance with certification requirements and to make these records available to OZ Cert Pty Ltd when requested;
 - ensure to comply with the requirements of OZ Cert Pty Ltd in referring to its product certification in communication media such as documents, brochures or advertising;
 - ensure not to use its product certification in such a manner as to bring OZ Cert Pty Ltd into disrepute, and not to make any statement regarding its product certification OZ Cert Pty Ltd may consider misleading or unauthorized;
- c. 保证已认证的产品持续满足认证要求;
 - d. 保证产品标记符合本协议要求;
 - e. 当产品发生更改且可能影响产品符合认证要求时, 保证及时通知 OZ Cert Pty Ltd;
 - f. 保证对产品投诉以及影响产品符合认证要求的不足之处采取相应措施;
 - g. 合理安排产品评估, 调查投诉以及参与观察项整改;
 - h. 保证保留有关产品认证相关的投诉并且在 OZ Cert Pty Ltd 要求时能够提供;
 - i. 保证在诸如产品文件, 产品手册, 产品广告涉及到的宣传符合 OZ Cert Pty Ltd 的相关要求;
 - j. 保证并且未经 OZ Cert Pty Ltd 同意不做相关产品认证的声明, 产品认证相关的声明不存在误导, 并且其产品证书的使用不会令 OZ Cert Pty Ltd 名誉受损;



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 4 of 17

- ensure that upon providing copies of the certification documents to others, the client shall reproduce the documents in their entirety or as specified in the certification scheme; and
 - ensure to discontinue its use of all advertising matter that contains any reference to the certification upon suspension, withdrawal, or termination, to act as required by OZ Cert Pty Ltd, and to take any other required measure.
- k. 如果客户要复制产品证书提供给其他人，请按照认证协议要求进行复制，或者复制完整的证书；以及
 - l. 保证在产品证书暂停，撤销以及终止时停止使用该证书进行宣传，并采取 OZ Cert Pty Ltd 要求的相关措施。

4. Supporting Documents for Electrical Product Safety Certification Applications

The client can apply online on the OZ Cert Pty Ltd website for electrical product safety certification services or submit a completed Electrical Product Safety Certification Application Form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

Supporting Documents for an application need to fulfil the following requirements from a to i.

a. Test Report(s)

a.1 A test report shall be a complete original or recognised copy and shall be one of the following:

- a NATA report;
- a report from a laboratory accredited under the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement; or
- a CB test report accompanied by a CB certificate issued under the IECEE CB Scheme. A test report of CTF Stage 1 or

4. 电气产品安全认证申请所需文件

客户可以直接在线申请或者从 OZ Cert Pty Ltd 公司网站下载电气产品安全认证申请表格、填写完成并邮寄到公司地址或者电子邮件发送到 info@ozcert.com.au。

电气产品安全认证所需的文件需要满足以下 a 到 i 的要求。

a. 安全测试报告

a.1 安全测试报告需要是一份完整的原版或者授权复印版报告，并且满足以下条件之一：

- 一份 NATA（澳大利亚国家实验室认可协会）实验室签发的报告；
- 一份 ILAC（国际实验室认证联盟）实验室签发的报告；或者
- 一份带有 CB 证书的 CB 测试报告。我们接受带有 CB 证书的 CTF Stage 1

2 accompanied with a CB certificate are acceptable while CTF Stage 3 or 4 reports are not acceptable.

和 2 报告，但不接受 CTF Stage 3 或 4 报告。

a.2 An acceptable test report shall satisfy the following requirements.

- The test report shall have the required accreditation identification as stipulated by the ILAC/APLAC laboratory accreditation body, or as required under the IECEE CB Scheme.
- The test report shall be within any expiry date listed on it. In case of no expiry date listed, no more than five years old shall have passed from the date of issuing unless specified otherwise by a regulatory authority.
- The test report shows compliance with the currently applicable standard(s).
- The scope of accreditation for the laboratory shall include the applicable testing standard and clauses.
- The information of the laboratory (the company name and address, etc.) in the accreditation document match those on the report.

a.2 可接受的安全测试报告需要满足以下条件。

- 测试报告上需要有 ILAC/APLAC（国际实验室认证联盟/亚太实验室认证联盟）或者 IECEE CB 体系规定的认证鉴定标记。
- 测试报告必须在有效期内。如果测试报告上没有标记有效期，则取测试日期起五年内有效。如果政府机构有其它要求，优先满足政府机构的要求。
- 测试报告符合现行有效产品标准。
- 测试报告签发实验室拥有相关标准和条款的检测资质。以及
- 测试报告上的签发实验室信息（诸如实验室名称和地址）与该实验室资质文件上相关信息相一致。

a.3 Test Reports must include detailed colour photographs. The photographs generally should have:

- complete views of the product (external side, top, and bottom);
- nameplate of the product;
- other warning labels on product or indicator marks;
- close-ups of controls and switches;
- a close-up of the plug (including markings) or a copy of a relevant Certificate of Conformity;
- cord markings or a copy of the safety certificate;
- cord entry of the product;

a.3 测试报告内必须含有清晰的产品彩色照片。照片视图需要包含：

- 产品的完整视图，包含外部侧视图，顶视图以及底视图；
- 产品铭牌；
- 产品上的其它示警标记或者指示标记；
- 控制器和开关特写；
- 插头标记特写或者插头照片加相关认证证书；
- 电源线标记特写或者电源线照片加相关认证证书；
- 产品上的电源线入口结构；

- internal layout including wiring and component locations;
- a close-up of incoming supply cord/cord anchorage/supply terminal block/earth connection; and
- marking on critical components (switches, capacitors, transformers, etc.).
- 内部整体布局，包含电源线和元器件位置；
- 产品内电源线入口，固定，连接接线端子，接地处特写；以及
- 关键安全元器件标记（例如开关，电容器，变压器等）。

a.4 The Test Report must include full technical details and testing results including but not limited to:

- description of the product(s) under test;
- nameplate marking details of the product(s) under test;
- normal operation temperature test conditions and results;
- abnormal test conditions and results;
- leakage current and electric strength test results;
- test results for any specific test particularly relevant to the product under test (as listed in standard);
- a detailed list of all components (including alternates) that were included in the assessment for the report, including details of component markings, electrical ratings and certification numbers (Australian certification numbers where applicable); and
- test specifications and results for resistance to heat and fire tests (complete list of results of all components tested or claimed as being exempted from testing due to existing certification, temperature applied, results of flaming and any consequential test required).

a.5 Where there is more than one model listed on the test report, there should be supporting documentation (if not exist in the test report)

a.4 测试报告必须涵盖产品的全部技术细节和测试结果，包括但不限于：

- 受测产品描述；
- 受测产品铭牌和标记信息；
- 正常操作温升测试的条件和结果；
- 非正常操作温升测试的条件和结果；
- 泄漏电流和电气强度测试结果；
- 产品标准上受测产品的特殊指定测试的测试结果；
- 所有元器件清单（包含备用元器件），要求清单上包含元器件标记，电气参数以及认证信息（如适用要求有澳大利亚认证证书号）；以及
- 标准要求的耐热阻燃测试条件与结果（所有受测元器件的测试条件以及结果清单，如有后续测试，也需包含后续测试条件与结果）

a.5 当测试报告上含有多于一个产品型号时，测试报告上需要显示不同产品型号之间的异同以及不同产品型号经受的测试项目。

to explain the details of the differences between the models listed on the test report and which tests were applied to which models (i.e. base model listed and model variations explaining the differences from that base model listed);

a.6 Critical components are required to be tested and provided with test reports or certificates that detailed their compliance with the relevant standards or marked with certification body marks.

b. Client Agreement

All clients need to read and abide by this Client Agreement.

For applications made by consultants, the consultants need to ensure that the applicants read and abide by this Client Agreement.

c. Instruction Manual

A document with electrical product instructions regarding installation, operation, safety warnings, etc.

d. Name Plate/Label

Photos of representative sample markings. If the test report has different marking details listed to those that will be on the final products, make sure to supply details of the final markings as well as an explanation of the differences.

e. Circuit Diagram or Exploded View Drawing

A circuit diagram is a graphical representation of an electrical circuit using either images of parts or industry-standard symbols.

An exploded-view drawing is a diagram, picture, schematic or technical drawing of an object, that shows the

如果测试报告不包含以上描述，也可以出具单独的文件来描述；

a.6 关键元器件需要符合相关元器件标准，可以出具元器件认证证书或者测试报告，或者按照标准要求在产品种进行测试。

b. 客户协议

所有申请人都需要阅读并且遵守本客户协议。

如果是授权顾问全权负责电气产品安全认证相关事宜，则授权顾问需要确保申请人阅读并且遵守本客户协议。

c. 使用说明书

电气产品的安装，操作，使用，维修，安全等说明手册。

d. 产品铭牌

代表性样品的标记照片。
如果测试报告上的标记信息与最终量产的标记信息不一致，请务必递交最终量产产品的标记信息，同时请解释造成标记差异的原因。

e. 产品电路图或爆炸图

电路图是指用电路元件符号表示电路连接的图。

爆炸图是指产品的立体装配图。

relationship or order of assembly of various parts.

f. Critical Component Australian Certificates

Clients need to provide compliant evidence for components. Socket-outlets in cord set, plugs and flexible supply cords have to be Australian certified.

g. Consultant Authorization Letter

A letter issued with a signature and a date from the applicant to the consultant acknowledges that the consultant can act on the applicant's behalf for the electrical product safety certification application. The letter shall also declare that the applicant has received a copy of the Client Agreement, read and agrees to abide by the Client Agreement.

h. Test Report Authorization Letter

Test reports submitted which do not belong to the applicant will only be accepted if the Test Report Holder signs a Test Report Authorization Letter declaring the product(s) of the application are identical to those in the test report. The letter shall describe differences in trade names, model numbers, and markings.

i. Others

Design documentation such as descriptions, critical component listing and bill of materials, as required by OZ Cert Pty Ltd.

5. Non-Conformities during Certification Process

If there are non-conformities identified during the certification process, they shall be documented and raised to the applicant. OZ Cert Pty Ltd can complete the certification

f. 关键元器件的澳大利亚认证

申请人需要提供充分的证据证明元器件符合安全要求。电线组件中的插座，插头和电源线必须是澳大利亚认证的。

g. 顾问授权信

由申请人给授权顾问出具的带签名与日期的授权信。信中声明申请人授权于顾问全权代表其处理电气产品安全认证相关事宜。信中还需声明申请人已收到，阅读并且愿意遵守客户协议。

h. 测试报告使用授权信

申请人非测试报告持有人的时候，申请人需要递交一份测试报告持有人出具的测试报告使用授权信。授权信种需要声明申请人的产品与测试报告中的产品完全一致。如果产品型号，商标和标记存在差异，则这些差异也要描述清楚。

i. 其它

诸如产品设计图，元器件清单，材料清单等 OZ Cert Pty Ltd 要求的文件。

5. 认证过程中产生的不符合项

产品认证过程中如果出现不符合项，OZ Cert Pty Ltd工程师需要记录并通知客户。只有当所有的不符合项都解释清楚或者整改到符合要求，证书才会签发。

process only after resolving all non-conformities satisfactorily. An Electrical Product Safety Certificate may be issued where a product is non-conforming with a requirement of the relevant product standard(s), providing that appropriate evidence is provided that the product will comply with the requirements.

当产品不符合某项相关标准要求时，如果有合适的证据证明产品符合安全要求，OZ Cert Pty Ltd可能会签发带条件的证书。

6. Marking of Products

Markings shall be following the standard(s) and legislative requirements which shall include but not limited to:

- Each product shall be marked with the information as required by the applicable testing standard(s); and for
- REAS (Recognised External Approval Schemes), the authorised mark shall be permanently marked on the certified product, in the same format as on the certificate. or
- RECS (Recognised External Certification Scheme), the Regulatory Compliance Mark (RCM) shall be marked on all in-scope level 1, 2 and 3 electrical equipment offered for sale in Australia and New Zealand supplied by Responsible Suppliers. Requirements for the RCM are in AS/NZS 4417 and these rules.

6. 产品标记

产品标记要符合产品标准要求以及政府相关要求。这些要求包含但不限于：

- 每一个产品都要按照相关产品标准要求标记相应内容；以及
- REAS 体系(新南威尔士州外部认证体系)要求在产品上永久标记授权标记。或者
- RECS 体系(昆士兰州，南澳大利亚州，塔斯马尼亚州和维多利亚州外部认证体系)要求在澳大利亚以及新西兰市场销售的使用范围内所有风险等级为1级，2级和3级的电气产品都需要标记RCM标记（政府监管符合标记）。RCM相关要求详见AS/NZS 4417。

7. Modifications to Product

After issuing the electrical product safety certificate, mass production shall be identical to the representative samples tested and certified. The certificate holder shall notify any modification to the certified product(s) to OZ Cert Pty Ltd in writing by submitting a completed application form or applying online.

7. 证书修改

获取电气产品安全认证证书后，批量生产的产品必须与用于检测和认证的代表性样品完全一致。如有任何变化，需要书面形式通知OZ Cert Pty Ltd。可以在线递交证书修改申请，也可以下载并填写证书修改申请表格然后电子邮件发送给OZ Cert Pty Ltd。

Technical modifications that require tests and reviews include but are not limited to:

- electrical specification change;
- constructional change;
- materials change to different specifications;
- critical components change to different ratings; or
- the addition of models with similar specifications or alternative components.

Non-technical modifications that do not require tests or technical reviews include but are not limited to:

- change or addition of trade name(s);
- addition of models that are identical to certified model(s) except for model number and trade name; or
- addition of Australian certified plugs and cords with the same specifications as the ones tested and certified in the certificate.

Certification holders can make modification applications online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

8. Change in Certificate Holder Details

After issuing the electrical product safety certificate, the certificate holder shall notify to OZ Cert Pty Ltd within one month of any change of the registered Certificate Holder details, including change of business name, ABN, ACN, ARBN, business address or contact details.

涉及到测试与技术性评估的技术性修改申请包含但不限于:

- 电气参数更改;
- 产品结构改变;
- 产品材料改变;
- 关键元器件参数更改; 或者
- 新增不同电气参数或使用不同关键元器件的产品型号。

无需测试的非技术性修改包含但不限于:

- 修改或新增产品商标;
- 新增与已认证产品除了型号或商标其它完全一致的产品型号; 或者
- 新增与原关键安全元器件清单上电气参数一致的澳大利亚插头电源线。

客户可以直接在线申请或者从 OZ Cert Pty Ltd 公司网站下载电气产品安全认证申请表、填写完成并邮寄到公司地址或者电子邮件发送到 info@ozcert.com.au。

8. 证书持有人信息变更

电气产品安全认证证书签发后, 注册在案的证书持有人的任何信息变更都需要在变更后一个月内通知 OZ Cert Pty Ltd。变更可能涉及公司注册名称, 澳洲公司注册号, 注册公司地址或联系人信息。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 11 of 17

The certificate holder can make an application online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

9. Transfer of Certificates

A certificate holder can transfer their certification to another business entity, providing both are in agreement upon written authorisation.

The certificate holder can make an application online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

10. Renewal of Certificates

The certificate holder shall ensure the certificate remains current while certified products are still in the marketplace.

OZ Cert Pty Ltd notifies the certificate holder six months before it expires. The certificate holder may allow the certificate to expire or arrange to have the certification renewed.

The certificate holder can apply online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

Renewal of an existing certificate will follow the same process as for a new application of Electrical Product Safety Certification. Products shall comply with the currently applicable safety standard(s).

客户可以直接在线申请或者从 OZ Cert Pty Ltd 公司网站下载电气产品安全认证申请表、填写完成并邮寄到公司地址或者电子邮件发送到 info@ozcert.com.au。

9. 证书转让

证书签发后，现证书持有人可以持证书转让协议将证书转让给新证书持有人。

客户可以直接在线申请或者从 OZ Cert Pty Ltd 公司网站下载电气产品安全认证申请表、填写完成并邮寄到公司地址或者电子邮件发送到 info@ozcert.com.au。

10. 证书更新

证书持有人需要保证依然存在市场流通的已认证产品的证书有效性。

OZ Cert Pty Ltd 将于证书过期前 6 个月通知证书持有人证书过期日期。证书持有人可以让证书自然过期，或者如果需要安排更新证书。

客户可以直接在线申请或者从 OZ Cert Pty Ltd 公司网站下载电气产品安全认证申请表、填写完成并邮寄到公司地址或者电子邮件发送到 info@ozcert.com.au。

证书更新进程与新证书申请进程相同。所有涵盖的产品需要满足现行有效的产品标准要求。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 12 of 17

11. Termination, Reduction, Suspension or Withdrawal of Certificates

Certificates may be suspended or withdrawn in certain circumstances.

- During or after the certification process, when false information or an incorrect sample knowingly has been supplied by the client, OZ Cert Pty Ltd suspends the certificate.
- When non-compliance of certification requirements is substantiated in mass production after certification, or when a certificate holder breaches the Client Agreement, OZ Cert Pty Ltd suspends the relevant certificate. or
- A regulatory authority may give a written request to OZ Cert Pty Ltd for certification suspension or withdrawal.

Upon a certificate suspension, the general manager notifies the certificate holder in writing and requests the certificate holder to respond in twenty working days for a solution and to apply the solution in sixty working days. The solution may include written justifications and a re-test of products.

The certificate holder shall submit a modification application for the certificate after the implementation of the solution.

If the certificate holder does not respond or remedy the non-conformity in the given timeframes, OZ Cert Pty Ltd shall withdraw the certificate.

The certificate holder may, at any time, request in writing to withdraw or cancel their certificates.

11. 证书的暂停，撤销，终止以及认证范围缩小

在某些特定情况下，证书可能被暂停或者撤销。

- 在认证处理过程中或者证书签发后，OZ Cert Pty Ltd 发现客户有意识的递交假信息或假样品，则申请终止且证书被暂停。
- 证书签发后，如证实量产产品不符合认证要求，或者证书持有人违反了本协议要求，OZ Cert Pty Ltd 暂停证书。或者
- 政府机构向 OZ Cert Pty Ltd 出具书面要求暂停或者撤销某证书。

证书被暂停后，总经理会书面通知证书持有人并且要求证书持有人于二十个工作日内做出相应处理方案的回应。整个处理方案需要于六十个工作日内结束。处理方式可以是提供书面证明材料或者重新测试代表性样品。

书面证明材料或者测试结果准备好之后，证书持有人向 OZ Cert Pty Ltd 递交该证书的修改申请。

如果证书持有人没有在指定时间内给出处理方案或补救措施，OZ Cert Pty Ltd 撤销该证书。

证书有效期内，证书持有人可以于任何时间书面通知 OZ Cert Pty Ltd 撤销其证书。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 13 of 17

OZ Cert Pty Ltd shall notify the certificate holder of the withdrawal of a certificate, notify the relevant authorities of the certificate withdrawal, and modify the certificate details accordingly on the certification register.

Upon the withdrawal of a certificate, the certificate holder shall ensure all certificate copies destroyed properly and no reference to the certification in any public forum such as advertising, promotions, literature, or on any internet web page.

If a public safety issue arises, OZ Cert Pty Ltd shall contact the relevant regulatory authorities and ACCC who manages product safety recalls. The certificate holder may reference to the certification for recalls in the advertisement and provide it to OZ Cert Pty Ltd for acceptance reviewing before publishing.

To reinstate a certification after suspension, OZ Cert Pty Ltd shall conduct a full review for the intended method or solution for non-conformities, either technical or administrative. The process is the same as a new certification application. Once the products satisfy all certification requirements, OZ Cert Pty Ltd shall make necessary modifications to formal certification documents, public information, and approval mark authorizations.

To reduce or alter the scope of certification, OZ Cert Pty Ltd shall make all necessary modifications to formal certification documents, public information, authorizations of use of the marks, etc. These activities are to ensure the reduced or altered scope of the certification is communicated to the client and specified in the certification documentation and public information.

撤销证书会以书面形式通知到证书持有人。证书撤销后三天内，OZ Cert Pty Ltd 会书面通知相应的政府机构。相应证书的注册信息也会被更新成已撤销。

证书撤销后，证书持有人需要保证有效销毁所有证书并不再在广告，促销，文宣以及网站等任何地方提及此证书。

如果已认证的产品导致公共安全问题，OZ Cert Pty Ltd 将联系相应的政府机构和负责产品召回的 ACCC（澳洲公平竞争和消费者委员会）。召回广告上涉及的认证相关信息需要先递交 OZ Cert Pty Ltd 审核。

被暂停的证书涵盖的产品经过整改满足所有认证要求后，证书可以恢复有效。评估流程参照新证书申请流程。证书恢复有效后，OZ Cert Pty Ltd 将签发证书附页描述修改内容并更新证书注册状态为有效。

如果经决定将原证书缩减认证范围成为带条件的认证，OZ Cert Pty Ltd 也将与客户沟通，重新签发带条件的证书以及附页，清楚描述修改内容以及缩减范围并更新证书注册信息。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 14 of 17

12. Expiry of Certificates

A certificate is valid for up to 5 years except when regulators have different requirements in the legislation. During the certification validity, a certification may be withdrawn, suspended or cancelled in certain circumstances.

OZ Cert Pty Ltd will notify the certificate holder six months before it expires. The certificate holders may allow the certificates to expire.

13. Ongoing Responsibilities

The certificate holder must ensure that the ongoing production of the certified product continues to fulfil requirements for certification.

The certificate holder shall record all complaints and corrective actions relating to the products' compliance with the relevant standard(s) and make these available to OZ Cert Pty Ltd on request.

The certificate holder shall notify OZ Cert Pty Ltd immediately if the product undergoes any modification, which may invalidate its existing certification.

OZ Cert Pty Ltd is responsible for communicating any news or revised requirements that the certificate holders are obliged to compliant.

14. Complaints and Appeals

Clients or interested parties may at any time raise a complaint expressing dissatisfaction about OZ Cert Pty Ltd personnel or services online, or in writing directly to info@ozcert.com.au.

12. 证书过期

除非政府法律另有规定，一张证书的有效期是5年。在有效期内，证书可能被暂停或撤销。

OZ Cert Pty Ltd将于证书过期前6个月通知证书持有人。证书持有人可以让证书自然过期。

13. 后续责任

证书持有人有责任保证已认证产品的后续量产产品继续满足认证要求。

证书持有人需要保留好产品符合性相关的所有投诉和纠正措施记录。若有需要，证书持有人需能 OZ Cert Pty Ltd 提供这些记录。

如果产品有更合修改，证书持有人需要及时告知 OZ Cert Pty Ltd，否则可能会影响证书有效性。

OZ Cert Pty Ltd 有责任告知证书持有人认证相关的新要求和新消息。

14. 投诉与上诉

如果对 OZ Cert Pty Ltd 提供的服务或者工作人员表现有意见，客户或者相关当事人可以在线递交投诉，或者直接写邮件到 info@ozcert.com.au。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 15 of 17

OZ Cert Pty Ltd will respond within five working days of receiving the notice.

OZ Cert Pty Ltd investigates the complaint and notifies the complainant in writing of the decision to resolve the complaint.

If the complainant does not accept the proposed resolution decision regarding a certification decision, he/she may submit a formal appeal in writing to the general manager.

Clients or interested parties may at any time raise an appeal expressing dissatisfaction about OZ Cert Pty Ltd.'s certification decisions.

The general manager shall create an Appeal and Corrective Action Form on receiving an appeal and shall obtain an independent investigation and develop an action plan if needed. For appeals following complaints, the general manager shall conduct independent investigations.

OZ Cert Pty Ltd shall inform appellants in writing of the outcomes. For appeals following complaints, if the decision remains the same, the general manager shall notify the appellants in writing of the decision and further supportive information. In the case of revising the original resolution decision, the general manager shall send the new outcome in the same manner to the appellant.

15. Confidentiality

During the certificate process, all information including communications, documents, and test reports are treated as 'commercial in confidence' with the applicant and their authorized representative.

After granting a certificate, the certificate details will be uploaded by OZ Cert Pty Ltd to the National Database as required by ERAC Australian/New Zealand Electrical Equipment

OZ Cert Pty Ltd 将于收到投诉起 5 个工作日内予以回应。

OZ Cert Pty Ltd 将就投诉项进行调查并且书面通知投诉人调查结果。

如果投诉人不认同认证决定相关的调查结果，则投诉人可以在线递交上诉，或者写邮件给 OZ Cert Pty Ltd 总经理递交上诉。

如果对 OZ Cert Pty Ltd 出具的认证结果有异议，客户或者相关当事人可以上诉。

收到上诉后，OZ Cert Pty Ltd 总经理将立项调查并向相关政府机构以及标准委员会寻求技术支持。对于投诉后的上诉，OZ Cert Pty Ltd 总经理将重新立案调查并征询外部专家和相关部门意见。

OZ Cert Pty Ltd 将书面通知上诉人调查结果。对于投诉后的上诉，如果上诉结果与之前相同，上诉人会收到 OZ Cert Pty Ltd 的书面通知和相关依据。如果上诉结果与投诉结果不同，上诉人将会收到 OZ Cert Pty Ltd 书面通知。

15. 保密性

认证过程中所有与申请人或者授权代表的往复邮件，支持文件以及安全测试报告都当作商业机密处理。

证书签发后，OZ Cert Pty Ltd 会应 ERAC 要求将证书信息上传到国家数据库。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 16 of 17

Safety System, Equipment Safety Rules
Appendix C.

OZ Cert Pty Ltd shall not disclose information gained during the certification process about products or applicants to a third party without the written consent of the applicant, except required by the law. Where the law requires information disclosed to a third party, OZ Cert Pty Ltd shall inform the applicant in writing of the information provided as permitted by the law.

On request from JAS-ANZ or the regulatory authority, OZ Cert Pty Ltd shall provide information used to issue a certificate or other data used to verify, trace or identify electrical products.

除非法律要求，或者申请人书面授权，所有认证过程中获取的有关产品以及供应商的信息将对第三方保密。如果法律要求向第三方提供相关信息，OZ Cert Pty Ltd 会书面通知申请人相关事宜。

如果 JAS-ANZ 或者政府机构有要求，OZ Cert Pty Ltd 将会向其提供认证相关信息以及其它用来验证，追踪以及识别产品的信息。

16. Management of Certification Documents

Certificates remain the property of OZ Cert Pty Ltd with the consent given to the successful applicants to be certificate holders. Under no circumstances is the certification or any part of the certification to be reproduced. Conditions of correct use of other regulatory marks, such as the RCM, are the responsibility of the regulators. Rules for the RCM are in AS/NZS 4417.

16. 认证文件管理

证书是 OZ Cert Pty Ltd 资产。OZ Cert Pty Ltd 同意证书持有人使用其证书。在任何情况下不得全部或部分复制证书。正确使用诸如 RCM 的监管标记是政府机构的职责，相关要求在 AS/NZS 4417 里有详细描述。

17. Fee Schedule

Refer OZ Cert website for the latest Schedule of Fees.
The certification process will only start after receiving the certification application fee.
The application fee is a payment for processing a certification but is not a guarantee of a certificate.
Acceptable payments are by Cheque, Credit Card, EFT, Alipay or WeChat Pay.

17. 收费

最新收费标准请登录 OZ Cert Pty Ltd 网站。
认证费用需要在认证流程开始之前结清。
认证费用是支付认证服务的，并不能保证证书一定会被签发。
可接受的支付方式有支票，信用卡，电子汇款，支付宝或微信支付。



Policy Manual

Appendix D – Client Agreement

File No: PM05AD
Issue Date: 2022-02-09
Revision: 3.2
Page: 17 of 17

Signatures follow on next page.

To: OZ Cert Pty Ltd (ACN.634 873 831, operational address 15/23 Middle Street, Cleveland QLD 4163)

We,

(applicant name and address 申请人名址)

have read and understood OZ Cert Pty Ltd Client Agreement (File No. PM05AD) and agree to abide by it.

我们已经阅读并充分理解 OZ Cert Pty Ltd 客户协议(文件编号 PM05AD)。我们愿意遵守协议内要求。

Signatory Name (签字人姓名) :

Signatory Position (签字人职位) :

Signature (签名) :

Date of Sign (签字日期) :