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Approval: (On File Copy)				

1... PURPOSE

To prescribe operating policy for the Keystone Certification Program.

2... SCOPE

This policy applies to the Keystone Certification Program as operated by Keystone Certifications, Inc. (hereafter "KCI").

3... RESPONSIBILITY

The President is responsible for this policy.

4... POLICY

4.1 ... License Agreement

- 4.1.1 A fenestration product manufacturer who desires to participate in the Keystone Certification Program may become a "licensee" by entering into a legally binding License Agreement with KCI (the "licensor").
- 4.1.2 The License Agreement shall contain the premises and mutual covenants required for the licensor to grant non-exclusive, non-transferable limited licensure to the licensee for the purpose of indicating conformity with the Keystone Certification Program requirements as documented in this policy, and the referenced standards.
- 4.1.3 The License Agreement shall be the legal basis to enable KCI to define the scope of certification and exercise proper control over ownership, use and display of Certification Authorization Reports and certification labels by the licensee.
- 4.1.4 The process for a fenestration product manufacturer to become licensed is described in PRO B-01, "*Licensing Procedures*".
- 4.1.5 MAN B1-02, *Licensee Manual* containing all policies, procedures and forms necessary for Licensees to conduct the program shall be issued to all Licensees upon KCI receipt of executed FRM B-01, *License Agreement*.
- 4.1.6 Keystone shall require existing Licensees submit a complete re-executed License Agreement to communicate the following scope of certification changes:
 - 4.1.6.1. Any licensee legal company name change.
- 4.1.7 Keystone shall require existing Licensees submit a completed License Agreement Exhibit A, *Scope of Certification* to communicate the following scope of certification changes:
 - 4.1.7.1. The addition of a licensed manufacturing facility.
 - 4.1.7.2. A change in the certification program participation for one or more licensed manufacturing facilities.
- 4.1.8 Keystone shall require existing Licensees notify Keystone in writing to communicate the following scope of certification changes:
 - 4.1.8.1. Any licensee address changes.

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4.1.8.2. The termination of licensure for any or all licensed manufacturing facilities.

4.1.9 KCI shall act upon receipt of all executed License Agreements and written notifications regarding scope of certification changes as described in PRO B-01, *Licensing Procedures*.

4.1.10 Only officers of KCI may execute License Agreements on behalf of KCI.

4.2... Referenced Standards

4.2.1 The Keystone Certification Program provides a means for certifying fenestration product performance as evaluated in accordance with one or more of the Referenced Standards listed and maintained in Appendix 4, *Referenced Standards*.

4.2.2 Licensees may apply for, and Keystone may grant certifications indicating any valid Referenced Standard revision year, provided conformance with the requirements for that Referenced Standard revision year is demonstrated in accordance with Keystone Certification Program requirements.

4.3... Laboratory Recognition

4.3.1 Test laboratories performing certification qualification evaluations shall operate in accordance with ISO/IEC 17025:2005, *General Requirements for the Competence of Testing and Calibration Laboratories* and be accredited and competent to evaluate products in accordance with the referenced standards by at least one of the following nationally recognized accreditation bodies, or by another accreditation body that is a signatory to the Mutual Recognition Arrangement (MRA) of the International Laboratory Accreditation Cooperation (ILAC).

4.3.1.1. American Association for Laboratory Accreditation (A2LA)

4.3.1.2. International Accreditation Service, Inc. (IAS)

4.3.1.3. National Voluntary Laboratory Accreditation Program (NVLAP)

4.3.1.4. Standards Council of Canada (SCC)

4.3.1.5. American Architectural Manufacturers Association (AAMA)

4.3.2 The accredited laboratory status shall be officially recognized by KCI as stipulated in PRO B-12, *"Laboratory Recognition"* prior to KCI acceptance of product qualification documents for validation and certification authorization.

4.3.3 KCI recognized laboratories shall agree to inform KCI of any changes in accreditation status prior to submittal of product qualification documents.

4.3.4 Laboratories must maintain accredited laboratory status in order to maintain KCI recognized laboratory status. Failure to notify KCI in the event of discontinuation of status as an accredited laboratory shall result in immediate discontinuation of status as KCI recognized laboratory.

4.3.5 KCI shall annually verify that KCI recognized laboratories continue to be accredited by the qualifying accreditation body, as described in PRO B-12, *"Laboratory Recognition"*.

4.3.6 KCI shall maintain a list of recognized laboratories for the purpose of communicating this information to potential and existing licensees as a component of procedure PRO B-12, *"Laboratory Recognition"*.

4.3.7 Product evaluations performed prior to KCI laboratory recognition will be accepted for product qualification, provided the laboratory can demonstrate that accreditation was in effect at the time the evaluation was performed.

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4.3.8 Laboratories performing tests and/or evaluations in accordance with the Florida Building Code Test Protocols for High Velocity Hurricane Zones shall be an officially recognized “Product Testing Laboratory” as designated by the Florida Department of Community Affairs. FL DCA recognized status shall be confirmed by KCI prior to issuance of certification authorization documents in accordance with PRO B1-03, “*Validation Procedure*”.

4.4... Product Qualification

- 4.4.1 Products for which the licensee desires certification shall be evaluated by, or evaluations shall be witnessed by, the licensee-selected KCI recognized laboratory for initial qualification as described in PRO B1-02, “*Product Qualification Procedure*” and in accordance with the referenced standard.
- 4.4.2 The manufacturer or manufacturer’s representative shall submit engineering documents to the laboratory corresponding to the model being qualified, including product assembly drawings, framing and reinforcement component detail drawings and a bill of materials showing component manufacturer’s name and part numbers.
- 4.4.3 The recognized test laboratory shall verify that the engineering documents indicated in Section 4.4.2 accurately describe the product tested. Deviations shall be noted on the documents. The lab shall then indicate each document corresponds to the unit tested by the application of a stamp bearing the test reference number and initials of the individual performing the comparison.
- 4.4.4 All qualification evaluation costs shall be borne by the licensee.
- 4.4.5 Test specimens shall be representative of model to be certified, and fabricated from production tools and assembled using methods established for production.
- 4.4.6 Product qualification reports are valid for a period of four years from the date of initial issuance of the report.
- 4.4.7 Product qualification test reports shall be valid for a period of at least 90 days from the date of submittal to KCI by the test lab.
- 4.4.8 The recognized test laboratory shall submit the complete product specification documents (including test report and verified & stamped engineering documents) at the instruction of the licensee to:
 - Keystone Certifications, Inc.
 - 564 Old York Road, Suite 5
 - Etters, Pennsylvania 17319
- 4.4.9 Products shall be qualified to the version(s) of the referenced standard as deemed necessary by the Licensee, and as stipulated in the qualifying test report.
- 4.4.10 Licensees may not offer alternatively configured products using the model names of products authorized for certification (ex: un-reinforced PVC alternative configuration using same model name as reinforced product authorized for certification). Licensees must demonstrate that alternatively configured certified products that are referred to using the same model names as other certified products are differentiated in the work order, production and certification labeling processes.

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- 4.4.11 Evaluations performed by recognized laboratories prior to execution of the License Agreement by the Licensee will be accepted for product qualification provided these evaluations meet all other provisions of this section.
- 4.4.12 A minimum of one product specimen for each model authorized for certification manufactured by Licensees whose scope of certification includes HUD 111 qualification shall be selected at random from the plant, warehouse or sales point by the KCI inspector for testing by a KCI recognized laboratory every four years, subject to the following additional requirements:
- 4.4.12.1. Selected specimens shall be packaged for shipment by the Licensee to the KCI recognized laboratory of their choice for testing to the criteria for the certified performance rating in accordance with the referenced standard.
 - 4.4.12.2. The Licensee shall contract the laboratory to complete the tests, all packaging, shipping and testing costs are the responsibility of the Licensee.
 - 4.4.12.3. If a failure occurs during any test, the laboratory shall immediately notify KCI and the Licensee. The Licensee shall notify KCI if a retest is requested. If a retest is not requested certification authorization shall be withdrawn for that product and Notice of Delisting shall be issued per Section 4.13.
 - 4.4.12.4. If the Licensee requests a retest, KCI shall randomly select another sample from the manufacturing plant, distribution center or sales point for submittal to the same or another laboratory for retesting of only the test requirements in which the failure(s) occurred.
 - 4.4.12.5. The Licensee shall contract the laboratory to complete the retests, all expenses for sample reselection, packaging, shipping and retesting are the responsibility of the Licensee.
 - 4.4.12.6. If a failure occurs during any retest, the laboratory shall immediately notify KCI and the Licensee. Certification authorization shall be withdrawn for that product and Notice of Delisting shall be issued per Section 4.13.
- 4.4.13 The testing of a fenestration product may qualify other fenestration products consisting of framing components that vary cosmetically from the product tested. In order to qualify such *cosmetic variation*, the Licensee or their assignee shall apply for, Keystone shall evaluate and approve a *cosmetic variance* as specified in PRO B1-02, "*Product Qualification Procedure*".
- 4.4.14 The following criteria shall be employed in the KCI determination of cosmetic variance:
- 4.4.14.1. The variation in the profile geometry is not located where it could alter the whole product weather (air & water) sealing details and does not require the use of alternate weather sealing components.
 - 4.4.14.2. The variation in the profile geometry is not located where it could affect the whole product water management (drainage).
 - 4.4.14.3. The variation in the profile geometry is not located where it could alter the whole product operating & locking functions and does not require the use of alternate operating or locking components.
 - 4.4.14.4. The variation in the profile geometry is not located where it could alter the glazing weather seal & support and does not require the use of alternate glazing components.

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4.4.14.5. The variation in the profile geometry does not decrease the framing component moment of inertia in an axis perpendicular to the whole product glazing plane and is not located where it requires the use of alternate load bearing components.

4.4.14.6. The variation in the profile geometry cannot change the framing component overall width and/or height dimension(s).

Any KCI questions or concerns regarding the applicability of the above clauses that cannot be addressed by the applicant shall result in rejection of all or part of the application for cosmetic variation.

4.5... Validation

- 4.5.1 KCI shall review and process all product specification documents submitted on behalf of licensees per PRO B1-03, “*Validation Procedure*”, within 30 days of receipt of product specification documents from the test lab.
- 4.5.2 All validation reviews of glazed fenestration product qualification documents shall include a determination of whether the certification authorization will be designated as “Glazing Specific” per PRO B1-03, “*Validation Procedure*”. The Certification Authorization shall be designated as Glazing Specific if either of the following criteria are true:
 - 4.5.2.1. the glazing layer type contained in the test specimen was other than glass, or contained one or more laminated layers of any type.
 - 4.5.2.2. the glazing layer(s) combination of tempering and thickness exceeds the minimums as defined by the most recent revision, or other Licensee-designated revision, of ASTM E1300 for the glazing unit size, layer number and design pressure achieved during testing. For purposes of determining the glazing specific designation, the design pressure shall only consider the structural test pressure achieved and shall not be limited by the water test pressure achieved, as reported in the qualifying test report.
- 4.5.3 Each validation review shall include definition of a validity period, to begin on the initial date of issuance of the Certification Authorization Report with a validity period expiration date established on the four (4) year anniversary date of the initial issue of the earliest qualifying test report.
- 4.5.4 Validation review of test reports referencing an impact performance standard as required by an applicable building code or specification shall include the determination that the product meets any structural performance requirements of the same building code or specification.
- 4.5.5 Validation review of test reports referencing an impact performance standard shall include the determination of ASTM E1300 design pressure ratings for each glazing system employed in the qualifying test specimen.
- 4.5.6 Validation review of test reports referencing an impact performance standard shall include the determination of a “Corresponding Structural CAR” based on the following criteria:
 - 4.5.6.1. the specimen tested for both structural and impact performance are of the same operator type and employ identical mainframe & sash framing members and weatherseal details.
 - 4.5.6.2. the ASTM E1300 design pressure rating(s) of the glazing system(s) employed in the specimen tested for impact performance equal or exceed the ASTM E1300 design pressure rating(s) for the glazing system(s) employed in the specimen tested for structural performance.

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4.5.6.3. the strength of the components (reinforcement, glazing sealant, locks, clips, etc.) employed in the specimen tested for impact performance can be demonstrated by the licensee to be equal or to exceed the strength of the components employed in the specimen tested for structural performance.

4.5.7 A Corresponding Structural CAR meeting 4.5.6 criteria may be based on tests of a non-impact resistant version of the product, however, the impact resistant version of the product must be demonstrated to meet applicable operating force, uniform load and sash load test requirements at the maximum size to be authorized for impact performance certification.

4.5.8 The **design pressure** authorized for impact performance certification shall be designated as the lesser of:

4.5.8.1. the design pressure results from the qualifying impact test report

4.5.8.2. the lowest ASTM E1300 design pressure of the glazing systems employed in the specimen tested for impact performance

4.5.8.3. the design pressure specified in the Corresponding Structural CAR.

4.5.9 The **maximum product size** to be authorized for impact performance certification shall be limited to the smaller width and height specified in the qualifying impact test report or the width and height specified in the Corresponding Structural CAR.

4.5.10 The impact resistance certification authorization **expiration date** shall be designated as the earlier of the four-year anniversary of the initial issuance of the qualifying impact test report or the expiration date specified in the Corresponding Structural CAR.

4.5.11 The **substitution criteria** defined in latest revision of ASTM E1996 shall be employed when performing validation review of test reports referencing an impact performance standard, regardless of the referenced standard or revision. In the event of conflict, the referenced standard/revision shall take precedence.

4.6... Certification Authorization Report (CAR)

4.6.1 Upon successful validation, KCI shall issue the *Certification Authorization Report* to the licensee granting license for use of Certification Labels on production units of the validated product design.

4.6.2 Each *Certification Authorization Report* shall be uniquely identified by a six digit “CAR No.” (control number), the leading three digits represent a numerically sequenced licensee number, followed by the three digit numerically sequenced product ID number. This control number is to be printed on the certification label to track use of the label back to the qualifying product specification documents.

4.6.3 The *Certification Authorization Report* shall include:

4.6.3.1. reference to the Keystone Certification Program and the name and address of KCI,

4.6.3.2. name and address of the licensee,

4.6.3.3. the six digit CAR No,

4.6.3.4. identification of the product certified by the model name, operator type, reinforcement configuration and maximum width and height to which the certification authorization applies.

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- 4.6.3.5. reference to the appropriate standard, including title, number and year of issue, and “HUD UM 111” suffix added if the Licensee’s scope of certification includes HUD UM 111 qualification.
- 4.6.3.6. testing laboratory identification.
- 4.6.3.7. test report number.
- 4.6.3.8. date of issue of the report.
- 4.6.3.9. a statement indicating the Certification Authorization Report qualifies the validated product as eligible for application of certification labels, and that only products bearing certification labels shall be considered certified.
- 4.6.3.10. the signature of the Keystone President or Validation Manager not performing the validation review.
- 4.6.3.11. any specific configuration detail essential to product performance, such as:
 - 4.6.3.11.1. if applicable, the “Glazing Specific” designation with generic glazing description.
 - 4.6.3.11.2. product reinforcement required, designated by reinforced product member.
 - 4.6.3.11.3. sill riser requirement, including riser height.
 - 4.6.3.11.4. other essential improvements. (anti-bow pins, clips, etc).
- 4.6.3.12. Certification Authorization Reports (CARs) referencing an impact performance standard shall include reference to the “Corresponding Structural CAR”

4.7... Certification Labels

- 4.7.1 The certification labels are intended to be permanent and shall be of the design and format as specified in Appendix 1 of this Policy. The certification label shall include:
 - 4.7.1.1. the mark of conformity which is registered with the US Patent & Trademark Office.
 - 4.7.1.2. reference to the Keystone Certification Program.
 - 4.7.1.3. reference to accreditation by the American National Standards Institute (ANSI).
 - 4.7.1.4. KCI assigned six digit CAR No.
 - 4.7.1.5. the referenced standard.
 - 4.7.1.6. manufacturer specified product model name and operator type designation.
 - 4.7.1.7. the performance class, product designation or product rating per the referenced standard.
 - 4.7.1.8. the maximum unit size qualified.
- 4.7.2 The purpose of the certification label is to identify products that conform (within specified tolerances), in design and fabrication, to models which have been tested in accordance with the procedures established by the Keystone Certification Program and have met the requirements of the referenced standard printed on the certification label.

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- 4.7.3 The licensee stipulates, in affixing the certification label to the product, that those products are representative of the evaluated and documented units, subject to the allowable manufacturing tolerances specified in the referenced standard printed on the certification label.
- 4.7.4 Licensees may purchase pre-printed Certification Labels from KCI or may print KCI approved Certification Labels for their own use. A Licensee desiring to print Certification Labels must first execute a Use of Certification Mark License Agreement as specified in PRO B1-04, *Certification Label Production* prior to printing any label referring to the Keystone Certification Program and/or the Mark of Conformity.
- 4.7.5 The licensee shall affix the certification label in the head of operable products in a location protected from exterior exposure and visible when the product is in the open position. The licensee shall affix the certification label in the head of fixed products on an interior surface that is visible after the product is glazed and installed.
- 4.7.6 Certification labels may only be affixed at the place of manufacture.
- 4.7.7 Unused certification labels must be returned to KCI immediately in the event of certification expiration or withdrawal of licensure.
- 4.7.8 Licensees have the option to use permanent certification label information on a temporary label, provided the design is submitted to KCI and approved prior to use. This temporary label design may NOT include the certification mark of conformity.
- 4.7.9 Licensees have the option to place additional information on the permanent certification label, provided the design is submitted to KCI and approved prior to use.
- 4.7.10 Appendix 2, “Use of Certification Labels, the Mark of Conformity and Service Mark” shall specify use of these items by the Licensee.
- 4.7.11 The certification label “optional tabs” illustrated in Appendix 1 shall only be employed by those Licensees whose scope of certification includes the corresponding certification program. Reference to non-ANSI accredited certification programs shall ONLY appear on optional tabs.
- 4.7.12 All Certification Labels printed by Licensees must conform to the requirements of this Section and the formats stipulated in Appendix 1.
- 4.7.13 Every variation of Licensee printed Certification Labels shall be approved for design and content by KCI in writing prior to printing for application to products as specified in PRO B1-04, *Certification Label Production*.
- 4.7.14 The Use of Certification Mark License Agreement shall include provisions for KCI to levy a fine of \$1000 per use of a non-KCI approved label design by a Licensee printing Certification Labels for their own use.

4.8... Directory of Products Authorized for Certification

- 4.8.1 KCI shall publish, in digital form, a publicly-available Directory of Products Authorized for Certification to list all Licensees and their associated products. The Directory of Products Authorized for Certification shall be available for download from the world wide web at www.keystonecerts.com.
- 4.8.2 The Directory of Products Authorized for Certification shall be updated a minimum of once per calendar quarter.

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- 4.8.3 Each page of the Directory of Products Authorized for Certification shall contain the following text: “Individual Products Are NOT Certified Unless They Bear The Permanent Label Containing The Keystone Certification Mark”.
- 4.8.4 Each certification authorization listing shall include:
 - 4.8.4.1. the licensee name
 - 4.8.4.2. the licensee -designated model name.
 - 4.8.4.3. the referenced standard
 - 4.8.4.4. the product rating authorized for certification
 - 4.8.4.5. the six-digit CAR Number.

4.9... Verification of Component Conformity

- 4.9.1 Licensees manufacturing products authorized for certification to referenced standards that stipulate the use of product components meeting other standards shall provide documented evidence to KCI indicating the components employed conform to those standards.
- 4.9.2 Keystone shall verify the ongoing licensee use of components conforming to requirements stipulated in the referenced standard during the annual inspection.
- 4.9.3 Suitable evidence of conformity for aluminum and wood framing components, coatings, fasteners, hardware, glazing materials, sealants, weatherstrip and insect screen components include:
 - 4.9.3.1. a test report issued in the name of the employed component supplier indicating the component model/series name, reference that the tests were performed in accordance with the applicable component standard, and test results indicating the component met the performance requirements of the standard.
 - 4.9.3.2. a document indicating third party or component supplier self-certification that the components employed meet the performance requirements of the standard.
 - 4.9.3.3. a public-available third party listing indicating the component supplier and model / series meet the performance requirements of the standard.
- 4.9.4 Suitable evidence of conformity for rigid PVC, reinforced thermoplastic, fiberglass reinforced thermoset, ABS and cellular PVC framing components include:
 - 4.9.4.1. Licensure in a third-party window & door profile certification program, to be verified by KCI via the certification agency’s published list of program participants.
 - 4.9.4.2. a test report issued in the name of the lineal producer from a Keystone-recognized laboratory indicating successful completion of the AAMA 303 dimensional stability, impact resistance and weatherability requirements after *twenty-four month exposure* and documented self-certification of compliance with the requirements and in-process quality control provisions of AAMA 303 from the lineal producer.
- 4.9.5 Producers of rigid PVC profiles DO NOT need to demonstrate compliance with AAMA 303 dimensional stability, impact resistance and weatherability requirements for every profile used in products authorized for certification, if the producer provides Keystone with documented self-certification indicating the PVC compound employed in these profiles is equivalent to that successfully tested, as defined by ASTM D4726.

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4.10 . Licensee Quality Management System

- 4.10.1 The licensee shall be responsible for the development, implementation and maintenance of a factory quality management system, operating as defined in a documented quality manual.
- 4.10.2 The purpose of the factory quality management system is to demonstrate the capability to control the quality and continuing conformance of the product authorized for certification to the requirements of the Keystone Certification Program and the referenced standard.
- 4.10.3 The factory quality management system shall include documented procedures meeting the requirements listed in Appendix 3.
- 4.10.4 The licensee quality manual shall include as a minimum:
 - 4.10.4.1. All documented procedures as defined in Appendix 3.
 - 4.10.4.2. Company organizational chart indicating position(s) responsible for the quality management system, who reports to them and who they report to.
 - 4.10.4.3. An Appendix containing the latest revision of all forms referred to in the quality processes.
- 4.10.5 The licensee shall maintain work order, final product inspection, and complaint resolution records for a minimum of four years. Record keeping timeframe for other quality related records is at the discretion of the Licensee, provide these timeframes are documented in the Quality Manual.
- 4.10.6 An initial assessment of the licensee's quality management system shall occur within 60 days of the later of the date of execution of the License Agreement and payment of fees, OR the date of the first printing of any Keystone certification labels.
- 4.10.7 The Licensee shall maintain product specifications, including test reports, profile & assembly drawings, bill of materials, fabrication detail drawings and KCI-issued Certification Authorization Report organized by each product authorized for certification.
- 4.10.8 It is recommended the Licensee maintain a copy of the referenced standard(s).

4.11 . Assessment of Quality Management System and Inspection of Products Authorized for Certification

- 4.11.1 KCI inspectors shall assess the ongoing quality management system and perform inspections of products authorized for certification in-plant within 60 days of the later of the date of execution of the License Agreement and payment of fees or the date of the first product validation, thereafter during at least one unannounced in-plant visit annually. All in-plant inspections shall occur as described in PRO B1-05, "*Inspection Procedure*".
- 4.11.2 All products identified by the models names contained on the Certification Authorization Reports are subject to inspection and corrective action requirements, regardless of whether the manufacturer labels the product.
- 4.11.3 All in-plant inspections shall occur during normal business hours.
- 4.11.4 Each product authorized for certification shall be inspected at least once per calendar year.
- 4.11.5 The factory quality management system shall be assessed during each inspection.
- 4.11.6 The inspector shall informally discuss inspection results with the licensee's designated representative and request a signature on the *Inspector's Report* prior to leaving the facility.

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- 4.11.7 The *Inspector's Report* will be presented to the Keystone President or Inspection Manager who did not perform the inspection for review and issuance of the *Inspection Report* to the licensee containing all official comments and/or decisions with respect to compliance or non-compliance of the quality management system or product certification authorization(s).
- 4.11.8 All Inspection Reports shall be considered confidential and shall only be issued to the licensee's designated representative.
- 4.11.9 The Inspection Report shall contain the following information:
- 4.11.9.1. Name of licensee.
 - 4.11.9.2. Plant location
 - 4.11.9.3. Inspection number, as assigned by KCI.
 - 4.11.9.4. Date of inspection.
 - 4.11.9.5. Date of Inspection Report.
 - 4.11.9.6. Name of inspector.
 - 4.11.9.7. Name of licensee designated representative.
 - 4.11.9.8. The model name and operator types of all inspected products authorized for certification.
 - 4.11.9.9. Any required corrective action to address discovered product deficiencies, and (if applicable) listing corrective action options.
 - 4.11.9.10. Any required corrective action to address discovered quality management system deficiencies, and (if applicable) listing corrective action options.
 - 4.11.9.11. The model name, operator type and due date of any products authorized for certification requiring re-qualification tests within six months of the date of the report.
- 4.11.10 KCI shall attempt to contact licensees receiving an *Inspection Report* containing product or quality system deficiencies in order to answer any questions and to discuss required corrective action options.
- 4.11.11 Licensee shall immediately suspend the labeling of affected products upon receipt of an *Inspection Report* specifying label suspension and indicating deficiencies requiring corrective action.
- 4.11.12 The *Inspection Report* shall be issued within 15 calendar days of the corresponding inspection date.
- 4.11.13 The licensee shall communicate proposed corrective action for any product or quality management system deficiencies within 30 calendar days of the date of the *Inspection Report* to the President or Inspection Manager for approval. The Licensee may communicate proposed corrective action to the inspector at the time of inspection, to be documented as required corrective action in the Inspection Report if approved by the President or Inspection Manager.
- 4.11.14 The licensee shall have 90 calendar days from the date of the *Inspection Report* to forward documentation indicating completion of the required corrective action.

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- 4.11.15 KCI reserves the right to perform a follow-up inspection to ascertain completion of required corrective action. Expenses for follow up inspections shall be borne by the Licensee.
- 4.11.16 A minimum of twice annual in-plant assessments shall be required for all manufacturing plants of licensees whose scope of certification includes HUD UM 111 qualification.
- 4.11.17 The inspector shall randomly select samples of products manufactured by Licensees whose scope of certification includes HUD UM 111 qualification, per Section 4.4.12 requirements and as described in PRO B1-05, “*Inspection Procedure*”.
- 4.11.18 The inspector shall verify that the glazing systems being installed in certified production units are adequate for the labeled design pressure based on the following criteria:
 - 4.11.18.1. the glazing system installed in production units qualified by Certification Authorizations designated as Glazing Specific shall be of the type and thickness documented in the qualifying test report.
 - 4.11.18.2. the glazing layers installed in production units qualified by Certification Authorizations NOT designated as Glazing Specific shall meet the requirements for the labeled design pressure as prescribed by the version of ASTM E1300 identified by the licensee for the glazing unit size, number of layers and labeled design pressure. If the licensee does not identify the version of ASTM E1300, the most recent revision shall be employed. Production unit installation of glass designated by ASTM E1300 to be of a stronger type or thicker thickness is acceptable.
- 4.11.19 The President or Inspection Manager may grant time frame extensions for licensees to communicate proposed corrective action and to complete required corrective actions upon receipt of written request from the licensee indicating reason for request and a requested time frame for completion. Keystone shall respond to all such requests in writing and indicate if request is granted or denied. All request for extension of corrective action time frame records shall be placed in that licensee’s file and maintained by Keystone for a minimum of four years.

4.12 . Waiver of Retest

- 4.12.1 The waiver process described in PRO B1-06, *Waiver of Retest Procedure* is established to permit minor changes to products authorized for certification that will not adversely affect product performance to be implemented without product re-qualification.
- 4.12.2 If a design or component change to a certified product is being considered, the licensee shall submit to the President or Validation Manager:
 - 4.12.2.1. FRM B1-05, *Request for Waiver of Retest*, including a statement from the licensee justifying the waiver, the reason for the change and supporting evidence indicating that the proposed revision constitutes equivalency or superiority to the certified design or component.
 - 4.12.2.2. copies of existing and proposed component engineering drawings, or fabrication detail drawings indicating the proposed revisions marked in red.
- 4.12.3 The licensee shall be responsible for the authenticity of the *Request for Waiver of Retest*.

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- 4.12.4 The President or Validation Manager shall determine if the proposed changes constitute equivalency or superiority to the certified design and if the changes may be implemented without product re-qualification.
- 4.12.5 The President or Validation Manager may consult various published engineering practice guides, including AAMA 103.3, “AAMA *Certification Program Procedural Guide*”, Section 2 – Engineering Design Rules, in determining if product retests may be waived.
- 4.12.6 The licensee may appeal the President or Validation Manager's decision to the Certification Policy Committee in accordance with Section 4.15 of this Policy. The Certification Policy Committee decision shall be final.
- 4.12.7 The President or Validation Manager must approve the *Request for Waiver of Retest* and notify the licensee in writing prior to the licensee affixing certification labels to the changed products.
- 4.12.8 The President or Validation Manager shall respond to all *Request for Waiver of Retest* forms within 30 calendar days of receipt by KCI.
- 4.12.9 If the Request for Waiver of Retest are deemed by KCI to be generic in nature, and may apply to other products manufactured by other licensees, KCI shall create a “Technical Interpretation” to be issued to all licensees informing them of the ability to make the same change without the necessity of Request for Waiver of Retest submittal. A list of Technical Interpretations shall be maintained by KCI for distribution to new licensees.

4.13 . Suspension and Reinstatement of Product Certification Authorization

- 4.13.1 If a licensee does not immediately suspend labeling and notify KCI of chosen corrective action within designated time frames, the President or Validation Manager shall notify the licensee of suspension of all affected product certification authorization(s) in accordance with the terms of the License Agreement and as described in PRO B-07, *Suspending and Reinstating Product Certification Authorization*.
- 4.13.2 If documents indicating completion of the required corrective action are NOT received by KCI within designated time frames, the President or Validation Manager shall notify the licensee of suspension of all affected product certification authorization(s) in accordance with the terms of the License Agreement and as described in PRO B-07, *Suspending and Reinstating Product Certification Authorization*.
- 4.13.3 If a randomly selected HUD UM 111 qualified product fails any tests and the Licensee does not request retesting, the President or Validation Manager shall notify the licensee of suspension of the product certification authorization in accordance with the terms of the License Agreement and as described in PRO B-07, *Suspending and Reinstating Product Certification Authorization*.
- 4.13.4 If a randomly selected HUD UM 111 qualified product fails any retest, the President or Validation Manager shall notify the licensee of suspension of the product certification authorization in accordance with the terms of the License Agreement and as described in PRO B-07, *Suspending and Reinstating Product Certification Authorization*.
- 4.13.5 The Licensee shall immediately return all affected product unused certification labels to KCI upon suspension of product certification authorization.
- 4.13.6 Licensees shall be notified in writing of all suspensions of product certification authorization, to include the corresponding CAR No., model name, operator type and performance rating for the

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affected product(s), and a full explanation of the reasons for suspension, as described in the PRO B-07, *Suspending and Reinstating Product Certification Authorization*.

- 4.13.7 Suspension of certification authorization shall result in removal of corresponding listings from the subsequently published KCI Directory of Products Authorized for Certification.
- 4.13.8 Suspended certification authorization may be reinstated by the President or Validation Manager upon receipt of documents indicating Licensee completion of the required corrective action that led to the suspension (provided all other requirements for certification authorization continue to be met), as described in the PRO B-07, *Suspending and Reinstating Product Certification Authorization*.

4.14 . Withdrawal of Licensure

- 4.14.1 KCI may withdraw licensure as described in PRO B-08 *Withdrawal Of Licensure Procedure* under the following circumstances:
 - 4.14.1.1. Failure to pay invoices within the payment terms specified in the License Agreement.
 - 4.14.1.2. If all licensee products certification authorizations have been suspended as described in PRO B-07, *Suspending and Reinstating Product Certification Authorization*.
 - 4.14.1.3. If licensee employs the Mark of Conformity in any way other than on the certification labels.
 - 4.14.1.4. If licensee fails to return corresponding product unused certification labels upon suspension of product certification authorization.
 - 4.14.1.5. If documents indicating completion of the quality management system approved corrective action are NOT received by KCI within designated time frames.
- 4.14.2 All unused certification labels shall be immediately returned to KCI upon withdrawal of licensure.
- 4.14.3 The Notice of Withdrawal of Licensure shall be forwarded via registered US mail, and shall include a full explanation of the reason(s) for withdrawal.
- 4.14.4 Withdrawal of Licensure shall result in removal of all corresponding listings from the subsequently published KCI Directory of Products Authorized for Certification.

4.15 . Termination of Certification Authorization

- 4.15.1 Certification Authorization shall terminate under any of the following circumstances:
 - 4.15.1.1. Upon documented withdrawal of the product from certification by the licensee.
 - 4.15.1.2. Upon documented withdrawal of licensure by the President or Validation Manager of KCI.
 - 4.15.1.3. If an extension of the Certification Authorization validity period is not granted by KCI prior to the designated validity period expiration date.

4.16 . Ongoing Qualification

- 4.16.1 Each product authorized for certification shall be evaluated for ongoing compliance with program requirements at least once per year during the annual in-plant inspection, specifically including the determination if production units are represented by the specimen tested for initial qualification as defined in Section 4.11.

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- 4.16.2 Licensees may apply for extension of any current Certification Authorization validity period, as described in PRO B1-13 “*Extension of Certification Authorization*”, and per the following stipulations:
- 4.16.2.1. The certification authorization period may be extended to a maximum of ten (10) years from the original issuance of the qualifying test report.
 - 4.16.2.2. Certifications not subject to prior extension shall be eligible for up to two (2) three year extensions.
 - 4.16.2.3. Certifications subject to prior extension shall be eligible for one additional extension to expire at the ten year maximum.
- 4.16.3 An application for extension of the certification authorization validity period shall be denied if any one of the following conditions are met:
- 4.16.3.1. The product was not evaluated for ongoing qualification during the initial validity period.
 - 4.16.3.2. The cumulative effects of any *Waivered* product design changes cannot be demonstrated to yield performance equivalent to the product tested.
 - 4.16.3.3. There are unresolved *product deficiencies*, and/or the certification is *suspended*.
 - 4.16.3.4. Changes were made to the product construction/configuration that are not allowed by Section 4.9 *Component Verification*.
 - 4.16.3.5. The extended certification expiration previously reached the ten (10) year maximum.
- 4.16.4 Applications for extension of Certification Authorization shall be reviewed by KCI and the extension granted or denied within 15 days of application receipt as described in PRO B1-13 “*Extension of Certification Authorization*”.
- 4.16.5 KCI-approved applications for extension of certification authorization shall result in the designated validity period expiration date changed to the newly-established validity period expiration date, and re-issuance of the corresponding Certification Authorization Report (CAR) indicating the revised validity period expiration date.
- 4.16.6 Certification authorization may be re-qualified at any time as described in Section 4.4.

4.17. Appeals

- 4.17.1 The licensee may appeal any decision on product certification or complaint of non-compliance to the Keystone Certification Program Certification Policy Committee (CPC). Such appeals shall be submitted in writing to:

Attn: Certification Policy Committee
Keystone Certifications, Inc.
564 Old York Road, Suite 5
Etters, Pennsylvania 17319

- 4.17.2 Appeal submittals shall include:
- 4.17.2.1. A description of the nature of the appeal.
 - 4.17.2.2. The products and plant locations involved.
 - 4.17.2.3. Copies of all KCI documents relating to or leading up to the issue in question.

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- 4.17.3 The Certification Policy Committee shall convene to act upon all appeals within 30 days of receipt of the submittal by KCI.
- 4.17.4 A document indicating the majority decision of the Certification Policy Committee with regard to the appeal shall be forwarded to the licensee within 15 days of the decision.
- 4.17.5 All decisions by the CPC on appeals shall be considered final and corrective actions required as a result of those decisions shall be completed within 30 days.
- 4.17.6 The appeal process is described in PRO B-09, “*Appeal Procedure*”.

4.18 . Complaints of Non-Compliance

- 4.18.1 Any interested party may submit a complaint of product non-compliance as described in PRO B-10, “*Complaint of Non-Compliance Procedure*”. The complaint shall include substantially documented detail to allow KCI to make a determination as to the validity of the complaint.
- 4.18.2 The complaint shall include the name of the affected licensee, the affected manufacturing plant(s), and the model names and operator types of the certified products in question, and the nature of the alleged non-compliance.
- 4.18.3 The complainant shall submit a deposit in the amount of \$2000.00 US dollars to be held on account to be used to cover expenses incidental to the non-compliance investigation in the event the claim is NOT substantiated.
- 4.18.4 KCI shall act to resolve all complaints of product non-compliance and notify the complainant and the affected licensee of their findings in writing within 30 days of receipt of complaint.
- 4.18.5 If a complaint is substantiated the affected manufacturer shall be responsible to take any action required to bring the product into compliance and reimburse KCI for expenses incidental to the determination of non-compliance. If a complaint is substantiated the complainant’s deposit shall be refunded.
- 4.18.6 If a complaint is not substantiated, the complainant’s deposit shall be used to reimburse KCI for the expenses incidental to that determination, any unused portion of the deposit shall be refunded to the complainant.

4.19 . Qualification Guidelines

- 4.19.1 KCI shall publish a list of Qualification Guidelines to provide guidance to licensees in determining what product variations may be qualified for certification authorization by the qualification testing and certification authorization of another variation of the same product.
- 4.19.2 Qualification Guidelines may NOT be contrary to the requirements of the referenced standard or the KCI certification program policy.
- 4.19.3 A Qualification Guideline may be issued at the discretion of KCI after a formal review and a recommendation made by the Certification Policy Committee (CPC).
- 4.19.4 The CPC shall perform reviews and make recommendations for the issuance of Qualification Guidelines at the discretion of the CPC, based on documented requests for determination of qualification guideline.
- 4.19.5 Any interested party may submit a documented request for determination of qualification guideline to the CPC Secretary, to include the contact information of the author, the nature of

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the request and sufficient description and detail of the issue for the CPC to make a determination

- 4.19.6 Additional documentation or detail may be requested of the individual submitting the request, including the requirement that engineering calculations are signed and sealed by a registered Professional Engineer, at the discretion of the CPC and/or KCI.
- 4.19.7 Documented requests for determination of Qualification Guidelines shall be distributed to the CPC members by the CPC Secretary for consideration at the next scheduled CPC meeting.
- 4.19.8 The process for receiving, reviewing and issuing Qualification Guidelines shall be performed as described in PRO B1-14, *Issuing Qualification Guidelines*.

5. REFERENCES

- 5.1 ISO/IEC Guide 23.....*Methods of Indicating Conformity with Standards for Third-Party Certification Systems.*
- 5.2 ISO/IEC FDIS 17065.....*Conformity Assessment – Requirements for bodies certifying products, processes and services.*
- 5.3 ISO/IEC 17025*General Requirements for the Competence of Testing and Calibration Laboratories.*
- 5.4 AAMA 103.3*AAMA Certification Program Procedural Guide*
- 5.5 MAN B1-01*Keystone Certification Program Manual*
- 5.6 PRO B-01.....*Licensing Procedures.*
- 5.7 PRO B1-02.....*Product Qualification Procedure*
- 5.8 PRO B1-03.....*Validation Procedure*
- 5.9 PRO B1-04.....*Obtaining Labels*
- 5.10 PRO B1-05.....*Inspection Procedure*
- 5.11 PRO B1-06.....*Waiver of Retest Procedure*
- 5.12 PRO B-07.....*Suspending and Reinstating Product Certification Authorization Procedure*
- 5.13 PRO B-08.....*Withdrawal of Licensure Procedure*
- 5.14 PRO B-09.....*Appeals Procedure*
- 5.15 PRO B-10.....*Complaint of Non-Compliance Procedure*
- 5.16 PRO B1-11.....*Component Verification*
- 5.17 PRO B-12.....*Laboratory Recognition*
- 5.18 PRO B1-13.....*Extension of Certification Authorization*

6. DEFINITIONS

- 6.1... *Accredited Laboratory*: An independent fenestration product testing laboratory that is evaluated and accredited by a qualifying accreditation body to have the capability of evaluating fenestration products in

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accordance with the referenced standards and associated test methods. Accredited laboratories have demonstrated they operate in accordance with ISO/IEC 17025:2005, *General Requirements for the Competence of Testing and Calibration Laboratories*.

- 6.2... Appeal:** A request for review of a KCI decision regarding a certification authorization, may include the submittal of additional information to support reversal of the decision.
- 6.3... Certification Authorization:** an official acknowledgement issued and maintained by KCI that indicates a fenestration product manufactured by a program licensee has met the qualification criteria established by the Keystone Certification Program, and therefore may be certified by the manufacturer via the application of Keystone Certification Program permanent certification labels.
- 6.4... Certified Products:** Products authorized for certification that bear the licensee-applied Keystone Certification Program permanent certification label.
- 6.5... Complaint of Non-Compliance:** A documented claim made by any interested party that a licensee's product is out of compliance with program or referenced standard requirements.
- 6.6... Corporate Licensee:** A product manufacturing company that executes a Keystone License Agreement identifying multiple manufacturing companies and/or facilities, each to be licensed by Keystone per the terms of the agreement.
- 6.7... Corresponding Structural CAR:** The requisite KCI-issued structural performance certification authorization representing a product found by KCI to meet all other requirements for a KCI-issued impact performance certification authorization.
- 6.8... Cosmetic Variation:** variation in a fenestration product framing component profile geometry that can be demonstrated to NOT affect the whole fenestration product performance as evaluated by the referenced standard.
- 6.9... Cosmetic Variation Approval Process:** the KCI process for evaluating and approving cosmetically-varied fenestration product framing components for use in products authorized for certification.
- 6.10. Cosmetic Variance:** the KCI approval of a cosmetically-varied fenestration product framing component for use in products authorized for certification.
- 6.11. Engineering Design Rules:** parameters established to provide a uniform approach to determining if product or component design changes are equivalent. Engineering design rules specific to fenestration products can be found in AAMA103, Section 2.0, or as defined by acceptable engineering practice.
- 6.12. Framing Component:** lineal components of a fenestration product that support and seal the glazing perimeter (a "sash framing component") or support, seal and provide mounting of the sash in the substrate construction (a "main framing component"). Framing components may be constructed of various materials such as wood, extruded aluminum or PVC. Framing components do NOT include reinforcements or hardware components such as hinges, locks, keepers, tilt bars / shoes / latches.
- 6.13. Glazing Specific Certification Authorization:** a certification authorization based on the testing of a fenestration product containing a glazing system of an undesignated or stronger type and/or thicker thickness than that prescribed by ASTM E1300 for the glazing unit size and design pressure achieved during testing. The test unit performance may have been enhanced by this undesignated or stronger glazing, therefore certified production units qualified by a Certification Authorization designated Glazing Specific are required to contain the same glazing system type & thickness as that contained in the qualifying test unit, regardless of certified production unit size.

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- 6.14. *HUD UM 111 Qualification*: An optional qualification designated by the Licensee on the executed License Agreement, resulting in additional certification requirements that qualify the Licensee's products as suitable for US. Department of Housing and Urban Development (HUD) housing programs.
- 6.15. *KCI Recognized Laboratory*: The status granted to an independent fenestration product testing laboratory that has formally confirmed their accredited laboratory status, agreed to notify KCI in the event of changes to that status, and has agreed to submit product specification documents at the direction of licensees in accordance with KCI policies.
- 6.16. *License*: Legal permission granted by KCI (the licensor), to a product manufacturer (the licensee) officially designating the manufacturer as a certification program participant and enabling them to legally employ Certification Authorization Reports and certification labels bearing the KCI mark of conformity.
- 6.17. *License Agreement*: the KCI document that defines the terms, conditions and limitations of licensure. Manufacturers wishing to participate in any Keystone administered program must first agree to these terms, conditions and limitations by executing the License Agreement.
- 6.18. *Licensed Manufacturing Facility*: a manufacturing company and/or facility that has been granted and maintains Keystone licensure as a result of designation in an executed License Agreement.
- 6.19. *Licensee*: A product manufacturing company that has been granted and maintains licensure in at least one KCI administered program.
- 6.20. *Licensure*: The status of being Licensed.
- 6.21. *Mark of Conformity*: The legally registered certification mark applied or issued according to KCI policies and procedures to indicate that a product or service is in conformity with specific standards or other technical specifications, and is under the supervision of the Keystone Certification Program system.
- 6.22. *Minor Design Changes*: Fabrication or component changes to products authorized for certification that can be demonstrated to yield equal or improved product performance using standard engineering design rules.
- 6.23. *Product*: a fenestration product is an assemblage of same frame and sash member components into a window, door or skylight of the same operator type.
- 6.24. *Product Certification Authorization*: a status granted by KCI to indicate that a product manufactured by a Licensee has met the requirements of the referenced standard as demonstrated through product testing by a competent independent laboratory, and that the Licensee produces said product in accordance with ongoing certification program requirements.
- 6.25. *Product Deficiencies*: Production unit fabrication or component details that are not represented by the specimen tested as described in the Product Specification Documents, OR are not in compliance with referenced standard / certification program requirements.
- 6.26. *Product Specification Documents*: the qualifying test report, a complete set of product design, assembly and fabrication drawings, and a bill of materials showing component manufacturer's name and part numbers. Further details about product specification documents are contained in PRO B1-02.
- 6.27. *Product Variation*: component details that can vary while the assemblage can still be considered the same fenestration product, including overall size, operating/non-operating panel configurations, and NON-frame and sash member components such as certain glazing, weatherstrip, weep or hardware details. Specific product variations may be deemed by KCI to be qualified by an existing certification authorization of a different specific product variation through the issuance of a *Qualification Guideline*.

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- 6.28 . Products Authorized for Certification:** Licensee products designated by model names that correspond to products that were tested in accordance with the referenced standard, that were validated and Certification Authorization Reports were issued by Keystone Certifications, Inc. (See *Certification Authorization*.)
- 6.29 . Quality Management System Deficiencies:** aspects of a Licensee’s quality management system that are not in compliance with program requirements.
- 6.30 . Qualification Guidelines:** a Keystone-published list of rules that stipulate product variations that may be qualified for certification authorization based on the testing and certification authorization of another product variation.
- 6.31 . Qualifying Accreditation Body:** A nationally recognized independent accrediting organization that operates in accordance with ISO/IEC 17011, Conformity Assessment – General Requirements for Accreditation Bodies accrediting Conformity Assessment Bodies and accredits laboratories that operate in accordance with ISO/IEC 17025:2005, *General Requirements for the Competence of Testing and Calibration Laboratories*.
- 6.32 . Required Corrective Action:** actions required by KCI of the licensee to bring Product or Quality Management System Deficiencies into compliance with certification program requirements.
- 6.33 . Scope of Certification:** the parameters of licensure, including the legal company names & addresses of each licensed manufacturing facility, and the Keystone program names applicable to each licensed manufacturing facility.
- 6.34 . Suspension of Certification Authorization:** an interruption of the KCI granted Product Certification Authorization resulting from Licensee failure to address Product or Quality Management System Deficiencies within designated timeframes.
- 6.35 . Validation:** The process of reviewing product specification documents for appropriateness, completeness, compliance with the reference standard and Keystone Certification Program policy.
- 6.36 . Validity Period:** The applicable time period for a certification authorization. The validity period is initially established starting with the date of issue of the Certification Authorization Report and ending on the four (4) year anniversary of the initial issue of the earliest qualifying test report.
- 6.37 . Withdrawal of Licensure:** The KCI initiated termination of licensure as defined by the license agreement.

7. RECORD OF REVISIONS

Rev. No.	Date of Issue	Revisions
New	08/03/01	N/A
1	10/18/01	Added Certification Policy Committee revisions and ANSI requirements.
2	1/21/02	ANSI assessment non-conformity revisions, program improvements.
3	2/12/02	Added HUD UM 111 qualifications.
4	9/5/02	Changed program name to Keystone Certification Program.
5	3/10/03	Cert Auth Suspension & Reinstatement revision, Licensee Label Printing, Add SBCCI SSTD-12.
6	3/17/04	Added FL HVHZ standards, revised Directory & Quality Mgm’t requirements, KCI address change.
7	3/23/06	Added extension of validity period, ASTM E1300 considerations, qualifying for AAMA 303.
8	8/24/06	Added scope rules, HUD UM111 as ref std, ISO 17011 ref, extension of action item timeframes, any KCI officer may execute...
9	10/10/06	Added Qualification Guideline section and definitions, AAMA 450 to list of referenced standards.
10	11/5/07	Removed ref to FMA, changed ref’s to “B” procedures where applicable

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11	1/30/08	Revised language to address ANSI required action, including ISO 17025:2005 rev ref, label format control, standardized product rating formats, revised verification of component conformity.
12	5/21/08	Added latest NAFS and AAMA 506 ref stds, clarified multiple product configs w/ same model name, changed cert extension from two – one year terms to one – two year term.
13	11/5/08	Added criteria for validation to impact referenced standards, including requirements for & definition of “Corresponding Structural CAR”..
14	6/16/10	Corrected address in 4.4.8 and 4.17.1. Changed Vice President to Validation Manager or Inspection Manager as appropriate.
15	6/13/11	ANSI-required revisions including calibration of Licensee measuring equipment and segregation of non-conforming raw materials, and qualification of cosmetic variation.
16	1/24/13	Added requirement for uniform load tests to be performed on products qualified for impact in Section 4.5.7.
17	7/3/13	Added language to allow a second extension of the certification authorization period.
18	6/30/14	Moved Ref Stds to Appendix 4, revised extension of cert auth period to 10 year max, alphabetized definitions section.

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Appendix 1
Permanent Certification Label Format

1. Product Designation Label

	Keystone Certification Program An ANSI Accredited Certifier Accreditation #0612 Std: AAMA/WDMA/CSA 101/IS2/A440-08	CAR #: 999-101 Model: Niagara Rating: H-LC55 1324x1803* (52x71*)
-----------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------

Minimum Label Size = 4" x 1/2"; Maximum Label Size = 5-1/2" x 5/8"
 Black ink on adhesive-backed, gold colored foil stock.

Canada-Specific Product Designation Label

	Keystone Certification Program An ANSI Accredited Certifier Accreditation #0612 Conforms To: AAMA/WDMA/CSA 101/IS2/A440-08 And CSA A440S1-09 Canadian Supplement Model:Name: Niagara	CAR #: 999-101 Rating: Class R-PG30 800x1800 mm (32x71) Type H Positive DP: 1680 PA (35 psf) Negative DP: 1440 PA (30 psf) Water Resis: 260 PA (5.25 psf) Can Air Inf/Exf: A3 Level
-----------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Minimum Label Size = 4" x 7/8"; Maximum Label Size = 5-1/2" x 1"
 Black ink on adhesive-backed, gold colored foil stock.

2. Optional Tabs

NFRC TAB

Man'f Stipulates
 Conformance to
 NFRC 100/200
 XXX-K-999

HUD UM 111 TAB

Conforms To HUD
UM 111

AAMA 450 TAB

Mulled Assembly
 Conforms to AAMA 450-06
 CAR # xxx-xxx
 Max. DP = +xx/-xx psf

Keystone IG Certification TAB

KCI
 IG-999-01

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Appendix 2
Guidelines For Use Of
Certification Labels, The Certification Mark and The Service Mark

I..... Certification Labels

- Certification labels shall only be employed by the manufacturer to certify that products so labeled are representative of units evaluated and found to meet the requirements of the referenced standard.
- Certification labels may NOT be employed in marketing materials.

II. .. The Certification Mark

- The distinct keystone shaped border containing the offset letters “KC” and underscored with the word “Certified” as included in the left hand portion of the certification label shall NOT be employed by the Licensee in any capacity other than on the certification labels.

III.. The Service Mark

- In order to promote the visual effectiveness and protect KCI’s legal rights, the distinctive service mark shall only be used by current KCI Licensees in shades of gray or standard reflex blue color in the style illustrated in Figure 1.

Figure 1.



- This service mark is registered with the US Patent & Trademark Office and shall always be accompanied by the appropriate notice of statutory rights (“®”).
- The service mark aspect ratio shall not be altered, and shall appear on all printed materials no smaller than 1” in width.
- The service mark shall not be placed closer than 1/8” to any other graphic or text on the page.
- The service mark shall not appear over a textured background or over a photograph or other graphic.
- Contact the KCI office at 717-932-8500 for questions on use of the service mark, or to obtain digital versions of the mark for use in marketing materials.

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Appendix 3
Quality Management System
Procedures & Requirements

Each Licensee shall designate an individual responsible for implementing the Quality Management System, to include documents describing the following procedures, to be maintained in a Quality Manual:

<i>Procedure for:</i>	<i>Shall Require:</i>
Ensuring the function & accuracy of mechanical and electronic measuring devices used to evaluate the acceptability of raw materials, sub-assemblies or completed products.	This process shall define how, when and who performs measuring equipment accuracy & function checks, and the steps to be taken when questionable results are obtained. This process shall require record keeping, to indicate the date of each check, the person performing the check, and the results of the check.
Work order processing through the production schedule and manufacturing process, including the identification of batched product quantities, sizes, & options.	The ability for products to be isolated by batch number in the case of doubtful quality. Description of how customer order is recorded, communicated to production and how records are kept.
Inspection of incoming materials and components, including criteria for acceptance or rejection, procedure to segregate non-conforming raw material from conforming raw material, and action to be taken upon rejection and method of documentation.	All materials and components shall be inspected for shipping damage, any unacceptable raw materials must be segregated from acceptable inventory.
In-process quality inspections , including identification of the persons responsible to perform these inspections, action to be taken upon rejection and method of documentation.	Component parts are checked for pre-defined criteria, such as size / length, fabrication, and application of weatherstrip and/or sealants.
Application of certification labels .	How the employee confirms the certification label affixed to the product corresponds with the product model and configuration.
Final product inspections , indicating action to be taken upon rejection and method of documentation.	100% of finished products be inspected as defined by a documented list of items that contribute to product quality.
Editing or amending quality processes or product specifications.	How the Licensee modifies the quality processes to eliminate recurrence of quality issues.
Quality audits , including frequency and definition of responsibilities, and method of documentation.	Documented inspections confirming that Quality processes are followed, performed at defined regular intervals. Shall include frequent audits of final product inspections.
Handling customer complaints relating to the product compliance with the referenced standard.	Records indicating the complainant, the nature of the complaint, action taken to resolve the issue, and action taken to prevent reoccurrence of the issue.
Record keeping .	Records of work orders, quality audits, and customer complaints shall be kept on file for a minimum of four years. Other documented QC record keeping at the discretion of the Licensee.

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Appendix 4 Referenced Standards

- AAMA/WDMA/CSA 101/IS2/A440 “NAFS – North American Fenestration Standard / Specification for Windows, Doors, and Skylights”.
- CSA A440S1, “Canadian Supplement to AAMA/WDMA/CSA 101/IS2/A440, NAFS-North American Fenestration Standard for Windows, Doors and Skylights”.
- AAMA 450 “Voluntary Performance Rating Method for Muller Fenestration Assemblies”.
- AAMA 506 “Voluntary Specifications for Impact and Cycle Testing of Fenestration Products”.
- AAMA 1002, “Voluntary Specifications for Secondary Storm Products for Windows and Sliding Glass Doors”.
- AAMA 1102, “Voluntary Specifications for Side-Hinged Secondary Storm Doors”.
- AAMA 1701.2 “Voluntary Standard for Utilization in Manufactured Housing for Primary Windows and Sliding Glass Doors”, AND Federal Manufactured Home Construction & Safety Standard 3280.403, “Standard for Windows & Sliding Glass Doors Used in Manufactured Homes”.
- AAMA 1702.2, “Voluntary Standard for Utilization in Manufactured Housing for Swinging Exterior Passage Doors”.
- ASTM E330, “Standard Test Method for Structural Performance of Exterior Windows, Doors, Skylights and Curtain Walls by Uniform Static Air Pressure Difference”
- ASTM E1886, “Standard Test Method for Performance of Exterior Windows, Curtain Walls, Doors, and Storm Shutters Impacted by Missile(s) and Exposed to Cyclic Pressure Differentials”.
- ASTM E1996, “Standard Specification for Performance of Exterior Windows, Curtain Walls, Doors and Storm Shutters Impacted by Windborne Debris in Hurricanes”.
- Florida Building Code Test Protocols for High Velocity Hurricane Zones:
 - PA/TAS 201, “Impact Test Procedures”
 - PA/TAS 202, “Criteria for Testing Impact and Non Impact Resistant Building Envelope Components Using Uniform Static Air Pressure”.
 - PA/TAS 203, “Criteria for Testing Products Subject to Cyclic Wind Pressure Loading”.
- US Dept. of Housing and Urban Development (HUD) Use of Materials Bulletin No. 111, “HUD Building Product Standards and Certification Program for Fenestration Products (Windows & Doors).”

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