

Your pocket guide to certification and the BSI Mark of Trust

bsi.



Show them what
you're made of

“The BSI Mark of Trust has long been considered the UK’s premier symbol of product or service quality, bringing real, tangible benefits to clients. Clients who achieve BSI Kitemark certification can display the BSI Mark of Trust as a mark of distinction. This means that not only are products or services consistently maintained against the latest version of the standard(s), and factory production controls reviewed, but also delivers a clear competitive advantage as a powerful marketing tool for companies looking to deliver confidence to the end-user”

Shahm Barhom,

Group Product Certification Director

Welcome to your pocket guide to certification and the **BSI Mark of Trust**

This practical guide is a comprehensive resource for those working across the fenestration supply chain, from system houses to installers. In our guide you'll find key information from BSI's technical experts at your fingertips, including step-by-step routes to BSI Kitemark certification and third-party certification for installers.

We have testing and certification solutions for all the major components in the fenestration supply chain. From safety glass and insulated glass units to systems, hardware, locks, through to manufacturing and installation providing stakeholders with peace of mind. In addition, if you're planning to bring new products to market, we can carry out indicative testing for new product development to help prove you are on track.

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Lorraine Balch, Certification Manager for fenestration products, just one member of the team who are happy to help



Your fenestration support team

Our team of experts includes Certification Managers like Lorraine Balch and Joy Town, regional Business Development Managers, Client Managers and Customer Care Advisors, not to mention our Test Engineers. We take care to test your products and assess your factory production controls with accuracy, providing a premium service and certification you can build on.

Our current team holds over 205 years of certification and industry experience, with 161 years dedicated specifically to fenestration testing and certification. We are ideally equipped to work with you from the design stage through to the testing and compliance process, helping you to get your products into the desired marketplace working with our local country offices.

“We have been stunned at the level of expertise and knowledge that BSI has between its walls. We are also incredibly grateful for all of the support during and after the process of achieving BSI Kitemark certification.”

Justin Seldis, Managing Director, Sunsquare Ltd

BSI Mark of Trust for Entrance Doorset Dual Certification



Following the outcomes of the Dame Judith Hackitt's Independent Review of the Building Regulations and Fire Safety, BSI is now able to certify door sets which require

both fire and enhanced security characteristics, tested to the same specification and certified by a single certification body to comply with UK Government advice and Secured By Design (SBD) specification.

The new BSI Mark of Trust for entrance doorset dual certification enables organizations to combine their fire door test data to BS EN 1634-1:2014+A1:2018 (Fire resistance and smoke control tests for door and shutter assemblies, openable windows and elements of building hardware), or BS 476-22:1987 (Fire tests on building materials and structures. Method for determination of the fire resistance of non-loadbearing elements of construction), with enhanced security performance requirements for doorsets and windows in the UK to PAS 24:2022 (Doorsets and windows intended to offer a level of security suitable for dwellings and other buildings exposed to comparable risk).

We can also offer entrance doorset market access solutions for UKCA and CE conformity marking, enabling compliance with the Construction Products Regulation in accordance with BS EN 16034:2014 (Pedestrian doorsets, industrial, commercial, garage doors and openable windows. Product standard, performance characteristics. Fire resisting and/or smoke control characteristics), and BS EN 14351-1:2006+A2:2016 (Windows and doors. Product standard, performance characteristics. Internal pedestrian doorsets).

We can help you:

Demonstrate compliance to government guidance

Provide reassurance to your stakeholders

Stand out from the competition



Fenestration standards and certification

Here is your quick guide to the fenestration standards and our additional certification solutions, from CE and UKCA Marking to the BSI Mark of Trust.

BSI support: keeping your products up to date

Should standards or regulations be revised, part of our service includes making sure you are aware of these changes and the implications to the certification of your products.

Windows and doors

BS 7412:2007



Specification for windows and doorsets made from unplasticized polyvinyl chloride (PVC-U) extruded hollow profiles

BS EN 12608-1:2016+A1:2020



Unplasticized polyvinylchloride PVC-U profiles for the fabrication of windows and doors. Classification, requirements and test methods

BS 4873:2016



Aluminium alloy windows and door sets. Specification

BS 644:2012



Timber windows and doorsets. Fully finished factory assembled windows and doorsets of various types. Specification

BS 8529:2017



Composite doorsets. Domestic external door sets. Specification

BS 6375-1:2015+A1:2016

Performance of windows and doors. Classification of weathertightness and guidance on selection and specification

BS 6375-2:2009

Performance of windows and doors. Classification for operation and strength characteristics and guidance on selection and specification

BS 6375-3:2009+A1:2013

Performance of windows and doors. Classification for additional performance characteristics and guidance on selection and specification

EN 14351-1:2006 +A2:2016



Windows and doors. Product standard, performance characteristics

EN 16034

Pedestrian doorsets, industrial, commercial, garage doors and openable windows. Product standard, performance characteristics. Fire resisting and/or smoke control characteristics

Hardware and security

BS EN 1670:2007



Building hardware. Corrosion resistance. Requirements and test methods

BS 6375-2:2009



Performance of windows and doors. Classification for operation and strength characteristics and guidance on selection and specification

BS 6375-3:2009+A1:2013



Performance of windows and doors. Classification for additional performance characteristics and guidance on selection and specification or PAS 24

PAS 24:2022



Enhanced security performance requirements for doorsets and windows in the UK

TS007-1:2014+A2:2018



Enhanced security performance requirements for replacement cylinders and/or associated hardware

TS007-2:2019



Enhanced security for mechatronic cylinders and/or associated hardware

TS 008:2015+C1:2016

Enhanced security and general requirements for letter plate assemblies and slide through boxes

Smart locks



We can support you with a range of testing, verification and certification services for smart locks that meet your needs. These can help accelerate and de-risk time-to-market in a highly competitive and time-critical industry. With smart locks, we can go beyond testing the software, we will examine the cylinder, the door furniture, the electronics, as well as the software/app to help ensure a secure smart lock.

Approved Document Q Verification Certificate (ADQ-VC)

Approved Document Q is the practical guidance document about how to meet the security requirements of windows and doors in order to comply with Building Regulations 2010.

The installer can achieve a certificate in their company name, verified by BSI that can be handed to those that require compliance evidence such as Local Authority Building Control, Contractors, Developers and National House Building Council (NHBC).

Door and window installation

BS 8213-4:2016



Windows doors and rooflights. Code of practice for the survey and installation of windows and external doorsets

Window Energy Rating



The Kitemark scheme Window Energy Rating is based on the approved document L1B of the Building Regulations

Approved Body validation of U-Values



In accordance with EN 14351-1

Safety glass and IGUs

BS EN 12150   

Glass in building. Thermally toughened soda lime silicate safety glass

BS EN 14179   

Glass in building. Heat soaked thermally toughened soda lime silicate safety glass

BS EN 14449:2005   

Glass in building. Laminated glass and laminated safety glass

BS ISO 11485 (parts 1-3) 

Requirements for curved glass

BS EN 1863 (parts 1-2)  

Glass in building. Heat strengthened soda lime silicate glass

BS EN 1279:2018 (parts 1-6)   

Glass in building. Insulating glass unit

The standards can be ordered from
shop.bsigroup.com

Market access

Whether exporting to global markets or importing into the UK, our dedicated team of fenestration professionals support your certification process from concept to completion. With in-depth regulatory knowledge and product expertise we can assist you every step of the way.

CE marking

Via the Construction Products Regulation, CE marking is a visible declaration from the manufacturer or importer that the product meets the minimum legal requirements for supply of complete windows and doorsets placed on the market within the EU (and in GB until 30 June 2025). We can offer CE marking services from our Netherlands (Notified Body No. 2797) Centre of Excellence.

UKCA marking

The UKCA (UK Conformity Assessment) mark is the new UK conformity marking that has come into force for certain products, including windows and doors, that are placed on the market in Great Britain (England, Wales and Scotland). It covers most products that previously required the CE marking before the UK left the EU.

Although UKCA marking could be used from 1 January 2021, current UK Government (DLUHC) guidance allows organizations until 30 June 2025 to obtain a new certificate to support their UKCA marking. For products placed on the market in Great Britain after this date, CE marking for windows and doors may not be recognized. This means it's important for manufacturers and importers to act to remain compliant.

As an Approved Body (0086) for UKCA marking we can provide this service, so contact us to find out more.

It's important to note that UKCA marking is not recognized in the EU market, so products that are placed on the market in the EU must still have the CE marking affixed (see above section on CE marking).

The BSI Mark of Trust

Organizations who achieve BSI Kitemark certification (for their products or services) can display the BSI Mark of Trust on their products. BSI Kitemark certification goes beyond the minimum requirements, and the Mark of Trust is unique to BSI. As a result, it is not only acknowledged by consumers but also accepted by specifiers, architects and procurement professionals as a method of demonstrating 'best in class' around the globe.

Your steps to BSI Kitemark™ certification

For manufacturers of fenestration products

We want your experience of achieving BSI Kitemark certification to be as smooth as possible. Here are the key steps for each stage of the certification process ready for you to share with others or refer to as you go through your certification journey.

Standards and a Quality Management System

Do you already fabricate your product according to the relevant manufacturing standard?

Standards are available on shop.bsigroup.com.

Do you have a documented quality control system in place that your staff work to?

If you don't already have a documented quality control system in place, you can opt for certification to ISO 9001:2015, the International standard which sets out the criteria for a quality management system. It can be used by any organization, large or small, regardless of its field of activity. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001.

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.

Note: In order to achieve BSI Kitemark certification it's not compulsory that your company holds a certificate for ISO 9001. However we do require a documented quality system which specifically focuses on particular elements which directly influence product quality. It can be a stand-alone document or be included within the Quality Manual.

If you do hold ISO 9001 certification, this can be held with any recognized certification body.

Your pre-assessment visit

With your products manufactured to the relevant standard, and your quality management system in place, our friendly Client Manager will deliver a pre-assessment visit. Essentially we'll look at every stage of the production process, starting from how the raw material comes into your business, all the way to the finished product. The reason we look at your documentation and procedures is to make you aware of any gaps which would need to be addressed before you proceed to certification. These gaps are called non-conformities (NCRs).

Here is a snap shot of some of the critical aspects we assess for your peace of mind:

- Control of production
- Inspection and testing of materials
- Control of non-conforming products
- Control of records
- Handling and storage of package delivery
- Internal audits and training

Your Stage 2 visit

This will be scheduled separately. The purpose of this visit is to:

- Review any non-conformities raised at your pre-assessment visit, and to record that these have been dealt with
- Witness the production of samples to ensure that the system suppliers fabrication manual is being followed
- Make sure that the product meets the clauses of the standard

“BSI is so well known and publishes so many standards – who could be better placed to audit and certify our products?”

Chris Costall,

Compliance Director, Nationwide Windows and Doors

System Supplier Support Programme for fabricators

Of real benefit to fabricators and system suppliers alike, as a fabricator you can use an already fully tested system suppliers design system for their windows and/or doors in its entirety for your own BSI Kitemark certificate.

As a fabricator you will sole source your profile systems to use exactly the same hardware and fixing components as originally

tested by the system supplier. You will only have to undertake fabricator type testing as identified in the relevant material standard.

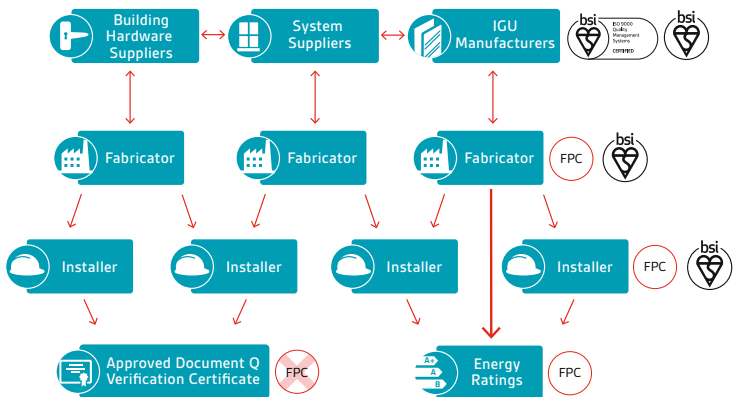
If you want to use different hardware, talk to us. We'll liaise with the system supplier regarding the proposed change. This may mean that you lose support from the system supplier with the product. If you decide to proceed then notify us of the hardware that needs to be changed. We'll advise you on the test implications and provide a quotation. We will also ask for your fabrication manual for the newly designed configuration. In association with The Glass and Glazing Federation (GGF), BSI have produced a handy guide on this subject. 'Product Substitution and its effect on Kitemark™ and other 3rd Party Certification'. If you would like a copy, please get in-touch with one of the team.

"By working closely with BSI to help our fabricators achieve BSI Kitemark certification, we're creating a classic 'win, win' – instant recognition, for quality and performance, while also being a great marketing tool for us and for our customers. This ultimately feeds back into more demand for our products."

Kevin Cole,

Senior Project Engineer, Smart Architectural Aluminium

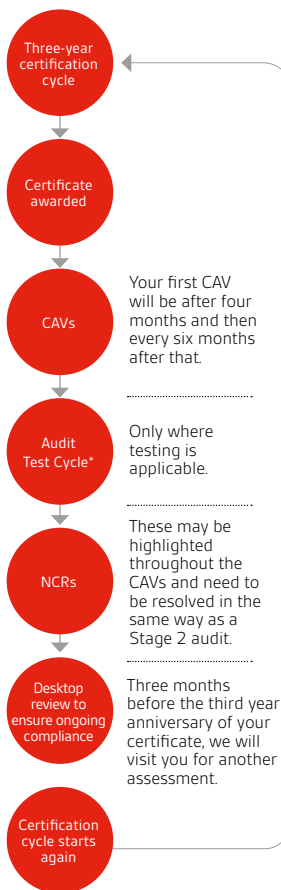
Choose your component suppliers and achieve BSI Kitemark™ certification for your products



 FPC refers to Factory Production Control

Each individual fabricator will have to undertake their own audit testing through BSI's Centre of Excellence.

Continuing assessment visits and testing



Once you have achieved your BSI Kitemark certification, we'll continue to assess your quality management system and test your products to give you the reassurance that your standards have not slipped over time. The continuing assessment visit (CAV) is a regular event that may be completed in stages, typically every six months.

CAVs are planned over the certification period and will ensure that all elements of the organization covered in the assessment at Stage 2 are re-assessed. They give you the reassurance that all your systems and processes are doing exactly what you originally planned them to do.

The first CAV will be four months after your Stage 2, and then six monthly after that. This will be dependent upon any testing and can be discussed with your Certification Manager.

These continuing assessment visits (CAVs) will always cover the following areas:

- System maintenance
- Effectiveness of internal audits and follow-up actions
- Management reviews
- Preventive actions
- Corrective action processes
- Customer complaints
- Changes to the documented system
- In-house product testing (if applicable)
- Quality plan

And at each CAV the following will be audited:

- Actions relating to any previous non-conformities
- How your management system is performing compared to your objectives
- The progress of any new and planned activities aimed at continual improvement
- Results from any previous internal audits
- The use of marks and any other reference to certification
- Records and processes relating to any complaint about the client that has been referred to BSI

- A non-conformity report (NCR) will outline any areas that don't match the standard and these will be grouped, as before, into minor and major non-conformities

BSI Kitemark certification audit testing

Following the issue of your certificate, audit test samples will also be regularly selected from the certified range for testing to confirm ongoing compliance with the product standard. The frequency of this is a minimum of once per annum.



Secured by Design



Police Preferred Specification

Only certain windows, doorsets and locks which meet high standards for security are accepted by the Police security initiative Secured by

Design (SBD). We can help you prove you comply with the SBD requirements, with a BSI Mark of Trust.

SBD requires windows and residential doors to meet the high standards for security as accepted by the Police. They have to be stringently tested to comply with all clauses of PAS 24, the specification for enhanced security performance requirements, including the performance characteristics of the BS 6375 series of performance standards and the relevant material specific standard for windows and doors, before they are awarded a certificate by an independent UKAS accredited certification body, which complies with SBD scheme rules.

PAS 24 windows and doorsets are tested by replicating the forces that would be applied by an opportunistic intruder. All hardware and potential access points on the window are tested. The test for enhanced security is purely against intruder

attack rather than a test of an individual hardware component and includes:

- Manipulation of hardware
- Assessment of glazing security
- Mechanical loading test
- Manual check test



Adopting the BSI Mark of Trust

Organizations who achieve BSI Kitemark certification (for their products or services) can display the BSI Mark of Trust on their products.

Please contact the certification team to ensure you have the correct and latest logo.

With a BSI Mark of Trust you can



- **Differentiate** products and services from the competition
- Gain access to **new markets** where the BSI Kitemark is specified or reassurance required
- Win new business by providing **proof** of consistent quality to specifiers
- Command **price premiums** due to increased confidence in quality
- **Reduce risk** and provide evidence of due diligence
- Maintain **quality** and reduce waste
- Improve **customer satisfaction**

“Having BSI Marks of Trust is all part of our support to existing customers. It’s a great marketing tool and it helps us win business, especially when it comes to commercial projects.”

Dennis Keegan, Head of Product, Deceuninck

“Having been involved with BSI for over 10 years, we find that the Product Certification team are excellent at what they do, and the level of support we have received from BSI during this pandemic has been excellent - above and beyond. The testing laboratory and team have provided first class service to us with the provision of remote streaming of testing, completed inclusive of virtual support – impressive to say the least! I find the new Client Portal very innovative and forward thinking. The professionalism, knowledge, and support given by the whole team is outstanding.

I would sum up Sidey Solutions Ltd experience with BSI as Clarity, Certainty and Confidence. Sidey feel that BSI Kitemark certification gives us all the necessary requirements to demonstrate those three words both within our business and outwardly to our customers.”

Robert Fitzpatrick, Business Group HSE Manager, Sidey Ltd

Specifier engagement

Increasing the value of the BSI Mark of Trust

Our dedicated specifier engagement team promote



Industry awareness

Educating specifiers and clients on the value of the BSI Mark of Trust



Product differentiation

Raising consumer awareness of the value of the BSI Mark of Trust



Global access

Working with authorities to ensure British Standards and the BSI Mark of Trust are accepted worldwide



BSI Mark of Trust is specified in

- Contracts
- Preferred supplier lists
- Local authority procurement
- PQQs

Who are the specifiers?

Why not get in touch...



Partnership through collaboration

BSI works with industry leaders to promote certification and raise the bar of quality and safety worldwide.

Examples of specifier

- Local Authorities
- PQQ writers
- Construction frameworks
- House builders
- Principle contractors
- Government agencies
- **Your customers**

Contact our specifier engagement team if you would like to work with BSI to promote the use of the BSI Mark of Trust to your customers or key specifiers

Email: commercial.engagement@bsigroup.com

Common terms

Certification

This means that you have been successfully assessed against the requirements. We will issue you with a certificate and an approval mark that you can use to promote your achievement. You can then say you are 'approved', 'registered' or 'certified'.

Non-conformity report (NCR)

The failure to conform to part of the standard and can be described as minor or major. Minor non-conformities are generally nothing to worry about and should be viewed as an opportunity to develop and add maturity to your management system or product. Major non-conformities, however may delay your application for certification, but remedying them will really help your organization improve.

Continuing assessment visits (CAVs)

CAVs are planned annual visits to ensure that all elements of the organization covered in the formal assessment are re-assessed, giving the reassurance that all systems and processes are doing exactly what was originally planned.

Corrective Action

These are improvements to an organization's processes and products taken to eliminate causes of non-conformities. They focus on the root causes of non-conformities to prevent their recurrence.

Corrective Action Plan (CAP)

A plan to address the root cause of a non-conformity raised during an assessment or as a result of an audit or type test failure.

Approved Body

Following the UK leaving the EU, UK notified bodies are now operating under the UK CPR regime as UK 'Approved Bodies', as of 1 January 2021.

UK Approved Bodies have a 4-digit approved body number, which is the same as their previous notified body number and carry out activities such as certification and testing to support the new UKCA Mark.

Notified Body

In the European Union, an organization that has been designated by a Member State to assess whether a product meets the requirements of the EU Directive. Assessment can include inspection and examination of a product, its design and manufacture. With this declaration of conformity, the manufacturer can label the product with the CE mark, which is required for distribution and sale in the EU.

BSI Mark of Trust

BSI Kitemark certification, only available from BSI, is the ultimate Mark of Trust. It is one of the most recognized symbols of quality and safety and offers true value to consumers, businesses and procurement practices.

Factory Production Control (FPC)

This is a quality management system, based on the fundamental elements of ISO 9001. Full details of what should be included in a FPC are available from your Certification Manager.

Type Testing

Samples of the product or product range for BSI Kitemark certification will be tested for full compliance with the product standard as appropriate to the product or service. This is normally undertaken at BSI or an independent laboratory accredited to ISO 17025 or equivalent. Any testing undertaken should be documented on the organization accreditation schedule. If you have had your product tested or certified for conformity by a third party you should provide evidence as this may change the BSI type test programme.

Why BSI?

As the financial, environmental, and social climates of our planet continuously shift, BSI's founding purpose to benefit society, enshrined in our Royal Charter, is more relevant now than ever before.



By Royal Charter

BSI empowers our clients to become ready for what's next. By sharing knowledge, innovation and best practice, for 120 years BSI has equipped organizations with the tools and techniques they need to turn today's challenges into tomorrow's opportunities.

Many of the world's most successful organizations benefit from BSI's unrivalled expertise to help them embed best practice and improve performance, for the long-term benefit of their people, their customers, and our planet.

To find out more

Call: **+44 (0)345 0765 606**

or visit: **bsigroup.com/windowsanddoors**

As an accredited certification body, BSI Assurance cannot offer certification to clients where they have also received consultancy from another part of the BSI Group for the same management system. Likewise, we do not offer consultancy to clients when they also seek certification to the same management system.

Notes

To find out more about the BSI Kitemark

Call: **+44 (0)345 0765 606**

or visit: **bsigroup.com/windowsanddoors**

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