

Royal Decree aimed at determining the goods covered by the durability index, the technical standards for establishing the scores for each of the criteria and the methodology for calculating the durability index

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KINGDOM OF BELGIUM
FEDERAL PUBLIC SERVICE PUBLIC HEALTH, FOOD CHAIN SAFETY AND THE ENVIRONMENT
Royal Decree aimed at determining the goods covered by the durability index, the technical standards for establishing the scores for each of the criteria and the methodology for calculating the durability index
PHILIPPE, King of the Belgians,
To all those present and to come, Greetings.
Having regard to Article 5(2) of the Law of 17 March 2024 on the promotion of the reparability and durability of goods;
Having regard to the opinion of the Inspector of Finance, issued on 10 April 2024;
Having regard to the approval of the Secretary of State for the Budget, given on 2 May 2024;
Having regard to Opinion xxx of the Council of State, issued on xxx , pursuant to Article 84(1), subparagraph 1(2), of the Laws on the Council of State, consolidated on 2 January 1973;
On the proposal of Our Minister for the Environment,
We hereby decree:

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Article 1.

§1 The durability index provided for in Article 5 of the Law of 17 March 2024 on the promotion of the reparability and durability of goods consists of a score out of ten intended to be made known to consumers at the time of the purchase of a new good.

§2. For each product category covered by this Decree, this durability index replaces the reparability index provided for in Article 4(2) of the Law of 17 March 2024, from the entry into force of the obligations relating to the durability index for the category of goods concerned.

This index relates to each of this good's models.

Article 2.

For the purposes of this Decree, the following definitions apply:

(1) "household washing machines": front-loading or top-loading household washing machines falling within the scope of Commission Regulation (EU) 2019/2023 of 1st October 2019 laying down ecodesign requirements for household washing machines and household washer-dryers pursuant to Directive 2009/125/EC of the European Parliament and of the Council, amending Commission Regulation (EC) No 1275/2008 and repealing Commission Regulation (EU) No 1015/2010.

(2) "television sets": television sets falling within the scope of Commission Regulation (EU) 2019/2021 of 1st October 2019 laying down ecodesign requirements for electronic displays pursuant to Directive 2009/125/EC of the European Parliament and of the Council, amending Commission Regulation (EC) No 1275/2008 and repealing Commission Regulation (EC) No 642/2009.

(3) "graphics": a design intended for visual communication which combines image and text.

(4) 'Royal Decree of xxx 2024': the Royal Decree of xxx 2024 aimed at determining the goods covered by the reparability index, the technical standards for establishing the scores for each of the criteria and the methodology for calculating the reparability index.

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Article 3.

The following goods placed on the market for the first time are covered by the durability index pursuant to Article 5(2) of the Law of 17 March 2024 on the promotion of the repairability and durability of goods:

(1) household washing machines;

(2) television sets;

Goods designed to be used exclusively in a professional setting are excluded from this article.

Article 4.

The durability index shall be calculated on the basis of the following parameters:

(a) A score out of ten on the repairability of goods, taking into account in particular the accessibility of technical documentation, the ease of disassembly, the availability and the price of spare parts;

(b) A score out of ten on the reliability of goods taking into account, in particular the stress and wear resistance, the ease of maintenance and servicing, as well as the existence of a commercial guarantee and a quality process;

(c) Where appropriate, a score out of ten relating to software and hardware updates of the goods;

The durability index shall be obtained from the scores mentioned in (a), (b) and, where applicable, (c) and is expressed as one overall score on a scale from 0 to 10.

Article 5.

For each category of goods referred to in Article 3, the technical standards, criteria and methodology for calculating the durability index shall be specified in Annex 1 to this Decree. This Annex is made available to manufacturers and importers by the Federal Public Service for Health, Food Chain Safety and the Environment at least in Dutch, French, German and English.

Article 6.

The method for calculating the durability index pursuant to Article 5(2) of the Law of 8 February 2024 on the promotion of the repairability and durability of goods is established in accordance with Annex 2 to this Decree.

Article 7.

§1 Manufacturers or importers shall establish the durability index of the goods they place on the market in accordance with Articles 3, 4, 5 and 6.

§2 Manufacturers or importers shall communicate to sellers and distributors, free of charge, at the time of listing and delivery of the goods, the durability index as well as the technical standards for establishing the scores for each criterion of the index.

§3 Where the distributors and sellers are different entities, they shall communicate to sellers, free of charge, at the time of listing and delivery of the goods, the durability index as

well as the technical standards for establishing the scores for each criterion of the index.

§4 No later than one month after the first unit has been placed on the market, manufacturers or importers shall communicate via a website, free of charge and to any interested person, the durability index, the technical standards of the object and the details of the calculation that enabled the durability index to be established.

Article 8.

§ 1. Sellers shall inform consumers, free of charge, about the durability index, by displaying it visibly, close to the price, in accordance with Article 9 of this Decree.

§2 Sellers shall make available to consumers the object's technical standards as well as the details of the calculation for establishing the durability score by redirecting to the website mentioned in Article 7(4) of this Decree. Sellers shall display, close to the price, a URL or QR code that allows access to the website.

Article 9.

§ 1. The Minister shall determine, by means of a ministerial order, the display referred to in Article 8 in respect of the graphics, the indications and the pictogram.

§2 The Minister shall determine, by means of a ministerial order, the colour code established according to the durability index obtained.

§3 The font size of the index score digits shall be at least equivalent to the font size of the price figures on the shelf or on the website page. Any adjustment to the size of this signage must retain the proportions of the elements.

§4 The durability index shall be presented in the form of a score out of 10, which may have up to one decimal place. If the number after the first decimal place is less than 5, the score is rounded down to the lower decimal. If the number after the first decimal place is greater than or equal to 5, the score is rounded up to the higher decimal.

Article 10.

§ 1. The Minister shall determine, by means of a ministerial order, the format of the URL and the QR code, mentioned in Article 8(2) of this Decree.

§2 The font size of the URL and the QR code, mentioned in Article 8(2) of this Decree, must be at least equivalent to the font size of the price figures.

Article 11.

For the goods referred to in Article 3, the obligation to calculate and communicate the reparability index, as provided for in the Royal Decree of XXX, shall be repealed, except for models placed on the market before the entry into force of this Decree and which are no longer placed on the market from that date. For these models, the reparability index must be displayed until the last unit of the model is sold.

For models placed on the market before the entry into force of this Order and which continue to be placed on the market by the producer or importer, the data referred to in Article 7(4) shall be uploaded online no later than three months after the entry into force of this Order.

Article 12.

This Order shall enter into force on 2 May 2025.

Article 13.

The Minister in charge of the Environment shall be responsible for the implementation of this Decree.

Brussels, [date]

By the King:

PHILIPPE

The Minister for the Environment,

KHATTABI Z.

The Minister for the Economy

DERMAGNE P-Y.

The Secretary of State for Consumer Protection, attached to the Minister for Justice and the North
Sea

BERTRAND A.

The Minister for Justice and the North Sea

VAN TIGCHELT P.

ANNEX 1

Technical standards for establishing the score for the durability index criteria

APPLICABLE DEFINITIONS

(1) 'Lists of parts': two parts lists are defined for each category of equipment:

- list 2: list of a maximum of three to five spare parts (depending on the category of equipment in question) that most frequently break or break down;
- list 1: list of a maximum of 10 other spare parts (depending on the category of equipment in question) that must be in good condition for the equipment to function.

These lists do not necessarily cover all the parts of the equipment.

(2) 'Dismantling step': a step is an operation that results in the removal of a component or part or in a tool change. A component can include one or more parts. Exception to this general definition may be permitted for practical or safety reasons.

Fasteners or connectors are defined as assembly, fastening or sealing techniques. Fastening or connecting elements are not considered to be parts.

(3) 'Types of fasteners': a fastener may be characterised by its ability or not to be reusable or removable.

(4) 'Removable and reusable fastener': a system of original fasteners that can be completely removed without causing damage to the equipment or leaving residues and that can be reused.

(5) 'Removable and non-reusable fastener': a system of original fasteners that can be completely removed without causing damage or leaving residues, but cannot be reused.

(6) 'Non-removable and non-reusable fastener': a system of original fasteners that cannot be completely removed without causing damage to the equipment or leaving residues and that cannot be reused.

(7) 'Types of tools': a tool can be common, specific or proprietary.

(8) 'Common tool': a commercially available tool from the list set out in technical standard EN 45554.

(9) 'Specific tool': tools that are not included in the list of common tools, without being proprietary tools.

(10) 'Proprietary tool': tools whose intellectual property is owned by the producer or by a specific actor.

(11) 'Usage meter': a device that cumulatively records the use of the equipment in number of units. The usage meter may be directly visible to the consumer each time the device is started up or may require the user to perform an action in order to see the usage meter value.

CRITERIA FAMILY A – REPAIRABILITY

The repairability family score is determined according to the criteria below.

Spare parts lists and sub-criteria are specified for each category concerned

Criterion No 1. - Documentation

Sub-criterion 1.1. - Duration of availability of the technical documentation:

Determined by the producer's commitment to make technical documents available free of charge, in number of years, from authorised and independent repairers and consumers

Sub-criterion 1.2. - Consumer support for diagnosis and repair:

Determined by the producer's commitment to make specific documents available free of charge for the consumer to repair the equipment himself and to set up free-of-charge remote assistance.

Criterion No 2. - Disassembly and access, tools, fasteners:

Sub-criterion 2.1. - Ease of disassembling the list 2 parts:

Determined by the number of disassembly steps allowing, for each list 2 part, to access that part individually and to separate it from the equipment, with a view to its replacement. There is a link between the score of this sub-criterion and that of sub-criterion 3.1; in the event that a part cannot be removed, a score of zero for one of these sub-criteria has repercussions on the other.

Sub-criterion 2.2. - Tools required:

Determined by the type of tool required to disassemble each list 2 part, with the tools classed as either 'common', 'specific' or 'proprietary'.

Sub-criterion 2.3. - Characteristics of the fasteners:

Determined, for each list 1 and 2 part, by the type of fastener used to attach them to the equipment's other parts, with the fasteners classed as either 'removable and reusable', 'removable and non-reusable' or 'non-removable and non-reusable'.

Criterion No 3. - Availability of spare parts:

Sub-criterion 3.1. - Period of availability of list 2 parts:

Determined by the producer's commitment to make the list 2 parts available to spare parts distributors, to approved and independent repairers, and to consumers. It is measured from the date that the last unit is placed on the market, in number of years.

Sub-criterion 3.2. - Period of availability of list 1 parts:

Determined by the producer's commitment to make the list 1 parts available to spare parts distributors, to approved and independent repairers, and to consumers. It is measured from the date that the last unit is placed on the market, in number of years.

Sub-criterion 3.3. - Delivery time for list 2 parts

Determined by the producer's commitment to meet a delivery deadline for the supply of the list 2 parts to spare parts distributors, to approved and independent repairers, and to consumers. It is measured in number of working days from the day of the order.

Sub-criterion 3.4. - Delivery time for list 1 parts

Determined by the producer's commitment to meet a delivery deadline for the supply of the list 1 parts to spare parts distributors, to approved and independent repairers, and to consumers. It is measured in number of working days from the day of the order.

Criterion No 4. - Price of spare parts:

Sub-criterion 4.1. - Ratio between the selling price of the parts by the producer or importer and the selling price of the equipment by the producer or importer:

The criterion is established by calculating the ratio between the 'parts_price' and the 'equipment_price'.

'parts_price' is determined by the following calculation: the tax-free price of the most expensive list 2 part is added to the average of the tax-free prices of the other list 2 parts. The whole is divided by 2.

'equipment_price' is determined by the tax-free price of the model of the equipment concerned.

Each price shall be understood as the tax-free price of the tariff schedule in force at the time of calculation of the index and included in the general conditions of sale of the producer or importer, or failing that in any relevant contractual document.

In the event that a manufacturer or importer has several price schedules for the parts or equipment in question according to its different categories of distributor or seller clients, the prices used to calculate the index are those of the schedule that represents the greater share of the manufacturer's or the importer's turnover for the parts or equipment in question during the last financial year. For equipment and parts newly placed on the market, in the case of multiple scales, the prices used shall be those of the lowest scale.

In the event that some of these parts are inseparable or in the event that the part in question is integrated into a module, which is the only one available, the price to be taken into account is the cumulative price of the parts or the price of the module.

Applicable calculation rules:

There is a link between the score of sub-criterion 2.1 and that of sub-criterion 3.1; in the event that a part cannot be removed, a score of zero for one of these sub-criteria has repercussions on the other.

There is also a link between the score of sub-criterion 2.1 and that of sub-criteria 2.2 and 2.3; in the event that a part cannot be removed, a score of zero for sub-criterion 2.1 has repercussions on the other.

There is a link between the score of sub-criterion 3.1 and that of sub-criterion 3.3; in the event that the part is not available under sub-criterion 3.1, a score of zero is allocated. This score has repercussions on other criteria. This link also applies between sub-criteria 3.2 and 3.4.

If a list 2 part is considered non-removable in criterion 2.1, then the score obtained in criterion 4 is 0. In the event that the non-removable list 2 part under sub-criterion 2.1 is part of a subset of non-removable parts available for sale, then the calculation of criterion 4 is made by taking the price of that sub-assembly as the price of the part concerned.

CRITERIA FAMILY B – RELIABILITY

Reliability is understood as the probability that equipment will operate, in accordance with the intended use and description of the seller, under specified conditions over a given period of time, without breaking down or being damaged.

The score of the reliability criteria family shall be determined according to the following criteria.

Criterion No 1. - Stress and/or wear resistance

Determined by the ability of the equipment or main sub-parts of the equipment to be robust and durable. Depending on the categories of equipment, the criterion may refer to one or more ageing tests at the level of the equipment or main sub-parts of the equipment, or to sub-criteria relating to resistance to external stresses, or to sub-criteria relating to the wear resistance of the equipment or main parts of the equipment.

Criterion No 2. - Maintenance and servicing:

Sub-criterion 2.1. - Maintenance (including software):

Determined by the possibility of the equipment or main sub-parts of the equipment to be maintained in a functional condition in compliance with the expected use and description of the seller.

Sub-criterion 2.2. - Servicing:

Determined by the possibility of the equipment or main sub-parts of the equipment to be serviced in a functional condition in compliance with the expected use and description of the seller. Depending on the categories of equipment, this includes the ease of access to information on servicing actions, the quality and level of detail of the information on servicing actions or the ease of carrying out servicing actions.

Criterion No 3. - Durability and quality approach guarantee:

Sub-criterion 3.1. - Duration of the commercial durability guarantee:

Determined by the consent of the producer, or other party placing on the market, to the consumer of a commercial durability guarantee for a given period of time and free of charge.

Additional conditions for the allocation of points in this sub-criterion may be defined for each category of equipment.

Sub-criterion 3.2. - Implementation of a continuous improvement process

Determined by a commitment on the part of the producer or other marketer to set up a documented and demonstrable continuous improvement process over the period of the placing on the market of the equipment model concerned to increase the durability of the equipment concerned.

The improvement process must involve at least the identification, monitoring and treatment of any malfunctions in the operation in compliance with the intended use and description of the seller of the equipment of the model concerned.

CRITERIA FAMILY C – IMPROVEMENT

The criteria family for improving equipment concerns certain product categories.

Improvement means the ability of an equipment to be subject to improvements in terms of the capabilities or performance of the equipment, its functionalities, or the development of new functionalities in compliance with the intended use and description of the equipment vendor of the model concerned.

Where appropriate, the score of the improvement/scalability criteria family should be determined according to the following criteria.

Criterion No 1. - Software improvement:

Determined by a commitment on the part of the producer, or other marketer, to provide improvements of a software nature in order to improve the capabilities and performance of the equipment, an existing functionality or to develop another functionality, while ensuring operation in compliance with the expected use and description of the seller of the equipment of the model concerned.

Criterion No 2. - Hardware improvement:

Determined by a commitment on the part of the producer, or other marketer, to provide improvements of a hardware nature in order to improve the capabilities and performance of the equipment, an existing functionality or to develop another functionality, while ensuring operation in compliance with the expected use and description of the seller of the equipment of the model concerned.

Where necessary, the hardware improvement also includes one or more software improvements specific to its integration.

Sub-Annex I – HOUSEHOLD WASHING MACHINES

Criteria Family A – Repairability

CRITERION No 1 - DOCUMENTATION

Sub-criterion 1.1. Commitment of the producer regarding the availability period of technical documentation

	Column B				Column C			
	Repairers				Consumers			
	Years of availability				Years of availability			
0	11	13	15	0	11	13	15 or	

	to 10	to 12	to 14	or mor e	to 10	to 12	to 14	more
Type of documentation	Number of points				Number of points			
Unambiguous product identification	0	11	13	15	0	11	13	15
Disassembly diagram or exploded view	0	11	13	15	0	11	13	15
Wiring and connection diagram	0	11	13	15	0	11	13	15
Circuit board diagrams	0	11	13	15	0	11	13	15
List of required repair and test equipment	0	11	13	15	0	11	13	15
Technical manual for repair instructions	0	11	13	15	0	11	13	15
Error and diagnostic codes	0	11	13	15	0	11	13	15
Component and diagnostic information	0	11	13	15	0	11	13	15
Software instructions (including reset)	0	11	13	15	0	11	13	15
Access to incidents reported and recorded in the equipment	0	11	13	15	0	11	13	15
Technical bulletins	0	11	13	15	0	11	13	15

Points are awarded on the basis of the following cumulative conditions:

- access to the information concerned is direct, public and free of charge;
- the procedures for access to the documentation shall be specified in a legible and comprehensible manner and transmitted within 7 working days to any person who so requests.

The maximum number of points is 330. Score for this sub-criterion = (number of points obtained/330) x 10

Sub-criterion 1.2. Consumer support for diagnosis and repair.

The present sub-criterion is divided into two aspects:

- a) The producer's commitment to the availability of specific information for the consumer

	consumers	
Availability of specific information	no	yes
Number of points	0	1

The term specific information covers both documentation that presents a specific framework for self-repair, information on access to professional repairers, as well as information enabling fault detection and actions required in a way that is understandable to the consumer.

Points shall be awarded according to the following cumulative conditions:

- access to the information concerned is direct and free of charge;
- the procedures for access to the documentation shall be specified in a legible and comprehensible manner and transmitted within 7 working days to any person who so requests.

b) Free remote support

	Column C consumers		
Type of free remote support	None	Remote diagnostic assistance	Remote repair assistance
Number of points	0	2	4

The maximum number of points is 5. Score for this sub-criterion = (number of points obtained/5) x 10

CRITERION No 2 – DISASSEMBLY AND ACCESS, TOOLS, FASTENERS

Sub-criterion 2.1. Ease of disassembling the parts (list 2)

	Number of steps for unit access to the part			
	ND/NA (1) or 19 and more	13 to 18	7 to 12	1 to 6
List 2 parts	Number of points			
Porthole cuff	0	1	2	3
Door lock assembly	0	1	2	3
Pumps	0	1	2	3
Heat generators, heating elements	0	1	2	3
Power cards	0	1	2	3

(1) ND/NA = not dismantlable or not individually accessible

The maximum number of points is 15. Score for this sub-criterion = (number of points obtained/15) x 10

Sub-criterion 2.2. Tools required to disassemble the parts (list 2)

	Type of tools			
	ND/NA	Proprietary tools	Specific tools	Tool-free, common tools (2)
List 2 part	Number of points (3)			
Porthole cuff	0	1	2	4
Door lock assembly	0	1	2	4
Pumps	0	1	2	4
Heat generators, heating elements	0	1	2	4
Power cards	0	1	2	4

(2) or tool supplied with the spare part

(3) take the worst rating if several tools are involved

The maximum number of points is 20. Score for this sub-criterion = (number of points obtained/20) x 10

Sub-criterion 2.3. Characteristics of the fasteners (for the assembly of list 1 and 2 parts)

	Type of fastener		
	Neither removable nor reusable	Removable, non-reusable	Removable and reusable (4)

List 1 or list 2 parts	Number of points (5)		
Motor and motor brushes	0	1	2
Transmission between motor and drum	0	1	2
Shock absorbers and springs	0	1	2
Drum (including spider and bearings)	0	1	2
Pipes and related equipment (6)	0	1	2
Electronic displays	0	1	2
Pressure switches	0	1	2
Thermostats and sensors	0	1	2
Software and firmware (7)			
Doors, hinges and door seals	0	1	2
Porthole cuff	0	1	2
Door lock assembly	0	1	2
Pumps	0	1	2
Heat generators, heating elements	0	1	2
Power cards	0	1	2

(4) or fastener supplied with the spare part

(5) take the worst rating if several fasteners are involved

(6) all hoses, valves, filters and aquastop system

(7) including reset

The maximum number of points is 28. Score for this sub-criterion = (number of points obtained/28) x 10

CRITERION No 3 – AVAILABILITY OF SPARE PARTS

Sub-criterion 3.1. Undertaking by the producer over the period of availability of list 2 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Years of availability				Years of availability				Years of availability				Years of availability			
	0 to 10	11 to 12	13 to 14	15 or more	0 to 10	11 to 12	13 to 14	15 or more	0 to 10	11 to 12	13 to 14	15 or more	0 to 10	11 to 12	13 to 14	15 or more
List 2 parts	Number of points				Number of points				Number of points				Number of points			
Porthole cuff	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Door lock assembly	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Pumps	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Heat generators, heating elements	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Power cards	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15

The maximum number of points is 300. Score for this sub-criterion = (number of points obtained/300) x 10

Sub-criterion 3.2. Undertaking by the producer over the period of availability of List 1 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Years of availability				Years of availability				Years of availability				Years of availability			
	0 to 10	11 to 12	13 to 14	15 or more	0 to 10	11 to 12	13 to 14	15 or more	0 to 10	11 to 12	13 to 14	15 or more	0 to 10	11 to 12	13 to 14	15 or more
List 1 parts	Number of points				Number of points				Number of points				Number of points			
Motor and motor brushes	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Transmission between motor and drum	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Shock absorbers and springs	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Drum (including spider and bearings)	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Pipes and related equipment (1)	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Electronic displays	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Pressure switches	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Thermostats and sensors	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Software and firmware (2)	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15
Doors, hinges and door seals	0	11	13	15	0	11	13	15	0	11	13	15	0	11	13	15

(1) all hoses, valves, filters and aquastop system

(2) including reset

The maximum number of points is 600. Score for this sub-criterion = (number of points obtained/600) x 10

Sub-criterion 3.3. Delivery time for list 2 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Delivery days (1)				Delivery days (1)				Delivery days (1)				Delivery days (1)			
	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3
List 2 parts	Number of points				Number of points				Number of points				Number of points			
Porthole cuff	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Door lock assembly	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Pumps	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Heat generators, heating elements	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Power cards	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3

(1) working days from the day of the order

The maximum number of points is 60. Score for this sub-criterion = (number of points obtained/60) x 10

Sub-criterion 3.4. Delivery time for list 1 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Delivery days (1)				Delivery days (1)				Delivery days (1)				Delivery days (1)			
	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3
List 1 parts	Number of points				Number of points				Number of points				Number of points			
Motor and motor brushes	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Transmission between motor and drum	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Shock absorbers and springs	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Drum (including spider and bearings)	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Pipes and related equipment (2)	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Electronic displays	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Pressure switches	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Thermostats and sensors	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Software and firmware (3)	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Doors, hinges and door seals	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3

(1) working days from the day of order

(2) set of hoses, valves, filters and aquastop system

(3) including reset

The maximum number of points is 120. Score for this sub-criterion = (number of points obtained/120) x 10

CRITERION No 4 – PRICE OF SPARE PARTS

Sub-criterion 4.1. List 2 parts price to new product price ratio

The number of points obtained for this criterion is determined as follows:

- if the ratio is greater than 0.3 then the number of points is 0;
- if the ratio outcome is lower than 0.1, then the number of points is 100;
- if the ratio outcome is between 0.1 and 0.3, then the number of points is determined according to the following correspondence table:

Ratio	0.1	0.11	0.12	0.13	0.14	0.15	0.16	0.17	0.18	0.19	0.2	0.21	0.22	0.23	0.24	0.25	0.26	0.27	0.28	0.29	0.3
Points	100	95	90	85	80	75	70	65	60	55	50	45	40	35	30	25	20	15	10	5	0

The rounding rule is as follows:

- If the number of the third decimal place is less than 5, round down to the lower second decimal place;
- If the number of the third decimal place is greater than or equal to 5, round up to the higher second decimal place.

The maximum number of points is 100. Score for this sub-criterion = (number of points obtained / 100) x 10

FINAL CALCULATION

Criteria	Sub-criterion	Score of the sub-criterion	Sub-criterion coefficient	Score of the criterion	Total criteria scores
1. Documentation	1.1. Duration of availability of the technical documentation-	███/10	2	███/25	███/100
	1.2 Consumer support for diagnosis and repair	███/10	0.5		
2. Disassembly and access, tools, fasteners	2.1. Ease of disassembling the list 2* parts	███/10	1.3	███/25	
	2.2. Tools required (list 2)	███/10	0.6		
	2.3. Characteristics of fasteners between the List 1** and List 2 parts	███/10	0.6		
3. Availability of spare parts	3.1. Period of availability of list 2 parts	███/10	1.3	███/25	
	3.2. Period of availability of list 1 parts	███/10	0.6		

	3.3. Delivery time for list 2 parts	■/10	0.3		
	3.4. Delivery time for list 1 parts	■/10	0.3		
4. Price of spare parts	4.1. Ratio of the price of list 2 parts compared with the price of new equipment	■/10	2.5	■/25	
Repairability score					■/10

Family of criteria B – Reliability

1. Resistance to stress and/or wear

Sub-criterion 1.1. Wear resistance

Testing the reliability of the washing machine in number of cycles:

Value of X	Number of points
If $X < 1,400$	0
If $1,400 \leq X < 1,800$	1
If $1800 \leq X < 2200$	2
If $2200 \leq X < 2600$	3
If $2600 \leq X < 3000$	4
If $3000 \leq X < 3400$	5
If $3,400 \geq X$	6

X is the number of cycles carried out during the manufacturer's tests conforming to the standardised measurement method according to CEN EN50731 or any other protocol to achieve an equivalent result. This criterion can be established on a single model for a set of equivalent models. The number of points obtained under this criterion for the calculation of the durability index is then the same for each of these models.

The maximum number of points is 6. Score for this sub-criterion = (number of points obtained/6) x 10

Sub-criterion 1.2 Issuance of an engine warranty

Points are awarded if the warranty is at no cost to the consumer

Situation	None	Engine warranty lasting between 10 and 19 years	Engine warranty with a duration of at least 20 years
Number of points	0	1	2

The maximum number of points is 2. Score for this sub-criterion = (number of points obtained/2) x 10.

2. Maintenance (including software) and servicing

Sub-criterion 2.1. Maintenance (including software)

The present sub-criterion is divided into two aspects.

a) Accessibility of the usage meter

A usage meter is a display device for consumers that cumulatively records product use in numbers of a given unit. The unit considered in this Decree is expressed either in the number of cycles or in the time of use of the equipment.

Situation	Absence of inaccessibility	or	Difficult to access (1)	Visible or easily accessible (2)
Number of points	0		1	2

(1) Difficult to access: The consumer becomes aware of the value displayed by the usage meter by strictly carrying out more than three operations.

(2) Visible or easily accessible: The consumer finds out the value displayed by the usage meter by performing 3 or less operations.

Points are awarded only if the producer or importer specifies to the consumer how to access the information given by the usage meter.

The maximum number of points is 2. $N_a = (\text{number of points obtained}/2) \times 10$

b) Software reset option

Possibility for the consumer to reset the software free of charge and without restriction of access to these services	Impossible	Possible
	Number of points	
Circuit board reset	0	1
Firmware reset	0	1

The maximum number of points is 2. $N_b = (\text{number of points obtained}/2) \times 10$

The score for sub-criterion 2.1 is obtained by the following calculation.

Score for this sub-criterion = $(N_a \times 5 + N_b \times 5)/10$

Sub-criterion 2.2. Servicing

The present sub-criterion is divided into three aspects.

a) Accessibility of information for the consumer

	Situation			
	None	Signal visible directly on the device or via a digital notification	Indication to the user accessible on the equipment, specifying the maintenance action to be carried out and the necessary handling	Automatic consumer maintenance (*)
Maintenance procedures	Number of points	Number of points	Number of points	Number of points
Cleaning the drain pump filter	0	1	2	3
cleaning the machine: launch of a dedicated or recommended machine or cycle cleaning program	0	1	2	
Cleaning of door seal/cuff	0	1	2	
Descaling	0	1	2	3
Cleaning the water inlet filter	0	1	2	3
Cleaning the detergent drawer and/or automatic dispenser	0	1	2	

(*) Points are awarded if the consumer does not need to perform handling for the maintenance of the drain pump filter.

Points are awarded if the signal or indications are visible on the equipment.

The maximum number of points is 15. $N_a = (\text{number of points obtained}/15) \times 10$

b) Quality of information for the consumer

For the allocation of points, the information must be model specific and made available by the manufacturer on a mobile application or on the manufacturer's website with an indication of the frequency.

	Situation
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	No information	Written information	Written information, supplemented with explanatory diagrams, or audiovisual material	Written information, supplemented with explanatory diagrams, or audiovisual media, and marking of the parts or sub-parts concerned
Maintenance procedures	Number of points	Number of points	Number of points	Number of points
Cleaning the drain pump filter	0	1	2	3
cleaning the machine: launch of a dedicated or recommended machine or cycle cleaning programme	0	1	2	
Cleaning of door seal/cuff	0	1	2	
Descaling	0	1	2	
Cleaning the water inlet filter	0	1	2	
Cleaning the detergent drawer and/or automatic dispenser	0	1	2	

The maximum number of points is 13. $N_b = (\text{number of points obtained}/13) \times 10$

c) Ease of implementing maintenance/servicing operation

	Need for tools	Without tools	Automatic consumer maintenance (*)
Maintenance procedures	Number of points	Number of points	Number of points
Cleaning the drain pump filter	0	1	2

(*) Points are awarded if the consumer does not need to perform handling for the maintenance of the drain pump filter.

The maximum number of points is 2. $N_c = (\text{number of points obtained}/2) \times 10$

The score for sub-criterion 2.2 is obtained by the following calculation.

Sub-criterion score = $(N_a \times 4 + N_b \times 1 + N_c \times 0.5)/5.5$

3. Guarantee and quality process

Sub-criterion 3.1. Commercial durability guarantee

Determined by the consent of the producer, to the consumer of a commercial guarantee as defined in Article L.8, 37° of the Code of Economic Law for a given period.

For the allocation of points the commercial guarantee of durability shall be free of charge and must promote the repair of goods over the replacement of the products concerned. In addition, non-conformities which appear during the period of commercial guarantee of durability, including goods with digital elements, shall, unless proven otherwise, be presumed to exist at the time of issue, unless such presumption is incompatible with the nature of the goods or of the defect invoked.

Duration of the guarantee (1)	No guarantee	1 year	3 years	More than 3 years
Number of points	0	1	2	3

(1) Duration of the commercial durability guarantee from the end of the legally mandated guarantee period.

The maximum number of points is 3. Sub-criterion score = (number of points obtained/3) x 10

Sub-criterion 3.2. Setting up a quality process

This criterion means the setting up within the company of a documented and demonstrable continuous improvement process, at the request of the public authorities in the event of control, to increase the durability of each product model placed on the market, through monitoring and improvement of products.

To obtain the points, the manufacturer must be able to show all of the following:

- Failures are identified and monitored by the technical services of the manufacturer or its subsidiaries
 - Supporting statistics;
- Whereas these deficiencies are documented through structured and systematic reporting back to central services (Technique/Quality/R&D);
- Whereas these reports are supported and processed by the R&D services with concrete changes to the products in order to constantly improve them to increase their reliability and durability;
- Whereas the changes made are then traced and their impacts measured statistically to demonstrate the effectiveness of the improvements made.

Implementation of a continuous improvement process	Absence	Presence
Number of points	0	1

The maximum number of points is 1. Score for this sub-criterion = (number of points obtained/1) x 10

4. Final calculation

Criteria	Sub-criterion	Score of the sub-criterion	Sub-criterion coefficient	Score of the criterion	Total criteria scores
B.1 Stress and/or wear resistance	1.1. Wear resistance	███/10	4.5	███/50	███/100
	1.2 Engine warranty	███/10	0.5		
B.2 Maintenance and servicing	2.1. Maintenance (including software)	███/10	2.8	███/40	
	2.2. Servicing	███/10	1.2		
B.3 Durability and quality process guarantee	3.1. Duration of commercial durability guarantee	███/10	0.75	███/10	
	3.2. Implementation of a continuous improvement process	███/10	0.25		
Reliability score					███/10

Sub-Annex II – Televisions

Criteria Family A – Repairability

CRITERION No 1 - DOCUMENTATION

Sub-criterion 1.1. Commitment of the producer regarding the availability period of technical documentation

	Column B Repairers				Column C Consumers			
	Years of availability				Years of availability			
	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more
Type of documentation	Number of points				Number of points			
Unambiguous product identification	0	7	9	11	0	7	9	11
Disassembly diagram or exploded view	0	7	9	11	0	7	9	11
Wiring and connection diagram	0	7	9	11	0	7	9	11
Circuit board diagrams	0	7	9	11	0	7	9	11
List of required repair and test equipment	0	7	9	11	0	7	9	11
Technical manual for repair instructions	0	7	9	11	0	7	9	11
Error and diagnostic codes	0	7	9	11	0	7	9	11
Component and diagnostic information	0	7	9	11	0	7	9	11
Software instructions (including reset)	0	7	9	11	0	7	9	11
Access to incidents reported and recorded in the equipment	0	7	9	11	0	7	9	11
Technical bulletins	0	7	9	11	0	7	9	11

Points are awarded on the basis of the following cumulative conditions:

- access to the information concerned is direct, public and free of charge;
- the procedures for accessing the documentation shall be specified in a legible and comprehensible manner and transmitted within 7 working days to any person who so requests

The maximum number of points is 242. Score for this sub-criterion = (number of points obtained / 242) x 10

Sub-criterion 1.2. Consumer support for diagnosis and repair.

The present sub-criterion is divided into two aspects:

a) The producer's commitment to the availability of specific information for the consumer

	consumers	
Availability of specific information	no	yes
Number of points	0	1

The term specific information covers, at the same time, documentation that presents a specific framework for self-repair, information on access to professional repairers as well as information enabling fault detection and actions required in a way that is understandable to the consumer. The provision of all this information makes it possible to attribute the point.

The point shall be awarded on the basis of the following cumulative conditions:

- access to the information concerned is done directly and free of charge;
- the procedures for accessing the documentation shall be specified in a legible and comprehensible manner and transmitted within 7 working days to any person who so requests

b) Remote assistance free of charge

	consumers		
Type of remote assistance free of charge	None	Remote diagnostic assistance	Remote repair assistance
Number of points	0	2	4

The maximum number of points is 5. Score for this sub-criterion = (number of points obtained / 5) x 10

CRITERION No 2 – DISASSEMBLY AND ACCESS, TOOLS, FASTENINGS

Sub-criterion 2.1. Ease of disassembling the parts (list 2)

	Number of steps for unit access to the part			
	ND/NA (1) or 12 or more	10 to 11	8 to 9	1 to 7
List 2 parts (internal parts)	Number of points			
LED bar	0	1	2	3
Internal power sources (2)	0	1	2	3
Main board	0	1	2	3
Panel	0	1	2	3
External power sources				

(1) ND/NA = not removable or not individually accessible

(2) To be greyed out in case of external power sources

For internal power sources, the maximum number of points is 12. Score for this sub-criterion = (number of points obtained / 12) x 10

For external power sources, the maximum number of points is 9. Score for this sub-criterion = (number of points obtained / 9) x 10

Sub-criterion 2.2. Tools required to disassemble the parts (list 2)

	Type of tools			
	ND/NA	Proprietary tools	Specific tools	Tool-free, common tools (4)
List 2 parts	Number of points (5)			
LED bar	0	1	2	4
External power sources				
Internal power sources (3)	0	1	2	4
Main board	0	1	2	4
Panel	0	1	2	4

(3) To be greyed out in case of external power sources

(4) or tool supplied with the spare part or with the product

(5) take the worst score if multiple tools are concerned.

For internal power sources, the maximum number of points is 16. Score for this sub-criterion = (number of points obtained / 16) x 10

For external power sources, the maximum number of points is 12. Score for this sub-criterion = (number of points obtained / 12) x 10

Sub-criterion 2.3. Characteristics of the fasteners (for the assembly of list 1 and 2 parts)

	Type of fastener		
	Neither removable nor reusable	Removable, non-reusable	Removable and reusable (3)
List 1 or list 2 parts	Number of points (4)		
Remote control	0	1	2
Back cover	0	1	2
Wi-Fi module (5)	0	1	2
Bluetooth module (6)	0	1	2
Infrared receiver	0	1	2
Speakers	0	1	2
Connectors (7)	0	1	2
LED bar	0	1	2
Internal power sources (8)	0	1	2
External power sources			
Main board	0	1	2
Panel	0	1	2

(3) or fastener supplied with the spare part

(4) take the worst score if multiple fasteners are concerned

(5) To be greyed out in case of absence

(6) To be greyed out in case of absence

(7) to connect external equipment (cable, antenna, USB, DVD and Blu-Ray)

(8) To be greyed out in case of external power sources

For internal power sources, the maximum number of points is 22. Score for this sub-criterion = (number of points obtained/22) x 10

For external power sources, the maximum number of points is 20. Score for this sub-criterion = (number of points obtained/20) x 10

CRITERION No 3 – AVAILABILITY OF SPARE PARTS

Sub-criterion 3.1. Undertaking by the producer over the period of availability of List 2 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Years of availability				Years of availability				Years of availability				Years of availability			
	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more
List 2 parts	Number of points				Number of points				Number of points				Number of points			
LED bar	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Internal power sources (1)	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
External power sources (2)	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Main board	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Panel	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11

(1) To be greyed in case of external power sources

(2) To be greyed in case of internal power sources

The maximum number of points is 176. Score for this sub-criterion = (number of points obtained / 176) x 10

Sub-criterion 3.2. Undertaking by the producer over the period of availability of List 1 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Years of availability				Years of availability				Years of availability				Years of availability			
	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more	0 to 6	7 to 8	9 to 10	11 or more
List 1 parts	Number of points				Number of points				Number of points				Number of points			
Remote control	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Back cover	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Wi-Fi module (3)	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11

Bluetooth module (4)	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Infrared receiver	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Speakers	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11
Connectors (5)	0	7	9	11	0	7	9	11	0	7	9	11	0	7	9	11

(3) To be greyed out in case of absence

(4) To be greyed out in case of absence

(5) to connect external equipment (cable, antenna, USB, DVD and Blu-Ray)

The maximum number of points is 308. Score for this sub-criterion = (number of points obtained/308) x 10

Sub-criterion 3.3. Delivery time for list 2 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Delivery days (1)				Delivery days (1)				Delivery days (1)				Delivery days (1)			
	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3
List 2 parts	Number of points				Number of points				Number of points				Number of points			
LED bar	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Internal power sources (2)	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
External power sources (3)	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Main board	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Panel	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3

(1) working days from the day of the order

(2) To be greyed out in case of external power sources

(3) To be greyed out in case of internal power sources

The maximum number of points is 60. Score for this sub-criterion = (number of points obtained/60) x 10

Sub-criterion 3.4. Delivery time for list 1 parts

	Column A Producer				Column B Spare parts distributors				Column C Repairers				Column D Consumers			
	Delivery days (1)				Delivery days (1)				Delivery days (1)				Delivery days (1)			
	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3	11 and more	6 to 10	4 to 5	1 to 3
List 1 part	Number of points				Number of points				Number of points				Number of points			
Remote control	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Back cover	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Wi-Fi module	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3

Bluetooth module	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Infrared receiver	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Speakers	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Connectors (4)	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3

(1) working days from the day of the order

(4) to connect external equipment (cable, antenna, USB, DVD and Blu-Ray)

The maximum number of points is 84. Score for this sub-criterion = (number of points obtained/84) x 10

CRITERION No 4 – PRICE OF SPARE PARTS

Sub-criterion 4.1. List 2 parts price to new product price ratio

The number of points obtained for this criterion is determined as follows:

- if the ratio is greater than 0.3 then the number of points is 0;
- if the ratio outcome is lower than 0.1, then the number of points is 100;
- if the ratio outcome is between 0.1 and 0.3, then the number of points is determined according to the following correspondence table:

Ratio	0.1	0.11	0.12	0.13	0.14	0.15	0.16	0.17	0.18	0.19	0.2	0.21	0.22	0.23	0.24	0.25	0.26	0.27	0.28	0.29	0.3
Points	100	95	90	85	80	75	70	65	60	55	50	45	40	35	30	25	20	15	10	5	0

The rounding rule is as follows:

- If the number of the third decimal place is less than 5, round down to the lower second decimal place;
- If the number of the third decimal place is greater than or equal to 5, round up to the higher second decimal place.

The maximum number of points is 100. Score for this sub-criterion = (number of points obtained / 100) x 10

FINAL CALCULATION

Criteria	Sub-criterion	Score of the sub-criterion	Sub-criterion coefficient	Score of the criterion	Total criteria scores
1. Documentation	1.1. Duration of availability of the technical documentation-	███/10	2	███/25	███/100
	1.2 Consumer support for diagnosis and repair	███/10	0.5		
2. Disassembly and access, tools, fasteners	2.1. Ease of disassembling the list 2* parts	███/10	1.3	███/25	
	2.2. Tools required (list 2)	███/10	0.6		
	2.3. Characteristics of fasteners between the List 1** and List 2 parts	███/10	0.6		
3. Availability of spare parts	3.1. Period of availability of list 2 parts	███/10	1.3	███/25	
	3.2. Period of availability of list 1 parts	███/10	0.6		
	3.3. Delivery time for list 2 parts	███/10	0.3		

	3.4. Delivery time for list 1 parts	■/10	0.3		
4. Price of spare parts	4.1. Ratio of the price of list 2 parts compared with the price of new equipment	■/10	2.5	■/25	
Repairability score					■/10

Criteria Family B – Reliability

1. Stress and/or wear resistance

Sub-criterion 1.1. Stress resistance

Presence of a switch allowing disconnection from the power grid.

Situation	no	yes
Number of points	0	1

If the model has a safety feature of the equipment, then the point is assigned.

The maximum number of points is 1. Sub-criterion score = (number of points obtained/1) x 10

Sub-criterion 1.2. Wear resistance

The present sub-criterion is divided into four aspects.

a) Conducting reliability tests

Points shall be awarded for tests carried out on at least 5 units per chassis or platform, in accordance with a clearly defined and documented methodology for validating the reliability of the model concerned. In addition, it is requested to provide proof of having passed the tests. These tests are complementary to the tests carried out in order to verify compliance with the regulations in force.

Finally, tests must be carried out at the level of the equipment, not at the level of a sub-part.

Type of tests performed	Number of points
None	0
At least one simple test (*)	1
Three simple tests (**)	2
Accelerated ageing tests (***)	4

(*) Carrying out a test on the constraints of temperature, humidity or shock resistance; at least one or two tests carried out.

(**) Carrying out a test for each of the constraints of temperature, humidity and shock resistance; or at least 3 tests carried out.

(***) At least one accelerated ageing test of the "ALT" or "HALT" type according to IEC 62506:2013

The maximum number of points is 4. $NA = (\text{number of points obtained}/4) \times 10$

b) Commitment to the theoretical lifetime of the panel

Tests to determine the theoretical lifetime of the panel shall be carried out according to factory standards IES LM-80, IES TM-21 and which correspond to a standard use of the product.

Value of X	Number of points
If X is strictly less than 10,000	0
If X between 10,000 and 20,000	1
If X between 20,000 and 30,000	2
If X between 30,000 and 40,000	3
If X greater than or equal to 40,000	4

X is the number of hours of operation of the panel.

The maximum number of points is 4. $Nb = (\text{number of points obtained}/4) \times 10$

c) Issuance of a guarantee that the panel will not be marked

Situation	no	yes
Number of points	0	1

Points are awarded if the guarantee is free of charge for the consumer, over a period of at least 4 years. Maximum points are awarded if the television has technology preventing the marking of the panel.

The maximum number of points is 1. $Nc = (\text{number of points obtained}/1) \times 10$

d) Issuance of a guarantee for defective pixels

Situation	no	yes
Number of points	0	1

Points are awarded if the guarantee is free of charge for the consumer and is based on the international standard ISO 9241-307.

The maximum number of points is 1. $N_d = (\text{number of points obtained}/1) \times 10$

The score for sub-criterion 1.2 is obtained by the following calculation.

$$\text{Sub-criterion score} = (N_a \times 4 + N_b \times 5 + N_c \times 0.5 + N_d \times 0.5)/10$$

2. Maintenance (including software) and servicing

Sub-criterion 2.1. Maintenance

The present sub-criterion is divided into four aspects.

a) Accessibility of the usage meter

A usage meter is a display device for consumers that cumulatively records product use in numbers of a given unit. The unit considered in this Order is the number of hours of operation of the panel.

Situation	Absence of inaccessibility	or	Difficult to access (1)	Visible or easily accessible (2)
Number of points	0		1	2

(1) Difficult to access: The consumer becomes aware of the value displayed by the usage meter by strictly carrying out more than three operations.

(2) Visible or easily accessible: The consumer becomes aware of the value displayed by the usage meter by performing three or less operations.

Points are awarded only if the producer or importer specifies to the consumer how to access the information given by the usage meter.

The maximum number of points is 2. $N_A = (\text{number of points obtained}/2) \times 10$

b) Producer's commitment to the provision of operating system security and corrective updates.

Points are awarded if the most recent versions of the software updates are made available free of charge to the consumer over the duration of the commitment.

Years of availability	8 and fewer	Between 9 and 10	Between 11 and 12	12 and more
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(1)				
Number of points	0	8	10	12

(1) The number of years of availability shall be counted from the last unit placed on the market of the equipment model concerned.

The maximum number of points is 12. $N_b = (\text{number of points obtained}/12) \times 10$

c) Commitment of the producer regarding the availability period of the firmware.

Points are awarded if the most recent version of the firmware is made available free of charge to the consumer over the duration of the commitment, by all appropriate means.

Years of availability (1)	8 and fewer	Between 9 and 10	Between 11 and 12	12 and more
Number of points	0	8	10	12

(1) The number of years of availability shall be counted from the last unit placed on the market of the equipment model concerned.

The maximum number of points is 12. $N_c = (\text{number of points obtained}/12) \times 10$

d) Possibility of software reset

Possibility for the consumer to reset the software free of charge and without restriction of access to such services	Impossible	Possible
	Number of points	
Operating system reset (2)	0	1
Firmware reset (2)	0	1

The maximum number of points is 2. $N_d = (\text{number of points obtained}/2) \times 10$

The score for sub-criterion 2.1 is obtained by the following calculation.

$$\text{Sub-criterion score} = (N_a \times 3 + N_b \times 2 + N_c \times 2 + N_d \times 3)/10$$

Sub-criterion 2.2. Servicing

The present sub-criterion is divided into three aspects.

a) Accessibility of information for the consumer

	Situation			
	None	Information displayed directly on the device via a display in the equipment settings	Information displayed directly on the device via a regular display	Information displayed in the settings and via a regular display
Servicing actions	Number of points	Number of points	Number of points	Number of points
Do not place fabric, paper or other materials on the holes located on the top, sides or back of the TV	0	1	2	3
Turn off the television after use and unplug it in case of a prolonged period without use (*)	0	1	2	3
Carefully store the remote control, do not expose it to liquids and	0	1	2	3
Clean the screen with a soft, dry cloth after turning off and unplugging the TV, do not wet the device and avoid sprays and other household cleaning products on the glass parts	0	1	2	3

(*) Unless otherwise advised by the manufacturer's instructions for use.

The maximum number of points is 12. NA = (number of points obtained/12) x 10

b) Quality of information for the consumer

For the allocation of points, the information must be specific to the model and made available by the manufacturer on a mobile application or on the manufacturer's site with an indication of the frequency.

	Situation		
		No information	Written information

			audiovisual material
Servicing actions	Number of points	Number of points	Number of points
Choose a good location for the television, in a clean location, away from heat sources, plants and soil	0	1	2
Do not place fabric, paper or other materials on the holes located on the top, sides or back of the TV	0	1	2
Turn off the television after use and unplug it in case of a prolonged period without use (*)	0	1	2
Carefully store the remote control, do not expose it to liquids and regularly check the condition of the remote control batteries to avoid corrosion of contacts.	0	1	2
Clean the screen with a soft, dry cloth after turning off and unplugging the TV, do not wet the device and avoid sprays and other household cleaning products on the glass parts	0	1	2

The maximum number of points is 10. Nb = (number of points obtained/10) x 10

The score for sub-criterion 2.2 is obtained by the following calculation.

Sub-criterion score = (Na x 3 + Nb x 1)/4

3. Guarantee and quality process

Sub-criterion 3.1. Commercial durability guarantee

Determined by the consent of the producer, to the consumer of a commercial guarantee of durability as defined in Article I.8, 37° of Code of Economic Law, for a given period.

For the allocation of points the commercial guarantee of durability shall be free of charge and must promote the repair of goods over the replacement of the products concerned. In addition, non-conformities which appear during the period of commercial guarantee of durability, including goods with digital elements, shall, unless proven otherwise, be presumed to exist at the time of issue, unless such presumption is incompatible with the nature of the goods or of the defect invoked.

Duration of the guarantee (1)	No guarantee	1 year	3 years	More than 3 years
Number of points	0	1	2	3

(1) Duration of the commercial durability guarantee from the end of the legally mandated guarantee period.

The maximum number of points is 3. Sub-criterion score = (number of points obtained/3) x 10

Sub-criterion 3.2. Setting up a quality process

This criterion means the setting up within the company of a documented and demonstrable continuous improvement process, at the request of the public authorities in the event of control, to increase the durability of each product model placed on the market, through monitoring and improvement of products.

To obtain the points, the manufacturer must be able to show all of the following:

- Failures are identified and monitored by the technical services of the manufacturer or its subsidiaries
- Supporting statistics;
- Whereas these deficiencies are documented through structured and systematic reporting back to central services (Technique/Quality/R&D);
- Whereas these reports are supported and processed by the R&D services with concrete changes to the products in order to constantly improve them to increase their reliability and durability;
- Whereas the changes made are then traced and their impacts measured statistically to demonstrate the effectiveness of the improvements made.

Implementation of a continuous improvement process	Absence	Presence
Number of points	0	1

The maximum number of points is 1. Sub-criterion score = (number of points obtained/1) x 10

4. Final calculation

Criteria	Sub-criterion	Score of the sub-criterion	Sub-criterion coefficient	Score of the criterion	Total criteria scores
B.1 Stress and/or wear resistance	1.1. Stress resistance-	███/10	0.5	███/50	███/100
	1.2 Wear resistance	███/10	4.5		
B.2 Maintenance and servicing	2.1. Maintenance (including software)	███/10	2.4	███/40	
	2.2. Servicing	███/10	1.6		
B.3 Durability and quality process guarantee	3.1. Duration of commercial durability guarantee	███/10	0.75	███/10	
	3.2. Implementation of a continuous improvement process	███/10	0.25		
Reliability score					███/10

To be annexed to the Royal Decree of xxx laying down the goods covered by the durability index, the technical standards for establishing scores for each of the criteria and the methodology for calculating the durability index,

By the King:

The Minister for the Environment

Z. KHATTABI

The Minister for the Economy

DERMAGNE P-Y.

The Secretary of State for Consumer Protection

BERTRAND A.

The Minister for Justice and the North Sea

VAN TIGCHELT P.

Annex 2 - COMMUNICATION

The communication and making available of the table detailing the durability index score of each equipment shall be presented in accordance with the table below, in a non-modifiable numerical format, measuring 21 × 29.7 cm.

Criteria	Sub-criteria	Sub-criteria scores	Sub-criteria coefficients	Criteria scores	Criteria coefficients	Total criteria scores
A. Repairability	A.1 Documentation	■/10	2.5	■/10	4.5	■/100
	A.2 Disassembly capability	■/10	2.5			
	A.3 Availability of spare parts	■/10	2.5			
	A.4 Price of spare parts	■/10	2.5			

B. Reliability	B.1 Stress and/or wear resistance	■/10	5	■/10	4.5	
	B.2 Maintenance and servicing	■/10	4			
	B.3 Durability and quality process guarantee	■/10	1			
C. Improvement	C.1 Software improvement	■/10	7.5	■/10	1	
	C.2 Functionality improvement	■/10	2.5			
	Durability index score					■/10

For equipment categories that do not take into account the family of improvement criteria, the communication and making available of the table detailing the durability index score of each equipment shall be presented in accordance with the table below, in a non-modifiable numerical format, measuring 21 × 29.7 cm

Criteria	Sub-criteria	Sub-criteria scores	Sub-criteria coefficients	Criteria scores	Criteria coefficients	Total criteria scores
A. Repairability	A.1 Documentation	■/10	2.5	■/10	5	■/100
	A.2 Disassembly capability	■/10	2.5			
	A.3 Availability of spare parts	■/10	2.5			
	A.4 Price of spare parts	■/10	2.5			
B. Reliability	B.1 Stress and/or wear resistance	■/10	5	■/10	5	
	B.2 Maintenance and servicing	■/10	4			
	B.3 Durability and quality process guarantee	■/10	1			
	Durability index score					■/10

The coefficients and weightings given in the tables above for the calculation of the durability index shall apply to all electrical and electronic equipment.

To be annexed to the Royal Decree of xxx laying down the goods covered by the durability index, the technical standards for establishing scores for each of the criteria and the methodology for calculating the durability index,

By the King:

The Minister for the Environment

Z. KHATTABI

The Minister for the Economy

DERMAGNE P-Y.

The Secretary of State for Consumer Protection

BERTRAND A.

The Minister for Justice and the North Sea

VAN TIGCHELT P.