

**FRENCH REPUBLIC**

Ministry for Ecological Transition and  
Territorial Cohesion

**Order of  
regarding the criteria, sub-criteria and scoring system for calculating and displaying the  
durability index of multifunctional mobile phones.**

NOR: TRED2023820A

**Public concerned:** *producers, importers, distributors or other participants on the market for smartphones and sellers of such equipment and those using an online website, platform or other distribution channel in the course of their commercial activity in France.*

**Subject:** *criteria, sub-criteria and scoring system for calculating and displaying the durability index of smartphones.*

**Entry into force:** *the text shall enter into force 6 months after its date of publication.*

**Notice:** *this Order establishes the scoring system for the smartphone durability index.*

**References:** *this Order can be consulted on the Légifrance website (<http://www.legifrance.gouv.fr>).*

The Minister for Ecological Transition and Territorial Cohesion and the Minister for the Economy, Finance and Industrial and Digital Sovereignty;

Having regard to the Environmental Code, in particular Article L. 541-9-2 thereof;

Having regard to **Decree No** of on detailed rules for the application of the durability index for electrical and electronic products, its criteria and calculation method,

Having regard to **Regulation No** laying down ecodesign requirements for smartphones, mobile phones other than smartphones, wireless phones and tablets in accordance with Directive 2009/125/EC of the European Parliament and of the Council.

Hereby order:

**Article 1**

This Order applies to multifunctional mobile phones falling within the scope of the above-mentioned Regulation.

## **Article 2**

Pursuant to Articles R. 541-234 to R. 541-238 of the Environmental Code, the criteria, sub-criteria and scoring system applicable to the products defined in Article 1 for calculating the durability index according to the model are specified in Annexes I, II and III to this Order.

## **Article 3**

Producers or importers of the equipment referred to in Article 1 shall upload online the data referred to in Article R.541-236 of the Environmental Code on the single interministerial portal intended to collect and make available public information, referred to in point 4 of Article 6 of Decree No 2019-1088 of 25 October 2019 on the State's information and communication system and the interministerial directorate on digital affairs ([www.data.gouv.fr](http://www.data.gouv.fr)) in accordance with the terms of the open licence for the re-use of public information referred to in Article D323-2-1 of the Code of Public Relations, as defined in the document available on <https://www.etalab.gouv.fr/wp-content/uploads/2017/04/ETALAB-Licence-Ouverte-v2.0.pdf>, which allows the free re-use of such data.

## **Article 4**

The Order of 29 December 2020 regarding the criteria, sub-criteria and scoring system for calculating and displaying the reparability index of multifunctional mobile phones, is repealed.

For models placed on the market before the entry into force of this Order and which are no longer marketed from that date, the reparability index must be displayed up to the last unit of the model sold.

## **Article 5**

The provisions of this Order shall enter into force 9 months after its date of publication.

For product models placed on the market after the entry into force of this Order, the data referred to in Article 3 shall be placed online no later than one month after the first unit has been placed on the market.

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 3 shall be uploaded online no later than three months after the entry into force of this Order.

## **Article 6**

The Commissioner-General for Sustainable Development and the Director-General for Competition, Consumer Affairs and Fraud Control shall each be responsible for the implementation of this Decree, which shall be published in the *Official Journal* of the French Republic.

## **Annex I**

### **Definitions applicable to the Annexes**

- (1) 'Security update': an update of the operating system, including security patches, where applicable for a given device, whose main objective is to enhance the security of the device;
- (2) 'Corrective update': an update of the operating system, including patches, the purpose of which is to fix bugs, errors or malfunctions in the operating system;
- (3) 'Functionality update': an update of the operating system whose main objective is to implement new functionalities;
- (4) 'Operating system': software that controls the execution of programs and can provide services such as resource allocation, programming, input-output control and data management; it is normally subject to regular updates leading to the establishment of a series of major and minor versions, includes all pre-installed software applications that cannot be uninstalled by the user;

## Annex II

### 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			
	5	6	7	8 or more	5	6	7	8 or more
Type of documentation	Number of points				Number of points			
Unambiguous product identification	0	6	7	8	0	6	7	8
Disassembly diagram or exploded view	0	6	7	8	0	6	7	8
Wiring and connection diagram	0	6	7	8	0	6	7	8
Circuit board diagrams	0	6	7	8	0	6	7	8
List of required repair and test equipment	0	6	7	8	0	6	7	8
Technical manual for repair instructions	0	6	7	8	0	6	7	8
Error and diagnostic codes	0	6	7	8	0	6	7	8
Component and diagnostic information	0	6	7	8	0	6	7	8
Software instructions (including reset)	0	6	7	8	0	6	7	8
Access to incidents reported and recorded in the equipment	0	6	7	8	0	6	7	8
Technical bulletins	0	6	7	8	0	6	7	8

Points are 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

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

	Column C 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

	Column C 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 AND 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 16 and more	11 to 15	6 to 10	1 to 5
List 2 parts	Number of points			
Battery	0	1	2	3
Display device	0	1	2	3
Back camera	0	1	2	3
Front camera	0	1	2	3
Charger				

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

The maximum number of points is 12. Score for this sub-criterion = (number of points obtained / 12) 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 parts	Number of points (3)			
Battery	0	1	2	4
Display device	0	1	2	4
Front camera	0	1	2	4
Back camera	0	1	2	4
Charger				

(2) or tool supplied with the spare part

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

The maximum number of points is 16. Score for this sub-criterion = (number of points obtained / 16) 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)		
Charging connector	0	1	2
Connectors	0	1	2
Motherboard	0	1	2
Buttons	0	1	2
Microphone	0	1	2
Speaker	0	1	2
Battery	0	1	2
Display device	0	1	2
Front camera	0	1	2
Back camera	0	1	2
Charger			

(4) or fastener supplied with the spare part

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

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			
	5	6	7	8 or more	5	6	7	8 or more	5	6	7	8 or more	5	6	7	8 or more
List 2 parts	Number of points				Number of points				Number of points				Number of points			
Battery	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Display device	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Front camera	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Back camera	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Charger	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8

The maximum number of points is 160. Score for this sub-criterion = (number of points obtained / 160) 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			
	5	6	7	8 or more	5	6	7	8 or more	5	6	7	8 or more	5	6	7	8 or more
List 1 parts	Number of points				Number of points				Number of points				Number of points			
Charging connector	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Connectors	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Motherboard	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Buttons	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Microphone	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8
Speaker	0	6	7	8	0	6	7	8	0	6	7	8	0	6	7	8

The maximum number of points is 192. Score for this sub-criterion = (number of points obtained / 192) x 1

### 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			
Battery	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Display device	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Front camera	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Back camera	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Charger	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.

These provisions are without prejudice to those of Article L. 441-4 of the Consumer Code, as regards the prohibition on restricting the access of a repair professional to spare parts.

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			
Charging connector	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Connectors	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Motherboard	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Buttons	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Microphone	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Speaker	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3

(2) working days from the day of the order.

These provisions are without prejudice to those of Article L. 441-4 of the Consumer Code, as regards the prohibition on restricting the access of a repair professional to spare parts.

The maximum number of points is 72. Score for this sub-criterion = (number of points obtained / 72) x 10

## CRITERION No 4 - PRICE OF SPARE PARTS

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

Based on the ratio described in the Order of XXXX on the display methods, signage and general parameters for calculating the durability index, 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 two decimal places;
- 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
<b>1. Documentation</b>	1.1. Duration of availability of the technical documentation-	■/10	2	■/25	■/100
	1.2 Consumer support for diagnosis and repair	■/10	0.5		
<b>2. Disassembly and access, tools, fasteners</b>	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		
<b>3. Availability of spare parts</b>	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		
<b>4. Price of spare parts</b>	4.1. Ratio of the price of list 2 parts compared with the price of new equipment	■/10	2.5	■/25	
<b>Repairability score</b>					■/10

## Annex III

### Criteria Family B – Reliability

#### 1. Stress and/or wear resistance

##### Sub-criterion 1.1. Stress resistance

The present sub-criterion is divided into five aspects.

The tests and methods relevant to the calculation of the points of this sub-criterion shall be identical to the tests and calculation methods to comply with the requirements of Regulation **No laying down** ecodesign requirements for smartphones, mobile phones other than smartphones, wireless phones and tablets in accordance with Directive 2009/125/EC of the European Parliament and of the Council.

##### a) Resistance to shocks and falls

For numerical criteria, reaching the upper limit of the interval is excluded for the attribution of the point.

For non-foldable smartphones:

Value of X	Number of points
If $X < 45$	0
If $45 \leq X < 90$	1
If $90 \leq X < 180$	2
If $180 \leq X < 270$	3
If $270 \leq X$	4

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

For foldable smartphones:

Value of X (closed smart- phone)	Value of X (open smart- phone)	Number of points
If $X < 35$ and	$X < 15$	0
If $35 \leq X < 70$	If $15 \leq X < 25$	1
If $70 \leq X < 140$	If $25 \leq X < 35$	2
If $140 \leq X < 210$	If $35 \leq X < 45$	3
If $210 \leq X$	If $45 \leq X$	4

X is the number of failure-free falls during repeated free fall testing.

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

##### b) Resistance to scratches

Value of X	Number of points
If $X < 5$	0
If $5 \leq X < 6$	1
If $6 \leq X < 7$	2

X corresponds to the result obtained at the hardness level obtained on the Mohs hardness scale.

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

##### c) Resistance to dust and foreign objects

Value of X	Number of points
If $X < 5$	0
If $5 \leq X < 6$	1
If $6 \leq X < 7$	2

X is the first digit of the IP code.

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

d) resistance to liquids

Value of X	Number of points
If $X < 5$	0
If $5 \leq X < 6$	1
If $6 \leq X < 7$	2
If $7 \leq X < 8$	3
If $8 < X$	4

X is the second digit of the IP code.

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

e) Resistance to high or very low external temperatures

	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.  $N = (\text{number of points obtained}/1) \times 10$

The score for sub-criterion 1.1 is obtained by the following calculation.

Sub-criterion score =  $(N_a + N_b + N_c + N_d + N_e)/5 \times 10$

### Sub-criterion 1.2. Wear resistance

The present sub-criterion is divided into two aspects.

The tests and methods relevant to the calculation of the points of this sub-criterion shall be identical to the tests and calculation methods to comply with the requirements of Regulation No laying down ecodesign requirements for smartphones, mobile phones other than smartphones, wireless phones and tablets in accordance with Directive 2009/125/EC of the European Parliament and of the Council.

a) The theoretical lifetime of the battery

Value of X	Number of points
If X is strictly less than 800	0
If X between 800 and 1000	1
If X between 1000 and 1200	2
If X between 1200 and 1400	3
If X greater than or equal to 1400	4

X is the number of charging cycles of the battery with a residual capacity of 80 %, to be tested under recharging conditions for which the charging speed is limited by the battery management system and not by the capacity of the power supply. In the case of multiple batteries, this is the value for the higher capacity battery.

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

b) The theoretical lifetime of the battery

The theoretical lifetime of the battery is evaluated from the model's energy efficiency class, determined when calculating the energy label.

Energy efficiency class	Number of points
-------------------------	------------------

G	0
F	1
E	2
D	3
C	4
B	5
A	6

The maximum number of points is 6.  $Nb = (\text{number of points obtained}/6) \times 10$

The score for sub-criterion 1.2 is obtained by the following calculation.  
 Sub-criterion score =  $(Na + Nb)/2 \times 10$

## 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 battery cycles.

Situation	Absence or inaccessibility	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 clearly specifies to the consumer how to access the information given by the usage meter.

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

#### b) Producer's commitment to the availability of operating system security and corrective updates

Years of availability (1)	5 years and under	6 years	7 years	8 years and more
Number of points	0	1	2	3

(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 3.  $Nb = (\text{number of points obtained}/3) \times 10$

#### c) Commitment on the differentiated provision of updates

Points are awarded if the producer undertakes to provide security and corrective updates on the one hand, and functionality updates on the other.

Differentiated updates	no	yes
Number of points	0	1

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

d) Removability of the battery or of each of the batteries

The battery is considered removable when it can be removed individually from the equipment, without tools or with the help of commercially available common tools or with tools provided free of charge with the equipment or battery. In addition, the battery attachments are removable and reusable, or supplied with the new battery.

Battery removability	no	yes
Number of points	0	1

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

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

Sub-criterion score =  $(N_a \times 1.5 + N_b \times 5 + N_c \times 1.5 + N_d \times 2)/10$

Sub-criterion 2.2. Servicing

The present sub-criterion is divided into three aspects.

a) Accessibility of information

	Situation				
	None	Information accessible directly from the device via a display in the equipment settings or a link to the manufacturer's site	Information displayed directly on the device via a display in the form of contextual notifications	Information accessible in settings and via a display in the form of contextual notifications	Other/non-necessary information
Servicing actions	Number of points	Number of points	Number of points	Number of points	Number of points
Use a shell, case and/or protective glass	0	1			2 (*)
Information on the actions to be taken in the event of dropping in water	0	1	2	3	
Information on battery charging	0	1	2	3	
Actions to limit the use of the battery	0	1	2	3	4 (**)
Regularly update the operating system	0	1	2	3	
Regularly clean the smartphone to remove dust that can infiltrate	0	1			

(\*) Points are awarded if the equipment model does not require external protection which is not part and parcel of the equipment concerned.

(\*\*) Points are awarded if the equipment model has battery management software to extend its service life.

The maximum number of points is 16.  $N_A = (\text{number of points obtained}/16) \times 10$

b) Quality of information

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	Written information, supplemented with explanatory diagrams, or audiovisual material
Servicing actions	Number of points	Number of points	Number of points
Use a shell, case and/or protective glass	0	1	
Information on the actions to be taken in the event of dropping in water	0	1	2
Information on battery charging	0	1	
Actions to limit the use of the battery	0	1	
Regularly update the operating system	0	1	
Regularly clean the smartphone to remove dust that can infiltrate	0	1	2

The maximum number of points is 8.  $N_b = (\text{number of points obtained}/8) \times 10$

c) Facility for the implementation of the maintenance/servicing operation

	None	Provision of external protection not integrated with the equipment concerned	Protection not required (*)
	Number of points	Number of points	Number of points
Use a shell, case and/or protective glass	0	1	2

(\*) Points are awarded if the equipment model does not require external protection which is not part and parcel of the equipment concerned.

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 =  $(N_a \times 4 + N_b \times 1 + N_c \times 0.5)/5.5 \times 10$

### 3. Guarantee and quality process

#### Sub-criterion 3.1. Commercial durability guarantee

Determined by the producer's consent to the consumer of a commercial guarantee of durability defined in Article L. 217-23 of the Consumer Code, 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>B.1 Stress and/or wear resistance</b>	1.1. Stress resistance-	█/10	3	█/50	█/100
	1.2 Wear resistance	█/10	2		
<b>B.2 Maintenance and servicing</b>	2.1. Maintenance (including software)	█/10	2.4	█/40	
	2.2. Servicing	█/10	1.6		
<b>B.3 Durability and quality process guarantee</b>	3.1. Duration of commercial durability guarantee	█/10	0.75	█/10	
	3.2. Implementation of a continuous improvement process	█/10	0.25		
<b>Reliability score</b>					█/10

## Annex IV

### Criteria Family C – Improvement

#### 1. Software improvement

##### Sub-criterion 1.1. Possibility to install the operating system of your choice

Possibility of installation	No	Yes
Number of points	0	1

The point shall be awarded when the manufacturer technically permits the installation of another operating system on that terminal.

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

##### Sub-criterion 1.2. Commitment for the duration of the provision of new functionality updates

Number of years (1)	6 years or less	7 years	8 years	9 years and more
Number of points	0	1	2	3

(1) Number of years from the first unit placed on the market of the equipment concerned.

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

##### Sub-criterion 1.3. Commitment to provide software improvements

	Situation	
	No	Yes
Type of functionalities	Number of points	Number of points
Taking a photo	0	1
Battery endurance	0	1
Memory capacity	0	1

The point shall be allocated when the manufacturer places on the market a new model with a software improvement of that functionality, which it makes available for the product to whom the index relates.

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

#### 2. Hardware improvement

##### Sub-criterion 2.1. Commitment to provide hardware improvements to functionalities

	Situation	
	No	Yes
Type of functionalities	Number of points	Number of points
Taking a photo	0	1
Battery endurance	0	1
Memory capacity	0	1

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

#### 3. Final calculation

Criteria	Sub-criterion	Score of	Sub-	Score of	Total
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		the sub-criterion	criterion coefficient	the criterion	criteria scores
C.1 Software improvement	1.1 Possibility to install the OS of your choice	■/10	2.625	■/75	■/100
	1.2 Commitment for the duration of the provision of new functionality updates, starting from the first unit placed on the market	■/10	2.625		
	1.3 Commitment to provide software improvements	■/10	2.25		
C.2 Hardware improvements	2.1 Commitment to provide hardware improvements to functionalities	■/10	2.5	■/25	
<b>Improvement score</b>					■/10

Done on

The Minister for the Ecological Transition and Territorial Cohesion,  
For and on behalf of the Minister:  
Commissioner-General for Sustainable Development  
T. LESUEUR

The Minister of Economy, Finance and Recovery,  
For and on behalf of the Minister:  
The Director-General  
for Competition, Consumer Affairs  
and Prevention of Fraud,  
S. LACOCHE