

## **Order of 5 April 2024 regarding the criteria, sub-criteria and scoring system for calculating and displaying the durability index of televisions**

NOR: TRED2335005A

ELI: <https://www.legifrance.gouv.fr/eli/arrete/2024/4/5/TRED2335005A/jo/texte>

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Public concerned: producers, importers, distributors or other participants on the market for televisions 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 televisions.

Entry into force: the text shall enter into force 9 months after its date of publication.

Notice: the Order establishes the scoring system for the television durability index.

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

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

Having regard to Commission Regulation (EU) 2019/2021 of 1 October 2019, as amended, 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;

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

Having regard to the Code on Relations between the Public and the Administration, in particular Article D. 323-2-1 thereof;

Having regard to Decree No 2019-1088 of 25 October 2019, as amended, on the State's communication and information system and the Interministerial Directorate for Digital Technology;

Having regard to Decree No 2024-316 of 5 April 2024 on the durability index for electrical and electronic equipment;

Having regard to the notification sent to the European Commission on 2 August 2023;

Having regard to the observations made during the public consultation carried out between 5 September and 13 October 2023, in accordance with Article L. 123-19-1 of the Environmental Code;

Hereby order:

### **Article 1**

This Order applies to televisions falling within the scope of the aforementioned Regulation of 1 October 2019.

## **Article 2**

Pursuant to Articles R. 541-215 to R. 541-221 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 II and III.

## **Article 3**

Producers or importers of the equipment referred to in Article 1 shall upload online the data referred to in Article R. 541-218 of the Environmental Code on the single interministerial portal intended to collect and make available public information, referred to in Article 6(4) of Decree No 2019-1088 of 25 October 2019 on the State's communication and information system and the interministerial directorate for digital technology ([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 D. 323-2-1 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 televisions, 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 is displayed up to the last unit of the model sold.

## **Article 5**

The provisions of this Order shall enter into force nine 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**

This Order shall be published in the Official Journal of the French Republic.

## **Annex**

ANNEXES

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.

**Annex**

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			
	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 done directly, publicly 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) × 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) × 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) × 10.

For external power sources, the maximum number of points is 9. Score for this sub-criterion = (number of points obtained/9) × 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)
<b>List 2 parts</b>	<b>Number of points (5)</b>			
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) × 10.

For external power sources, the maximum number of points is 12. Score for this sub-criterion = (number of points obtained/12) × 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)
<b>List 1 or list 2 parts</b>	<b>Number of points (4)</b>		
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) × 10.

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

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

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

				more				more				more	6	8	10	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		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) × 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

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) × 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
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(1) Working days from the day of the order.

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

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 84. Score for this sub-criterion = (number of points obtained/84) × 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 5 April 2024 on the display methods, signage and general parameters for calculating the durability index for electrical and electronic equipment, 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) × 10.

FINAL CALCULATION

Criterion	Sub-criterion	Score of the sub-criterion	Sub-criterion coefficient	Score of the criterion	Total criteria scores
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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

## Annex

### Annex III

#### Criteria Family B - Reliability

#### Criterion No 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. Score for this sub-criterion = (number of points obtained/1) × 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.  $N_a = (\text{number of points obtained}/4) \times 10$ ;

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 $X < 10,000$	0
If $10,000 \leq X < 20,000$	1
If $20,000 \leq X < 30,000$	2
If $30,000 \leq X < 40,000$	3
If $X \geq 40,000$	4

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

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

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

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:

Score for this sub-criterion =  $(N_a \times 4 + N_b \times 5 + N_c \times 0.5 + N_d \times 0.5)/10$ .

Criterion No 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 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 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 (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.  $N_b = (\text{number of points obtained}/12) \times 10$ ;

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	0	1
Firmware reset	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:

Score for this sub-criterion =  $(N_a \times 3 + N_b \times 2 + N_c \times 2 + N_d \times 3)/10$ .

Sub-criterion 2.2. - Servicing

The present sub-criterion is divided into three aspects.

a) Accessibility of information for the consumer:

	<b>Situation</b>			
	<b>None</b>	<b>Information</b>	<b>Information</b>	<b>Information</b>

		displayed directly on the device via a display in the equipment settings	displayed directly on the device via a regular display	displayed in the settings and via a regular display
<b>Servicing actions</b>	<b>Number of points</b>	<b>Number of points</b>	<b>Number of points</b>	<b>Number of points</b>
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 liquid	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 cleaners 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.  $N_a = (\text{number of points obtained}/12) \times 10$ ;

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.

	<b>Situation</b>		
	<b>No information</b>	<b>Written information</b>	<b>Written information, supplemented with explanatory diagrams, or audiovisual material</b>
<b>Servicing actions</b>	<b>Number of points</b>	<b>Number of points</b>	<b>Number of points</b>
Choose a good location for the television, in a clean location, away from	0	1	2

heat sources, plants and soil			
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 liquid 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 cleaners on the glass parts	0	1	2

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

The maximum number of points is 10. Nb = (number of points obtained/10) × 10 The score for sub-criterion 2.2 is obtained by the following calculation:

Score for this sub-criterion = (Na × 3 + Nb × 1)/4.

Criterion No 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 for 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. Score for this sub-criterion = (number of points obtained/3) × 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/Research & Development);

- whereas these reports are supported and processed by the Research & Development 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) × 10.

Final calculation

Criterion	Sub-criterion	Score of the sub-criterion	Sub-criterion coefficient	Score of the criterion	Total criteria scores
1. Stress and/or wear resistance	1.1. Stress resistance	███/10	0.5	███/50	███/100
	1.2. Wear resistance	███/10	4.5		
2. Maintenance and servicing	2.1. Maintenance (including software)	███/10	2.4	███/40	
	2.2. Servicing	███/10	1.6		
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

Done on 5 April 2024.

The Minister for Ecological Transition and Territorial Cohesion,  
For and on behalf of the Minister:

Commissioner-General for Sustainable Development

T. Lesueur

The Minister for the Economy, Finance and Industrial and Digital Sovereignty,

For and on behalf of the Minister:

The Director-General  
for Competition, Consumer Affairs  
and Prevention of Fraud,

S. Lacoche