

Decree of 5 April 2024 on the criteria, sub-criteria and rating system for the calculation and display of the durability index for household washing machines.

NOR: TRED2335008A

ELI: <https://www.legifrance.gouv.fr/eli/arrete/2024/4/5/TRED2335008A/jo/texte>

JORF No 0082 of 7 April 2024

Text No 35

Annex

Annex

Targeted Audience: producers, importers, distributors or other marketers of household washing machines and sellers of the same equipment, as well as those using a website, platform or any other online distribution channel in the course of their commercial activity in France.

Subject: criteria, sub-criteria and scoring system for calculating and displaying the sustainability index of household washing machines.

Entry into force: the text shall enter into force 12 months after its date of issue.

Notice: the Decree lays down the rating system for the washing machine durability index.

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

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

Having regard to Commission Regulation (EU) 2019/2023 of 1 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;

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 Information and Communication System and the Interministerial Directorate for Digital Technology;

Having regard to Decree No 2024-316 of 5 April 2024 relating to the sustainability 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 Decree shall apply to household washing machines falling within the scope of the Regulation of 1st October 2019 above.

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 the calculation of the sustainability index per model are specified in Annexes I and II.

Article 3

Producers or importers of the equipment referred to in Article 1 shall place 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 Information and Communication System and the Interministerial Directorate for Digital Technology (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 on Relations between the Public and the Administration, as defined in the document available on <https://www.etalab.gouv.fr/wp-content/uploads/2017/04/ETALAB-Licence-Ouverte-v2.0.pdf>, allowing free re-use of this data.

Article 4

The Order of 29 December 2020 on the criteria, sub-criteria and scoring system for calculating and displaying the reparability index of front-load household washing machines and the Order of 22 April

2022 on the criteria, sub-criteria and scoring system for calculating and displaying the repairability index of top-load household washing machines are repealed.

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

Article 5

The provisions of this Decree shall enter into force 12 months after its date of issue.

For product models placed on the market after the entry into force of this Decree, 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 Decree and which continue to be placed on the market by the producer or importer, the data referred to in Article 3 shall be posted online no later than 3 months after the entry into force of this Decree.

Article 6

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

Annex

ANNEXES

Annex I

Family of criteria A - Repairability

Criterion No 1. - Documentation

Sub-criterion 1.1. - Commitment of the producer over the duration of the provision of the technical documentation free of charge

Column B

Repairers

Column C

Consumers

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

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

5

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 according to 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) × 10.

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

The present sub-criterion is divided into two aspects:

a) 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:

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) × 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) × 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 scoring if several tools are involved.

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

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 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 the order.
- (2) All hoses, valves, filters and aquastop system.
- (3) Including reset.

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 120. Score for this sub-criterion = (number of points obtained/120) × 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 Decree of 5 April 2024 on the display methods, signage and general parameters for calculating the durability index of 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 is lower than 0.1, then the number of points is 100;
- if the ratio 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

Sub-criterion score

Sub-criterion coefficient

Criterion score

Total criteria scores

1. Documentation

1.1. Duration of availability of 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 II

Family of criteria B – Reliability

Criterion No 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 $X < 1400$

0

If $1400 \leq X < 1800$

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 $X \geq 3400$

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 may be established on a single model for a set of equivalent models within the meaning of Article R. 541-217 of the Environmental Code. The number of points obtained under this criterion for the calculation of the sustainability 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) × 10.

Sub-criterion 1.2. - Issuing 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) × 10.

Criterion No 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 or inaccessibility

Difficult to access (1)

Visible or easily accessible (2)

Number of points

0

1

2

(1) Difficult to access: The consumer finds out the value displayed by the usage meter by carrying out no more than 3 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:

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

Sub-criterion 2.2. - Maintenance

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

No information

Written information

Written information, supplemented with explanatory diagrams,
or audiovisual media

Written information, supplemented with explanatory diagrams, or audiovisual material
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 program

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. Nb = (number of points obtained/13) × 10;

c) Easy to implement maintenance/servicing operation:

Need for tools

Without tools

Consumer maintenance

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

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 durability guarantee defined in Article L217-23 of the Consumer Code, during a given period.

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

Duration of 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 legal compliance guarantee period.

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

Sub-criterion 3.2. - Setting up a quality process

This criterion refers to 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 an inspection, 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:

That faults are identified and monitored by the technical departments of the manufacturer or its subsidiaries – Supporting statistics;

- That these failures are documented through structured and systematic reporting back to central departments (Technical/Quality/Research&Development);

- That these reports are taken on board and processed by the Research&Development departments with concrete changes to the products in order to constantly improve their reliability and durability;

That 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

Sub-criterion score

Sub-criterion coefficient

Criterion score

Total criteria scores

1. Resistance to stress and/or wear

1.1. Wear resistance

■/10

4.5

■/50

■/100

1.2. Motor warranty

■/10

0.5

2. Maintenance and servicing

2.1. Maintenance (including software)

■/10

2.8

■/40

2.2. Maintenance

■/10

1.2

3. Durability guarantee and quality process

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 Fraud Control,

S. Lacoche