**FAQ- IAPMO India product certification**

1. **What are the listing procedures?**The details for listing are described in the application package. Please refer to form 1 of the application for details or visit the document download link. If you have any question and/or need more information regarding listing requirements, please contact any of IAPMO India Product Certification or technical staff.
2. **What is the timeline for complete certification process?**

A minimum of 4-6 weeks to complete the product certification process.

1. **I have a new product for which no standard exists. Can you list it?**Yes, we can help you develop an IAPMO standard. Such IAPMO standards are called IAPMO Guide Criteria (IGC‘s). For more information on IGC development, please contact us.
2. **Once my product is certified/listed with IAPMO India, can I advertise using the shield mark/ Logo?**Yes, using the shield mark or Logo on your advertisement is one of the benefit of being listed with IAPMO India.  We encourage all manufacturers to do so.  Please ask a copy of “Mark Usage Guide” or contact our product review engineer for more details.
3. **What does Classified marking mean?**Classified marking means that a product complied with the standard, however it is either not in compliance with the code or simply is not mentioned in the code.
4. **Can IAPMO India certify/list products to the NSF/ANSI 61, NSF/ANSI 372 standard?**Yes, IAPMO India can list products to the NSF/ANSI 61, NSF/ANSI 372 etc., standard. For more information please contact , Director of India Product Certification or any of our technical staff.
5. **Does IAPMO India certify/ list products other than plumbing?**Yes, IAPMO India can list many products such as Heating, Ventilating and Air-Conditioning equipment and products, Water systems related products (i.e. Reverse Osmosis Unit, water softener, etc.). IAPMO India can also list energy-efficient products to comply with Green Mechanical Code India and Star labelling as per EEP-I star rating system (In-pipeline). For more details, please contact any of IAPMO India’s technical staff.
6. **What is the billing cycle for renewal of my file?**three (3) months prior. this will help eliminate the possibility of having an expired certificate when an official is asking for a current listing certificate.
7. **What is a pre-listing inspection and what are the additional charges to the listing fees opposed to the basic fees noted in the listing application? Do I pay for them up front?**The pre-listing inspection is the initial audit of the manufacturing location for all new listings. The only portion of the fees for inspections that are pre-paid is the pre-listing inspection fee. Travel and other applicable expenses are not included with this fee. These expenses will be invoiced separately upon completion of the inspection.
8. **My renewal is due only after 2 or 3 months; can I pre-pay my renewal along with a submittal for some additional models and changes that I wish to make to my listing?**Yes, you can pay for your renewal (prior to being billed for it) along with the additional models, changes, modification or whatever action you will be taking on your file. Keep in mind that your renewal fees do not include the fees for adding models, modifications etc. You will need to contact the IAPMO India staff for the appropriate fees to add to the renewal amount.
9. **What is the average time frame that can be expected before an IAPMO India Inspector will perform an Initial Factory Inspection at a new manufacturing plant and/or plants?**By policy, Initial Factory Inspections are performed within 30 days from the initial date of submission of application.
10. **Are the Initial Inspections scheduled in advance?**Yes, these inspections are pre-scheduled between IAPMO India’s Listing Compliance department and the applicant.
11. **What will the inspector look for during the Initial Factory Inspection?**During the Initial Factory Inspection the Inspector verifies that the plant’s documented quality program is being adhered to. In addition, the inspector verifies that the test equipment at the plant is adequate for the tests being conducted and that the equipment is properly calibrated for more details refer IAPMO India policy and procedure (P-019) for minimum quality requirement for a listee or manufacturer.
12. **What does an IAPMO India Inspector look for during a routine inspection?**
   A. Random sample selection for testing
   B. Witness on-site testing of product samples(when possible)
   C. Review quality management system records and practices
   D. Examine product markings
   E. Assess use of IAPMO India certification marks
   F. Record all results and observations
   G. Complete a Field Report and Signature Sheet

The minimum QA systems requirements are available on request.

1. Are all inspections scheduled?
**No, only Initial Factory Inspections are scheduled.**
2. **At what location and/or locations will the inspector visit and why?
The inspectors conduct unannounced inspections of listed products at each manufacturing and warehouse facility to monitor compliance to the listing as specified in section 18 of the listing agreement.**
3. **Why can't I receive my certificate before the inspection is performed at my manufacturing facility?
By policy, the Initial Inspection is one of the listing requirements. It allows IAPMO India to check the factory Quality System in accordance with the requirements of ISO/IEC 17065.**
4. **How do I submit a complaint or appeal?
Please submit your concern via e-mail at****info@iapmoindia.org****.  One of our staff will contact you with additional information on our procedure for handling complaint/appeal.**