

Steps to obtain a certificate with the Kiwa Water Mark

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1. Fill in an application form *;
2. If necessary Kiwa will ask for additional information to make an as accurate as possible quotation;
3. Kiwa sends a quotation, which is at the same time a concept-agreement, drawn up according to the requirements of the guideline;
4. After mutual signing of the quotation, the agreement is definitive and the initial audit can start;
5. After positive results of the initial audit, the certificate will be issued;
6. The certificate is valid indefinitely;
7. A part of the agreement are periodic audits.

Important aspects of the initial audit (steps 4 and 5) include:

- a. Testing with regard to the product and/or performance requirements. Testing, often carried out in our own laboratories, demonstrates that the product meets the certification requirements for functional and hygienic aspects, such as durability, dimensions, composition of materials, etc.;
- b. Assessment of the production process, quality system and internal quality control (IQC) scheme. To ascertain that the producer is continually able to manufacture products that meet the certification requirements.

The periodic audits (step 7) aim at the maintenance of the management system, in order to maintain confidence that the producer is still able to manufacture products that meet the certification requirements. The periodic audits include functional and hygienic tests of the certified products.

The audit frequency varies from product group to product group: in general, 2 to 4 times per year.

Conditions for the certification process are stated in the Kiwa Regulations for Product Certification and the General Terms and Conditions of Kiwa for the performance of orders.

** You can find the proper application form on the service portal page of the Evaluation Guideline related to the product to be certified. Go to <http://services.ikiwa.com> and fill in the number of the Evaluation Guideline or your keywords in the search box at the top left. Search and click in the search results on the Evaluation Guideline you are looking for. You will find the application form at the right-hand side of the service portal page of the Evaluation Guideline.*