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Definitions

Lift	A device consisting of a cabin that moves along rails at an angle of more than 15 degrees to the horizontal, providing service at specific levels, and equipped with controls accessible from within the cabin or within the access distance of a person inside the cabin, designed solely for the transportation of people, people and cargo, or cargo only if the cabin is accessible, meaning a person can enter the cabin without assistance.
Lift installer:	A person or entity responsible for the design, manufacture, installation, and marketing of lifts, affixing the CE conformity mark to the lift, and issuing the EC declaration of conformity.
Customer	A legal entity that applies to UDEM for product certification services in accordance with the TS EN ISO/IEC 17065 standard and the 2014/33/EU Lift Regulation, and which shall hereinafter be referred to as the "Lift installer" in this document.
Auditor-Technical Expert	A person assigned to the UDEM Product Certification Personnel List, who reviews the technical files and/or production processes of organizations related to lift product certification activities and prepares reports, and who complies with the provisions of Clause 6.1 of the TS EN ISO/IEC 17065 standard regarding certification body personnel.
Certification Body	An independent organization that meets the requirements of the TS EN 17065 Standard. In this program, UDEM INTERNATIONAL CERTIFICATION INC. will be referred to as "UDEM."
Document Regarding CE Marking	A document certifying compliance with the requirements of the 2014/33/EU Lift Regulation
Non-conformity	Any non-compliance with the provisions defined by the manufacturer in accordance with the 2014/33/EU Lift Directive and applicable legal regulations.
Minor Non-Conformity	Minor non-conformities are applications that do not affect product quality but do not comply with the defined provisions in the production control documentation (Quality Manual). These non-conformities, which must be corrected promptly by the lift installer, are checked by reviewing the relevant documents and records to determine whether they have been resolved. Certification cannot be issued or certification continuation cannot be decided without the corrective actions for minor nonconformities being implemented and deemed sufficient by UDEM.

Major Non-conformity	Major non-conformities are the failure to adequately define and/or implement any of the standard provisions or subheadings that affect product quality. They involve deficiencies or malfunctions that affect the proper functioning of the system. Corrective actions related to major non-conformities must be implemented by the lift installer and deemed sufficient by UDEM before a decision to issue or continue the certificate can be made. A follow-up inspection at the production site may also be conducted for major non-conformities.
Observations	Observations are issues that do not directly affect product quality but do not comply with the provisions of regulations and standards. The lift installer must address these observations identified in the audit report through corrective actions by the next audit.
Certification Program	A guideline document that outlines the rules applied by the certification body and the activities that the lift installer must perform for certification purposes, as defined in the TS EN ISO/IEC 17065 standard and the 2014/33/EU Lift Regulation.
Quality Manual	Documentation prepared to ensure compliance with the requirements specified in a standard and/or external document. This documentation may also be referred to as the "Quality Manual."
Logo, Brand, and CE Mark Usage	The use of the UDEM logo, the Turkish Accreditation Agency (TÜRKAK) accreditation mark, and the CE mark must comply with the relevant guideline documents and the TLM.02-01 Product Logo, Brand, and Document Usage Instructions published on the www.udem.com.tr website.
ONTEK	Approved Bodies and Technical Services Information System Ministry of Industry and Technology online service
Sanctions	A penalty imposed by UDEM in the form of suspension or revocation of the certificate issued to the customer/lift installer for non-compliance with the rules specified in the contract between the customer and UDEM.
Force Majeure	Force majeure events include extraordinary circumstances such as earthquakes, floods, fires, hurricanes, revolutions, wars, general strikes, epidemics, and economic crises.



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Article 1 SCOPE

This Certification Program covers TS EN ISO/IEC 17065 and the 2014/33/EU Lift Directive and related harmonized standards, in addition to the ISO 17021-1 system.

Article 2 CERTIFICATION BODY

All communication and official correspondence should be addressed to the contact information provided below.

UDEM INTERNATIONAL CERTIFICATION AUDIT TRAINING CENTER IND. and COM. INC.

Address : Mutlukent Mah. 2073 Sk. No:10 Ümitköy - Çankaya - ANKARA
Phone : +90.312.443 03 90 (pbx)
Email : info@udem.com.tr

Article 3 PRODUCTION CONTROL

Article 3.1 General

Lifts must be subject to production control under the responsibility of the lift installer. Production control must include all measures taken to ensure that lift characteristics comply with specified requirements.

For this purpose, the following matters must be documented and records kept.

- Selection of component materials for the lift;
- Mechanical and electrical design project for the manufacture and installation of the lift;
- Certificate information and user manual, test documents, etc., related to the CE marking of safety components used in the lift and defined in the 2014/33/EU Lift Directive
- Inspections and tests to be performed before the lift is placed on the market;
- Use of results from tests performed on component materials and during the production/final inspection stage of the lift;
- Calibration of measuring devices used in lift installation and final inspection tests;
- Control of assembly tools and machinery (crane, hoist, Hilti, drilling machine, etc.) used in lift installation;
- Conformity check of the lift according to the TS EN harmonized lift standards referenced in Annex 1 of the 2014/33/EU Lift Regulation and the declaration of conformity
- Technical file containing the content specified in the 2014/33/EU Lift Regulation.



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During inspections conducted by UDEM, the lift company is evaluated based on Annex 1 of the 2014/33/EU Lift Regulation and the quality system documentation in accordance with TS EN ISO 9001:2015, as well as the annex/addendum selected by the lift company. However, the lift installer must conduct intermediate and final control tests for the lifts they manufacture and submit the records to UDEM.

Article 3.2 Production Control System/Quality Manual

The lift installer must prepare a Quality Manual containing written procedures and instructions that cover the requirements of the 2014/33/EU Lift Regulation, the TS EN ISO 9001:2015 standard, and the notification published by the Ministry of Industry and Technology.

The responsibilities, authorities, and cooperation of all personnel involved in managing, implementing, and verifying activities that have a negative impact on the lift must be defined.

These procedures and instructions must be established in accordance with the relevant control requirements where applicable. The frequency of tests and inspections planned to be conducted by the manufacturer must be recorded in writing.

The Quality Manual must also explain the processes included in the production control system and the interactions between these processes.

The Quality Manual must be made available for presentation to UDEM and Ministry officials during audits.

Article 3.3 Component Materials and Control

Inspection and testing plans must be established for the component materials used in lift production (machine motor, control panel and wiring, cabin and doors, rails, cables, etc.), and the results of the tests conducted in accordance with the plan must be recorded. The inspections and tests included in the Certification Program must be performed at the lift installation site, while others must be provided by the supplier.

According to the Lift Regulation, components that must bear the CE mark must be certified. These documents must be submitted to the Technical Expert(s) appointed by UDEM.

In the event of non-conforming component materials being identified, the actions to be taken must be defined, and the non-conforming materials must be stored in a separate and marked area at the installation site, distinguishable from other component materials. All corrective actions to be taken must be defined.

Article 3.4 Production Equipment

Lift installers must have production equipment that complies with the regulations and applicable legislation.



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Article 3.5 Manufacturer's Laboratory, Tests, and Test Frequencies

Lift installers must have the necessary equipment to conduct all inspections and tests in accordance with the 2014/33/EU Lift Regulation and applicable standards, be capable of performing such inspections and tests, and maintain records of them.

Tests must be conducted in accordance with the test methods specified in TS EN 81.20/50:2014 and other harmonized lift standards applicable to the equipment.

Measures to be taken in the event of non-conformity of test results must be specified in the facility's quality manual or relevant documentation.

Article 3.6 Survey and Preparation Period

The lift installation preparation period covers the time from the signing of the lift installation contract until the measurement of the site where the lift will be installed and the completion of the design drawings.

During the routine period, the process continues with the procurement of components to be used in the lift, and the mechanical and electrical installation work in the lift shaft and machine room.

Article 3.7 Calibration and/or Verification

All measurement devices and testing equipment that may affect the quality of lift installation must be subject to calibration and/or verification in accordance with a plan. Records related to this calibration and/or verification must be retained.

The organization responsible for calibration must be accredited by an authorized accreditation body within the relevant scope. For equipment or measuring devices not covered by accreditation, services may be obtained from accredited calibration laboratories with traceability ensured.

Article 3.8 Production Control System Records

In accordance with the 2014/33/EU Lift Regulation and TS EN ISO 9001:2015, all data related to production control must be recorded. These records must be kept for at least 10 years, which is the official service life of the lift, and must be submitted to UDEM and the Ministry of Industry and Technology officials upon request.

Customer Complaints: Complaints must be recorded in writing, including the subject of the complaint, the root cause, the actions to be taken, and the measures implemented as a result. These records must be provided to UDEM and the Ministry of Industry and Technology upon request.

Article 3.9 Personnel

- Personnel involved in lift manufacturing and installation must be competent to perform various lift production stages (e.g., project design and reading, installation stages, final inspection tests and trials, maintenance service, etc.) within the scope of their knowledge, training, and experience.

- Personnel involved in lift manufacturing and installation must have appropriate records of their education and experience.
- Lift Facility: Experienced, knowledgeable in lift technology, and competent technical personnel (at least a 4-year bachelor's degree in engineering (Mechanical, Electrical, Electrical and Electronics, Mechatronics) or a 2-year college degree in mechanical and electrical installation, and technicians/technical staff who have received the necessary training in lift technologies and are knowledgeable about lift manufacturing, testing, and experimentation. These engineers or technical personnel must possess appropriate certification demonstrating their qualifications.
- All personnel involved in lift installation, assembly, and servicing must undergo continuous training at intervals not exceeding two years. This training must cover production, workplace safety, and intermediate control tests and experiments in lift installation, and at the end of the training, personnel must reach a level of knowledge that ensures no problems arise in their work unit. In accordance with the provisions of the "Regulation on Professional Competency, Examinations, and Certification" issued pursuant to the Professional Competency Authority (MYK) Law No. 5544, all personnel working in professions for which National Competency has been published must hold a Professional Competency Certificate.

Article 4 LIFT PRODUCT CERTIFICATION APPLICATION

Customers wishing to obtain an Lift Conformity Certificate must submit a written application or an email to UDEM. UDEM will send the UDPR.05 Lift Certification Program and the UDFRM.04 Lift Certification Application Form to the customer.

The notification of certification requirements to the customer is carried out by publishing the UDFRM.04-1 Product Certification Requirements document on UDEM's official website (www.udem.com.tr).

The application received is reviewed by the Technical Regulation Officer. The Technical Regulation Officer conducts a preliminary review of incoming applications based on the technical file and quality system documentation submitted with the application documents, in accordance with the standards covered by the 2014/33/EU Lift Regulation and the ISO 9001:2015 standard, and records the results in the UDFRM.05 Application Review Form.

An UDFRM.07 Lift Certification Offer and Contract is signed with customers whose applications are deemed suitable, and the following documents are requested from the customer under the contract:

- Technical File or technical documentation
 - EC Declaration of Conformity,
 - Promotional documents (company brochure, catalog, advertising CD, etc.), if available
 - Signature circular of the company representative signing the offer and contracts,
 - Commercial Register Gazette tax certificate, chamber registration certificate,
 - Bank statement or payment receipt confirming payment of the application and document review fee.
-
- All design drawings and instructions for use for Module B applications,
 - The latest revisions of the company's manual and procedures for Module H applications.

UDEM accepts only documents and records prepared in Turkish and English from its customers.



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In the following cases, a valid ISO 9001 certificate and/or Module B type certificate or type list certificate must be submitted during the application process:

- Module E application
- Module H1 application

In Module H1 certification applications, in accordance with the Ministry of Industry and Technology's written requirement, the customer must provide the following documents for the machine and electrical/electronic or mechatronics engineer that the company is required to employ: registration with the Turkish Mechanical Engineers' Association (TMMOB) and the Turkish Electrical Engineers' Association (TMMOB), and the latest Social Security Institution (SGK) records (employment declaration or contribution statement). If the customer fails to submit the required documents for the engineers during the application process, this will be checked during the audit, and any non-compliance will be considered a major non-conformity, resulting in a follow-up audit.

In Module E applications, the customer must submit the Type Approval Certificate (Module B Certificate) and the Type List. If these documents cannot be provided, the application will not be accepted.

Article 5 INSPECTIONS AND AUDITS

All procedures and processes to be applied during the lift certification process are defined in the UDPD.22 2014/33/EU Lift Regulation Product Certification Procedure.

Article 5.1 Planning of the Certification Inspection

If the application is accepted, the Planning Officer will arrange the date, accommodation, transportation, etc. with the customer, and the team that will carry out the inspection will be determined according to the Lift Personnel Matrix.

The audit plan, which includes the audit date, scope, and audit team information, is finalized with the company's confirmation. If the company objects to the audit team for valid reasons, the process is repeated.

Article 5.2 Lift Module E, H1 Certification Process

The certification process consists of technical file review, initial certification comprising Stage 1 and Stage 2, periodic surveillance audits, recertification audit, suspension, withdrawal, or reduction of the scope of certification, investigations arising from the need to expand the scope, or short-term investigations arising from specific circumstances.

All inspection procedures are conducted in accordance with the UDEM UDPD.22 Lift Regulation Product Certification Procedure. During the certification inspection, reporting is carried out using the relevant question lists included in the inspection set. At the end of the inspection, a copy of the report is provided to the customer. Any non-conformities identified by the inspection team are communicated to the customer by using the MFRM.08 Non-Conformity Form.



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Methods specific to modules related to the certification process are detailed in the UDEM instructions.

Article 5.2.1 Lift Module E, H1 Initial Certification Process

The lift certification audit consists of two parts: Stage 1 and Stage 2.

Stage 1 audit is conducted and reported by the technical expert assigned for the relevant certification audit at the customer's site.

The purpose of the Stage 1 audit is to identify any deficiencies or changes in the information provided by the customer during the application or in the management system they have established, and to ensure that the on-site audit is conducted on as solid a foundation as possible.

According to Stage 1 audits, if it is confirmed that the company meets the general requirements, Stage 2 audits may proceed. Minor nonconformities identified during Stage 1 audits do not prevent Stage 2 from taking place; however, if there are major nonconformities that will cause significant problems during Stage 2, the customer must first resolve these types of nonconformities.

The period between Phase 1 and Phase 2 audits should not reasonably exceed 6 months. If this period is extended, the Phase 1 audit is repeated.

The Phase 2 audit is also conducted at the customer's site.

During the opening meeting of the on-site audit, the application information and the findings of the Stage 1 audit are shared with the customer, and the scope of certification is confirmed with the customer. The on-site audit is conducted in accordance with the certification process defined in Section 5.2. The customer is expected to submit the corrective action plan to UDEM within 15 days of the audit date, and evidence of the implementation of the activities within 3 months. The documents and records related to the corrective actions submitted by the customer are evaluated by the audit team. If the activities submitted by the customer are deemed insufficient, the customer is informed accordingly, and additional activities are requested.

Some major nonconformities may require a follow-up audit. A follow-up audit is conducted within 3 months at the latest to evaluate nonconformities requiring a follow-up audit. If the nonconformities are not resolved or new nonconformities are identified during the follow-up audit, the customer's application is suspended. If the customer's non-conformities remain unresolved at the end of the suspension period, the certification application is returned, and the customer must reapply.

When it is determined that the customer's nonconformities have been adequately addressed, the certification decision process is initiated. If the certification decision is positive, the document printing process is initiated. The printed document is entered and approved by the Technical Regulation Officer in the Ontek Information System of the Ministry of Industry and Technology of the Republic of Turkey and shared with the customer.

Article 5.2.2 Lift Module E, H1 Surveillance Audit

These are inspections conducted to ensure that the certificates of customers certified under the Lift Regulation remain valid. The surveillance inspection is a periodic on-site inspection but does not require a full system inspection.



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Surveillance audits must be completed within 12 months of the previous surveillance audit or the initial certification audit. This period may be extended by a maximum of 3 months upon written notification of force majeure. If this period is exceeded, the customer's certificate is suspended, and an additional 3-month period is granted. If the audit still cannot be performed by the end of this period, the document will be canceled along with the decision.

At least one month prior to the scheduled audit date, the customer undergoing surveillance audit is contacted to obtain information about any changes in the customer organization, if any, and an assessment is conducted.

In Lift Module H1 surveillance audits, the customer is required to submit the Social Security Institution (SGK) contribution statements for the previous year covering the period in question for one machine and one electrical/electronic or mechatronics engineer that the company is required to employ.

The surveillance audit is conducted in accordance with the certification process defined in Article 5.2. The customer is expected to submit the corrective action plan to UDEM within 15 days of the audit date and provide evidence of the implementation of the activities within three months. The documents and records related to the corrective actions submitted by the customer are evaluated by the audit team. If the actions submitted by the customer are deemed insufficient, the customer is informed accordingly, and additional actions are requested.

In Module E and H1 surveillance audits for lifts, the absence of an lift that has been completed by the customer organization constitutes a major nonconformity and requires a follow-up audit.

Some major non-conformities may require a follow-up audit. Follow-up audits are conducted within a maximum of 3 months to evaluate non-conformities requiring follow-up audits. If non-conformities are not resolved or new non-conformities are identified during the follow-up audit, the customer's certificate is suspended for a period of 6 months. If the customer fails to resolve the non-conformities by the end of the suspension period, the certificate is revoked.

When it is determined that the customer's nonconformities have been adequately addressed, the certification decision process is initiated. If the certification continuation decision is positive, the document printing process is initiated. The printed document is entered and approved by the Technical Regulation Officer in the Ontek Information System of the Ministry of Industry and Technology of the Republic of Turkey and shared with the customer.

Article 5.2.3 Lift Module E, H1 Recertification Audit Process

Recertification audits are audits conducted to re-certify customers whose certification cycle is about to expire. Recertification audits are planned and conducted on-site in the same manner as the initial certification process.

At least two months prior to the scheduled audit date, the customer undergoing re-certification is contacted to obtain information about any changes made by the customer organization and to conduct an assessment.



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The recertification decision must be made before the certification period expires. This period may only be extended in cases of force majeure. This period may be extended for a maximum of three months upon written notification of force majeure. If this period is exceeded, the customer's certificate is suspended and an additional three months are granted. If the audit still cannot be performed by the end of this period, the document shall be revoked by a decision of the committee.

The re-certification audit is conducted in accordance with the certification process defined in Article 5.2. The customer is expected to submit the corrective action plan to UDEM within 15 days of the audit date, and evidence of the implementation of the activities within three months. The documents and records related to the corrective actions submitted by the customer are evaluated by the audit team. If the activities submitted by the customer are deemed insufficient, the customer is informed accordingly, and additional activities are requested.

Some major non-conformities may require a follow-up audit. Follow-up audits are conducted within 3 months at the latest to evaluate non-conformities requiring follow-up audits. If the non-conformities are not resolved or new non-conformities are identified during the follow-up audit, the customer's certificate is suspended for a period of 6 months. If the customer fails to resolve the non-conformities by the end of the suspension period, the certificate is revoked.

When it is determined that the customer's nonconformities have been adequately addressed, the certification decision process is initiated. With the reissuance of the product certification decision, a new certificate is issued. The certificate number on the first certificate is carried over to the new certificate. The printed certificate is entered and approved by the Technical Regulation Officer in the Turkish Ministry of Industry and Technology's Ontek Information System and shared with the customer.

Article 5.3. Lift Module B, Module G Certification Process

Lift Module B and G certification is based on the inspection of the product and technical documentation at the lift installation site by the lift installation company that submitted the application, ensuring compliance with the relevant requirements. These inspections are not subject to surveillance or re-certification.

Methods specific to the modules related to the certification process are detailed in the UDEM instructions.

Article 5.3.1 Planning of the Certification Inspection

Upon acceptance of the application, the Planning Officer coordinates with the customer to arrange dates, accommodation, transportation, etc., and the inspection team is determined according to the Lift Personnel Matrix.

The audit plan, which includes the audit date, scope, and audit team information, is finalized with the company's confirmation. If the company objects to the audit team for valid reasons, the process is repeated.

The certification process consists of technical file review, product inspection at the installation site, suspension, withdrawal, or scope reduction of certification, investigations arising from the need to expand the scope, or short-term investigations resulting from specific circumstances.



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All audit procedures are conducted in accordance with the UDEM UDPD.22 Lift Regulation Product Certification Procedure. In the certification audit, reporting is done using the relevant question lists included in the audit set. At the end of the inspection, a copy of the report is provided to the customer. Any non-conformities identified by the inspection team are communicated to the customer by the lead inspector/technical expert using the MFRM.08 Non-Conformity Form.

Article 5.4 Special Audit Process

Scope Expansion Audit Process:

Requests from our customers seeking to expand the scope of certified products are received in writing. The customer's request for scope expansion is reviewed by the relevant Technical Regulation Officer and, if appropriate, a scope expansion audit is scheduled. If the customer requests that the scope expansion be carried out immediately, the scope expansion audit is scheduled; otherwise, the scope expansion audit is conducted in conjunction with the surveillance audit.

The scope expansion audit is conducted in accordance with the certification process defined in Section 5.2 (and Section 5.3 for Module B scope expansion).

Short-Term Audit Process:

UDEM may need to subject its customer to an audit to investigate complaints, address changes, or follow up on suspended customers within a short period of time. These audits are planned within a short period of time, the customer is notified, and approval is obtained. Short-term audits are conducted in accordance with the certification process defined in Article 5.3.

Article 6 PRODUCT CERTIFICATE

Article 6.1 Product Certificate Scope

The product conformity certificate, inspection report, and final assessment related to CE marking shall be issued to cover products deemed suitable.

Article 6.2 Delivery of the Product Certificate

The documents are printed and sent to customers after they have completed their payments, provided that all technical requirements have been met and certification has been granted. The certificate is not issued if technical, administrative, or financial requirements are not met.

Certificates issued under the Lift Regulation are valid for the following periods according to the modules:

- For Modules E, and H1, the validity date is set as one year after the issuance date. This distinction is made to ensure that the customer company can easily understand that an annual surveillance audit must be conducted before this date. However, an additional note at the bottom of the certificate states that the certificate remains valid for 5 years provided that the



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certificate's main registration number complies with current regulations and surveillance inspection requirements.

- Since certification is conducted within the scope of unit verification for Module G, there is no validity period.
- For Module B, the validity period is 5 years as long as it complies with current regulatory requirements. Module B certificates are not subject to annual surveillance. After 5 years, they are subject to a second 5-year cycle, and a re-certification audit is conducted, and the certificate is renewed under the same certificate number. The current UDFRM.108 type component list from the initial certification retains its original type approvals. During the recertification audit, the scope or components may be added or revised as necessary due to the characteristics of the model lift.

Article 6.3 Product Certificate Inquiry

Organizations certified by UDEM can be queried via the <http://www.udem.com.tr/belge-sorgulama> website.

Article 6.4 Suspension of the Certificate

UDEM suspends the certificate in the following cases:

- The customer's continuous and serious failure to meet the certification requirements for the certified product,
- The customer's failure to allow surveillance or re-certification audits to be conducted at the required frequency, except for force majeure reasons and without providing a valid reason,
- The occurrence of major non-conformities requiring follow-up audits during surveillance audits that pose a threat to product safety and user safety,
- The customer voluntarily requesting a temporary suspension,
- The customer's failure to make contract payments and fulfill financial obligations,
- The misuse of the logo, brand, or certificate not being rectified through appropriate corrective actions or other compensatory measures taken by the customer,
- Following the inspection of Lift Module H1, if the electrical and/or mechanical engineer of the organization leaves their position or is replaced, the customer must notify UDEM of the relevant change within 15 days. If not notified, UDEM reserves the right to suspend the certificate as of the date it identifies the situation.
- For Lift Module B and E, if the organization or engineer with whom the project contract was signed changes, the customer organization must notify UDEM of the relevant change within 15 days. If the change is not reported, UDEM reserves the right to suspend the certificate upon detection.
- For the Lift Module G certificate, it is determined that the customer company or other third parties have made changes to the lift that alter its characteristics after the lift has been inspected.

During the suspension period, the customer's certificate is temporarily invalid. For this reason, during the suspension period, the customer must refrain from any activities involving the use of the logo,



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brand, and certificate in advertising. In the event of the suspension or withdrawal of certification, the organization must cease the use of the logo, brand, and certificate in accordance with TLM.02-1 Product Logo, Brand, and Certificate Usage Guidelines.

The suspension period shall not exceed six months. Depending on the critical nature of the situation, this period may be reduced to less than six months.

However, at the end of the suspension period (6 months), if the customer has reasonable grounds that do not affect product safety, UDEM may decide to extend the suspension period for a maximum of 12 months in total, on a one-time basis. These grounds are as follows:

- Infrastructure improvement works,
- Supplier-related processes,
- Failure to make payment related to the relevant compliance assessment process.

Information about the customer whose certificate has been suspended is made available on the UDEM website. Additionally, it is reported to the Ministry of Industry and Technology of the Republic of Turkey via the ONTEK system.

Article 6.5 Revocation of the Certificate

If a customer whose certificate has been suspended fails to remedy the non-conformities during the suspension period or is found to be non-compliant with the certification requirements in any way, the certification will be withdrawn. Withdrawal of certification means that the customer's certification will be canceled by our organization and the contract will be terminated. Customers whose certification has been withdrawn must reapply to receive services from UDEM.

Certification is canceled under the following circumstances:

- The customer's request,
- The customer's bankruptcy or cessation of activities covered by the certificate,
- Change in the legal entity of the customer,
- The customer's failure to submit a request for certification renewal.

The certificate is withdrawn in the following cases:

- The customer's failure to accept the suspension conditions,
- The customer's failure to remove the grounds for suspension,
- The customer's failure to provide confirmation enabling follow-up inspection at the end of the suspension period,
- Failure to address the non-conformities identified during the follow-up audit conducted for the suspension to be lifted within the specified timeframe,
- The customer's misleading or unfair use of the document in areas other than those specified in the document for the product or service covered by the document,
- The customer cannot be located at the facility address specified in the document,
- The customer's violation of legal requirements,
- The customer's alteration of the document,
- For the Lift Module G certificate, if it is determined that the customer company or any third parties have made changes to the lift that alter its characteristics after the inspection, the suspension period will expire.



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In the event of the withdrawal of the certificate / cancellation, the organization must fulfill the following obligations:

- Ceasing the use of logos, brands, and documents in accordance with the TLM.02-1 Product Logo, Brand, and Document Usage Instructions,
- Waiving all rights under the withdrawn/cancelled document,
- Removing the CE marking from the product,
- Paying any outstanding document or inspection fees.

Within one month of the document being withdrawn, the organization must remove the UDEM logo from all correspondence and promotional materials. Otherwise, UDEM will:

- Notify the relevant accreditation body and other certification bodies.
- Announce in various publications that the organization has used the certificate in a manner inconsistent with the contract terms.
- It takes legal action to compensate for all material and immaterial damages that may arise as a result.

The information of the customer whose certificate has been revoked is made available on the UDEM website. Additionally, it is reported to the Ministry of Industry and Technology of the Republic of Turkey via the ONTEK system.

Article 6.6 Narrowing the Scope of the Document

If it is determined that the customer has consistently or seriously failed to meet the certification requirements for part of the product certification scope, UDEM will narrow the product certification scope by excluding the part that does not meet the requirements. When the product certification scope is narrowed, the customer must update all advertising materials. The CE marking must be removed from products excluded from the scope. However, the certification scope may be narrowed at the customer's request. The customer whose certification scope has been narrowed must submit an EC Declaration of Conformity to UDEM, and a new certificate will be issued and delivered to them. The need to narrow the scope may arise if the customer fails to comply with the conditions they must meet during the certification process or during inspections. Information about customers whose certification scope has been narrowed is made available on the UDEM website. It is reported to the Ministry of Industry and Technology of the Republic of Turkey via the ONTEK system.

Article 6.7 Decision to Reject Certification

All decisions related to certification are communicated in writing to the customer organization by the Planning Officer.

ARTICLE 7 APPEALS AND COMPLAINTS

Article 7.1 Complaints

Any written complaint submitted to UDEM is evaluated in accordance with the PD.09 Complaint and Appeal Evaluation Procedure. In complaints submitted to UDEM regarding products manufactured by



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the producer, evidence will be examined and information will be requested from the customer. UDEM may decide to conduct a short-term audit process depending on the nature of the complaint.

Article 7.2 Appeals

A manufacturer who objects to any decision made by UDEM or any sanction imposed by UDEM has the right to appeal in writing to the UDEM Appeal Committee. The appeal must be submitted in writing within one week of receiving notification of the relevant sanction. UDEM may decide to conduct a short-term audit process depending on the nature of the appeal.

The Appeal Committee conducts its work in accordance with the PD.09 Complaint and Appeal Evaluation Procedure.

Article 7.3 Appeal

An appeal may be filed with the Ministry of Industry and Technology regarding a decision made by UDEM.

Article 8 FEES AND FINANCIAL RULES

Lift product certification fees and financial regulations are determined by UDEM every January and announced to customers via the UDTLM.17 Conformity Assessment Fee Instructions published on the official UDEM website (www.udem.com.tr).

Article 9 DISPUTES

In the event of any disputes arising from the application or interpretation of the contracts signed between the customer and UDEM, and/or from the provisions of standards and regulations, and if no resolution can be reached through mutual agreement, the courts and enforcement offices of Ankara shall have jurisdiction to resolve such disputes.

ANNEX 1 LIFT PRODUCT CERTIFICATION LIST

MODULE	CERTIFICATION DOCUMENT
Module H1 (Annex XI)	FULL QUALITY ASSURANCE CERTIFICATE
Module G (Annex VIII)	UNIT VERIFICATION CERTIFICATE
Module E (Annex X)	PRODUCT QUALITY ASSURANCE CERTIFICATE
Module B (Annex IV)	AT TYPE EXAMINATION CERTIFICATE