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The master copy of this document appears on the website:
<http://www.agrement.co.za>

Non-standardised: A system or product for which there is no applicable South African Bureau of Standards code of practice or standard.

Active Certificates: The subject of active certificates may or may not be in production. However, post certification quality monitoring is conducted by or on behalf of Agrément South Africa at regular intervals.

Inactive Certificates: Certificates are generally listed as inactive at the request of the certificate holder (often because market conditions or other circumstances are unfavourable, but the certificate holder nevertheless wishes to retain the certificate until such time as circumstances change). Agrément South Africa does not conduct regular post-certification monitoring of the certificate holder's implementation of his quality system.

In order to claim compliance with the certificate, the certificate holder is required to request Agrément South Africa to transfer his certificate to the 'Active' list, which will be done on completion of a satisfactory review of his quality system and the certificate.

1. Obtain a copy of the full certificate (certificates are typically 12 to 24 pages long). Certificates are technical documents and contain essential information on the assessed performance and installation and/or erection requirements of the subject. Copies are available on the Agrément website
2. Check whether the certificate is listed as 'Active' or 'Inactive'. See Agrément South Africa's website.
3. Check who is going to erect the subject or install the product. Compliance with the conditions of a certificate may only be claimed by the certificate holder or his licensee who is registered with Agrément South Africa. A certificate holder's name is printed on the certificate. In the case of licensees, check with Agrément South Africa.

Certain products (for example pipes, baths, and paints) are sold on the open market and the above does not apply. It is nevertheless recommended that the certificate be used to check what conditions, etc apply to the product.

4. Do the contract documents state that the work will be done in accordance with a specific certificate? To benefit from the protection that a certificate offers, the contract documentation should stipulate the certificate number.
5. Ask whether any variations have been approved by Agrément South Africa. Certificate holders claiming to comply with a certificate are obliged to inform clients of any deviations from the certificate.
6. Check the full certificate to ensure that whatever is going to be provided, is in line with
 - The uses for which the subject is stated to be fit
 - The conditions of certification.

Post-tender acceptance:

Check that the contractor is in fact adhering to the conditions of certification: if in doubt, you may contact Agrément South Africa.

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In the event of unsatisfactory service, you may approach Agrément South Africa to investigate problems arising from non-compliance with the certificate.