

EPIL may initiate the suspension/withdrawal of a certificate if they determine that the reason provided in the following has been met.

- It is used misleadingly;
- The equipment no longer corresponds to the design of the certified equipment, or the QAR no longer adequately covers the relevant equipment;
- The manufacturer's quality system and associated quality plan no longer provide adequate confidence that equipment will be produced in conformity with the certified equipment's design.
- It has been issued in error;
- The assessment by TL is deficient;
- The equipment design does not result in compliance with its referenced standards.
- Knowingly, infringement of the law; Evidence of non-compliance to regulatory/statutory requirements relevant to the certified product/management system or consumer protection;
- Objectively not carrying out activities that bear the signatory legally binding commitment to protect consumers;
- The certified product/management system has persistently and seriously failed to meet contractual requirements;
- Failure to respond adequately to address NC(s) and the product scheme and technical documentation/management system no longer reflect the current organization and processes following EPIL policies and procedures;
- As a result of changes, acquisitions, and diversification of the organization without informing EPIL;
- A significant part of the product/management system is no longer validly implemented;
- Surveillance audits and recertification evaluation –audits not allowed to be conducted according to required frequency or as scheduled;
- The surveillance shows nonconformity with the requirements of such a nature that immediate withdrawal is not necessary;
- Violation of any of the specific product certification contract terms, a signed contract,
- Improper/inappropriate use of the certification mark and reference to certification;
- Consumers, through a recognized and generally accepted consumer advocate, voluntarily request a temporary suspension.
- Through objective and valid evidence, a client organization voluntarily requested the temporary suspension
- Evidence of infringement or request from a governmental authority that could affect the status of a certificate;

- Evidence of a non-effective action in the eventuality of serious/significant incidents.

The following activities are required to be completed as part of a certificate suspension/withdrawal:

- a) Certificate is suspended on the online system;
- b) The client is informed of the change in certificate status and their obligations
- c) other parties are informed following Clause "Informing of other parties."
- d) Products or services listed on suspended certificates may not be offered for sale, e.g.
- e) Investigation of non-conforming products
- f) Coordination with other parties in the case of safety issues

Where a certificate is to be suspended/withdrawn by EPIL due to a non-conforming product being placed on the market, it is principally the client's responsibility to investigate the potential effects of the non-conformance and communicate with EPIL.

EPIL informs the regulatory authorities if a safety issue has been identified and informs the affected products' recipients.

The parties that may require information are, but are not limited to:

- Client
- Public (through the online certificate of conformity system)
- Regulatory authorities
- Other interested parties

The client's responsibility is to identify and inform the certified product recipients under suspension/withdrawal.

The client's communication regarding the suspension/withdrawal of a certificate/s in form CBF-711-01 makes them aware that they are no longer permitted to describe the products covered by the certificates as "EPIL certified," nor shall they affix the EPIL Conformity Mark to the product.

They also are made aware that, with immediate effect, they are required to update any publicly available information (such as website and marketing material) to remove any association between EPIL and the products in the affected certificates. EPIL Online Certificate System explains the reason for the certificate suspension/withdrawal and, if appropriate, instructions for recipients of the products covered by the affected certificate.

Suppose a CoC is being suspended/withdrawn due to non-conforming, where a potentially non-conforming product has been placed on the market. In that case, EPIL complies with its national regulatory requirements, including notification to authorities, e.g., Market Surveillance Authorities.

When contacting the relevant regulatory authorities, EPIL provides the following information:

- Overview of the product/s affected, including:

- An estimate of quantities affected;
- An explanation of the industries it may be being used in;
- The likelihood of an incident occurring
- The likely (primary) incident that could occur
- Reason for suspension/withdrawal
- Certificate/s of Conformity affected
- For suspensions, the expected outcome
(reinstatement after the completion of specific actions or withdrawal)