



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 1 of 10

Client Agreement

This Client Agreement is between OZ Cert Pty Ltd (ACN.634 873 831, operational address 15/23 Middle Street, Cleveland, QLD 4163) and its client regarding electrical product safety certification services. By reading and signing this agreement, the client fully understands the requirements and agrees to abide by them.

1. Definitions

Applicant: An organization or a person who applies for an Electrical Product Safety Certification.

Consultant: An organization or a person who acts on behalf of an applicant with authorization to apply for an Electrical Product Safety Certification.

Client: An applicant and/or a consultant who applies for Electrical Product Safety Certification and is responsible for ensuring the fulfillment of the certification requirements.

Certificate Holder: An organization or a person who holds an electrical product safety certificate.

Test Report Holder: An organization or a person who owns a safety test report and has their name on it.

Electrical Product Safety Certification Scheme: A certification system related to electrical products to which the same set of specified requirements, rules, and procedures applies.

Responsible Supplier: A legally identifiable Australian or New Zealand entity or a person who manufactures or imports in-scope electrical equipment in Australia or New Zealand (first supplier).

2. Electrical Product Safety Certification Service

OZ Cert Pty Ltd provides electrical product safety certification services based on a Type Test Scheme. Type Test is to conduct tests on representative production samples. The service does not include any surveillance activities or ongoing product quality control.

3. Condition of Service

The client shall

- provide to OZ Cert Pty Ltd all necessary documentation and materials required for conducting the electrical product safety certification assessment, including provision for



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 2 of 10

examining documentation, records, and access to the relevant equipment, location(s), area(s), personnel, and the client's subcontractors;

- ensure that all manufactured products fulfill the certification requirements, including implementing appropriate changes when communicated by OZ Cert Pty Ltd;
- ensure that if the certification applies to ongoing production, the certified product continues to fulfill the product requirements;
- ensure compliance with any requirements prescribed in this client agreement relating to the use of conformity marks and product information;
- ensure to inform OZ Cert Pty Ltd, without delay, of changes to the certificate holder or product that may affect its ability to conform with the certification requirements;
- ensure to take appropriate actions for complaints and product deficiencies that affect compliance with the requirements for certification;
- ensure all necessary arrangements are made for product evaluation, complaint investigation, and participation in observations, if required.
- ensure to keep a record of all complaints made known to the client relating to compliance with certification requirements and to make these records available to OZ Cert Pty Ltd when requested;
- ensure compliance with the requirements of OZ Cert Pty Ltd in referring to its product certification in communication media such as documents, brochures, or advertising;
- ensure not to use its product certification in such a manner as to bring OZ Cert Pty Ltd into disrepute and not to make any statement regarding its product certification that OZ Cert Pty Ltd may consider misleading or unauthorized;
- ensure that upon providing copies of the certification documents to others, the client shall reproduce the documents in their entirety or as specified in the certification scheme; and
- ensure to discontinue its use of all advertising matter that contains any reference to the certification upon suspension, withdrawal, or termination, to act as required by OZ Cert Pty Ltd, and to take any other required measure.

4. Supporting Documents for Electrical Product Safety Certification Applications

The client can apply online on the OZ Cert Pty Ltd website for electrical product safety certification services or submit a completed Electrical Product Safety Certification Application Form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

The application supporting documentation shall fulfill the following requirements from a to i.



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 3 of 10

a. Test Report(s)

a.1 A test report shall be a complete original copy or approved copy and shall be one of the following:

- a NATA report;
- a report from a laboratory accredited under the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement; or
- a CB test report accompanied by a CB certificate issued under the IECEE CB Scheme. A test report of CTF Stage 1 or 2, accompanied by a CB certificate, is acceptable, while CTF Stage 3 or 4 reports are not acceptable.

a.2 An acceptable test report shall satisfy the following requirements.

- The test report shall have the required accreditation identification as stipulated by the ILAC/APLAC laboratory accreditation body or as required under the IECEE CB Scheme.
- The test report shall be within any expiry date listed on it. In case of no expiry date listed, no more than five years shall have passed from the date of issuing unless specified otherwise by a regulatory authority.
- The test report shows compliance with the current applicable standard(s).
- The laboratory accreditation scope shall include the applicable testing standard and clauses.
- The information about the laboratory (company name, address, etc.) in the accreditation document matches that on the report.

a.3 Test Reports must include detailed colour photographs. The photographs generally should have

- complete views of the product (external side, top, and bottom);
- nameplate of the product;
- other warning labels on the product or indicator marks;
- close-ups of controls and switches;
- a close-up of the plug (including markings) or a copy of a relevant Certificate of Conformity;
- cord markings or a copy of the safety certificate;
- cord entry of the product;
- the internal layout, including wiring and component locations;
- a close-up of incoming supply cord/cord anchorage/supply terminal block/earth connection; and
- marking on critical components (such as switches, capacitors, transformers, etc.).

a.4 The Test Report must include full technical details and testing results, including but not limited to

- description of the product(s) under test;
- nameplate marking details of the product(s) under test;
- normal operation temperature test conditions and results;
- abnormal test conditions and results;



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 4 of 10

- leakage current and electric strength test results;
- test results for any specific test, particularly relevant to the product under test (as listed in the standard);
- a list of components (including alternates) that were included in the assessment for the report, including details of component markings, electrical ratings, and certification numbers (Australian certification numbers where applicable); and
- test specifications and results for resistance to heat and fire tests (complete list of results for all components tested or claimed as being exempted from testing due to existing certification, temperature applied, flammability results, and any consequential test required).

a.5 Where there is more than one model listed on the test report, there should be supporting documentation (if not present in the test report) to explain the details of the differences between the models listed on the test report and which tests were applied to which models (i.e. base model listed and model variations explaining the differences from that base model listed);

a.6 Critical components need to be tested and provided with test reports or certificates that detail their compliance with the relevant standards or marked with certification body marks.

b. Client Agreement

All clients need to read and abide by this Client Agreement.

For applications made by consultants, the consultants must ensure that the applicants read and abide by this Client Agreement.

c. Instruction Manual

A document with electrical product instructions on installation, operation, safety warnings, etc., in English.

d. Name Plate/Label

Photos or graphic files of representative sample markings.

If the test report lists different marking details from those that will be applied to the final products, make sure to supply details of the final markings, along with an explanation of the differences.

e. Circuit Diagram or Exploded View Drawing

A circuit diagram is a graphical representation of an electrical circuit using parts images or industry-standard symbols.

An exploded-view drawing is a diagram, picture, schematic, or technical drawing of an object that shows the relationship or assembly order of its parts.



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 5 of 10

f. Critical Component Australian Certificates

Clients need to provide compliant evidence for components. Plugs, flexible supply cords, socket-outlets, and appliance connectors in cord sets shall be Australian certified.

g. Consultant Authorization Letter

A letter, signed and dated by the applicant, to the consultant acknowledges that the consultant may act on the applicant's behalf for the electrical product safety certification application. The letter shall also state that the applicant has received a copy of the Client Agreement, has read it, and agrees to abide by it.

h. Test Report Authorization Letter

Test reports submitted that do not belong to the applicant will only be accepted if the Test Report Holder signs a letter declaring that the product(s) of the application are identical to those in the test report. The letter shall describe differences in trade names, model numbers, and markings.

i. Others

Design documentation, including descriptions, critical component listings, and bills of materials, as required by OZ Cert Pty Ltd.

5. Non-Conformities during the Certification Process

If non-conformities are identified during the certification process, they shall be documented and reported to the applicant. OZ Cert Pty Ltd can complete the certification process only after resolving all non-conformities satisfactorily.

An Electrical Product Safety Certificate may be issued where a product is non-conforming with a requirement of the relevant product standard(s), providing that appropriate evidence is provided that the product will comply with the requirements.

6. Marking of Products

Markings shall follow the standard(s) and legislative requirements, which shall include but not be limited to:

- Each product shall be marked with the information as required by the applicable testing standard(s), and
- For REAS (Recognised External Approval Schemes), the authorised mark shall be permanently marked on the certified products in the same format as on the certificate. or
- For RECS (Recognised External Certification Scheme), the Regulatory Compliance Mark (RCM) shall be applied to all in-scope level 1, 2, and 3 electrical equipment offered for sale in



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 6 of 10

Australia and New Zealand by Responsible Suppliers. Requirements for the RCM are given in AS/NZS 4417 and these rules.

7. Modifications to Product

After issuing the Electrical Product Safety Certificates, mass production shall be identical to the representative samples tested and certified. Certificate holders shall notify any modification to the certified product(s) to OZ Cert Pty Ltd in writing by submitting a completed application form or applying online.

Technical modifications that require tests and reviews include, but are not limited to

- electrical specification change;
- constructive change;
- materials change to different specifications;
- critical components change to different ratings; or
- the addition of models with similar specifications but alternative components.

Non-technical modifications that do not require tests or technical reviews include, but are not limited to:

- change or addition of trade name(s);
- addition of models that are identical to certified model(s) except for model number and/or alternative trade name; or
- the addition of Australian certified plugs and cords with the same specifications as those tested and certified.

Certification holders can make modification applications online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

8. Change in Certificate Holder Details

After issuing the electrical product safety certificate, the certificate holder shall notify OZ Cert Pty Ltd within one month of any change to the registered Certificate Holder details, including a change of business name, ABN, ACN, ARBN, business address, or contact details.

The certificate holder can apply online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

9. Transfer of Certificates

A certificate holder can transfer their certification to another business entity, provided the agreement is executed by the certificate holder.



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 7 of 10

The certificate holder can apply online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

10. Renewal of Certificates

The certificate holder shall ensure the certificate remains current while certified products are in the marketplace.

OZ Cert Pty Ltd notifies the certificate holder six months before it expires. The certificate holder may allow the certificate to expire or arrange to have the certification renewed.

The certificate holder can apply online on the OZ Cert Pty Ltd website or submit a completed application form. The completed application form may be mailed to the company address or emailed to info@ozcert.com.au.

Renewal of an existing certificate will follow the same process as for a new Electrical Product Safety Certification application. Products shall comply with the currently applicable safety standard(s).

11. Termination, Reduction, Suspension, or Withdrawal of Certificates

Certificates may be suspended or withdrawn in certain circumstances.

- During or after the certification process, when false information or an incorrect sample has been knowingly supplied by the client, OZ Cert Pty Ltd suspends the certificate.
- When substantiating non-compliance with certification requirements in mass production after certification or when a certificate holder breaches the Client Agreement, OZ Cert Pty Ltd suspends the relevant certificate. or
- A regulatory authority may issue a written request to OZ Cert Pty Ltd to suspend or withdraw certification.

Upon a certificate suspension, the general manager notifies the certificate holder in writing and requests that the certificate holder respond within twenty working days with a solution and apply it within sixty working days, which may include written justifications and/or retesting of products.

The certificate holder shall submit a modification application for the certificate after implementing the solution.

If the certificate holder does not respond or remedy the non-conformity within the given timeframes, OZ Cert Pty Ltd shall withdraw the certificate.

The certificate holder may, at any time, request in writing to withdraw their certificates.



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 8 of 10

OZ Cert Pty Ltd shall acknowledge the certificate holder of the withdrawal of a certificate, notify the relevant authorities of the certificate withdrawal, and update the certificate details accordingly on the certification databases.

Upon withdrawal of a certificate, the certificate holder shall ensure that all copies of the certificate are properly destroyed and that no reference to the certification appears in any public forum, such as advertising, promotions, literature, or on any internet web page.

If a public safety issue arises, OZ Cert Pty Ltd shall contact the relevant regulatory authorities and the ACCC, which manages product safety recalls. The certificate holder may reference the certification in the recall advertisement and provide it to OZ Cert Pty Ltd for review and acceptance before publishing.

To reinstate a certification after suspension, OZ Cert Pty Ltd shall conduct a full review of the intended method or solution for non-conformities, either technical or administrative. The process is the same as a new certification application. Once the products satisfy all certification requirements, OZ Cert Pty Ltd shall update formal certification documents and certification databases.

In the event of a need to reduce or alter the scope of certification, OZ Cert Pty Ltd shall communicate the changes to the client and update the formal certification documents and certification databases.

12. Expiry of Certificates

A certificate is valid for up to 5 years, unless regulators have different requirements under the legislation. During the certification period, a certificate may be withdrawn, suspended, or cancelled in certain circumstances.

OZ Cert Pty Ltd will notify the certificate holder six months before it expires, enabling them to retest and reapply. Certificate holders may allow their certificates to expire.

13. Ongoing Responsibilities

The certificate holder must ensure that the ongoing production of the certified product continues to meet the certification requirements.

The certificate holder shall record all complaints and corrective actions relating to the products' compliance with the relevant standard(s) and make these available to OZ Cert Pty Ltd on request.

The certificate holder shall notify OZ Cert Pty Ltd immediately if the product undergoes any modification that may invalidate its existing certification.

OZ Cert Pty Ltd is responsible for communicating and updating the certificate holders on any news or revised requirements, or obligations.



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: 9 of 10

14. Complaints and Appeals

Clients or interested parties may raise a complaint expressing dissatisfaction with OZ Cert Pty Ltd personnel or services online or in writing directly to info@ozcert.com.au.

OZ Cert Pty Ltd will respond within five working days of receiving the notice.

OZ Cert Pty Ltd investigates the complaint and notifies the complainant in writing of the decision to resolve the complaint.

The complainant may submit a formal written appeal to the general manager if they do not accept the proposed resolution of a certification decision.

Clients or interested parties may raise an appeal expressing dissatisfaction about OZ Cert Pty Ltd.'s certification decisions.

Upon receiving an appeal, the general manager shall create an Appeal and Corrective Action Form, conduct an independent investigation, and, if needed, develop an action plan. For the ones following complaints, the general manager shall conduct independent investigations.

OZ Cert Pty Ltd shall inform the appellants in writing of the outcomes. For appeals following complaints, if the decision remains the same, the general manager shall notify the appellants in writing of the decision, along with further supporting information. In the event of revising the original resolution decision, the general manager shall send the new outcome to the appellant in the same manner.

15. Confidentiality

During the certificate process, all information - including communications, documents, and test reports - is treated as 'commercial in confidence' with the applicant and their authorized representative.

After granting a certificate, OZ Cert Pty Ltd will upload the certificate details to the National Database as required by the ERAC Australian/New Zealand Electrical Equipment Safety System, Equipment Safety Rules Appendix C.

OZ Cert Pty Ltd shall not disclose information gained during the certification process about products or applicants to a third party without the applicant's written consent, except when required by law. Where the law requires information to be disclosed to a third party, OZ Cert Pty Ltd shall inform the applicant in writing of the information provided as permitted by the law.

On request from JAS-ANZ or the regulatory authority, OZ Cert Pty Ltd shall provide information related to issuing the certificate or other data used to verify, trace, or identify electrical products.



Policy Manual

Appendix D – Client Agreement

File No: PM05AD-E
Issue Date: 2026-04-10
Revision: 1.0
Page: **10** of **10**

16. Management of Certification Documents

Certificates remain the property of OZ Cert Pty Ltd, with the consent of the successful applicants to serve as certificate holders. Under no circumstances is the certification or any part of the certification to be reproduced. The conditions for the correct use of other regulatory marks, such as the RCM, are the responsibility of the regulators. Requirements for the RCM are given in AS/NZS 4417 and these rules.

17. Fee Schedule

Refer to the OZ Cert website for the latest Schedule of Fees.

The certification process will only begin after the certification application fee is received.

The application fee covers processing a certification, but it does not guarantee a certificate.

Acceptable payment methods are Cheque, Credit Card, EFT, Alipay, or WeChat Pay.

To: OZ Cert Pty Ltd (ACN.634 873 831, operational address 15/23 Middle Street, Cleveland, QLD 4163)

We, _____ (applicant name and address)

have read and understood OZ Cert Pty Ltd Client Agreement (File No. PM05AD) and agree to abide by it.

Signatory Name:

Signatory Position:

Signature:

Date of Sign: