

## **Products Which Have Failed During ASTA Tests**

The following procedure applies when samples submitted for test have failed to comply with the requirements of the standard.

### **Scope**

All applications for ASTA Certification or Approval for a product.

### **Resubmission Procedure**

1. If tests show a non-compliance (failure) of a product with the standard, ASTA will advise the applicant of the results as soon as is practicable.
2. It is the responsibility of the applicant to investigate the causes of the non-compliance and to provide ASTA with written details of the corrections to be made. The details should describe the changes that are proposed explicitly. They may be provided in the form of drawings, data sheets or modified samples.
3. If required, the test samples and further information on the test methods etc. will be provided on request to ASTA.
4. ASTA will review the proposed corrective actions and raise a re-test order if necessary. The re-test order will identify the test work to verify that the corrective actions have addressed the non-compliances. If applicable, that the changes have not compromised the compliance of the product with the other requirements of the standard. Note that some standards require tests to be performed in a defined order, to condition the samples.
5. The client is advised of the re-test details, sample requirements, the test programme, the lead and test times and the cost of conducting the work.

Note that test work cannot proceed until the samples and payment have been received.

6. Upon receipt of the samples and payment, ASTA will release the testing at the laboratory.
7. If further non-compliances are identified the process returns to point 1 above.
8. If the samples pass all the retests the Certification or Approval documents can be produced.

Further information can be obtained from ASTA Certification Services, at the address below.