



Heat Pump KEYMARK

Heat Pump Scheme Group (HPSG) – Internal Rules

Rev.-No.: 9

Date: 17/03/2021

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Date	Description of modification	Revision number
14-13-2016	Initial version	1
10/03/2017	Editorial change – definition of obligatory members	2
12/09/2017	Modification of guideline approval Scheme ownership has been switched to Scheme rules Modification of the budget voting Secretariat role description is detailed	3
13/09/2018	Steering Committee substitutes Reorganisation of clause 3.7.	4
21/03/2019	Modification of round robin test rules Modification of the HPSG minutes format Addition of possibility for voting via proxy	5
24/09/2019	Extension of the secretariat contract from 3 to 5 years	6
03/09/2020	Addition of peer group organisation and missions Addition of specific rules related to the approval of the calculation tools Review of chapter numbering and title Suppression of the reference to the guideline Addition of fee structure (previous annex J) Clarification of SC members voting rules	7
04/11/2020	Administration fees	8
17/03/2021	Administration fees exemption in case of change of certification body Role of alternates is being added in 2.2, steering committee members list updated in 2.2. Designation of EHPA representative added in 2.2. Role of peer groups added in 2.4	

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1 Heat pump KEYMARK Certification Scheme

The Heat Pump KEYMARK is a voluntary third party product certification scheme for heat pumps. The scheme is developed for the European market in order to offer third party verification of declared performance data and quality assessment of the manufacturing process. The scheme documents give the applicant and involved third parties information about the conditions for granting the certificate and license to use the KEYMARK quality mark.

Together with the support and cooperation of all parties mentioned in these Internal Rules, it is the aim to achieve a European certification for heat pumps that is mutually recognised by all stakeholders in all countries according to the KEYMARK idea: Tested and certified once, accepted everywhere!

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The valid version of the certification scheme including the annexes is published on the Website of the Heat Pump KEYMARK (www.heatpump.keymark.eu). The certification scheme includes necessary information for application, requirements on third party testing, documentation, Factory Production Control (FPC), surveillance of certified products, appeals, complaints, product marking, validity of certificates, and obligations for the certificate holder.

The certification scheme is developed and approved by the Heat Pump Scheme Group (HPSG) and adopted by the CEN Certification Board (CCB).

2 Roles and functions

2.1 Heat Pump Scheme Group (HPSG)

The HPSG is responsible for the development and maintenance of the scheme. The HPSG is the governing body for any changes to the scheme and scheme documents. Decisions made by the HPSG enter into force once they have been adopted by the CEN Certification Board (CCB) unless a later date is specified in the decision.

Only the internal rules and the calculation tools can be modified on the sole decision of the HPSG without approval of CCB.

The chair and vice chair of HPSG may be proposed by any member. The chair shall be a representative of a certificate holder and the vice chair shall represent a certification body.

The assignments are personal and may not be transferred to any other individual without formal vote by the HPSG.

The chair and vice chair will be appointed for a period of 3 years and may be re-elected for further terms.

2.2 Steering Committee


Steering Committee members are members of HPSG elected for three years. Election shall be organised during HPSG meeting.

Elected steering committee members designate who among them will be the chair and the vice-chair of the committee for the three years period.

Testing laboratory peer group (as defined in clause 2.4. of this document) may nominate two candidates, and possibly an alternate candidate, to represent their peer group at the steering committee. The nominated candidates, including the alternate would be proposed to the HPSG as candidate for being the steering committee members.

Certification body peer group (as defined in clause 2.4. of this document) may nominate three candidates, and possibly an alternate candidate, to represent their peer group at the steering committee. The nominated candidates, including the alternate would be proposed to the HPSG as candidate for being the steering committee members.

EHPA board may nominate one candidate, and possibly an alternate candidate, to represent the EHPA at the steering committee. The nominated candidate, including the alternate shall

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be EHPA board members. They will be proposed to the HPSG as candidates for being the steering committee members.

The Steering Committee should meet at least 2 times per year prior to the HPSG meetings
The Steering Committee may be assigned by the HPSG to assess proposals for changes received by the HPSG. The Steering Committee prepares briefing notes based on the assessment for the HPSG.

HP KEYMARK financial report and the budget plan for the coming year are submitted for adoption to the Steering Committee not later than 2 months after reception of the documents. This should include a proposal for the amount of the annual administrative fee per license. HP KEYMARK fee structures are described in section 5 of this document.

The assignments are personal and may not be transferred to any other individual without formal vote by the HPSG. However, exceptionally, a steering committee member can be substituted, in that event, the following rules apply.

Peer group and EHPA representative alternate may substitute a representative of the corresponding group. However, one representative cannot be substituted at a steering committee meeting twice in a row.

Under situation where no alternate exists (certificate holder peer group) a steering committee member can propose a substitute for replacing him/her at a steering committee meeting. In that event, the secretariat and the steering committee chair shall be informed about the details of the substitute. The steering committee chair will determine the acceptability of the proposed substitute. The steering committee member shall be informed by the secretariat about the acceptance of the substitute. A steering committee member cannot be substituted at a steering committee meeting twice in a row.

HP-KEYMARK Scheme Group chair and vice-chair may attend the steering committee meetings. However, their participation is not obligatory but at their own discretion.


Additional activities of Steering Committee include:

- Review of internal rules for HPSG
- Harmonisation of procedures
- Definition of guidelines how to proceed in cases where the available standards and / or the certification scheme are unclear, outdated, limited in scope, inappropriate or not detailed enough
- Improvement and further development of the heat pump KEYMARK certification scheme
- Act as a clearing body in case of complaints, disputes and appeals, related to the certification activities
- In the event of inconsistent treatment in between third party (certification body, inspector or recognised testing laboratory) is reported, the Steering Committee can request peer assessment activities between third parties including round robin testing.

The Steering Committee prepares the proposal that shall be voted by HPSG. The Steering Committee can perform editorial changes in the scheme documents without the approval of the HPSG group.

Steering Committee composition:

- Chair shall be a representative of a certificate holder (manufacturer)
- Vice chair shall be a representative of a certification body

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- Secretariat representative
- EHPA representative, and an alternate
- 4 representatives of certificate holders (manufacturer) as a maximum
- 2 representatives of certification bodies as a maximum, and an alternate
- 2 representatives of recognised testing laboratory as a maximum, and an alternate

2.3 Secretariat

The secretariat is appointed by HPSG for a duration of five years following a call for tender. The appointment can be extended for a maximum of 5 years.

2.3.1 Overview of responsibilities of HP KEYMARK secretariat

The HP KEYMARK secretariat is in charge of the administrative management and marketing of the HP KEYMARK scheme. This task includes:

- Coordination of meetings,
- Management of documents
- Development and maintenance of the HP KEYMARK website
- Development and maintenance of the HP KEYMARK database
- Marketing of the HP KEYMARK Scheme vs. interested parties and the general public
- Liaison with external parties, policy makers or other certification schemes.

The HP KEYMARK secretariat is not expected to provide technical input.

Documents, Website and database are property of the scheme and thus owned by CEN. Ownership is executed by the KEYMARK management organisation (KMO). In case the secretariat changes, all files, databases, source code and passwords and other relevant information to continue operation have to be handed over to the KMO and to the HP SG, represented by its chair.

2.3.2 Task description of the HP KEYMARK secretariat


2.3.2.1 Coordination of meetings

The secretariat is responsible for coordinating all meetings held within the scope of the scheme:

- HPSG meeting,
- Steering committee meeting (SC)
- Dedicated working group meetings (WG)
- Peer groups meetings

The secretariat is in charge of:

- Sending the invitation to all members of a group as well as to guests
- Preparation of an agenda draft in cooperation with the chair, collection of input and distribution of a final agenda (which must include date and place of meeting).
- **The Agenda shall be sent one month prior to the meeting together with all related documents.**
- Collecting confirmation of attendance
- Organising room and catering.
- Preparing and filing an attendance list
- Drafting and circulating the minutes and all related documents either by mail or by link to the file location.

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Minutes shall be circulated not later than one month after the meeting is over.

2.3.2.2 Document management

HP KEYMARK secretariat is in charge of:

- **Collecting** the documents for all meetings from the respective parties
- **Numbering** the documents according to a defined nomenclature
Every document related to HP KEYMARK scheme and meetings shall be numbered in consecutive order
- **Format conversion**
Working documents can be circulated in editable format.
All documents that have finally been agreed upon either by the steering committee or HPSG will be converted into PDF files before circulation and storing them. The secretariat will keep an editable version in a separate folder and make this available upon request.
- **Circulating** the documents to the correct recipients,
All documents are to be circulated to all members of the respective group.
Documents related to the steering committee will be circulated in that committee.
Documents discussed in working and peer groups will be circulated in the respective group.
Documents discussed in the HP SG will be made available to all interested parties.
- **Storing** the documents and make them available at any time to the correct recipient.

After the documents have been finalised the HP KEYMARK secretariat is in charge of:

- Sending the finalised scheme documents to CEN (via the KMO).
- Upon approval by the KMO
 - Informing HPSG members about new approved documents;
 - Updating the website with new documents 2 weeks after approval at the latest,
 - Archiving superseded scheme documents.


2.3.2.3 Handling of input to documents

HP KEYMARK secretariat is in charge of:

- coordinating the input from working and peer group members,
- collecting the comments to draft versions of the scheme documents
- collecting the comments based on the agreed upon template file
- documenting the answers to all comments made in the template
- distributing all documents to the respective recipients.

With regards to scheme document drafts, it is the secretariat's responsibility to finalise these after discussion in the respective groups by:

- Updating the table of changes
- Updating revision number and date
- Reviewing the document and checking format, spelling and (non-technical) consistency

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2.3.3 Member lists

The HP KEYMARK Secretariat shall keep an updated member list for all groups. The list shall contain name, organisation and contact details of all members. The lists shall be public but contact details shall not be displayed.

2.3.4 Website and database

The HP KEYMARK secretariat is in charge of developing and maintaining the European website of HP KEYMARK (www.heatpump.keymark.eu). The website shall be up-to-date with regards to:

- listing licence of holders,
- certificates,
- listing of recognised testing laboratories,
- listing of empowered certification bodies,
- listing of recognised inspectors
- listing the update scheme documents,
- news with respect of recognition and acceptance of the Heat Pump KEYMARK.

HP KEYMARK secretariat is also in charge of maintaining and updating the HP KEYMARK database.

All the cost related to above described operations will be covered by HP KEYMARK secretariat.

2.3.5 Invoicing

HP KEYMARK secretariat is in charge of invoicing certification bodies to collect the fees for the secretariat services as indicated in section 5.

2.3.6 Relation with KMO (KEYMARK Management Organisation)

The HP KEYMARK secretariat is the contact person for the KMO and is in charge of collecting any information from CEN and for distributing them to correct recipients.

HP KEYMARK secretariat is responsible for managing the communication with KMO as necessary.

2.3.7 Marketing and communication

The HP KEYMARK secretariat is in charge of marketing the HP KEYMARK versus industry, national authorities and policy makers.

HP KEYMARK secretariat is in charge of communicating the needed information to any interesting entity willing to join the HP KEYMARK.


HP KEYMARK secretariat shall advise manufacturers and distributors in how to obtain HP KEYMARK license for their products.

2.3.8 Reporting

In January each year HP KEYMARK secretariat shall send to steering committee members:

- A financial report for the previous year
- Assessment of the marketing actions done over the previous year
- Evaluation of the planned vs. executed activities.

In September each year HP KEYMARK secretariat shall send to steering committee members:

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- The preliminary budget and action plan for the coming year.
- Marketing action plan for coming year.

2.4 Peer groups

Peer Groups of HP KEYMARK scheme members are constituted for:

- Certificate holders
- Certification bodies
- Inspectors
- Recognised testing laboratories

On the request of any of their members, these Peer groups may organise meetings in order to discuss matters related to their role in the application of the scheme. In particular, certification bodies, inspectors and recognised testing laboratories peer groups may organise meetings aiming at sharing their understanding of the HP KEYMARK rules and the supporting standards in order to ensure a consistent application of the scheme rules.

The organisation (practical issues) of the meetings is the responsibility of the secretariat. If necessary, discussions are reported to steering committee via their representatives.

3 Participation in the HPSG meetings

The HPSG constitutes of all parties listed under points 3.1 to 3.5.

The number of participants from the mentioned institutions attending the HPSG meetings should not exceed two representatives per individual institution.

3.1 Obligatory members

The HPSG chair and vice chair shall participate at HPSG meetings as well as representatives from the following groups:

- certification bodies who are empowered under the CEN HP- KEYMARK
- recognised testing laboratories and
- inspection bodies/inspectors
- steering committee members


Obligatory members of the HPSG that regularly fail to attend HPSG meetings may be subject to exclusion from the scheme.

3.2 Certificate holders

- All certificate holders have the right to attend all meetings.
- They may send up to 2 representatives

3.3 National industry representatives

National heat pump industry representatives may participate in HPSG meetings if one or more of their members is a certificate holder.

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3.4 Observers and guests

Observers: Any interested party may address the secretariat or the chair of the HPSG directly with a request to attend HPSG-meeting as observer. It is within the power of the chair to approve attendance of observers.

Guests: The HPSG chair may invite experts to give relevant input on issues on the meeting agenda.

Any member can make proposals to the HPSG chair to invite experts for specific items of the agenda of the meetings.

3.5 Secretariat

A representative from the secretariat shall attend every HPSG meeting.

4 Meetings of the HPSG

4.1 General organisation

The HPSG shall meet at least once a year.

4.1.1 Preparation of meetings

HPSG meetings are convened by the HP KEYMARK secretariat on behalf of the HPSG chair.

Meeting documents should preferably be distributed by electronic means.

All members of the HPSG can submit proposals for agenda items.

Input to the draft agenda (proposals for decisions/resolutions or any item to be added) should be sent to HP KEYMARK secretariat at least 3 weeks before the meeting. The final draft agenda shall be circulated at least 2 weeks before the meeting by HP KEYMARK secretariat.

4.1.2 Decision


Changes in the following documents are named decisions:

- HPSG Internal Rules
- Heat Pump KEYMARK scheme rules
- Heat Pump KEYMARK specific certification scheme annexes

All proposals for new decisions shall be prepared in written form. Proposals for decisions can be made simply giving a reference to the revised document with the changes implemented.

All proposals for decisions shall be sent to Heat Pump KEYMARK secretariat at least 3 weeks before the meeting.

Proposed revisions of the CEN heat pump scheme rules shall be finally approved and adopted by CEN Certification Board. Only revision of internal rules does not need final approval by CEN.

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4.1.3 Meeting reporting

Minutes shall be prepared for each meeting. The minutes shall illustrate properly all decisions of the meeting.

The revised scheme document according decisions made over the meeting shall be sent to CEN within two weeks.

The draft minutes of the meeting shall be circulated not later than 4 weeks afterwards, for comments within a month after circulation. If no comments are received, the minutes are approved at the next meeting.

The approved minutes of the meetings will be made available in the restricted area of the website of HP KEYMARK (www.heatpump.keymark.eu).

4.2 Voting and voting rights

4.2.1 General

In all cases where a decision is required, every effort shall be made to reach consensus.

When necessary, a decision may be reached by voting: either by a show of hands during the meeting or by correspondence (within specified time) after the meeting.

4.2.2 Voting preconditions

Voting at meetings is only possible:

- at meetings where more than 50% of the obligatory members are present
- related to items (together with supporting documentation) mentioned on the agenda

When a decision is taken by vote, the following participants have one vote:

- Certificate holders
- Obligatory members

Every member that has a voting right can send a proxy to another member attending the meeting.


All votes (positive, negative and abstentions) shall be counted.
No casting vote for the chair.

Abstentions shall not be counted as a vote for the determination of the majority.

Every participant is considered as a member of one (1) group.

Final decisions are made according the following rules:

- The group is quorate if 50% of the obligatory members of the SG is present or represented by a substitute
- the vote relates to items mentioned on the agenda
- the decision gets a 2/3 majority of all votes

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- **Veto:**
 - Certification bodies and testing laboratories can veto all decisions violating certification rules (EN 17065) or testing procedure (EN 14511 et al) (a 2/3 majority in this group is needed)
 - Industry can veto everything if a 2/3 majority of certificate holders supports the veto.

4.2.3 Remote voting procedure

Between meetings decisions may be taken by written or electronic vote. However, no interim voting procedure may be initiated if the closing date of the vote may fall within less than one month before a scheduled HPSG meeting.

Postal or electronic votes, initiated by the HPSG chair will be conducted and managed by the HP KEYMARK secretariat.

4.3 Consistency in certification decisions and procedures

Per EN ISO/IEC 17065, the certification bodies shall not delegate decisions on granting, maintaining, extending, suspending or withdrawing certification to an external person or body.

Whenever different interpretations of the reference standards and the scheme documents can result in different certification decisions, the empowered certification bodies, together with recognised testing laboratories shall discuss and agree on a common understanding to ensure consistent decisions. This common understanding is mandatory for all empowered certification bodies and recognised testing laboratories.

Decisions made by the certification bodies shall be included in the HPSG decision list, see clause 4.1.3.

4.4 Confidentiality

All parties involved in the HPSG shall maintain confidentiality in regard to the information obtained in the course of conformity assessment procedures unless written consent is given by the applicants and by the empowered certification bodies involved.

5 Financing of the scheme

Empowered certification bodies shall collect an annual fee for each certificate issued. The annual fee includes:


- the license fee to CEN,
- administration fee to the secretariat

The annual fee is due for the calendar year whatever the date of the certification issue.

5.1 Fee structure

Annual **licence fees** for use of KEYMARK belonging to CEN CENELEC:

- Type fee: 300 € per product type and calendar year

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– Subtype fee: 60 € per product subtype and calendar year

Annual **administration fee** to maintain and improve the heat pump KEYMARK scheme

– 160 € per product subtype and calendar year¹

Additional costs apply for testing, inspection and certification.

5.2 Collection/Payment of Fees

The fees are collected by the Heat Pump KEYMARK certification bodies and will be transferred to the secretariat and to CEN management based on invoices.

License fee

The number of valid certificates by certification body has to be reported to KEYMARK Management Organisation once per year at the end of each calendar year.

Only the certificates which are still valid at the date of the report shall be communicated.

Based on this information, KEYMARK Management Organisation will issue an invoice to each certification body. Payment has to be executed within 30 days after receiving the invoice.

Administration fee

By the end of each year, certification bodies shall report to the HP KEYMARK secretariat the number of valid licenses.

Based on this information, the HP KEYMARK secretariat will issue an invoice for the annual administration fees for the following year to each certification body. Payment has to be executed within 30 days after receiving the invoice.

The certification bodies shall report – at the end of each quarter – to the HP KEYMARK secretariat the number of certificates that have been added since the last reporting.


Based on this information, the HP KEYMARK secretariat will issue an invoice for the annual administration fees for the current year to each certification body for the administrative fees of the newly issued certificates.

In case a certificate holder changes his certification body after the annual administration fee is paid for the current year, the certificate(s) subject to the switch and issued by the new certification body will not be invoiced by the HP KEYMARK secretariat on a quarterly basis for that year.

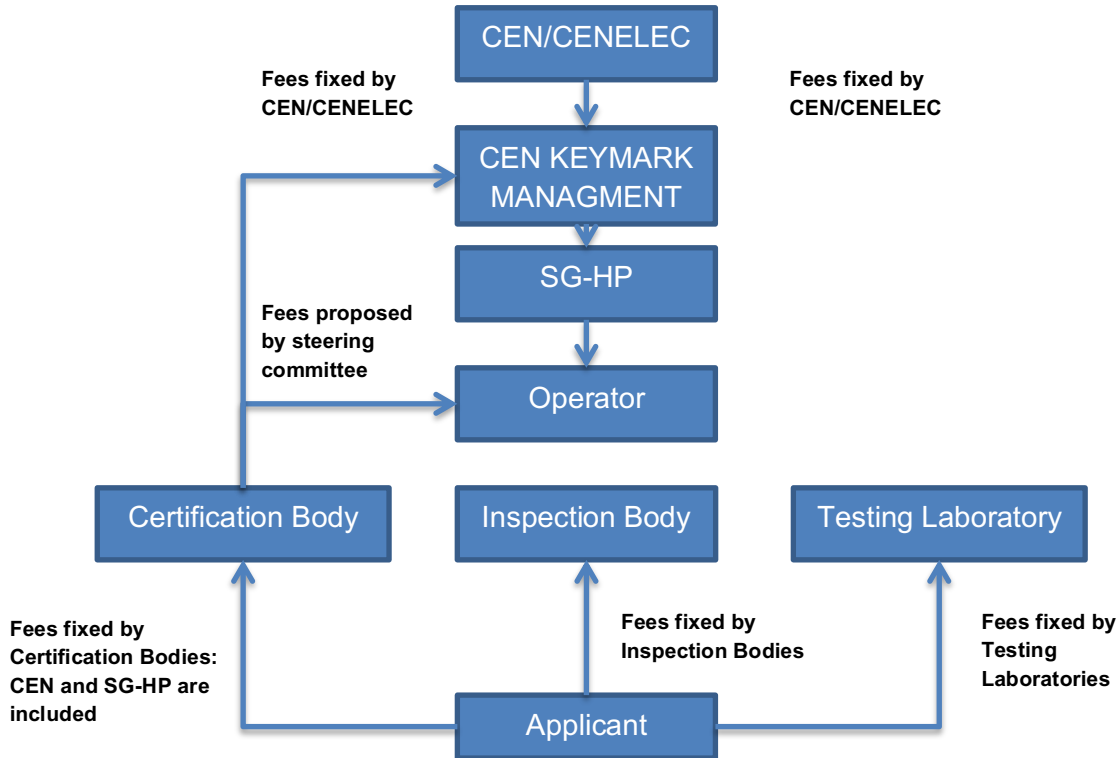
Other fees

To be determined by the affected parties.

¹ The difference between the administration fee indicated in the Internal Rules and Annex G_V3 shall be considered as a temporary discrepancy. The document will be updated according to the Internal Rules by March 2021.

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5.3 Organigram of Fee Structure



6 Development and management of calculation tools

The SCOP/SEER calculation tools to be used by the certification bodies are developed by the Testing Laboratories peer group.

All calculation tools, such as SCOP or SEER Excel files, are only intended to support the HP KEYMARK scheme. The relevant mathematics is exclusively provided by the referred standards.”


When a calculation tool is revised or a new calculation tool is developed on the request of the HPSG, it shall be submitted to the HPSG members for technical validation (comments/corrections) for a duration of 2 months.

Once the tool corrected accordingly, it shall be approved by the HPSG and then implemented into the scheme documents by the steering committee and secretariat.

The successive versions of a calculation tool (if modifications are made) shall be identified with a version number and an application date.

The Testing Laboratories peer group, in agreement with the steering committee members, can ask for a new version of calculation tool without validation by the HPSG if only editorial changes are requested.

The calculation tools are the property of HP KEYMARK and thus are not to be approved by CEN.

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Annex A Organization of Heat pump KEYMARK Certification for Heat Pumps

