

CAI Guidelines on Process for Product Testing

CAI Aerial Benchmarking

The following document details the process and actions required to achieve the CAI Aerial Benchmark.

1. Product submission enquiry received by the CAI.
2. CAI Administration will then issue:
 - Document entitled 'Procedure and Benchmark Manual'.
 - Covering letter explaining the need for completion of 'Aerial Benchmark Product Submission Form' (Appendix A, Page 18 of the Manual)
 - A contract between the submitting manufacturer/distributor and the CAI. (CAI AERIAL BENCHMARK AGREEMENT)
3. Company forwards product with submission form directly to the National Physical Laboratory (NPL) for testing or, alternatively, another UKAS accredited test house approved by the CAI/DTG under the Aerial Benchmarking Scheme. Note: Items to be submitted to the test house are listed on the submission form under 'checklist'. Please note documents are to be submitted in either hard copy or PDF and in English only.

Contact details for NPL are as follows:

Technical Enquiries:

Mr David Knight
Tel: 020 8943 6860
Email: david.knight@npl.co.uk
Website: www.npl.co.uk

Administration contact:

Mr Tahir Maqba
Email: tahir.maqba@npl.co.uk

G1-A6
National Physical Laboratory
Hampton Road
TEDDINGTON
Middlesex
TW11 OLW

When submitting products to NPL, always quote service number EF1000. Also please label the consignment with the NPL job reference to aid identification.

4. On successful pass of the product, NPL (or other approved test house – see Para 3 above) will then issue the submitting company with the following documentation:
- 'Certification of Calibration' (entitled NPL Test Report).
 - 'CAI Benchmark Certification Form'.
 - Calibration data/report/status information.

Confidentiality - *It should be noted at this stage that due to the confidentiality of the product and information supplied to NPL (or other approved test house – see Para 3 above), the CAI would not be aware of any product that has achieved a Certificate of Calibration. It is, therefore, for the submitting company to contact the CAI in order to obtain CAI Benchmark Certification in the first instance.*

5. For CAI Certification, the company then forwards the completed 'CAI Benchmark Certification Form' to the CAI. **NOTE: This must include the following:-**
- **Photocopy of 'Certificate of Calibration' (entitled NPL Test Report – page 1 only required).**
 - **A photocopy of all test result data from NPL (located in the NPL test report).**
 - **A copy of the dimension drawing.**
 - **Assembly instructions.**
 - **A copy of the picture showing the cable route from NPL as recorded at the time of the test. (Located in the NPL test report).**
 - **Order No for invoicing.**
 - **Confirmation of whether the company is ISO Registered. If YES, please include a photocopy of the current certificate confirming the scope (which must include manufacture). If you have any queries on ISO Registration applicable to the CAI Aerial Benchmarking Scheme, please refer to the CAI office.**
 - **Applicable certification fee (£150 + VAT for CAI Members or £350 + VAT for non-Members). Cheques to made payable to CAI Ltd.**
 - **A signed copy of the CAI AERIAL BENCHMARK AGREEMENT.**

Note1: For CAI Certification, the items identified above must be submitted to the CAI within 6 months of the 'Certification of Calibration' issue date. In the case of product sold on and marketed under a different model name, code or reference – please see paragraph 11 overleaf.

Note2: Please note where NPL have performed modifications to the submitted product to gain a pass then the dimension drawings and assembly instructions which show the cable routing must have been amended and re-issued to NPL for verification. For traceability and conformity aerals which have performed this change need the version number on the product submission form identifying correctly.

Note 3: If the CAI is made aware of any allegation that the Benchmarked Aerial infringes the intellectual property rights of a third party then the CAI may withdraw or suspend the Benchmark certificate, and notify this to members and non members in the industry pending a legal decision.

6. CAI issues a confirmation letter of Certification plus the following:-
- A 'CAI Aerial Benchmarking' Certificate stating Certificate Number and the applicable renewal date. (**Note:** For ISO registered companies, the CAI Certificate is valid for 18 months from the date of issue of the Certificate of Calibration. For non-ISO registered companies, the CAI Certificate is valid for 12 months from the date of issue of the Certificate of Calibration).
 - Receipt for the certification fee.
 - By email, the CAI Aerial Benchmark Logo for the applicable Standard.
 - A counter signed copy of the CAI AERIAL BENCHMARK AGREEMENT.
7. Companies and product gaining CAI Benchmark Certification will be added to a pass list and published in Feedback and on the CAI website etc.
8. **Audit Process** – The CAI Inspectorate will acquire random samples from either the manufacturer or a distributor/retailer during the course of the normal CAI inspection process. Part of the auditing procedure will be to validate the assembly instructions included in the box showing clearly the method of cable routing which will follow the procedure outlined and documented in the submission to the test house. In addition, the box and/or the instructions leaflet should clearly show:-
- CAI Benchmark Logo for the correct specific standard that the aerial has passed.
 - Product Model Number.
 - CAI Benchmark Certification Number or Alternative Reference Certification Number.

Discrepancies identified from the dimension drawings comparison or assembly instructions and any modifications to electrical properties etc will result in an investigation with the relevant manufacturer. If this investigation does not resolve the problem, a retest will be carried out at the manufacturer's cost. Should the product fail, a period of 45 days will be allowed in which the manufacturer may re-submit the product for testing. During this period, the manufacturer must satisfy the test house, and therefore the CAI, that the problems have been overcome. In cases where the product fails to satisfy the test house, then the product will be immediately removed from the CAI pass list, website etc and the CAI membership will be advised accordingly (The audit process is further expanded in item 3 of the CAI/DTG Procedure and Benchmark Manual).

9. **Certificate Renewal** - The CAI office will contact companies on the pass list approximately 1-2 months prior to the Certificate expiry date for renewal*. The Certificate renewal fee is £150 + VAT for CAI Members and £350 + VAT for non-Members. A grace period of 4 weeks following the expiry date will be allowed in which the manufacturer will have the opportunity to get the product re-certified by the CAI. If this is not completed within the grace period, then the product will be removed from the CAI pass list with immediate effect and the CAI membership will be advised accordingly. In addition, all relevant products manufactured after this date MUST NOT carry the CAI Aerial Benchmark Logo or in any way infer that the product is CAI Benchmarked.

* **Note:** No retest is necessary at this stage provided that the specification of the product has not changed, however, once the product has been certified 3 times, then a retest will automatically be required. Companies will, however, be required to provide a valid renewal.

10. Identification for CAI Aerial Benchmarked Products

10.1 Products that have passed the CAI Aerial Benchmark and are being marketed as benchmarked products must have packaging that clearly displays the CAI Aerial Benchmark Logo with the correct standard. In addition to the logo being displayed, the manufacturer's packaging must also show the relevant product Model Number and the CAI Aerial Benchmark Certificate number. In reference to all marketing and technical information published by the manufacturer where any CAI reference is given and or the CAI Benchmark Logo and the approved product Pink Tick (licensed by Digital UK) is used, any technical data must comply and represent the test results from NPL. It should be noted that the CAI audits publications and advertising, or any failure to comply providing the correct technical data may result in the product being removed from the Benchmark scheme and/or any advertising or a correction to any incorrect information in advertising.

10.2 Where a Benchmark Product is displayed with the CAI logo then ALL contents of the packaging or kit where another relevant CAI benchmark is applicable MUST be accredited to the salient CAI Benchmark standard, for example, if a Benchmarked Aerial is sold as part of a kit and cable is also included then the cable MUST also conform to one of the CAI Cable standards and be appropriately identified and marketed in accordance with the relevant Benchmark Scheme.

11. Certification for Alternative Reference Marking - The CAI is aware that certain manufacturers have product for the market that is sold on to be marketed under a different model name and with an alternative model numbering, code or reference.

Although sometimes packaged in a completely different manner for retail or distribution purposes, **the product is identical in every respect to the model submitted for the original benchmark test by the manufacturer.**

To allow for alternative reference marking:-

- The aerial must be issued with an additional certificate by the CAI clearly showing the alternative mark carried by the alternative packaging, instructions or retail listing.
- The assembly instructions must follow the same principle as the original instructions submitted with the original aerial to the test house. The cable routing, for example, should be the same, and must not differ in any way. **If this is not the case, then a full submission of the product to the test house will be required.**

The following additional application process is therefore required if the distributor/retailer of the product has agreed with the manufacturer that it would want the product to carry the CAI Benchmark appropriate for that product.

The expiry date on the certificate for the additional product will be the same as the original product's expiry date.

The CAI will require the following:-

- Completion of the **CAI Alternative Reference Certification Form** (see attached) detailing the original product details etc.
- A copy of the assembly instructions if they differ from the original.
- An order number for invoicing.
- Applicable certification fee – Cheques to be made payable to CAI Ltd.

CAI Member fee	£125 plus VAT*
Non CAI Member fee	£250 plus VAT*

* If certification for an alternative reference does not coincide with the certification of the original product, then the certificate fee will be charged on a pro rata basis to the expiry date of the latter.

12. Amendment to Benchmarking Specifications

The CAI reserves the right to amend or add to the CAI Aerial Benchmark Specifications should circumstance require. This will be done in consultation with all applicants on the CAI Aerial Benchmark List at that point in time but the CAI's decision will be final. All applicants will be informed in writing of the change and given a time period, of no more than 120 days, in which to introduce the changes. A shorter notice period will, of course, be necessary if the change is required for safety reasons or by law. Failure to introduce changes within the time period and/or in a satisfactory manner may lead to the withdrawal of the CAI Benchmark and further lead to the exercising of procedures detailed in the contracts for failed aerals.

The CAI reserves the right to amend these Guidelines at any time without the need for consultation with applicants on the CAI Aerial Benchmark List or those applying for benchmark approval and such amendments will be within the CAI's sole discretion. Once amendments have been made, all applicants on the CAI Aerial Benchmark List will be notified of the new Guidelines and supplied with a copy as will the Test House which will be instructed to supply the new Guidelines to all new applicants. The same applies to the amendment of the contracts between the parties to the process.

CAI ALTERNATIVE REFERENCE CERTIFICATION FORM

Your company details:			
Contact name:			
Tel No:		Fax No:	
E-mail:			
VAT No:		CAI Benchmark Certification Order No:	
CAI Member: (please tick)		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Original Aerial Model No.		Alternative Reference No.	
Name of company retailing/distributing product:			
Alternative product name (if different from original):			
Any relevant package changes:			
CHECK LIST FOR CAI SUBMISSION (Please include)			
Order No to CAI & appropriate payment		Assembly Instructions (if they differ from the original)	