**INTERNATIONAL ELECTROTECHNICAL COMMISSION SYSTEM FOR CERTIFICATION TO STANDARDS RELATING TO EQUIPMENT FOR USE IN EXPLOSIVE ATMOSPHERES (IECEx System)**

**TITLE: Survey / Questionnaire Results from ExCBs involved in the IECEx Mark Licensing Scheme**

**Circulation to: Members of the IECEx Marks Committee, ExMarkCo**

##### **Introduction**

Background

This document is a report of responses to the IECEx survey ExMarkCo/44B/Q, issued to get feedback from ExCBs and manufacturers participating in the IECEx 04 Mark Licensing Scheme.

This survey was conducted at the suggestion from ExMarkCo and endorsed by the IECEx Management Committee at the 2016 ExMC Umhlanga meeting.

This Version 2 survey summary report that replaces ExMarkCo/45/R (and includes five additional manufacturer responses) is submitted to Members of the IECEx Management Committee (ExMC), and ExMarkCo.

This report will also be presented at the next meeting of ExMarkCo scheduled for May 2017 in the UK.

The Survey

The survey form and process were prepared by ExMarkCo. The survey consisted of 2 Parts:

**Part 1:** to be completed by the ExCB

**Part 2:**  to be completed by the manufacturers and the past to the ExCB (ExCBs to send to their customers and have it returned to the ExCB)

The survey form was circulated to 16 ExCBs Members who then distributed Part 2 to Manufacturers. We wish to thank those who have taken the time and effort to respond to this survey.

The survey was conducted from the period of February 17, closing on April 07, 2017. Due to the low number of responses, a reminder email was send on April 04 by the IECEx Executive Secretary.

Summary of Responses

Response Rate ExCBs **44% - 7 total**

Response from Manufactures **18 total**

Although the response rate is less than anticipated, the results still reflect a good cross section of ExCBs involved in the IECEx Mark Licensing Scheme.

The following provides a consolidated summary of all responses to the key questions from the survey, concerning demand for an IECEx Mark Licensing Scheme.

**Part 1: Survey Results on IECEx Conformity Mark Licenses**

**Results:**

1. In your view do you believe that manufacturers see benefits in using the IECEx Conformity Mark?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *0 votes* |  | NO *7 votes* |

*Comments:*

* *I don’t think they see any benefit of the Conformity Mark over the IECEx logo.*
* *We have seen very few requests for the license and there has not been much demand for it.*
* *Manufacturer consider that certificate number on the product is sufficient for product acceptance.*

1. Do you believe that end users and regulators recognise or see value in the IECEx Conformity Mark?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *0 votes* |  | NO *7 votes* |

*Comments:*

* *No added value, even not known by most of the regulators.*
* *It is our experience that the end users and regulators are looking for the certificate number on the label not for the IECEx Conformity Mark.*
* *I don’t believe they see that it enhances certification or adds value to their marketing.*

1. As an IECEx Mark License issuing ExCB, do you promote the existence or availability of the IECEx Mark? If so how?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *5 votes* |  | NO *2 votes* |

*Comments:*

* *We have a link to the IECEx website, but not anything beyond that.*
* *On our website.*
* *Included during initial certification discussions and conduct of initial audits. In the future, XXX could attach an IECEx Mark Application form.*
* *IECEx-Mark is included in our quotations.*

1. Do you believe that IEC and IECEx needs to promote the IECEx Conformity Mark more? If so what would you suggest?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *2 votes* |  | NO *5 votes* |

*Comments:*

* *Yes, if it is to be retained as a scheme.*
* *See our comment in item 2.*

1. Do you believe that IEC and IECEx should continue operating the IECEx Mark Licensing system?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *1 vote* |  | NO *6 votes* |

*Comments:*

* *It would be a shame to kill a system that has been developed and exist at an international level. It would be better to improve it to better match with market need.*
* *If the mark is maintained, then it should be under a working group under ExMC.*
* *Tough question. Yes, if it attains wider recognition and acceptance as an enhancement to certification.*

1. If Yes to Q5 is the current IECEx Mark License System serving the needs of your clients? If not please suggest changes

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *0 votes* |  | NO *1 vote* |

*Comments:*

* *For the IECEx Mark to add value to equipment manufacturers, their market customers would need to be educated to recognise and value the Mark.*
* *Maybe the Mark should be improved to* ***match with market and/or regulators need*** *that is not covered yet by the IECEx system. First need that can be identified is that IECEx system does not have way to* ***promote products that complies with most recent editions of standards*** *and give added value to the manufacturer that permanently update their certificates. It is more and more requested by the market and local regulation to have product compliant with current standards (ATEX for example).*

*The Mark could be modified as follows:*

the mark is authorized only for products for which the certificate shows compliance with N or N-1 edition of the standard. It means that the mark would be automatically granted for new certificate (for manufacturer in the Mark System)

Second need that can be identified is to made the Mark more accessible and easy to manage for manufacturers.

The Mark could be modified as follows:

* + The mark should be linked to CB in charge of QAR rather than Certificate. This is important point for manufacturer to avoid different mark if different CBs are involved in product certification.
  + Then during quality assessment, the CB will review the list of certificates and associated reference standards.

1. Any other comments or suggestions:

* *We would propose to change the process from issuing CD’s to electronic transfer logo information.*
* *Simplify the design of the mark, e.g.) color choices, size, etc…*
* *As an ExMARK ExCB since around 2009, we have only ever licensed one client. This was cancelled when the business was sold, the new owner retained some staff and the IP. They then obtained their own certificates for the products but did not make use of the Mark certification.*
* *Most replies I received from the manufacturers to which I emailed Section 2, responded as having an ExMark licence. After discussion, they then resubmitted section 2 as not having a licence. Even though I included a link to the IECEx website, specifically to the ExMARK, they were confused between having a certificate, using the logo and the Mark.*

**Part 1 - Questions**

1. In your view do you believe that manufacturers see benefits in using the IECEx Conformity Mark?
2. Do you believe that end users and regulators recognise or see value in the IECEx Conformity Mark?
3. As an IECEx Mark License issuing ExCB, do you promote the existence or availability of the IECEx Mark? If so how?
4. Do you believe that IEC and IECEx needs to promote the IECEx Conformity Mark more? If so what would you suggest?
5. Do you believe that IEC and IECEx should continue operating the IECEx Mark Licensing system?
6. If Yes to Q5 is the current IECEx Mark License System serving the needs of your clients? If not please suggest changes
7. Any other comments or suggestions:

**Part 2: Survey Results on IECEx Conformity Mark Licenses – to Manufacturers**

**Results: Summary of results are summarised in Appendix A and Appendix B charts.**

1. **Does your Organisation hold an IECEx License(s) to use the IECEx Conformity Mark? If No go to 4.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *7 votes* |  | NO *11 votes* |

*Comments: None*

1. **How are you using the IECEx Conformity Mark? (Please check all that apply)**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
|  | Product Label |  | Packaging |

*5 votes 2 votes*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Product Data Sheets/Marketing Material |  | Website *4 votes* |

*5 votes*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Trade Journals |  | Advertising |

*1 vote 3 votes*

*Refer to pie chart for summary of results – Appendix B*

1. **Do you see a benefit in the IECEx Conformity Mark?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *6 votes* |  | NO *3 votes* |

3a Do you see Marketing benefits?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *3 votes* |  | NO *7 votes* |

3b Do you see a competitive advantage?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *5 votes* |  | NO *4 votes* |

3c Do your customers see value in the IECEx Conformity Mark?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *3 votes* |  | NO *3 votes* |

*Comment: We don’t know.*

3d Do regulators see value in the IECEx Conformity Mark?

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *3 votes* |  | NO *2 votes* |

*Please elaborate on any other benefits and proceed to Question 6:*

*We don’t understand the question.*

1. **If the answer to 1. Is No, does your organisation intend to apply for an IECEx Mark License? If no please state why?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *2 votes* |  | NO *9 votes* |

*Comments:*

* *Why pay for something that is not widely recognised.*
* *Not aware of any additional benefits of having an IECEx Mark License.*
* *Not at this stage*
* *This has not been evaluated as a need, from a customer perspective.*
* *Not under consideration at this time.*
* *\*IECEx is not a global mark and therefore not universally accepted/recognised. We stick with ATEX (Ex)*
* *\*Some of our IECEx product-certificates are issued by the body that is not allowed to approve the use of the logo.*
* *We haven’t seen much actual benefits of the IECEx Conformity Mark itself, because it is not very well known, among our customers.*

1. **Have you considered using the IECEx Conformity Mark? If not why?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *3 votes* |  | NO *11 votes* |

*Comments:*

* We didn’t know it.
* *No, we have seen no reason to consider this to this point in time.*
* *We don’t know.*
* *As per Q 4, (not aware of any additional benefits of having an IECEx Mark License)*
* *This has not been evaluated as a need, from a customer perspective.*
* *We don’t have a true understanding of the benefits are versus just displaying the logo.*
* *See answer 4\**
* *See answer 4\**
* No added value.
* End users are not aware IECEx mark is separate licensed certification mark. Other certification systems are combined product certificate and certificate mark. For other systems certificate mark has to be on product to show that the product has been certified according to the certification system.

1. **What do you believe would make the IECEx Conformity Mark more attractive?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *4 votes* |  | NO *4 votes* |

*Comments:*

* *The IECEx Conformity Mark will become more attractive if IECEx certificates are more and more accepted by the International market.*
* *Currently the Mark is well known in the industry and easily identifiable.*
* *We don’t know.*
* *To be better recognised by local regulations.*
* *I do not have marketing experience to comment on this but I have not seen any awareness of this mark or application thereof.*
* *I don’t think whether it is attractive or not is relevant. It needs worldwide recognised symbol for hazardous location products. If you want to jazz up logo something that shows its worldwide would be in my opinion more appropriate.*
* *Broader acceptance and knowledge in the industry about IECEx. So from our experience is that IECEx is not widely accepted and local approvals are still required in many jurisdictions.*
* *Having IECEx does not sway clients to our products when there is still also ATEX approvals etc, in Europe that are accepted without IECEX Certification.*
* *Better promotion/marketing of what it is and how it is of benefit.*
* *Not having to run parallel Ex-certification schemes for Europe, North America, Japan and ANZ*
* *Cannot answer yes or no to the question.*
* *If added value can be specified.*

1. **Would your organisation see any Marketing benefits in using the IECEx Conformity Mark? If so how?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *9 votes* |  | NO *9 votes* |

*Comments:*

* *The IECEx conformity is a good basis for further approvals (like ATEX, INMERO, Nepsi….)*
* *Majority of our customers demand the mark before they do business with us.*
* *We have not used enough to see real benefits.*
* *Only to give better legibility on the product marking comparing with ATEX.*
* *Most of our Australian customers, which are majority of our customers for these products are aware through our certificates without need for an additional IECEx Mark on our paperwork.*
* *I believe that if we have IECEx prod certificate, we should be able to display the IECEx Mark without cost.*
* *The best way should be use the Mark on any documents related to an IECEx certified product or a qualified manufacturer.*
* *Maybe if our customers would be asking for IECEx specifically – so far that has not happened.*
* *The use of the logo might cause confusion as all our IECEx certified products would not be marketed with this logo.*

1. **Do you believe that IEC and IECEx needs to promote the IECEx Conformity Mark more? If so what would you suggest?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES *6 votes* |  | NO *4 votes* |

*Comments:*

* *Unlike ATEX, except for Australia and NZ, there is no directly binding regulation for IECEx Conformity.*
* *I feel it is pretty universally known in most of the areas we deal in.*
* *Not my area of expertise.*
* *Difficult to reply as we need to improve the use of the Mark.*
* *Conformity Mark should be the IECEx logo for all the IECEx Cert products (without license number)*
* *People should know more about the IECEx Conformity Mark. Currently people are not very familiar with this mark.*
* *IECEx cert and recognised organisation (EXCBs) have to be even better recognised by local regulation/authorities, especially to avoid multiple audits that are expensive and with no added value.*
* *In the USA, as however hard we try, it’s still not widely accepted as appropriate certification by most of our potential customers.*
* *IECEx needs to promote its mark so people actually know what it is, and displaying it on a certified products is one avenue of raising awareness, but not at additional cost to manufacture.*
* *The promotion will not help focus on unifying the Ex-standardization.*
* *It is a bit difficult to say yes or no, but perhaps it could be more visible in all related exhibitions, etc, where are gathered professionals.*
* *Or should be… End users are not aware of IECEx mark is separate licensed mark. Other certification systems are combined product certificate and certificate mark. For other* systems certificate mark has to be on product to show that the product has been certified according to the certification system.

1. **Any other comments or suggestions:**

* *Harmonisation of the ExCBs practices is essential to ensure a loyal competition. Too many differences of applications are observed between CB’s. Improvement of the IECEx scheme on this point will be very helpful.*
* *As the conformity mark does not promote something better than the certificate it does not have technical interest. The use is only to highlighted the IECEx Certification on the product label.*
* *Our main market in Europe where the mandatory certificates are according to the ATEX-directive. IECEx is an addition to ATEX, not an alternative.*

**Part 2 – Questions**

1. Does your Organisation hold an IECEx License(s) to use the IECEx Conformity Mark? If No go to 4.
2. *How are you using the IECEx Conformity Mark? (Please check all that apply) refer to Pie Chart Appendix B*
3. Do you see a benefit in the IECEx Conformity Mark?

3a. Do you see Marketing benefits?

3b. Do you see a competitive advantage?

3c. Do your customers see value in the IECEx Conformity Mark?

3d. Do regulators see value in the IECEx Conformity Mark?

1. If the answer to 1. Is No, does your organisation intend to apply for an IECEx Mark License? If no please state why?
2. Have you considered using the IECEx Conformity Mark? If not why?
3. What do you believe would make the IECEx Conformity Mark more attractive?
4. Would your organisation see any Marketing benefits in using the IECEx Conformity Mark? If so how?
5. Do you believe that IEC and IECEx needs to promote the IECEx Conformity Mark more? If so what would you suggest?
6. Any other comments or suggestions:

**Details of ExCB and Names of Manufacturer/Organisation:**

|  |  |
| --- | --- |
| ***Details of the ExCB issuing this form*** | **Responses from Manufacturer/Organisation** |
| *Laboratoire Central des Industries Electriques (LCIE) - France* | 5 total Responses   * Appleton Group – ATX * Fontek Industries BV * Minco SAS * 2 not provided |
| *ExVA Ltd (BKI) - Hungary* | 1 Response   * Nivelco Process Control |
| UL LLC – USA | 1 Response   * Not provided |
| Simtars Australia | 5 Responses   * 3M Australia * APC Technology * Ausproof Pty Ltd * JATCO Australia * Thermal Electric |
| TestSafe Australia | 1 Response   * Kinyun Australia |
| PTB – Physikalisch-Technische Bundesanstalt  Germany | No Response |
| VTT Expert Services Oy  Finland | 5 Responses   * Enevo Oy * Ensto Finland Oy * Tarmo Rintala//Atexor Oy * SKS Group Oy * ABB Oy |