



TÜVRheinland®

DIN CERTCO

Precisely Right.



Certification Scheme

**Quality assurance in transport and
storage logistic for wood pellets**

according to

E DIN EN ISO 20023

In consideration of

DIN EN ISO 17225-2

(Edition: March 2017)

Foreword

DIN CERTCO was founded in 1972 by DIN the German Institute of Standardization e.g. for the awarding of DIN marks and offers the certification of products and persons, services and enterprises on the basis of the DIN Standards and similar specifications.

In order to prove our impartiality, independency and competence, we are voluntary accredited according to DIN EN ISO/IEC 17065. For the satisfaction and trust of our clients and their data, we maintain furthermore a certified

- Quality Management System according to DIN EN ISO 9001
- Environmental Management System according to DIN ISO 14001
- Information Security Management System according to DIN ISO/IEC 27001
- Occupational Health and Safety Management System according to OHSAS 18001

Companies which have been certified in accordance to this certification scheme carrying out professional provision of wood pellets (usually quality *DINplus*) for enduser.

In order to be able to carry out work professionally as a pellet logistic specialist company, the following is required:

- a professional company organisation (labour utilisation, scheduling)
- trained delivery staff
- the required technical equipment (transport vehicles with equipment)
- if applicable, storage areas with the corresponding quality assurance measures.

In conjunction with the General Terms and Conditions of DIN CERTCO, this certification scheme forms the basis for specialized pellet logistic companies to show their competence with the quality mark "*DINplus*". In this way they document that their service fulfil all applicable requirements of the E DIN EN ISO 20023 and that in many cases are superior to same.

The quality mark "*DINplus*" creates consumer confidence, in that an independent, neutral and competent body has carefully examined and assessed the product on the basis of the test criteria. Third-party monitoring, further ensures that the quality of the product is maintained. In this way, the customer receives an added value, which he can take into consideration in deciding on his purchase.

Companies shall receive the quality mark "*DINplus*" on meeting the requirements listed under section 3 according to the procedure described in this certification scheme.

All certificate holders can be viewed on the daily up-dated homepage of DIN CERTCO (www.dincertco.de).

Start of validity

This certification scheme comes into effect on 2017-03-01. All *DINplus* certified companies must show compliance with the certification requirements by 2018-03-01.

Amendments

This certification scheme differs from the certification scheme "Woodpellets – Quality assurance in the field of logistics of transport and storage" (January 2012) as follows:

- a) *DINplus* mark replace the mark DIN-GEPRÜFTER Fachbetrieb
- b) Change of the name of the certification scheme
- c) Requirements for inspection report forms have been concretize

- d) Requirements for complaint management for certified company have been specified
- e) Surveillance interval defined on 2 years
- f) Cleaning of delivery trucks defined.

Previous Editions

Certification scheme "DIN-Geprüfter Fachbetrieb - Pelletlogistik" (January 2012)

Remark

The German version of this certification scheme shall be taken as authoritative. No guarantee can be given to the English translation.

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1 Scope

This certification scheme is applicable to traders according to E DIN EN ISO 20023 and contains, in conjunction with the basic documents mentioned below, all of the requirements for awarding the quality mark "DIN*plus*".

The certification scheme presented here states the requirements for the product itself as well as for the control, monitoring and certification of same.

2 Test and Certification Specifications

The following referenced documents form the basis for testing and certification. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

E DIN EN ISO 20023 Solid biofuels — Safety of solid biofuel pellets — Safe handling and storage of wood pellets in residential and other small-scale applications

In consideration of

DIN EN ISO 17225-2 Solid biofuels — Fuel specifications and classes — Part 2: Graded wood pellets

- This certification scheme
- The General Terms and Conditions of DIN CERTCO
- The respective schedule of fees of DIN CERTCO

3 Requirements

3.1 General Requirements

Participants on the certification procedure have to proof their expertise and skills as well as the availability of the required technical equipment in the frame of an on-site inspection. The surveillance procedure ensures that the conformity with the defined requirements is given in the long term.

3.1.1 Documentation for deliveries of wood pellets

In all relevant documents from order form till delivery note and invoice, the fuel must be identified (producer, quality, etc.). The company has to proof that only certified wood pellets have been marked with the quality mark DIN*plus*.

3.1.2 Purity

DIN*plus* certified wood pellets must be stored and transported separate from non-certified pellets and other materials. It is not permissible to mix pellets with different diameters. Transport vehicles must be emptied of other loaded materials. Auxiliary apparatus (e.g. tarpaulins) must not be contaminated.

3.1.3 Protection from damp and wet

Wood pellets must be stored and transported dry. This must be also assured even if pellets reloaded between two delivery vehicles.

3.2 Requirements for interim storage (for pellets in bulk)

3.2.1 Product incoming

If pellets handled on handling surfaces contaminations and absorbing of water (because of snow or rain for example) must be eliminated. The quality of the products must be documented.

3.2.2 Storage

Wood pellets must be stored in halls closed on all sides, with clean layer flooring such as concrete or asphalt. They may also be stored dry in closed silos.

The applicable provisions prescribed by law must be considered.

Wood pellets must always be protected from wet. This includes in particular direct effects from rain, snow and damp walls or condensation. The conservation of the product conditions (delivered condition) must be assured.

Handling surfaces and storage areas must be kept free of contamination, such as soil or sand. Silos and conveying equipment must be cleaned or emptied before filling with wood pellets if they have previously been used to convey or store other materials.

In regard to the size of the storage and kind of the sieving a regular cleaning must be established. This serves to reduce the aggregation of fines.

3.2.3 Loading transport vehicles

When loading the transport vehicle for deliveries to end user, the fine particles have to be removed prior. After the removal process, the percentage of fine particles may not exceed 1 %.

If the transport vehicle is not exclusively used for the transport of certified pellets, the transport vehicle must be cleaned prior loading and a checklist with following content needs to be filled in:

- Drivers name
- Date
- License plate of the transport vehicle
- Kind of prior carriage
- Kind of cleaning
- Confirmation that the transport vehicle is clean and dry prior loading

3.3 General requirements for transport vehicles for delivery to end-user

3.3.1 Protection from wet

Transport vehicles must be designed so that wood pellets are protected from wet during the entire transport process and when loading and unloading the vehicle.

3.3.2 Mechanical stress to the wood pellets caused by the Lorry's conveying system

To reduce the mechanical stress to the wood pellets during distribution the used hose must be constructed in that way that internal friction is minimized. The hoses and couplings have to be observed regular for anomalies which can damage the pellets during distribution.

3.3.3 On-Board weighing system

Transport vehicles have to have a calibrated on board weighing system if they will be used for part-load deliveries. Alternative, the delivered quantity can be determined with calibrated external weighing systems.

3.4 Requirements for Silo-lorry

3.4.1 Suction System

There must be a system to suction out the air blown in from the storage room. The capacity of the suction system must be greater than that of the vehicle compressor. The extracted air shall be filtered.

3.4.2 Hose length

30 m filling hose should be standard equipment for every lorry and should be carried as well as connection pieces and connection couplings. The hoses should be closed if they are not in use to protect them against contaminations.

3.5 Requirements for other transport vehicles

Equivalent transport vehicles are also permitted. If vehicles will acquire after pre-license inspection, this information have to be given to DIN CERTCO without request. The evaluation of the vehicle must include for blower trucks the determination if the increase of fines, because of the distribution with the vehicle will not exceed 2%.

3.6 Qualification requirements of the delivery personnel

3.6.1 Work instructions

The company who delivers wood pellets according to this certification scheme must set up work instructions which are used as a basis for annual training delivery personnel.

These work instructions must cover at least the following points:

- Transport from interim storage to interim storage (corresponding to 3.2)
- Customer relationship (appointment note, with instructions to switch off the furnace in time, etc)
- Filling in check lists according to 3.6.2
- Preparing filling of fuel storage
- Instructions on the most fuel-saving methods of product receipt
- Technical filling procedure
- Proper use of suction units (switching on suction unit prior to the filling process; only use cleaned and dry air filters)

- Preventing overpressure in the storage room
- Closing inlet and outlet nozzles after the filling process
- Requirements for pellet storage in accordance with the standard and applicable guidelines
- Health protection aspects in accordance with the standard

3.6.2 Checklist

The check list must be filled in with each delivery to the end customer by the delivery staff and must include at least the following:

- Boiler switched off YES/NO/UNKNOWN (if no or unknown refer to 3.7)
- Storage room closed YES/NO
- Storage ventilation available, if applicable customer informed regarding necessary ventilation YES/NO
- Internal filling lines available, if yes please specify
- Storage evaluated YES/NO/PARTIALLY
- Storage condition in regard to humidity
- Estimated amount of remaining pellets in storage and their quality
- Additional remarks (z.B. no impact protection mat, accumulated fines)
- Delivered quantity in t
- Pellet quality (if applicable registration no.) and diameter
- Type and estimated quantity of fuel remaining in the storage
- Hose length used in m
- Amount of bends > 45° und < 45° used for contribution,
- Fill connectors properly earthed YES/NO if NO, is earthing system of blowing lorry used YES/NO
- Pressure used in bar
- Time for blowing in minutes

The checklist must be a part of delivery papers and may be integrated into the delivery note.

3.7 Filling Customer storage

Following frame condition must exist in order to filling the customer storage.

3.7.1 Customer is on-site or access has been provided by customer to deliverer

If the manual of the boiler require, the customer has to switch of the boiler in appropriate time before delivery of the pellets. The deliver has to request this before contribution and the customer has to confirm. The driver has to make sure that the turn-off time complies with the requirements. If no manual is available or turn off time, do not match the requirements, the contribution must be canceled.

3.7.2 Customer not on-site

The customer has to give a written confirmation, that filling is allowed without turned off boiler or to confirm that the boiler will be switched of in accordance with the boiler manual and that the filling is requested.

If the above mentioned information are not available for the driver the filling should not carried out.

3.8 Peculiarity

3.8.1 Bulk deliveries tipped into troughs or bunkers

Following requirements needs to be considered and respected

- The storage needs to be covered during contribution
- The opening of the storage needs to be 0.5 m wider on either side of the tail gate in order to collect the pellets during distribution
- If grating are used they need to be build up with rounded edge bars

3.8.2 Delivery in big bags

The big bags used for the delivery should have 4 lifting loops for easy handling. The big bags can be with or without discharge spout ($\varnothing \leq 300$ mm). It is important to keep the big bags closed. Big bags with discharge spout can be used as fuel storage, for this it will be important that the lacing cord for closing the discharge spout needs to be fixed on the big bag and not to be cut to avoid contamination

3.8.3 Delivery in small bags

Small bags can be stored outside only if they are protected against moisture. The protection must be assured even if single bags are taken from the stack.

If small bags with pellets stored inside they have to be closed.

4 Testing

4.1 General Information

For the performance of the inspection required as the basis for the assessment and certification of the service, DIN CERTCO avails itself of the inspection bodies to which it has awarded recognition.

4.2 Types of Test

4.2.1 Initial Test

The initial test is an inspection, which serves to determine whether the service and the equipment which is used to offer this service meets the requirements laid down in section 3 of this certification scheme.

4.2.1.1 Kind of control to assess the varietal purity

Random checks should be carried out to ensure that on all applicable papers the "DIN*plus*" mark is on them.

Proof of sale of the wood pellets "DIN*plus*" is carried out by inspecting the receipt of goods, goods dispatch and stock. The company must make receipt and dispatch of goods and stock available in a clear and organised form at all times. The inspector is authorised to access all delivery papers and also has the right to carry out random checks at the supplier and customer.

4.2.1.2 Protection from Damp and Wet

An on-site visual inspection for the storage and loading facilities is carried out. If several storages do exist an spot check is acceptable, if at the beginning of the certification the conditions from all of them can be evaluated and if each of them will be visited at least once every certification period.

4.2.1.3 Control for the transport vehicles used for deliveries to end-user

The appropriateness of the vehicles and their technical equipment has to be controlled visual or/and by assessment of the technical documentation from the vehicles.

4.2.1.4 Qualification of the staff

The work instructions as per 3.6.1 must be presented and checked to ensure they are complete. Confirmation of internal staff training in accordance with these work instructions must be presented.

4.2.2 Verification Test (Control Test)

The verification test is conducted repeatedly at determined intervals and serves to ascertain whether the certified service corresponds continuously with the requirements of this certification scheme.

The test is commissioned by DIN CERTCO and must be evidenced on the due date by a positive test report.

The verification test needs to be performed in the year 3 and 5 of the certification periode.

4.2.3 Supplementary Test

A supplementary test shall take place when additions, extensions or modifications (see section 5.8) are made to the certified service or the operating material which is used for, which may influence the conformity with the pertinent, fundamental requirements.

The type and scope of the supplementary test shall be laid down on a case by case basis by DIN CERTCO in conjunction with the responsible inspection body.

4.2.4 Special Test

A special test is conducted if

- Defects are detected
- The service has been suspended for a period of more than 6 months
- Required by DIN CERTCO - reasons to be specified
- Requested in writing by a third party if a particular interest in the maintenance of proper conduct of market procedures in relation to competition or quality is involved.

The type and scope of the special test shall be laid down in accordance with the specific, respective purpose on a case by case basis by DIN CERTCO in conjunction with the inspection body.

Should defects be detected in the course of the special test or because of the suspended production, the certificate holder shall bear the costs of the examination procedure.

Should the special test at the request of a third party reveal no defects, the costs shall be borne by the said third party.

4.3 Inspection report

The inspection body shall inform the principal of the inspection and examination results in the form of a report. This must be submitted to DIN CERTCO in the original form.

As a rule, the test report may not be older than 6 months on submitting the application. In individual cases, older reports can be recognized if the inspection body provides written confirmation of the current validity of the information given in said test report.

The test report must be in conformity with DIN EN ISO/IEC 17020, Section 7.4.2 and contain at least the following information.

- Identification of the issuing body
- Unique identification and date of issue
- Inspection basis with date of issue
- Type of test (refer to 4.2)
- Date of inspection
- Identification of the company/the buildings and equipment inspected
- Signature or other indication of approval, by authorized personnel
- A statement of conformity where applicable.

Additionally the report needs to provide information to the following

- Origin and quality of the wood pellets
- Storage for products (purity)
- Information about activities of the company
- Result of the spot check done on the check lists according to 3.6.2
- Information about existing quality system
- Information about process- and working instructions (quality handbook), protocols in particular to the following requirements:
 - Self-monitoring in accordance with chapter 6.1 of this certification scheme
 - Calibration of the weighing system (if available)
 - Responsibilities, in particular if decisions have to be taken because of detected deviations or equal
 - Training of the staff
 - Customer complaints
- Information about the provision of the pellets (sieving, loading, etc.)
- Corrective measures taken because of detected deviations
- Summary of the criticism

5 Certification

Certification in the sense of this certification scheme relates to the assessment of conformity of a service by DIN CERTCO on the basis of test reports submitted by inspection bodies recognized by DIN CERTCO. To this end, the service to be certified are examined and subsequently monitored in respect of conformity with the requirements laid down in section 3.

The right to use the quality mark "DIN*plus*" will be granted by the issuing of the respective certificate.

5.1 Application

Both manufacturers according to the German Product Liability Act (ProdHaftG) and distributors who, with the written consent of the certificate holder, bring the products onto the market under their own responsibility in the sense of the Product Liability Act, may apply.

The applicant must submit the following documents to DIN CERTCO:

- Application for certification in the original complete with legally binding signature
- an up-to-date inspection report according to section 4.3 concerning an Initial Examination (see section 4.2.1), in so far as the inspection was not commissioned by DIN CERTCO

The applicant shall receive from DIN CERTCO, following receipt of the application, a confirmation of order with a process number and notes regarding the further course of the procedure and, as applicable, queries concerning any missing documents

5.2 Conformity Assessment

On the basis of the documents submitted, DIN CERTCO conducts the conformity examination. To this end, an assessment is made with the aid of the inspection report as to whether the service meets the requirements of the certification scheme and of the standard.

The applicant shall receive written notification from DIN CERTCO in the event of any possible deviations.

5.3 The Certificate and the Right to Use the Mark

After successful inspection and conformity assessment of the submitted documents, DIN CERTCO issues a certificate to the applicant and awards the right to use the quality mark "DINplus" in conjunction with a corresponding registration number.



Format of registration No.

FB1Pxxx

The service for which the right to use the quality mark "DINplus" has been awarded, must be marked with the respective quality mark "DINplus" and the respective registration number.

The mark and the registration number may only be used for the service for which the certificate has been issued.

In addition to this, the General Terms and Conditions of DIN CERTCO shall apply.

5.4 Publications

All certificate holders can be viewed on the daily up-dated homepage of DIN CERTCO (www.dincertco.de) under <Certificate Holders>. Manufacturers, users and consumers use this research possibility for obtaining information on certified products.

There the contact details of the certificate holders (telephone, telefax, e-mail, homepage), and the company logo can be obtained.

5.5 Validity of the Certificate

The certificate is valid for 5 years. The period of validity is shown on the certificate. On expiry of the certificate, the right to use the mark also expires.

5.6 Renewal of the Certificate

If the certification shall continue to apply beyond the date shown on the certificate, an up-to-date, positive inspection report and an application for renewal must be submitted in good time to DIN CERTCO. On the basis of the documents submitted, DIN CERTCO conducts the conformity examination.

Proof of conformity with the requirements of the test and certification specifications according to section 2 shall be provided within the scope of a initial test according to section 4.2.1.

5.7 Expiry of the Certificate

In the event that the new standard conformity examination according to section 4 has not been completed before expiry of the validity period, the right to use the quality mark "DINplus" and the registration number expires without the necessity for explicit notification from DIN CERTCO.

Furthermore, the certificate can also expire if:

- The surveillance according to section 7 is not performed punctually or completely
- The quality mark "DINplus" is misused by the certificate holder
- The requirements laid down in the certification scheme or its accompanying documents are not fulfilled
- The certification fees are not paid on the due date
- The prerequisites for the issuing of the certificate are no longer fulfilled

5.8 Alterations/Amendments

5.8.1 Alterations/Amendments to the Product

The certificate holder is obliged to notify DIN CERTCO of all alterations to the service and without delay. The inspection body in conjunction with DIN CERTCO shall decide on the scope of an examination that shall be conducted according to section 4.2.3 and whether it is a matter of a substantial alteration. The respective inspection report shall be forwarded to DIN CERTCO by the inspection body.

Should DIN CERTCO determine a substantial alteration, the certificate with the corresponding registration number shall expire. For the modified product, a new application for initial certification authorising the use of the quality mark "DINplus" may be submitted.

The certificate holder remains obliged to notify of any changes in the formal details (e.g. certificate holder or his address).

5.8.2 Alterations to the Basic Test Specifications

If the basic test specifications for the certification is modified, an application for the alteration of the certification shall be submitted within 6 months of receiving notification from DIN CERTCO and, as a rule, after 12 months, proof of conformity with the modified examination specifications shall be submitted in the form of a positive inspection report (see section 4.3).

5.9 Noncompliance with the requirements

In the event that noncompliance with the requirements have been detected in the market, the certificate holder shall be summoned in writing by DIN CERTCO to rectify the defects.

In conjunction with the inspector, DIN CERTCO shall decide whether it is a serious or a minor defect.

In the case of defects having a direct or indirect effect on the compliance of the service with the requirements (serious defects), the manufacturer must ensure that, until the defects have been rectified, the service is no longer marked with the quality mark "DIN*plus*".

The defects must be rectified without delay. The manufacturer must submit proof to DIN CERTCO within 3 months, in the form of a inspection report on a special test in accordance with section 4.2.4, that the defects have been rectified and that the service in question again fulfils the stipulated requirements.

Should the certificate holder fail to observe these deadline, he will no longer be permitted to use the the quality mark "DIN*plus*".

Should grounds for complaint continue to exist, DIN CERTCO shall initially suspend the certificate and at the same time issue a final deadline for the rectification of the defects. Should the certificate holder fail to meet this demand, or fail to meet it within the period of grace, or if it is again not possible to prove that the defects have been rectified, the certificate shall be annulled.

6 Surveillance by the Certificate holder

6.1 Self-monitoring

The following checks should be carried out by the certificate holder to ensure on-going quality assurance in transport and storage logistics:

All pellet deliveries to interim storage should be visually inspected as part of the receipt of incoming inspection. The cleanliness, purity and fine particle percentage of the wood pellets should, in particular be assessed and documented. The compliance of the product characteristics with the requisitions has to be confirmed by the supplier.

With on-going visual inspections and if necessary analyses of water content and abrasion in samples taken from the warehouse the suitability of the storage conditions has to be controlled. The analysis results and possibly also any rebuilding or maintenance measures in the storage facility must be documented.

Vehicles used to transport goods to the end customer must be subject to on-going inspections. All relevant measures to maintain suitable transport conditions (such as changing the hose, re-calibrating the on-board weighing system, changing seals, etc) must be documented.

The documentation of all measures carried out for self-monitoring must be presented when the third party surveillance is carried out.

6.2 Sampling and determination of pellet temperature

From every filling of delivery lorry a 1 kg samples needs to be taken. This sample has to be probably marked to give traceability to corresponding delivery batches in case of customer complaints/requests.

The samples have to be stored for at least 9 month.

If the filling take place at pellet producer production site, the temperature of the pellets has to be determined and do not has to exceed 40 °C.

6.3 Complaints

The certified company has to structure the process for complaints (internal/external) in an internal procedure. The following content has to be described in the procedure as minimum:

- Responsibilities
- Timeline till first reply to the customer
- Requirements for minimum documentation for each complaint.

6.4 Quality Management System

DIN CERTCO recommends the installation and certification of a quality management system in conformity with the standard series DIN EN ISO 9000ff.

7 Surveillance by DIN CERTCO

7.1 General Information

The constant surveillance of the certified product during the entire duration of the certification period is an integral component of the certification itself. On the basis of the documents submitted, DIN CERTCO conducts the conformity examination. The surveillance shall be performed at regular intervals (corresponding to 4.2.2)

DIN CERTCO examines the conformity of the product with the requirements laid down in the certification scheme as well as, where applicable, within the framework of plant inspections, the effectiveness of the self-monitoring according to section 6.

7.2 Factory Inspection

Within the framework of factory inspections, DIN CERTCO, or one of its authorised representatives, inspects the technical equipment and as well as the quality assurance measures (QA measures) to determine whether both met for the continual conformity of the service with the requirements laid down in section 3.

An inspection report shall be issued according to section 4.3.

Should the results of the factory inspection prove insufficient, the applicant shall be informed accordingly without delay. In this case, the scope of additional measures needed to fulfil all requirements shall be determined between the certification body and the applicant. Should the applicant be unable to implement the necessary measures, the procedure shall be terminated.