ACCEPTANCE CRITERIA FOR QUALITY CONTROL MANUALS

AC10

Approved October 2004

Effective November 1, 2004

(Editorially amended April 2005)

April 1995, September 1992

PREFACE

Evaluation reports issued by ICC Evaluation Service, Inc. (ICC-ES), are based upon performance features of the International family
of codes and other widely adopted code families, including the Uniform Codes, the BOCA National Codes, and the SBCCI Standard Codes. Section 104.11 of the International Building Code® reads as follows:

The provisions of this code are not intended to prevent the installation of any materials or to prohibit any design or method
of construction not specifically prescribed by this code, provided that any such alternative has been approved. An alternative
material, design or method of construction shall be approved where the building official finds that the proposed design is
satisfactory and complies with the intent of the provisions of this code, and that the material, method or work offered is, for
the purpose intended, at least the equivalent of that prescribed in this code in quality, strength, effectiveness, fire resistance,
durability and safety.

Similar provisions are contained in the Uniform Codes, the National Codes, and the Standard Codes.

This acceptance criteria has been issued to provide all interested parties with guidelines for demonstrating compliance with performance
features of the applicable code(s) referenced in the acceptance criteria. The criteria was developed and adopted following public hearings
conducted by the ICC-ES Evaluation Committee, and is effective on the date shown above. All reports issued or reissued on or after the effective
date must comply with this criteria, while reports issued prior to this date may be in compliance with this criteria or with the previous edition. If
the criteria is an updated version from the previous edition, a solid vertical line (‖) in the margin within the criteria indicates a technical change,
addition, or deletion from the previous edition. A deletion indicator (●) is provided in the margin where a paragraph has been deleted if the deletion
involved a technical change. This criteria may be further revised as the need dictates.

ICC-ES may consider alternate criteria, provided the report applicant submits valid data demonstrating that the alternate criteria are
at least equivalent to the criteria set forth in this document, and otherwise demonstrate compliance with the performance features of the codes. Notwithstanding that a product, material, or type or method of construction meets the requirements of the criteria set forth in this document, or
that it can be demonstrated that valid alternate criteria are equivalent to the criteria in this document and otherwise demonstrate compliance with
the performance features of the codes, ICC-ES retains the right to refuse to issue or renew an evaluation report, if the product, material, or type
or method of construction is such that either unusual care with its installation or use must be exercised for satisfactory performance, or if
malfunctioning is apt to cause unreasonable property damage or personal injury or sickness relative to the benefits to be achieved by the use of
the product, material, or type or method of construction.

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ACCEPANCE CRITERIA FOR QUALITY CONTROL MANUALS

1.0 INTRODUCTION

1.1 Purpose: The purpose of this acceptance criteria is to establish requirements for documenting the quality control systems for all products, systems and materials recognized in ICC Evaluation Service, Inc. (ICC-ES), evaluation reports.

1.2 Definitions:

1.2.1 Inspection Agency: An agency accredited by International Accreditation Service (IAS) as complying with ISO/IEC Standard 17020, General Criteria for the Operation of Various Types of Bodies Performing Inspection.

1.2.2 Third-party Quality Control: Activities by an inspection agency involving unannounced inspections.

1.3 General Requirements for Manuals:

1.3.1 All applicants for a new ICC-ES evaluation report shall submit quality control documentation specific to the manufacture of the product to be recognized in the report. The major purpose of the documentation is to provide assurance that, after the report is issued, the manufactured product will not change from the product described in the original qualifying data. Qualifying data includes data relative to both testing and analysis.

1.3.2 When products are to be manufactured at multiple locations, the report applicant shall submit a manual for each location, or a single manual that, to the satisfaction of ICC-ES staff, incorporates quality control procedures for all the manufacturing sites.

1.3.3 Some sections of this criteria require that specific information be included in the quality manual—for instance, the statements referred to in Section 2.8. As an alternative to providing such information in the manual, the manufacturer may submit the information in separate supplementary documentation, so long as each clause of the criteria is addressed. For purposes of this criteria, the documentation will be called a manual. Where there is no single document, the pertinent portions or examples of actual quality system documentation may be submitted to satisfy this requirement.

1.3.4 The quality control manual shall address requirements of applicable ICC-ES evaluation guidelines and acceptance criteria, when this is specifically required by those guidelines or criteria.

2.0 CONTENTS OF THE MANUAL

2.1 General:

2.1.1 The manual shall be signed and dated by an authorized representative of the report holder and, if the manufacturer is different from the report holder, the manufacturer.

2.1.2 The manual shall clearly state the facility name of the manufacturing location, the street address and telephone number, and the name of the contact person at the facility.

2.1.3 There shall be provisions for the manual to be reviewed at least annually. If the manual, when revised, is not reissued in its entirety, then each page shall carry the date of its latest revision.

2.1.4 The manual shall indicate how the product is to be identified in the field. This information shall be consistent with the information in the “Identification” section of the evaluation report, and should include a copy of the product label or a description of what is included on the label. Product labeling shall include the evaluation report number (ICC-ES ESR-xxxx).

2.1.5 Based on the product labeling, the manual shall provide a means to trace finished product back to the production and quality control records at the manufacturing facility.

2.1.6 The manual shall include either a production flowchart or a description of the manufacturing process.

2.1.7 The product shall be described, and the manual shall provide specifications, manufacturing tolerances, and assembly drawings.

2.1.8 In cases where the evaluation report requires third-party quality control, evidence shall be provided that there is an agreement to perform these inspections between the manufacturer and an accredited inspection agency. The manual also shall specify the frequency of the inspections, which shall be—unless agreed to otherwise by ICC-ES—a minimum of four inspections per year.

2.1.9 The manual shall include the manufacturer’s organizational chart, and a description of the duties and responsibilities assigned to key positions in the quality program.

2.1.10 The manual shall contain information on packaging and storage of the product, if such information is critical to the product performance.

2.1.11 The manual shall describe the process whereby (1) records are kept of all significant complaints about the product(s) covered by the evaluation report; (2) appropriate action is taken with respect to such complaints; and (3) the actions taken are documented.

2.2 Incoming Materials:

2.2.1 The manual shall provide specifications for incoming materials used for the manufacture of the product.

2.2.2 Details shall be provided of inspections or tests that are conducted on incoming materials, or other means used to determine that the materials meet specifications (mill test reports, certificates of analysis, certificates of compliance, etc.). If incoming material does not carry a certificate at the time of receipt, then the manual shall contain provisions for the material to be segregated until it has been appropriately tested or inspected.

2.3 In-process Quality Control: The manual shall detail in-process quality control procedures, including how manufacturing processes are monitored to ensure that the product is consistently manufactured within the allowable tolerances.

2.4 Final Inspection: The manual shall detail the final inspections and/or tests that are conducted before the product is labeled and shipped, to ensure that the finished product complies with specifications.

2.5 Nonconforming Materials: The manual shall specify how nonconforming materials—incoming materials, materials in production, and finished materials—are segregated from production until a decision is made on how to dispose of or rework the nonconforming materials.
2.6 Measuring and Test Equipment:

2.6.1 Either the manual shall contain a list of the measuring and test equipment that is used to determine whether products and materials meet minimum specifications; or the manual shall reference such a list, available at the manufacturing site, and state how and by whom the list is maintained.

2.6.2 As regards the equipment addressed in Section 2.6.1 above, the manual shall note the frequency of equipment calibration, and the means of determining the traceability of measurements to national standards.

2.7 Inspection and Test Records: As regards any forms, checklists, reports, etc., used by in-house personnel to document tests, inspections, and other quality control procedures:

2.7.1 The manual shall contain sample copies of these documents.

2.7.2 The manual shall describe how the completed documents are approved by responsible personnel.

2.7.3 The manual shall contain a statement committing the manufacturer to retaining the completed forms, checklists, and reports for a minimum of two years. (The statement shall also say, in cases where third-party inspections are required, that the resulting inspection reports will be retained for at least two years.)

2.8 Statements Required of All Manufacturers: The following statements shall be provided in the manual or in a separately signed and dated affidavit from the report holder:

2.8.1 The ICC-ES name, mark, or report number will only be used on products that are in compliance with the evaluation report and the approved quality control manual.

2.8.2 The report holder will promptly investigate and respond to ICC-ES when apprised by ICC-ES of complaints concerning product performance.

2.8.3 The report holder agrees to permit ICC-ES representatives to examine, at distribution points and the manufacturing plant, any product labeled as being in conformance with the evaluation report.

2.8.4 ICC-ES will be notified in writing if there is a change in the product from what was originally recognized in the evaluation report.

2.9 Statements Required of Manufacturers of Products That Require Third-party Quality Control: In cases where third-party inspections are required, the following statements shall also be provided in the manual or in a separately signed and dated affidavit from the report holder:

2.9.1 ICC-ES will be notified in writing prior to termination of the inspection agreement with the accredited inspection agency.

2.9.2 Whenever an inspection report indicates a major quality control deficiency, a copy of the report will be forwarded to ICC-ES within ten days of the report’s being written.

2.9.3 ICC-ES will be notified in writing if there is a failure to conduct unannounced follow-up inspections in accordance with the approved quality control manual.
CROSS-REFERENCE MATRIX

Please tell us in the matrix below where, in your quality control manual, we can find the information required by the referenced items in Section 2.0 of the ICC-ES Acceptance Criteria for Quality Control Manuals (AC10). If an item does not apply (for example, the item relates to third-party inspections, and your product is not subject to such inspections), please indicate “N/A” (not applicable).

Date of Manual: ____________________________________________

Evaluation Report or File No.: ___________________________________

Company Name: ____________________________________________

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