

**Instructions manual for the display and the  
calculation of the repairability index of electrical  
and electronic equipments**

June 28th, 2022

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This instructions manual provides explanations and details for an application of the decree and orders relating to the reparability index of electrical and electronic equipment according to a uniform operating procedure for rating.

The obligation to calculate and display the reparability index does not apply to free, loaned, second-hand, re-used, reconditioned<sup>1</sup> or rented equipment.

## **1 – Display instructions**

### **Display of the reparability index**

The visual of the reparability index is defined by decree of December 29th, 2020 relating to the display methods, signage and general parameters for calculating the reparability index.

Sellers are required to display the index score, close to the price, at the time of the act of purchase. By respecting the imposed signage, this implies at least to provide:

1. for in-store sales, shelf display of the pictogram;
2. for online sales, the pictogram must be displayed on any page allowing the purchase of the said product (or any page allowing the user to add the product to the shopping cart), near the price and in an equivalent character size to that of the price, so as to be readable on the screen, without the consumer having to manipulate the computer.

Additionally, sellers have the possibility to display the index with other forms (leaflets, promotional posters, etc.).

### **Availability of the scoring detail**

The detail of the index score is gathered in the summary table, which is defined by decree of December 29th, 2020 relating to the display methods, the signage and the general parameters for the calculation of the reparability index.

Sellers have the obligation to ensure its availability to the consumer:

1. for in-store sales, upon request on the shelves;
2. for online sales, “embedded” in relation to the display of the index, i.e. accessible from the same page, close to the price. At most, the granting of the access to the summary table through a single manipulation is allowed - by clicking on the visual of the index or on a clearly visible and readable button entitled "detail of the reparability index" or "parameters of the reparability index" for instance.

Additionally, manufacturers or importers must communicate the scoring and detail of the reparability index score freely, to any person who requests it, within fifteen days.

## **1 – Instructions sorted by criteria**

This manual provides instructions to be followed, presented in two ways:

- details by key words;

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<sup>1</sup> The conditions of the wording « reconditioned » or « reconditioned product » are defined by the n°2022-190 French decree which introduced the new R.122-4 article in the French “*Code de la Consommation*”.

- a detailed operating procedure.

## **Criterion 1 – Documentation**

### **Documents/information**

The information can be freely distributed at the initiative of the producer in various physical or dematerialized documents. Scoring points are awarded if the information referred to is available in any freely accessible document to the designated user (independent or accredited professional repairers or consumers) that unequivocally refers to the model targeted by the calculation.

Documentation made only available through the payment of any kind of subscription forbids the awarding of scoring points for criterion 1.

### **Language of documents**

In accordance with the law of August 4, 1994 on the use of the French language, information intended for consumers must be drawn up in French ; English is tolerated for very technical aspects intended for professional repairers (example: technical bulletins).

### **Circuit boards diagram**

The wording cumulatively refers to:

- The circuit diagram (schematic diagram) detailing the denomination and value of every electronic component and the interconnexions between them within the circuit board
- Any other relevant circuit board diagram to allow the repairing of the product, when it is necessary (block diagram, wiring diagram, setting up diagram, etc.)

### **Information regarding components and diagnostics**

This wording refers to every information on the components or spare parts' functional characteristics. For instance, it should include any component units' maximum and minimum values. It also includes information regarding diagnostic pathways to identify breakdowns.

### **Technical bulletins**

This wording covers announcements made by the producer to professional repairers, informing them, for example, of recently discovered bugs, of the corrections to be made, of the supply disruption of parts that have been replaced by others. Points are awarded if the edition of a technical bulletin is planned on an ongoing basis (when necessary).

### **Information regarding access to professional repairers**

The producer or importer is free to indicate to consumers the professional repairers of his choice, but it is advisable to mention at least the repairer directories listed by Ademe.

### **Instructions for self-repair**

Points corresponding to years of availability are only granted if one or more operations are specified to consumers for self-repair, with adequate safety instructions, in a specific section under the title "self-repair", for example in the technical manual or of the instructions for use and maintenance. Article L 441-5 of the Consumer Code specifies the responsibility of the producer regarding self-repair.

### **Detection of breakdowns and required actions**

This wording refers to the detection and required actions regarding malfunctions, including the ones linked to the environment to which the equipment is exposed.

## **Criterion 2 – Disassembly, accessibility, tools, fasteners**

## Operating mode - Understanding the concept of a step of disassembly and single access to a part

### Reminder of regulatory provisions

« Une étape est une opération qui aboutit à la dépose d'un composant ou d'une pièce ou à un changement d'outil. Un composant peut comprendre une ou plusieurs pièces.

Cette définition générale peut admettre des exceptions justifiées par des considérations pratiques ou de sécurité. Ces exceptions sont précisées par arrêté du ministre chargé de l'environnement et du ministre chargé de l'économie et des finances pour chaque catégorie d'équipements.

Les fixations ou liaisons sont définies comme des techniques d'assemblage, de fixation ou de scellage.

Les éléments de fixation ou de liaison ne sont pas considérés comme des pièces. »

### Definition of a step

The disassembly sequence is defined as the order of steps needed to remove a part from a product (which might include getting access to fasteners). A step consists of an operation that finishes with the removal of a part or a component, and/or with a change of tool.

A component may include one or several parts.

Figure 1 shows the procedure for counting steps.

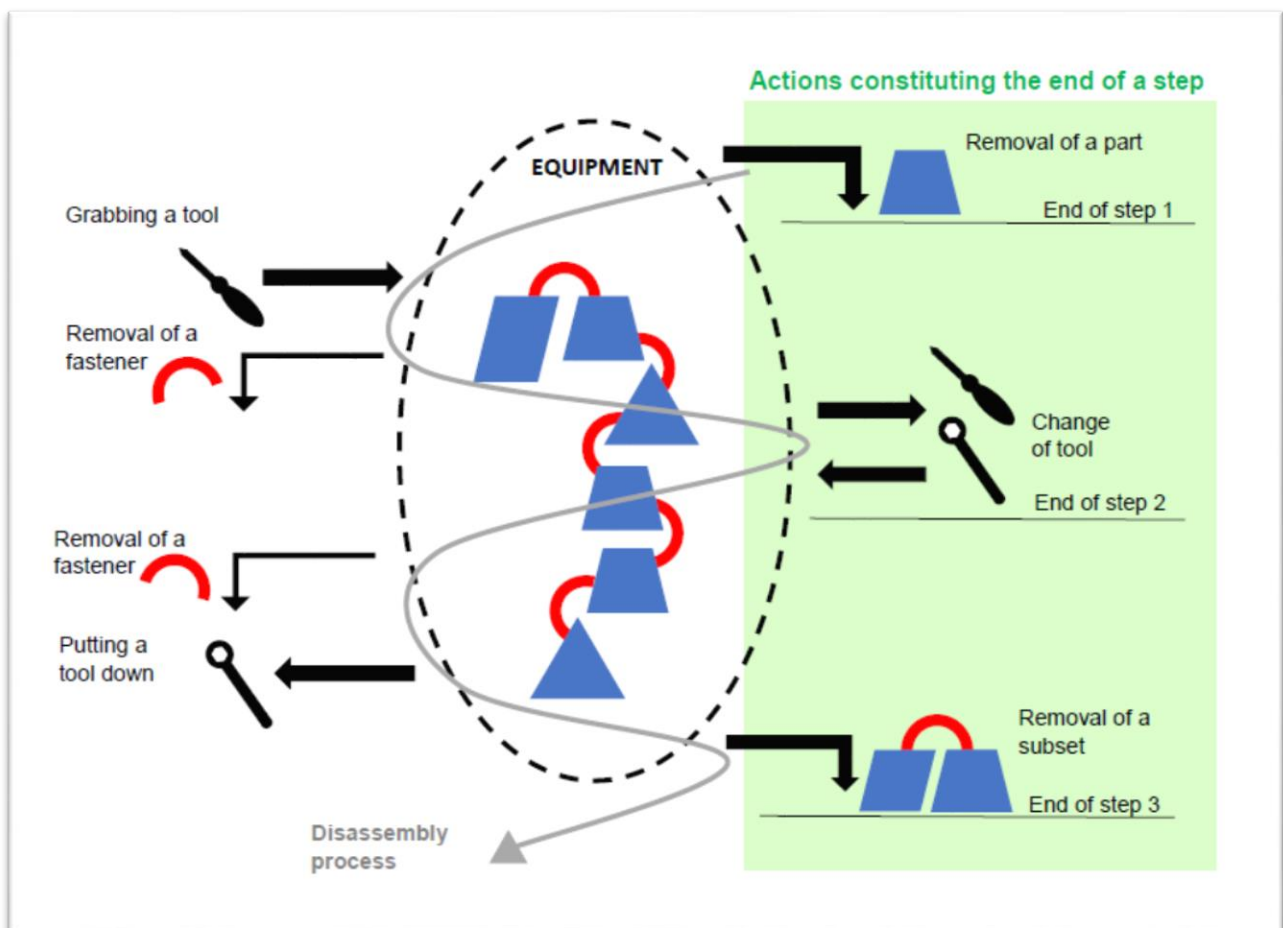


Figure 1 - Example of a disassembly process

In this example, all the actions carried out (listed on the left and on the right) can be broken down into three steps. The only actions that constitute the end of a step are the removal of a part, the removal of a subset,

a change of tool. Conversely, the following does not constitute the end of a step: to grab a tool, to put a tool down, to put down a fastener, and the partial disconnection of a subset or pipe.

For safety reasons, the action "securing the equipment's internal active parts" is considered a step regardless of the number of necessary manipulations, even if it does not result in a change of tool or the removal of a part or component. It includes, for instance, "unplugging the equipment from the mains" or "hydraulic securing of the equipment".

In addition, exceptions to the step counting rules are specified in part 2 of the instructions manual, by equipment category.

#### Start and end of step counting

When the intended target is a part, the counting of disassembly steps always begins with complete equipment connected to the mains and/or switched on and/or pressurised.

The end of disassembly takes place when the part is dissociated. Special cases are dealt with below.

When the intended target is a part and its removal implies firstly the removal of a block (made up of several parts), the end of the disassembly process takes place when this part is finally removed from this block. The actions constituting the end of a step remain the same: removing a part, changing a tool, removing a component (subset of parts).

When the intended target is a subset (example: "door locking system" for the washing machine category), the end of the disassembly takes place when each of the parts of this subset is separated, therefore accessible individually.

Nota Bene :

- The hand is not considered as a tool.
- A fastener is not considered as a part.

#### **Definition of a fastener**

A hardware device that mechanically or magnetically connects or fixes two or more objects, parts or pieces. A fastener is generally non-permanent (removable and reusable), i.e., it can be easily removed or disassembled without damaging the objects, parts or pieces connected or fixed together (e.g., screws or clips). Welds and some glues are, in contrast, permanent fixings, i.e. non-removable and non-reusable. Adhesives are considered removable and non-reusable fasteners unless new ones are supplied with the spare part.

In the event of a part needing the removal of different types of fasteners, the most unfavourable type of fastener is the one on which the notation is decided.

#### **Parts unable to be disassembled**

A part will be considered unable to being disassembled in the event that it is not accessible unitarily and can't be removed from the equipment or a subset in order to be replaced. In this case, the grading points of the corresponding criterion 2.1 aren't awarded.

In the event of a part unable to being disassembled, a link is established between the grading of criteria 2.1 and 3.1,: the grade 0 thus passes on from one criterion to the other.

### **Criterion 3 - Availability of spare parts**

#### **Definition of spare parts distributors**

The definition of a spare parts distributor is given in the glossary appended to this manual.

**Commitments on the availability of spare parts and delivery times (except Sunday and fest days)**

To award points to the A columns, the producer should have his own in-house repair service (example: via the after-sales service).

Whether for the period of availability of spare parts or the delivery time, the producer or the importer must retain, among all of their practices towards authorized and independent repairers, the period or the most penalizing time for each spare part. In the event that the producer or importer does not make spare parts directly available to independent repairers, then points are not awarded in column C for criteria 3.1, 3.2, 3.3, 3.4.

Similarly, in order to be rewarded with scoring points in column B (distributor) and column D (consumer), the spare part has to be available to the distributor or the consumer as part of a direct commercial relation with the manufacturer or the importer.

**Delivery time**

The delivery time is calculated on the basis of working days between the day of the validation of the order and the day of arrival at the actor concerned.

**Criterion 4 - Price of spare parts**



## Operating mode - calculation of the ratio for the price criterion

### Reminder of regulatory provisions

« Sous-critère 4.1. Rapport entre le prix de vente des pièces par le constructeur ou l'importateur et le prix de vente des équipements par le constructeur ou l'importateur.

Le critère est établi en faisant le rapport entre :

le prix hors taxe de la pièce la plus chère de la liste 2 + (moyenne des prix hors taxe des autres pièces de la liste 2)/2

et

le prix hors taxe du modèle de l'équipement concerné,

où chaque prix s'entend comme le prix hors taxes du barème tarifaire en vigueur au moment du calcul de l'indice et figurant dans les conditions générales de vente du fabricant ou de l'importateur, ou à défaut dans tout document contractuel pertinent.

Dans le cas où un fabricant ou un importateur dispose, pour les pièces ou les équipements considérés, de plusieurs barèmes tarifaires selon les différentes catégories de clients distributeurs ou vendeurs, les prix retenus pour le calcul de l'indice sont ceux du barème ayant représenté la part la plus élevée du chiffre d'affaires du fabricant ou de l'importateur pour le type de pièces ou le type d'équipement concernés, au cours du dernier exercice clos. Pour les équipements et pièces nouvellement mis sur le marché, en cas de pluralité de barèmes, les prix retenus sont ceux du barème où ils sont les plus bas.

Dans le cas où certaines de ces pièces sont indissociables ou bien dans le cas où la pièce visée est intégrée à un module, qui est seul disponible, le prix à prendre en compte est le prix cumulé des pièces ou le prix du module. »

Translation (for guidance only)

The criterion is established by calculating the ratio between:

the pre-tax price of the most expensive part in list 2 + (average of the pre-tax prices of the other parts in list 2) / 2

and

the pre-tax price of the model of the equipment concerned,

Each price is taken from the tariff schedule valid at the moment of the calculation as the pre-tax price in the tariff schedule valid at the moment of the calculation as mentioned in the and conditions of sale of the manufacturer or the importer general terms of sale, or if its not available, in any relevant contractual document.

### Price to consider

The price to consider for the index calculation is the one of the pre-tax tariff schedule aimed at professional buyers. If the professional pre-tax tariff schedule happens to be unavailable, the consumer pre-tax price could be used.

### Deduction of delivery costs

The principle adopted is to make a calculation excluding transport or delivery costs. If the latter are included in the tariffs of the general terms and conditions of sale, it is up to the producer or importer to deduct them in order to calculate the ratio.

In particular for the price of spare parts, two methods are possible for deducting transport or delivery costs: individually for each of the parts in list 2 or on a flat-rate basis (in absolute value or as a percentage). The same applies to the price of new equipment.

#### Spare part(s) forming part of a batch

If one or more of the parts in list 2 are part of a batch offered for sale or of any other subset of inseparable parts, the price of the part concerned is the price of this batch or subset.

#### Unavailable part

In the event that, at the time the index is calculated, a part from list 2 is not available (i.e. unavailable for any stakeholder category), the number of points awarded for criterion 4 relating to the price of spare parts is 0.

#### Parts not managed by the producer or importer

If parts from list 2 are not managed by the producer or importer, the price of the parts to be considered is then that of the supplier's general terms and conditions of sale or any other any other relevant contractual document at the time of the index calculation. The producer or importer must then keep a copy of this document to be presented in the event of a control.

#### Options for products

If options are offered for the same model, and do not influence the technical characteristics for the purpose of calculating the index, then the calculation of the price ratio to be achieved is based on the price of spare parts and the price of the most current version of the product concerned.

#### Absence of a part

If the equipment does not include a part listed in list 1 or 2 of the category concerned, then the price of the absent part does not appear in the calculation of the ratio.

### **Criterion 5 - Criterion specific to the category of equipment concerned**

#### **Usage meter unit**

When the unit for the usage meter is not specified in the decree corresponding to the category of equipment, the producer has to define it in the most relevant way to representing wear.

Scoring points can only be awarded if the manufacturer or the importer details how to access the information given by the usage meter to the consumer.

#### **Information regarding the type of update**

In order to be awarded with scoring points on the criterion "information regarding the type of update", the type of update should be explicitly indicated (correctional, progressive, mixed) in addition to the usual technical information. The information going along with the update should be : either "correctional update", "progressive update" or "mixed update".

#### **Remote assistance**

Remote assistance includes any system that is intended to facilitate the search for information in the event of a breakdown, information to identify the origin of a breakdown, or remote assistance to carry out the repair. In the case of remote repair assistance, the service must be able to provide technical and accurate support to the user.

Remote assistance services include remote information (website, FAQs, etc.), remote diagnostic assistance (phone call line, chat, application included in the equipment, interactive decision tree, etc.) and remote repair assistance (phone call line, video call, remote control of the equipment, etc.).

Remote help services must be completely free of charge (including telephone calls in the case of a hotline).

## **Firmware definition**

The terme “firmware” refers to the set of software integrated in the material component allowing the equipment to fully function.

## **Other details of a transversal nature**

### **Scope of application**

The reparability index is mandatorily displayed on all equipment put on the market as of January 1<sup>st</sup>, 2021 and that are part of the product categories defined by decree. The requirement listed by article L.541-9-2 of the French “*code de l’environnement*” must be applied to any model unit that was put on the national market since January 1<sup>st</sup>, 2021 for the first five categories (washing machines, smartphones, laptop computers, televisions and lawnmowers), and since the start date of the application of the corresponding decree for the new categories (6 months after the decree’s enactment). The generating factor of the requirement is the bringing to the market of the product unit, not of the first unit model. Thus, any product unit of the five first categories, whether form an old or new model, that was put on the market after January 1<sup>st</sup>, 2021 must go along with the transmission of the index by the manufacturer to the distributor who must then display it. The same requirement goes for the new categories, starting from start date of the application of the decree.

### **Updates of calculated grades**

Aside from the price criteria, that is calculated only once (as of the date of the first calculation), if one or several technical characteristics that are relevant to the calculation significantly evolve, the producer or the importer can recalculate the grade associated to the index of a product model. They then need to inform the sellers so that they can display the updated grade. It is advised to update the index of a model once every 12 month.

### **The specific dispositions of the French Overseas territories**

In the absence of any specific regulation concerning Overseas Territories, the provisions relating to the reparability index apply automatically in the departments of Reunion, Guadeloupe, Martinique, Guyana and Mayotte and in Saint Martin and Saint -Pierre-et-Miquelon. When a model is put on market both in Mainland France and in its Overseas territories, the criteria 3, 4 and 5 are set considering the metropolitan situation.

However, the provisions relating to the reparability index are not applicable in French Polynesia, New Caledonia, Wallis and Futuna, Saint-Barthélemy, and the French Southern and Antarctic Lands.

### **Use of European vocabulary (criteria 1, 2 and 3)**

The vocabulary used to describe the information that must be documented, whatever the category concerned, as well as some of the spare parts, is taken from Commission Regulation (EU) 2019/2023 of 1 October 2019 for washing machines and Commission Regulation (EU) 2019/2021 of 1 October 2019 for electronic displays. These specific documents and items list is given in Annex 1 of this notice.

### **Different commitments of availability period between documentation and spare parts (criteria 1 and 3)**

The producer or importer may make different commitments for the periods of availability of the documentation and spare parts for the same equipment, for instance: 9 years for the availability of the documentation and 7 years for the availability of spare parts.

### **Absence of documentation on the equipment**

In the event of an equipment for which no part or element requires documentation listed by criterion 1, the scoring points relative the documentation are automatically awarded.

### **Absence of a part on the equipment**

If the equipment does not include a part listed in List 1 or 2 of the category concerned, then the points corresponding to the part in question are awarded. For WIFI and Bluetooth modules, see the special case of televisions below.

Concerning criterion 4 relating to the price, the price of the absent part does not appear in the calculation.

## **2 - Additional details by equipment category**

### **Washing machines**

#### **Drum (including spider and bearings)**

For this subset of parts, it is not required that disassembly leads to complete dissociation of the elements. The removal of the sub-assembly is sufficient.

#### **Motor and motor brush**

When a motor of the equipment does not include brushes, the requirements for the calculation of the index relate only to the motor concerned.

#### **Printed Circuit Boards**

This wording refers only to the power electronic board.

#### **Determination of dismantling steps**

The following action is considered as a step :

- Putting the washing machine on the side

The following actions are not considered as steps :

- Disconnecting the water inlet and outlet pipes.
- Emptying the water from the washing machine

#### **Usage meter unit for washing machines**

The usage meter unit for washing machines is either a number of cycles either a time of use.

### **Smartphones**

#### **Display device**

The display device is a subset including the panel and the touch device.

### **Laptop Computers**

#### **Firmware**

In the case of laptops, the drivers (for printer, keyboard, microphone, etc.) are examples of firmware.

### **Televisions**

#### **External power source and remote control**

The external power source and the remote control do not need to be disassembled for counting the disassembly steps. The steps to be counted are limited to disconnecting the power source and removing the battery from the remote control.

#### **WIFI and Bluetooth function**

Some equipments have WIFI or Bluetooth functions, but not specific modules. In this case, the lines are not grayed out and the points are awarded considering the parts providing these functions.

### **Corded electric lawnmowers**

#### **Motor and motor brush**

In the case where a motor of the equipment does not include brushes, the requirements related to the calculation of the index shall apply only to the motor concerned.

### **Battery powered lawnmowers**

#### **Determination of dismantling steps**

For this category, the action "disconnecting the equipment from the mains" is not considered a step.

**Motor and motor brush**

In the case where a motor of the equipment does not have brushes, the requirements related to the calculation of the index shall apply only to the motor concerned.

**Price of the equipment if sold without battery**

In case the equipment is sold without a battery, the price of the equipment to be considered for the calculation of criterion 4 on spare parts prices shall include the price of a compatible battery at the time of the index calculation.

**Robotic electric lawnmowers****Determination of dismantling steps**

For this category, the action "disconnecting the equipment from the mains" is not considered as a step.

**Motor and motor brush**

In case a motor of the equipment does not include brushes, the requirements related to the calculation of the index shall apply only to the motor concerned.

**Dishwashers****Determination of dismantling steps**

The following is considered a new step :

- Laying down the equipment, unembedding and/or taking off the casing, regardless of the number of manipulations it requires

The following are not considered new steps:

- Unplugging water mains inlet or water exit pipes
- Draining the dishwasher

## Eco-conception des lave-linges / Ecodesign of washing machines

### RÈGLEMENT (UE) 2019/2023 DE LA COMMISSION

du 1er octobre 2019 établissant des exigences en matière d'écoconception applicables aux lave-linge ménagers et aux lave-linge séchant ménagers conformément à la directive 2009/125/CE du Parlement européen et du Conseil, modifiant le règlement (CE) no 1275/2008 de la Commission et abrogeant le règlement (UE) no 1015/2010 de la Commission

### COMMISSION REGULATION (EU) 2019/2023

of 1 October 2019 laying down eco-design requirements for household washing machines and household washer-dryers pursuant to Directive 2009/125/EC of the European Parliament and of the Council, amending Commission Regulation (EC) No 1275/2008 and repealing Commission Regulation (EU) No 1015/2010

### Liste des informations à fournir (documentation) - List of required informations for the consumer

→ Les informations de réparation et d'entretien du lave-linge ménager ou du lave-linge séchant ménager mentionnées au point a) comprennent :	→ the household washing machine or household washer-dryer repair and maintenance information referred to in (a) shall include :
une identification sans équivoque du lave-linge ménager ou du lave-linge séchant ménager	the unequivocal household washing machine or household washer-dryer identification
un schéma de démontage ou une vue éclatée	a disassembly map or exploded view
un manuel technique d'instructions relatives à la réparation	technical manual of instructions for repair
une liste du matériel de réparation et de test nécessaire	list of necessary repair and test equipment
les informations concernant les composants et le diagnostic (telles que les valeurs théoriques minimales et maximales pour les mesures)	component and diagnosis information (such as minimum and maximum theoretical values for measurements)
des schémas de câblage et de raccordement	wiring and connection diagrams
les codes d'erreur et de diagnostic (y compris les codes spécifiques au fabricant, le cas échéant)	diagnostic fault and error codes (including manufacturer-specific codes, where applicable)
les instructions pour l'installation des logiciels et micrologiciels pertinents, y compris les logiciels de réinitialisation	instructions for installation of relevant software and firmware including reset software
les informations sur les modalités d'accès aux données relatives aux incidents de défaillance signalés enregistrées dans le lave-linge ménager ou le lave-linge séchant ménager (le cas échéant)	information on how to access data records of reported failure incidents stored on the household washing machine or washer-dryer (where applicable)

### Liste des pièces détachées à mettre à disposition – List of spare parts to be made available

Moteur et balais de moteur	Motor and motor brushes
Transmission entre moteur et tambour	Transmission between motor and drum
Pompes	Pumps
Amortisseurs et ressorts	Shock absorbers and springs

Tambour de lavage, croisillon de tambour et roulements correspondants (séparément ou en lot)	Washing drum, drum spider and related ball bearings (separately or bundled)
Générateurs de chaleurs et éléments chauffants, y compris les pompes à chaleur, (séparément ou groupés)	Heaters and heating elements, including heat pumps (separately or bundled)
Conduites et matériel connexe y compris l'ensemble des flexibles, vannes, filtres et systèmes aquastop (séparément ou groupés)	Piping and related equipment including all hoses, valves, filters and aquastops (separately or bundled)
Cartes de circuit imprimé	Printed circuit boards
Affichages électroniques	Electronic displays
Manocontacts	Pressure switches
Thermostats et capteurs	Thermostats and sensors
Logiciels et micrologiciels, y compris logiciels de réinitialisation	Software and firmware including reset software
Portes	Door
Charnières et joints de porte	Door hinge and seals
Autres joints	Other seals
Assemblage de verrouillage de la porte	Door locking assembly
Accessoires en matière plastique tels que distributeurs de détergent	Plastic peripherals such as detergent dispensers

## Eco-conception des dispositifs d'affichage / Ecodesign of electronic displays

### REGLEMENT (UE) 2019/2021 DE LA COMMISSION

du 1er octobre 2019 fixant les exigences en matière d'écoconception pour les dispositifs d'affichage électronique conformément à la directive 2019/125/CE du Parlement européen et du Conseil modifiant le règlement (CE) n°642/2009 de la Commission

### COMMISSION REGULATION (EU) 2019/2021

Of 1 October 2019 laying down eco-design requirements for electronic displays pursuant to Directive 2009/125/EC of the European Parliament and of the Council, amending Commission Regulation (EC) No 1275/2008 and repealing Commission Regulation (EC) No 642/2009

### Liste des informations à fournir (documentation) - List of required informations for the consumer

→ Les informations disponibles sur la réparation et la maintenance comprennent :	→ The available repair and maintenance information shall include:
une identification sans équivoque du lave-linge ménager ou du lave-linge séchant ménager	the unequivocal appliance identification
un schéma de démontage ou une vue éclatée	a disassembly map or exploded view
une liste du matériel de réparation et de test nécessaire	list of necessary repair and test equipment
les informations concernant les composants et le diagnostic (telles que les valeurs théoriques minimales et maximales pour les mesures)	component and diagnosis information (such as minimum and maximum theoretical values for measurements)
des schémas de câblage et de raccordement	wiring and connection diagrams

les codes d'erreur et de diagnostic (y compris les codes spécifiques au fabricant, le cas échéant)	diagnostic fault and error codes (including manufacturer-specific codes, where applicable)
les informations sur les modalités d'accès aux données relatives aux incidents de défaillance signalés enregistrées dans le lave-linge ménager ou le lave-linge séchant ménager (le cas échéant)	information on how to access data records of reported failure incidents stored on the household washing machine or washer-dryer (where applicable)

**Liste des pièces détachées à mettre à disposition – List of spare parts to be made available**

Les sources d'alimentation internes	Internal power supply
Les sources d'alimentation externes	External power supply
Les connecteurs pour connecter les équipements externes (câble, antenne, USB, DVD et Blue-Ray)	Connectors to connect external equipment (cable, antenna, usb, dvd and blue-ray)
Les condensateurs	Capacitors
Les piles et accumulateurs	Batteries and accumulators
Les modules DVD/Blue-Ray le cas échéant	DVD/Blue-Ray module
Les modules HD/SSD	HD/SSD module
La télécommande	Remote control



## Annex II – Glossary

The definitions of the following terms are specified in the decree relating to the reparability index for electrical and electronic equipment: “Making available on the market”, “Placing on the market”, “producer”, “importer”, “distributor”, “Seller”, “distance selling”, “model”.

<b>Authorized repairer</b>	The authorized repairer is often referred to as a technical station or authorized service center. It is a professional repairer for whom one or more contracts precisely define the relationship between the authorized repairer and the producer(s).	Based on the technical expertise of the reparability index working groups
<b>Independent repairer</b>	Independent repairers are repairers in the sense of "professional craftsmen repairers" designating repair companies listed in the trade directory with an APE or NAFA code. They are professional repairers who do not fall into the category of authorized repairers. For example, 95.11 Z-Z: Repair of computers and peripheral equipment; 95.21 Z-Z: Repair of televisions, radio receivers, VCRs, CD and DVD players, camcorders for domestic use; 95.22 Z-Z: Repair of household appliances and home and garden equipment.	
<b>Professional repairer</b>	Authorized repairer or independent repairer.	
<b>Distributor of spare parts</b>	Any moral or physical person in the supply chain, other than the producer or importer, who offers a spare part for sale. They are commonly referred to as "spare parts wholesalers".	According to Standard NF EN 45554 "General methods for the evaluation of the repair, reuse and improvement capacity of energy-related products", 2020.
<b>Disassembly</b>	The process by which a product, spare part or fastener is disassembled so that it can then be reassembled and made operational.	
<b>Reassembly</b>	The process by which a product, a spare part or a fastener is reassembled so as to fulfill its functional role and be made operational	
<b>Reus / Reusable</b>	The process by which a product, spare part or fastener, having reached the end of its first use, is used for the same purpose for which it was designed. Reuse after a second or subsequent use(s) is also considered to be reuse.	
<b>Factory Restoration</b>	A specific functionality or setting to be activated by the customer, if the product allows it, to restore the default value of a specific functionality of the device as set at the factory and available when the customer first uses the product.	Inspired by the Commission regulation (EU) 2019/2021 Of 1 October 2019 laying down ecodesign requirements for electronic displays pursuant to Directive 2009/125/EC of the European Parliament and of the Council, amending Commission Regulation (EC) No 1275/2008 and repealing Commission Regulation (EC) No 642/2009
<b>Update / Upgrade</b>	The process of improving the functionality, performance, capacity or aesthetics of a product. This process may involve changes to the software, firmware and/or a hardware component of the product.	According to Standard NF EN 45554 "General methods for the evaluation of the repair, reuse and improvement capacity of energy-related products", 2020.
<b>Corrective update</b>	An update performed after a failure has been detected and intended to restore an asset or software to a state in which it can perform a required function. This type of update corrects hardware or software malfunctions or non-conformity but does not add new functionality.	Inspired by the AFNOR NF EN 13306 X 60-319 standard of June 2011 "All the technical, administrative and management actions during the life cycle of an asset, intended to maintain

		or restore it to a state in which it can perform the required function "
<b>Evolutionary update</b>	Upgrading, which consists of gradually modifying the software application by adding new features or additional modules, or by replacing an existing function with another, or even by proposing a different approach.	
<b>Fastener</b>	A hardware device that mechanically or magnetically connects or fixes two or more objects, parts or pieces. A fastener is generally non-permanent, i.e., it can be easily removed or disassembled without damaging the objects, parts or pieces connected or fixed together (e.g., screws or clips). Welds and some glues are in contrast to permanent fixings. Adhesives are considered non-reusable fasteners unless new ones are supplied with the spare part.	Inspired by, "Fasteners - Their Needs and Types", Bright Hub Engineering, 2020.
<b>Reusable fastener</b>	See the definition of "reusable".	According to Standard NF EN 45554 "General methods for the evaluation of the repair, reuse and improvement capacity of energy-related products", 2020.
<b>Removable fastener</b>	an original fastener system that can be completely removed (without causing damage or leaving residue)	
<b>Proprietary tool</b>	A tool that is not commercially available and is owned exclusively by one party or company, and under which its use by another party (an end user or customer) involves copyright, license and/or cost.	Inspired by Will Kenton, "Proprietary Technology", 2019.
<b>Part / Spare parts</b>	A unitary element in the composition of the equipment.	