

Misuse of the mark and certificate of conformity

As a certification body, the Bureau de normalisation du Québec may need to report businesses that misuse the BNQ mark and certificate of conformity. Misuse of the mark and certificate of conformity misleads the public into believing that the certification applies to activities, products, processes and services not covered by the scope of certification or gives the impression that a mark of conformity to demonstrate the certification of a system approved by the BNQ applies instead to a product, service or process.

Misuse of the mark

- Affixing a mark of conformity to non-conforming products
- Affixing a mark of conformity to non-certified products
- Using an unauthorized form of the mark of conformity
- Violating the certification agreement

List of businesses reported
— No business

Product recall

As a certification body, the Bureau de normalisation du Québec may need to order the recall of a lot of products. A recall order is justified when there is misuse of the mark of conformity or a hazard related to the use of a product is determined. The purpose of the recall is to withdraw a product from the market, stop its distribution and use, and return delivered products to the manufacturer.

Hazardous use of a product

A certified product is deemed dangerous in the following situations.

- The manufacturing method has become uncertain.
- A manufacturing defect has been detected.
- The product is used for purposes not foreseen during the development of the standard or other recognized document, such that the purposes in question are not those for which the product was certified.
- No limit to the scope has been indicated by the business in the document accompanying the product offered for sale.

A service offered that has become dangerous

A certified service that has become dangerous is a service certified by the BNQ that entails a real public safety hazard when either of the following situations arises:

- The service provided no longer complies with safety requirements;
- The established requirements to which the service conforms are determined to be insufficient or inappropriate, such that the service is provided under conditions different from those originally foreseen.

Product recall list
— No recall