

BUILDING PRODUCT INFORMATION

GOOD PRACTICE CHECKLIST FOR MANUFACTURERS AND SUPPLIERS

Manufacturers or suppliers can strengthen the credibility, clarity, and verifiability of their building product information and claims by adopting a good practice checklist that includes the following:

1 ACTION ONE

Have in place a standard operating procedure that covers a documented sign-off process for creating consistent product information in line with the data template in the NBPC's [Traceability & Digitalisation Guide](#).

2 ACTION TWO

Have in place a formal version control process for all product information as part of the standard operating procedure.

3 ACTION THREE

Not use misleading or ambiguous wording, phrasing or imagery and use plain English to ensure accurate representation of product information, performance and sustainability claims.

4 ACTION FOUR

Provide:

1. evidence that product testing, inspection and certification has been conducted by impartial, qualified individuals/organisations
2. valid and demonstrable documentation claiming compliance to/or achievement of any certification, classification, or industry standard
3. evidence that is current with an expiry date that covers the period in it will be installed
4. relevant warranties, safety data sheets and information for operation and maintenance manuals.

5 ACTION FIVE

Provide specific documentation when making product performance or sustainability claims which are outside of certification, classification or industry standard tests.

6 ACTION SIX

Make available on a webpage the descriptive, physical and sustainability characteristics in line with the data template in the NBPC's [Traceability & Digitalisation Guide](#).

7 ACTION SEVEN

Documented process for ensuring changes to a building product that change the product information are identified in revised product information and made publicly available.

8 ACTION EIGHT

Publish for Australian users, clear product information on design limitations, handling, installation, operation, maintenance and disposal of the building product in combination with any installer accreditation and or installation training obligations and safety and environmental regulations.

9 ACTION NINE

When making claims of guarantees and/or warranties state what is covered, excluded and required to be complied with. The guarantee/warranty should be transparent, have a clearly stated period of validity, be in plain English and in a format that will be recognised by users and Australian Consumer Law.

10 ACTION TEN

Ensure technical helpline contact details are readily accessible on a webpage for Australian users.

11 ACTION ELEVEN

Ensure anyone conveying product information is qualified and competent, with a level of knowledge expected for their role and able to communicate effectively.

12 ACTION TWELVE

Provide all of the information required in actions 1 to 11 inclusive and not miss an action or parts thereof.

For more detailed information see the [Building Product Information – Good Practice Conformity Guide](#)