



PRODUCT APPROVAL PROCESS

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INTRODUCTION

The product approval process defines how the Product Approval Committee (PAC) receives, reviews, evaluates and processes requests from manufacturers, suppliers and distributors (the applicant) to have their specific product approved for use in the City of London (the City).

Products approved through this process will be listed in the [Standard Contract Documents for Municipal Construction Projects](#) (SCDMC) and will be reviewed on a yearly basis to ensure they meet the minimum standards set out in the document. This process applies to products related to all municipal infrastructure including appurtenances which are located within the City road allowance, or on property which will be transferred to City ownership.

This process is not intended to be used to gain consent for use as an “approved equivalent” material during the tendering or construction phases of municipal projects.

The City reserves the right at any time to withdraw acceptance if the product is found to be unsatisfactory in use.

Approval by PAC does not constitute a general endorsement of the product and must not be used to promote the sale of the product in any way. The City evaluates products in the context of its own specific needs only. Any violation of the prohibition may result in the withdrawal of approval of the product.

STAGE 1: APPLICATION

Products will be considered for approval by PAC from the following:

- ❖ Outside agency (consultant, contractor, supplier, manufacturer, etc...) wishing to have a specific product included in the SCDMC or is an integral part of a design as described in City of London Design Specifications & Requirements Manual (DSRM);
- ❖ Municipal staff who have found a product that may be beneficial to their particular area of expertise and would like to investigate the product further.

The application must include an information package and a completed application form before the product can be accepted for consideration. The request for consideration is to be sent to the Product Approval Committee at pac@london.ca and must contain the following information:

- ❖ Cover letter outlining:
 - Supplier / manufacturer’s company name and address;
 - Applicant name and contact information;
 - Product name;
 - Intended use of the product and what section of the SCDMC it applies to;
 - Explanation of what benefits (besides financial) the City should expect if this product is approved for use.
- ❖ Manufacturer’s brochure that provides a component-level understanding of the product;
- ❖ Provide a Statement of Compliance that the product meets or exceeds all applicable City of London Standards;
- ❖ Product specifications;



London
CANADA

PRODUCT APPROVAL PROCESS

WATER

STORMWATER

TRANSPORTATION

WASTEWATER

- ❖ Cost of the Product, and any special or extra costs involved in its use;
- ❖ Approvals of governing associations and agencies, (AWWA, OPS, CSA, NSF);
- ❖ Information on installation, use and product specifications;
- ❖ Availability of parts and local technical services/representation;
- ❖ Any related testing results that have been performed on the product;
- ❖ A list of local municipalities and contact information, which are presently using the product.

STAGE 2: DOCUMENTATION REVIEW

The applicant's application will be reviewed by the PAC at the earliest convenient date. After a review of the application, the PAC will reach one of three decisions:

- 1) The product does not warrant further consideration;
- 2) The product warrants further consideration;
- 3) The product is granted full approval without any additional consideration.

2.1 Not Warranted

The PAC may deem the product not warranted for further consideration based on:

- The product is not within the jurisdiction of PAC;
- PAC fails to find a value to the City in approving the product;
- The product does not meet the Municipalities specifications;
- The number of similar products currently listed in the SCDMC under any given category is sufficient and additional products are not needed.

At the end of the PAC meeting the applicant will be notified in writing specifying the reason for refusal.

If the product is not approved, the applicant, or any other person, must wait for two years from the date of rejection before re-submission. The two year waiting period is to ensure that the manufacturer adequately reviews and assesses their product prior to re-submission.

2.2 Warranted

PAC will further investigate the product as described in Section 3: PRODUCT REVIEW.

2.3 Full Approval

Upon approval by PAC, the applicant will be notified in writing that the product is approved for use in the City and will be included in the next revision of the SCDMC.

STAGE 3: PRODUCT REVIEW

For products considered "warranted" under Section 2.2, an in-depth product review will be conducted. Additional investigation requirements will be developed by the PAC. PAC will notify the applicant of the additional requirements.



PRODUCT APPROVAL PROCESS

WATER

STORMWATER

TRANSPORTATION

WASTEWATER

The investigation may consist of some or all of the following:

- ❖ Presentation before Committee;
- ❖ Reference checks;
- ❖ Samples (as appropriate);
- ❖ In office or site demonstration;
- ❖ In field application performed by City staff;
- ❖ Site visit to previous installations;
- ❖ Laboratory testing;
- ❖ Pilot Study;
- ❖ Other tests or demonstrations deemed necessary by the PAC;
- ❖ Other information requirements as determined.

The applicant will be responsible for all costs associated with all demonstrations, field applications, or testing of the product as requested by the PAC.

If the PAC determines that a long term field test is required to adequately assess the product, a pilot study may be required. The general terms of the pilot study are listed below;

- ❖ The testing period shall be of a minimum duration determined by the PAC. At any time the PAC reserves the right to extend this testing period, as deemed necessary.
- ❖ The test site location(s) will be recommended by the applicant for consideration by the PAC and the City. More than one test site location may be selected for trial.
- ❖ Operations staff from the City must be present during the installation process.
- ❖ The performance of the product is to be evaluated at the end of the testing period or as deemed necessary by the PAC.
- ❖ The pilot study must be fully documented by the applicant to the satisfaction of the PAC and the City.
- ❖ All costs associated to the test period shall be borne by the applicant. These include but are not limited to: installation costs, the costs to remove or expose the product (in some cases), laboratory testing, and any other costs that may be deemed necessary by the PAC to fully monitor and evaluate the performance of the product. Each test requirement will be evaluated based upon its' own unique requirements.
- ❖ The PAC may impose additional terms and conditions as deemed necessary to fully evaluate the product.

After the completion of the Product Review, the PAC will reach a decision of:

- ❖ Not Approved;
- ❖ Approved with Restrictions, or;
- ❖ Fully Approved.

STAGE 4: APPROVAL

4.1 Not Approved

Notification will be sent to the applicant indicating that the product is not approved. Reasons will be provided.



PRODUCT APPROVAL PROCESS

WATER

STORMWATER

TRANSPORTATION

WASTEWATER

The applicant, or any other person, must wait for two years from the date of rejection before re-application. The two year waiting period is to ensure that the manufacturer adequately reviews and assesses their product prior to re-submission.

4.2 Product Approved

The product may be approved with or without restrictions at the discretion of the PAC. Notification will be sent to the applicant indicating the PAC's decision. If restrictions are imposed, the reasoning will be provided.

4.2.1 Approval with Restrictions

The PAC may choose to allow the use of a product, but with certain restrictions. This may include, but is not limited to, the requirement of detailing the installation location and material information on the as-recorded drawings and/or other restrictions as deemed appropriate by the PAC.

The product may, or may not, be listed in the SCDMC.

4.2.2 Full Approval (without restrictions)

The product is approved for general use and be incorporated into the next part of SCDMC update. The applicant may seek "approved equivalent" status, to gain permission to use a product for a particular project prior to the issuance of the SCDMC. The notification letter from the PAC could be used as support for "approval equivalent",

Inclusion of a product into SCDMC does not constitute mandatory use of the product.

STAGE 5: COMPLIANCE

All products that are listed in the SCDMC will be reviewed on a yearly basis to ensure that the product complies with current industry standards, satisfies current testing and certifications, and meets the requirements of the City.

STAGE 6: SUSPENSION OF USE

The PAC can suspend the use of any product at any time if the PAC deems it to be in the best interest of the City. Some possible reasons for the issuance of a Suspension of Use are as follows:

- ❖ The product is found to be defective;
- ❖ Repeated or likely installation errors;
- ❖ Performance problems;
- ❖ No action has been taken by the manufacturer to correct a defect or associated problems with a product;
- ❖ Parts or service is difficult to obtain or is exceedingly expensive;
- ❖ If the product does not meet the minimum requirements of any of the following applicable standards:
 - Current Ontario Provincial Standard Drawing (OPSD) as amended by the [City of London Standard Contract Documents for Municipal Construction Projects](#) (SCDMC);
 - City By-Laws;
 - American Water Works Association (A WWA) Standards and amendments;
 - Canadian Standards Association (CSA);



London
CANADA

PRODUCT APPROVAL PROCESS

WATER

STORMWATER

TRANSPORTATION

WASTEWATER

- American Society for Testing and Materials (ASTM);
 - National Sanitation Foundation (NSF); or,
 - Other applicable standards.
- ❖ The product is not being used in the area, and there is no intention to use it.

If it becomes necessary to impose a Suspension of Use of a product, the procedure will be:

- ❖ The PAC will notify, in writing, a representative of the manufacturer that consideration is being given to imposing Suspension of Use on the product and that PAC's concerns must be addressed by a certain date to maintain an approved status.
- ❖ If the reason for the Suspension of Use is health or safety related, an immediate Suspension of Use may be issued prior to notifying a representative of the manufacturer. A notification will also be circulated to the users of the SCDMC.
- ❖ If the manufacturer or representative does not respond by the stipulated deadline date, a Suspension of Use on the product will be imposed by PAC. The product will subsequently be removed from the next issue of the SCDMC. PAC will notify, in writing, the manufacturer's representative of the intention of the PAC. The manufacturer's representative will be given the opportunity to respond to PAC.
- ❖ If by the next issuance of the SCDMC, the manufacturer has not satisfactorily addressed all of the PAC's concerns, the PAC will remove the product from the listing. A product will not be removed if the Suspension of Use was put in to place three (3) months prior to the issuance of the SCDMC.

If a product is removed from the SCDMC, the applicant, or any other person, must wait for two years from the date of the Suspension of Use before re-application. The two year waiting period is to ensure that the manufacturer adequately reviews and assesses their product prior to re-submission.