

Appendix 6 User test: Information and requirements

Professional cleaning products can fulfil the performance test requirement with a laboratory test or a user test. This appendix describes the way in which a user test for a professional cleaning product is to be performed.

Professional cleaning products for kitchen equipment and household machines (e.g. dishwashing machine and laundry machine) and all consumer products must be tested in a laboratory, see Appendix 5. Products containing micro-organisms must demonstrate residual cleaning effects via the laboratory test as instructed in Appendix 5.

These instructions apply to all professional cleaning product types except wash polish/wash-and-wax care products. The wash polish/wash-and-wax product user test does not use a reference product and therefore has separate user test instructions in Appendix 7.

The purpose of the test is to demonstrate whether the test product for which a Nordic Swan Ecolabel licence is sought is as good as or better than a comparative product. The test must also demonstrate whether the test product is abrasive to or otherwise harms the surfaces on which it is marketed for use.

Quality requirements

At least 80% of the test persons must assess the product to be as good as or better than the reference product to fulfil the performance test.

Test individuals

Test individuals must be professional cleaning staff. At least five professional users shall test the product. The five individuals shall be randomly chosen and shall come from at least five different companies/organisations/institutions.

The reference product:

The test product must be compared with the product normally used by the user. The reference product must not be the same as the test product. The test product and the reference products may be produced by the same manufacturer.

Micro-organism based products are to be compared to an equivalent product without micro-organisms.

Performance of the test:

The test must be performed on the type(s) of surface relevance in relation to the recommendations on the product label.

The dosage used must be the minimum dosage specified on the label for normal soil. I.e. if the normal dosage of the label is specified as an interval, the lowest* quantity in this interval must be used. Likewise, the dosage of the comparative reference product must be the lowest recommended dosage for normal soil.

*If other dosage is used than the lowest in the interval this needs to be clearly motivated.

The duration of the test period must be sufficient for the test product to be used at least five times by the test user on the same place.

Performance questionnaire

The questionnaire for the user test is found in Appendix 6a. Each test individual must complete all questions on the questionnaire. In the table for the assessment of the product, all general questions should be answered as well as any questions that are specific to the type of cleaner tested. One questionnaire shall be completed per product per user.

Responses shall be tabulated by the applicant in the "Summary of the results" form in this appendix.

The formulation of the test product at the time of the performance test must be the same as that submitted in the application to Nordic Ecolabelling.

Summary of the results for user test of cleaning products

To be completed by the applicant for a Nordic Swan Ecolabel licence.

Date: _____

Name of test product: _____

Description of the selection of test individuals: _____

Were all individuals carrying out the user test professional cleaning staff? (Note: this is a requirement.) _____

How many questionnaires were sent out? _____

How many responses were received? _____

Table for the collation of answers

The results from the questionnaires shall be collated in the appropriate table below. Results are given in % of the total number of responses. Collate answers for all the general questions plus any answers for specific cleaner types that apply.

	Poorer (%)	As good as (%)	Better (%)
General questions (answered for all cleaner types):			
How do you consider the test product's ability to remove soils compared to the reference product?			
How do you consider the test product's gentleness to the cleaned surface compared to the reference product?			
How effective do you consider the test product in comparison to the reference product?			
WC / Sanitary cleaners			
In the case of acid products: The ability of the test product to remove calcium deposits is:			
In the case of alkaline products: How do you consider the ability of the test product to prevent calcium deposits is compared to the reference product?			
Window / glass cleaners			
How do you rate the test product's ability to remove dirt (mainly fine particles) compared to the control product?			
How do you rate the test product's ability to remove grease (mainly finger marks) compared to the control product?			
Does the test product leave streaks or residue on the surface to a greater extent than the control product?			

	Poorer (%)	As good as (%)	Better (%)
Products with microorganisms			
How do you consider the products residual cleaning effects, i.e., the ability to degrade fat, starch and protein continuously over a prolonged period as claimed by the manufacturer, otherwise, 7 days?			
Outdoor cleaners			
How do you rate the test product's ability to remove dirt such as oil, fat, soot, asphalt and biological material compared to the reference product?			
Textile floor cleaners			
How do you consider the test product's ability to remove stains on the surface compared to the reference product?			
How do you consider the test product's gentleness to the cleaned surface (for example colour fastness, moist, wear on the carpet) compared to the reference product?			

Comments _____

Signature of the applicant

City and Date	Company
Name of contact person	Signature by contact person
Telephone	E-mail