



Product changes and record corrections

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An award belongs to the product and version identified in its record. Keep that information accurate and tell the awards team when a change may affect the basis of the decision. Reporting a change or requesting a correction is free.

Correcting a record

Use the correction route for a spelling error, contact change or another factual mistake that does not alter the product assessed. Identify the current text, correct text and supporting information. The team checks the request and records the correction.

A corrected certificate is issued as a new version where needed. The original verification link remains useful and identifies the replacement; the earlier file is not presented as the latest certificate.

Changes that need assessment

Report changes to a formulation, principal design, intended use, target users, performance claim, material software function or responsible organisation. Explain what changed, when, why and which evidence remains applicable. New model names or package formats also need clarification where they affect the scope shown to the public.

Some changes can be reviewed against the existing entry materials. Others require a new entry. Do not use the award for an unassessed version while a scope decision is pending.

Three kinds of information on the record

Information	What it tells you
Award status	Whether the decision stands, is under review, is suspended or has been revoked
Product information	Whether current details have been confirmed, an update requested, confirmation is overdue or the product is discontinued
Version relationship	Whether this is the assessed version or a historical version linked to a separately assessed successor

A discontinued product is not automatically a revoked award. Information that has not recently been confirmed is not the same as a finding that the original decision was wrong.

Annual information confirmation

Recipients are asked once a year to confirm the responsible contact, product identity and material changes. The confirmation is free. If there is no response, the record may show that current information has not recently been confirmed. The dated award remains part of the history unless there is a separate reason to change its status.



Review, suspension and revocation

A material concern may lead to a review of the record. The team checks the information and seeks a response where appropriate. Urgent concerns can require an interim suspension. Suspension or revocation stops new use of the award mark; public references to the past award must accurately state the current status.

The recipient receives the reasons and available appeal route. The public record gives the necessary status information without exposing confidential allegations or the reporter's identity.

Continuing to describe an award

There is no annual renewal fee. An award may continue to be described accurately as a dated decision for the assessed version. It must not be represented as an award for a replacement product or as continuous testing of products in the market.

[Report a product change](#) · [Check an award record](#) · [Read the award mark guidelines](#)

Information to include with a change

State the Award ID, affected model or version, date of change, original specification and proposed specification. Explain whether the intended use, users, principal claims, performance, material risks, manufacturing responsibility or software behaviour have changed. Attach the evidence needed to compare the versions.

For a name or manufacturer change, include the relationship between the original and new responsible organisation. A corporate transfer alone does not establish that all products in the acquiring group share an award.

Case handling

The case manager distinguishes factual correction from scope change, checks the material and records the review required. The applicant receives the outcome and any restriction on mark use. A substantive technical question is referred to an appropriately qualified reviewer; the record administrator does not decide it from a name-change request alone.

Every public change records its date and a concise explanation. New award decisions receive their own record; links between versions preserve the relationship. Confidential commercial detail is not included merely to explain an administrative update.