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## Introduction

The Volume 2 in the Quality Assurance Handbook is divided in Sections. Each Lindström Group Product Category has its own section. This Section 2.6 explains the specific instructions for Product Category: Industrial Wiper Service

### Volume 2.6 Product Category; Wipers

This part relates to what is included and what shall be used as support and reference material during the manufacturing process to ensure that all Lindström standards and expectations are met.

## 1. Definitions

In this section are defined the main terms used in this Quality Assurance Handbook Volume 2: Product Category Industrial Wiper Service.

### 1.1. Definitions of Main Product Categories

The product portfolio of Wipers covers different kind of solutions for wiping and absorb.

#### 1.1.1. Wipers

Section Wipers covers shop towels for rental service.

#### 1.1.2. Absorbers

Section Absorbers covers absorbing mats for rental service.

### 1.2. Definitions of Samples

#### 1.2.1. Approval Sample

The Supplier of products shall produce an Approval Sample corresponding to the specification and instructions from Lindström, when it's question of customized article of Lindström.

## 2. Compliance Guidelines

All products supplied to Lindström shall conform to all international and national laws and standards.

In deliveries to the European Economic Area (EEA) the Supplier shall keep himself aware of the European Union REACH directive and keep himself updated about the list: Restriction of the use of certain hazardous substances (RoHS). The Supplier shall pay special attention to that the regulations in REACH are strictly followed during the entire production process.

### 2.1. Certification

The supplier of various products to Lindström shall maintain all his certificates, e.g. Oeko-Tex-100, BCSI, ECO-Label, ISO 9000, valid throughout the business relation. The Supplier shall provide Lindström with copies of non-manipulated renewed and new certificates without any separate request.

On request of Lindström the Supplier shall present the original documents.

### 2.2. Testing Laboratories

Testing of products sold to Lindström shall be carried out in accredited well-known laboratories. The Suppliers or the laboratories used are responsible for the correctness of test reports and certificates issued. If later, in control testing, it is detected that values on the original test report/certificate are false the issuer of the original

documentation is held responsible for the failure and Lindström reserves the right for compensation for the costs caused by the failure.

No manipulated test results are accepted.

### **3. The Products for Wiping and Absorbing**

In this category the main purpose of the products is to wipe or absorb water and dirt in customer's premises. These are rental products, washed in industrial laundries by Lindström.

#### **3.1. Wipers**

Wipers are used in different kind of premises for wiping. They are made of 100% cotton, or mixture of Cotton and PES or Acrylic.

Details of each product are given on respective product card.

#### **3.2. Absorbers**

Absorbers are used in different kind of premises at customers for absorbing liquids and oil. The outer surface is 100% cotton, and the inner is mixture of recycled textiles.

Details of each product are given on respective product card.

### **4. Packaging and Delivery**

The finished products shall be clean and neat, free from any soiling. Dirt or any mark shall be removed.

#### **4.1. Packaging and Delivery Instructions**

Deliveries of Wiper articles shall be packed according to given instructions in carton boxes or bales for transportation. The boxes/bales must be durable and they shall endure normal exertions during transport.

Boxes and bales shall be market according to given instructions.

### **5. Quality Control**

The Supplier shall follow the instructions given by Lindström in this Quality Assurance Handbook when producing Wiper products. The Supplier shall have an internal quality assurance system for quality control on line.

Quality control shall be done, without any exception, for all incoming materials and accessories, during production and for the finished products. The details mentioned on the Defect List shall be checked for all product categories above when carrying out the Quality Control.

Lindström or by him nominated representative carries out quality control during production or for finished products.