

FREQUENTLY ASKED QUESTIONS

1. What is a voucher?

- A voucher is an economical support provided from the Interreg NWE Certification-D project in terms of receiving design support offered by international recognized institutions, for testing your product in one of the Living Labs, and get access to the certification process for your product. The testing takes place in Living Labs located in the different partner countries and involves People with Dementia and their formal/informal caregivers.

2. What is the value of the voucher?

- The value of the voucher varies based on the complexity of the product and the time of testing. The value will be communicated to each company and is the basis for a declaration of state aid.

3. How can I apply for the voucher?

- To apply for the voucher, you need to read the call and verify that your company meets all the requirements. Then, fill-in the sign-up form at this link. The selection committee will determine if you will be invited to participate to the interview. After the interview, the final selection is made and you will be contacted if you can join in the project.

4. What is a Living Lab?

- A Living Lab is a network of expert researchers, People with Dementia and their formal/informal caregivers that study the interaction of People with Dementia with the selected products. The core of the Living Labs is the expertise and the evaluation of the testing experience as a form of meaningful interaction that recognizes the dignity and the personhood of people living with dementia. In the project Certification-D, the Living Labs are divided by their expertise:
 - Belgium: Leisure
 - France: Safety and Security
 - Germany: Safety and Security
 - Netherlands: Enabling

5. Can I choose where my product will be tested?

- No. You can express your preference during the interview, but the decision will be made by the selection committee, based on the availability of the Living Labs.

6. How many products do I need to provide for the testing?

- You need to provide at least 4 products for being tested in the Living Lab and at least one product for the certification body.

7. How long does the testing last?

- The testing in the Living Labs will last at least 8 weeks.

8. When do I know if my company is selected for the interview?

- The call closes September 30th 2021, you will receive a notification if your company is selected for an interview in October 2021.

9. When does the testing start?

- We expect the testing to start in January 2022.

10. Can I apply with more than one product?

- Yes. You need to fill a sign-up form for each product you want to apply with.

11. Will I know who are the participants of the testing?

- No, the participants will be anonymized from the researchers to guarantee their privacy. You will receive a report with the results the testing.

12. How many people will test my product?

- Each product will be tested by at least 4 participants.

13. My product is designed to be used in care facilities. Can I join the call?

- The call is designated for products to be used in private home environments – you can apply for the call, but products for private home environments will have the priority during the selection process.

14. I participated in voucher wave 1. Can I join wave 2 with a different product?

- Yes. You need to undergo the full selection process.

15. What happens if my product breaks during the testing?

- The product might receive a negative response from the tester, and this will be included in the report. Neither the tester nor the researchers might be considered responsible for breaking the product. Of course the products are treated with the greatest possible care. Unfortunately, however, it cannot be ruled out that products will be damaged or lost as part of the tests in the Living Lab or in the home environment. The manufacturer bears the risk.

16. My product is a medical device. Can I join the call for voucher wave 2?

- No. Medical devices are excluded from the call for voucher wave 2.

17. My product is an edible device. Can I join the call for voucher wave 2?

- No. Edible devices are excluded from the call for voucher wave 2.

18. What is the TRL?

- TRL refers to the Technology Readiness Levels defined by the European Union. You can find the definition of each level [here](#).

19. I am interested in the certification only. Do I need to apply for the voucher?

- Yes. The voucher wave 2 is a pilot for the certification. The certification process is not yet available outside the voucher scheme.

20. My company is located in the European Union, outside the North-Western area. Can I join the voucher scheme?

- Yes. The voucher wave 2 is open to SMEs from all the countries of the European Union.



21. My company is located outside the European Union. Can I join the voucher scheme?

- No. Being a public founded project, the voucher wave 2 is open only to SMEs from the European Union.

22. How long is the certification mark valid?

- The certification mark is valid for the tested version of the product as long as the product remains unchanged on the market. Recertification of an unchanged product after a certain period of time is not planned.
- If there are significant changes to the product (changes to the design or the UI, additions to functions, etc.), a new certification process is required. Software updates that do not contain any new functionality are not considered a decisive change.

23. Is the certification only valid for one product or for a product group or for the whole company?

- The certification within the scope of “Certification-D” is product-specific. So only one specific product is certified.
- A certification of product groups is possible if the individual products do not differ significantly and there are no significant differences in usability for the user (e.g. different product variants are offered that use different communication channels - LTE, Ethernet, PSTN; the product works with several different images or motifs).
- A company itself cannot be certified by “Certification-D” - only products.

24. Which costs arise?

- The costs for the certification process have not yet been finalized.
- As part of the “Certification-D” project, certification is basically free of charge via the “voucher scheme”. However, the vouchers are assessed as state aid, which the respective company may have to take into account in the context of other public funded projects.
- It is already defined that the costs for the certification are only incurred once. Annual license costs are not provided.

25. How many products have to be made available for the certification process?

- The certification body needs at least one functional product for the comparison of the self-declaration as well as for the test of the technical functionality.
- The Living Lab needs at least a minimum of four further products for the practical test. Here, the details must be coordinated with the respective Living Lab. Usually at least four products are required. To this end, the Living Lab concludes its own agreement with the manufacturer.

26. Who is responsible for shipping / providing the products?

- The company provides the products free of charge in a functional manner.
- Functional means, for example, that - if applicable - activated SIM cards are included in the delivery. If installation is necessary, the expenses incurred are also borne by the company.
- The return transport and the associated transport costs for the test samples are also taken over by the company.
- If necessary, it can be agreed with the Living Labs that the test samples remain with the testers. Individual agreements can be made for this.

