Public Standard
Air Label Score

Assessment of indoor air emissions - principles, methods, rating and conditions of use

Information	Value
Reference	ALS REF 01
Version	V1.4
Date	29 September 2026
Standard owner	Air Label SRL
Registered office	19 avenue des Volontaires, 1160 Brussels, Belgium
Status	**Version V1.4 approved for publication - applicable to files opened on or after 27 September 2026**
Scope	Air Label Score assessment, A+ to C ratings, maintenance and right of use

Reference document intended for manufacturers, distributors, technical partners, label users and stakeholders seeking a precise understanding of the scope of the Air Label Score rating.

How to use this standard

This standard explains what Air Label Score assesses, how tests are organised, how the rating is assigned and under what conditions it may be communicated. It should be read together with the applicable technical annexes, commitment charter, contractual terms and communication guide.

Part	Contents	Audience
1	Understanding the label: context, origin, mission and scope	Consumers, brands and the general public
2	Understanding the assessment: file, samples, tests, rating and report	Clients, consumers seeking to understand the process, and technical teams
3	Maintaining validity: formulation, changes, controls and communication	Clients, consumers and brand managers
4	Governance and transparency: roles, versions, evidence and complaints	Consumers, stakeholders and auditors
Public annexes	Categories, methodological basis, ratings and evidence	Consumers, clients and specialists

Detailed contents

No.	Section
1-5	Indoor air context • origin • mission • scope • A+ to C scale
6-12	Assessment process • identification • samples • scenario • chamber • analyses • rating
13-17	Report • formulation • changes • right of use • surveillance
18-21	Governance • independence • versions • complaints and sanctions
A1-A5	Public technical annexes

Precautionary principle

The rating describes emissions measured under defined test conditions. It is neither a general promise of safety or harmlessness nor a direct measurement of air quality in every home and every situation of use.

PART 1 - UNDERSTANDING AIR LABEL SCORE

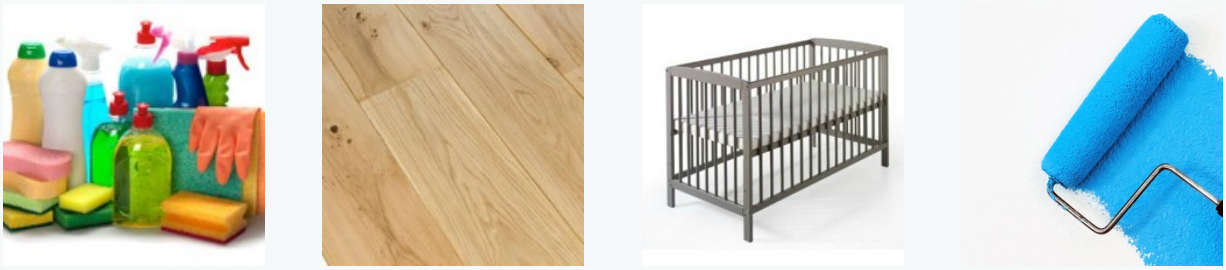
Why assess indoor air emissions and how should the rating be interpreted?

1. Why focus on indoor air?

Indoor air quality is an everyday concern: on average, we spend 85% of our time in enclosed spaces such as homes, workplaces, schools, transport and shops. The air in these environments is influenced by outdoor air, airing and ventilation, building characteristics, human activities and the products present or used there.

Potential sources include building and decorating materials, furniture, combustion appliances, smoking, cooking and DIY activities, as well as certain cleaning products, air fresheners, home fragrances, candles and incense. These sources may emit volatile organic compounds, aldehydes, particles or other substances. However, the actual level present in a space depends on many factors, including the quantity used, room volume, air exchange rate, frequency of use and occupant behaviour.

The composition label or ingredient list alone does not indicate the emissions released into the air after use. A laboratory measurement performed according to a defined scenario provides documented and reproducible information on the product's emissions under those conditions. Air Label Score does not directly measure an individual user's personal exposure and does not constitute a general guarantee of safety or health benefit.



Cleaning products | Flooring and materials | Furniture and bedding | Paints and finishes

Examples of sources or uses that may contribute to indoor air emissions - non-exhaustive illustration.

Source: Indoor air quality - French Ministry for the Ecological Transition, updated 24 April 2025

Source: Indoor Air Quality - United States Environmental Protection Agency

Source: First French study estimating the cost of indoor air pollution - ANSES, 2014

How to read the figures

The values above describe the general issue of indoor air quality. They do not mean that any individual product is solely responsible for these levels, nor does an Air Label Score rating predict a user's actual exposure.

2. Origin and purpose of the scheme

Air Label Score arose from a practical need for information. Before the scheme was created, its founders worked in the field of indoor air quality and regularly faced a simple question: before purchasing, how can products that emit the fewest volatile substances under comparable conditions of use be identified? Because a product's declared composition

alone does not answer this question, a scheme based on emission tests, use scenarios and a clear rating scale was developed.

Following approximately three years of research and development with support from specialists and laboratories, the first Air Label Score assessments were issued in 2019. The scheme was subsequently structured around a version-controlled standard, analyses performed by an independent laboratory, documented application of the rules and a traceable final decision. Air Label SRL is responsible for the current governance and consults competent experts and stakeholders when justified by a technical, scientific or methodological development.

2.1 The label at a glance

Air Label Score provides concise information on a product's measured emissions under defined test conditions. Each assessed product receives a rating from A+ to C. This rating must always be read within its scope: it applies to an identified product and formulation, a scenario, a version of the standard and an authorisation period.

A TARGETED MEASUREMENT

Emissions of volatile substances from an identified product under a defined test scenario.

A CLEAR RATING

A class from A+ to C, accompanied by a report identifying the product, scenario and rules applied.

AN INDEPENDENT ANALYSIS

Testing and technical verification performed by an independent testing laboratory.

A TRACEABLE DECISION

A final review by Air Label SRL before the rating is assigned and use of the label is authorised.

2.2 A clear reference point for consumers

The concise scale, colour code and A+, A, B and C visuals were designed to enable a quick initial reading. Consumers must nevertheless be able to access an explanation of the rating, its scope and the limitations of the assessment. This transparency is intended to reduce information asymmetry and support an informed choice; it does not turn the rating into a health or safety promise, an assessment of overall environmental quality, or a claim of absolute superiority over another product.

3. Mission

The mission of Air Label Score is to strengthen consumer information and protection in relation to claims about indoor air emissions. The label makes technical data more accessible while requiring each rating to remain linked to tests, a scenario, a report and a traceable decision. This mission also helps encourage manufacturers to measure and, where possible, reduce emissions from their products.

Mission	Practical implementation
Make information understandable	Present measured emissions using a concise, explained scale.
Encourage emission reduction	Provide manufacturers with an actionable result as part of a continuous improvement approach.
Ensure traceability	Link every rating to a product, formulation, scenario, report and version of the standard.
Explain the limitations	Avoid conflating low emissions with general safety or the actual air quality of a location.

4. What the label assesses - and what it does not assess

The scheme assesses	The scheme does not, by itself, demonstrate
Emissions of volatile substances measured according to a defined scenario and duration.	That the product is "safe", "healthy", "non-toxic", "natural" or "risk-free".
A precisely identified product and formulation.	Compliance of every variant, fragrance, format or formulation in a product range.
An analytical result obtained under controlled laboratory conditions.	The actual air quality in every home, which depends on many factors.
An A+, A, B or C class in accordance with the identified version of the rating rules.	The absence of any untargeted substance or any effect under all conditions of use.

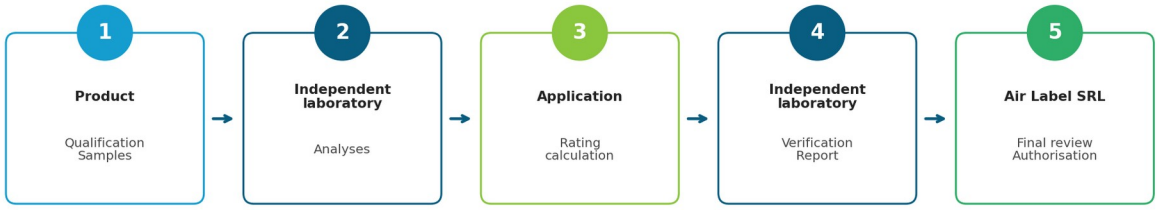
The scheme assesses	The scheme does not, by itself, demonstrate
Compliance with the Air Label Score process at the time of the decision.	Replacement of the regulatory obligations applicable to the product and its market.

4.1 An assessment based on independent verification

The analyses, entry of results into the application, application of the calculation rules, technical verification of the rating and generation of the report are carried out by an independent testing laboratory that is legally separate from Air Label SRL and the client. Air Label SRL then performs the final review of the file and report without recalculating the rating, and decides on the final rating and authorisation to use the label.

Independence is based in particular on the legal separation of the parties, the traceability of their actions, the distinction between technical and commercial decisions, and the absence of any link between remuneration and the rating obtained.

Laboratory competence and accreditation. Testing is entrusted to a laboratory accredited by a national accreditation body. For the French laboratory currently appointed, this accreditation is issued by COFRAC. It applies only to the tests and methods included within the laboratory's scope of accreditation; where applicable, the report identifies the results covered. Accreditation attests to the laboratory's competence for the relevant tests, but does not constitute approval of the Air Label Score Standard or validation of the client's commercial communications.



The laboratory is legally separate from Air Label SRL and the client. Remuneration never determines the rating.

5. Understanding the A+, A, B and C ratings

The rating summarises the level of emissions observed against the applicable Air Label Score criteria. It must never be used in isolation: any communication must be traceable to the assessed product, the scope of the test and the authorisation period.

Rating	Interpretation	Reference wording
A+	Very low emissions	"Assessed under the Air Label Score Standard, this product achieved an A+ rating, corresponding to very low indoor air emissions. More information at air-label.com"
A	Low emissions	"Assessed under the Air Label Score Standard, this product achieved an A rating, corresponding to low indoor air emissions. More information at air-label.com"
B	Moderate emissions	"Assessed under the Air Label Score Standard, this product achieved a B rating, corresponding to moderate indoor air emissions. More information at air-label.com"
C	Higher emissions	"Assessed under the Air Label Score Standard, this product achieved a C rating, corresponding to higher indoor air emissions. More information at air-label.com"

A note on comparisons

Two ratings are comparable only if they are based on compatible scopes, categories, scenarios and versions of the rules. The rating does not authorise a claim that one product is better overall, safer or healthier than another.

PART 2 - HOW IS AN ASSESSMENT CONDUCTED?

From initial contact to the report: a documented chain of evidence for each product.

6. Overview of the assessment process

Step	Action	Expected evidence
1. Qualification	Identify the product, its category, intended use and the client's request.	Product information sheet and recorded request
2. Offer	Define the scope, price, indicative timeframe and applicable terms.	Accepted offer or quotation
3. ALS reference	Assign a unique internal reference to the assessed product.	Example: AL2026XX01
4. Samples	Receive, identify and track the units required for testing and retention.	Sample receipt register
5. Scenario	Select or validate the test scenario corresponding to the intended use.	Approved scenario and version
6. Tests	Perform chamber tests using the applicable methods.	Raw data and laboratory report
7. Calculation and dual verification	Apply the rules in the application, have the rating verified by the independent laboratory, and then perform Air Label's final review without recalculating the rating.	Version of the rules, laboratory checklist and Air Label validation
8. Report and decision	Generate the report using the application, assign the final rating and decide on the right to communicate it.	Validated report and identified authorisation
9. Follow-up	Manage changes, controls, renewals, complaints and withdrawals.	Follow-up history

6.1 Conditions for accessing the scheme

The scheme is open, under transparent, fair and non-discriminatory conditions, to any professional whose product falls within a covered category and can be assessed under a validated scenario. Company size, brand recognition and the amount paid have no influence on the rules applied or the rating obtained.

Condition	Application
Eligible product	The product belongs to one of the four covered categories and its intended use can be qualified.
Complete file	The client provides the information, documents and samples required for the assessment.
Applicable scenario	A validated scenario exists or can be confirmed before testing begins.
Prior acceptance	The scope, timeframe, price and applicable terms are communicated and accepted before work begins.
Reasoned refusal or deferral	A file may be refused or deferred only for a documented reason: outside the scope, insufficient information or samples, a technical or safety impediment, or an unmanageable conflict of interest.

7. Product identification

A rating is linked to precise identification. The file must allow the assessed product to be distinguished from any commercially similar product.

Minimum information	Example or explanation
Internal Air Label Score reference	Format ALYYYYXX## - e.g. AL2026XX01: Air Label, year 2026, client XX, first analysis.

Minimum information	Example or explanation
Commercial name	Exact name shown on the product or in the client file.
Brand and responsible party	Brand, contracting entity and authorised contact person.
Formulation or version	Relevant formulation reference, fragrance, variant, concentration or version.
Batch and date	Batch, manufacturing date or any available identifier.
Packaging	Format, container, delivery system and quantity.
Claimed use	Intended use and instructions relevant to the scenario.
Target market	Country or region in which communication is planned.

8. Samples and retained sample

The client provides at least two identical samples of the finished product; four samples are recommended to safeguard completion of the tests, any repeat testing and retention. Exact quantities may vary depending on the product and scenario.

- Each sample is identified upon receipt and linked to the file's ALS reference.
- The packaging must correspond to the product actually marketed or be explicitly described as a prototype.
- A retained sample is kept for at least three years, subject to the product's stability and storage constraints.
- Any anomaly upon receipt, leakage, damage or identification discrepancy is recorded before testing.

> **Client responsibility**
>
> The client guarantees the accuracy of the information supplied, the identity of the samples and their consistency with the formulation intended for the market. Incomplete information may suspend the file or limit the scope of the result.

9. Selecting the test scenario

The test scenario translates the product's intended use into controllable parameters. It takes account of the instructions for use, the reasonably foreseeable quantity, the product's intended location of use, the reference volume, air exchange rate, any relevant substrate, temperature, humidity and duration. It is defined before testing, justified and retained in the file. The key parameters may be communicated to the brand before commitment; the parameters actually applied are identified in the report.

9.1 What the scenario takes into account

Parameter examined	Translation into the scenario
Method of use	Spraying, application, diffusion, combustion, washing cycle or other intended method.
Quantity or load	Reasonably foreseeable quantity in light of the instructions and available use information.
Product destination	Reference room or environment, associated volume and selected ventilation conditions.
Duration and frequency	Duration of use, emission phase, time before sampling and, where relevant, repetition.
Substrate and packaging	Surface, textile, container, delivery system or other factor influencing emissions.
Most relevant case	Where several uses exist, the selected use is justified and retained in the file; it may not be adjusted to obtain a more favourable rating.

Scenarios may be based on standards, recognised protocols and validated internal rules. They seek to provide a documented representation of normal or reasonably foreseeable use; they do not claim to reproduce every individual practice or every residential configuration.

9.2 Categories currently covered

The scheme is organised around four technical categories, detailed in Annex A1. A product's apparent category is not sufficient: its classification, instructions for use, safe handling and the existence of a validated scenario are verified before acceptance.

1	2	3	4
Detergents, air fresheners 1 and insecticides	Laundry products, dishwasher products and air fresheners 2	Candles and incense	Ozone-emitting cleaning products

9.3 Principles for validating the scenario

Principle	Requirement
Representativeness	The scenario is consistent with the instructions for use and reasonably foreseeable use.
Reproducibility	The parameters are sufficiently precise to allow documented repetition.
Proportionality	The scenario avoids artificially underestimating or overestimating use.
Traceability	Any adaptation to the standard scenario is justified, dated and approved.
Comparability	A comparison is relevant only between compatible scenarios.

10. Emission chamber testing

The product is placed or used in a test chamber under controlled conditions. The scenario specifies, in particular, the chamber volume, air exchange rate, temperature, humidity, quantity of product and time before sampling. The selected air exchange rate represents the room configuration defined by the scenario and enables a reproducible and comparable result. It does not, however, claim to cover every variation encountered in real homes, particularly variations in room volume, airing, ventilation, quantity used and occupant behaviour.

Example of an emission chamber. The exact equipment and applicable parameters are identified in the test file.

Parameter	Public principle	Record in the file
Chamber	Appropriate volume and material, conditioned before testing.	Chamber identification
Temperature / humidity	Conditions maintained within defined tolerances.	Readings and deviations
Air exchange	Flow rate and air exchange rate determined by the scenario.	Programmed and controlled value
Product load	Quantity or surface area calculated from the scenario.	Calculation and actual measurement
Blank	Control of the analytical environment in accordance with the method.	Blank result
Sampling	Media, volumes and durations suited to the substance families analysed.	Sampling records

11. Substance families and analytical methods

The technical framework distinguishes, in particular, volatile organic compounds and aldehydes. For volatile organic compounds, the values used to apply the rating rules are expressed as toluene equivalents. Aldehydes are quantified using the compound-specific response applicable under the analytical method. The methods, standards and parameters applied are identified in the report and linked to the product's test scenario.

Family	Sampling and analytical principle	Normative reference
VOCs	Sampling on suitable tubes, followed by thermal desorption and gas chromatography coupled with mass spectrometry and/or FID detection.	NF ISO 16000-6 (2021); chamber in accordance with NF EN ISO 16000-9
Aldehydes	Sampling on a DNPH cartridge, followed by liquid chromatography with UV detection.	NF ISO 16000-3 (2022); chamber in accordance with NF EN ISO 16000-9
Emissions from materials / products	Preparation and conditioning documented according to the nature of the product and scenario.	NF EN ISO 16000-11 (2024), where applicable

Expression of results
For the application of the Air Label Score rules, VOC concentrations are assessed as toluene equivalents. Aldehydes are quantified using the compound-specific response applicable to each compound. The report identifies the methods and parameters used for the file.

12. Principles for calculating and assigning the rating

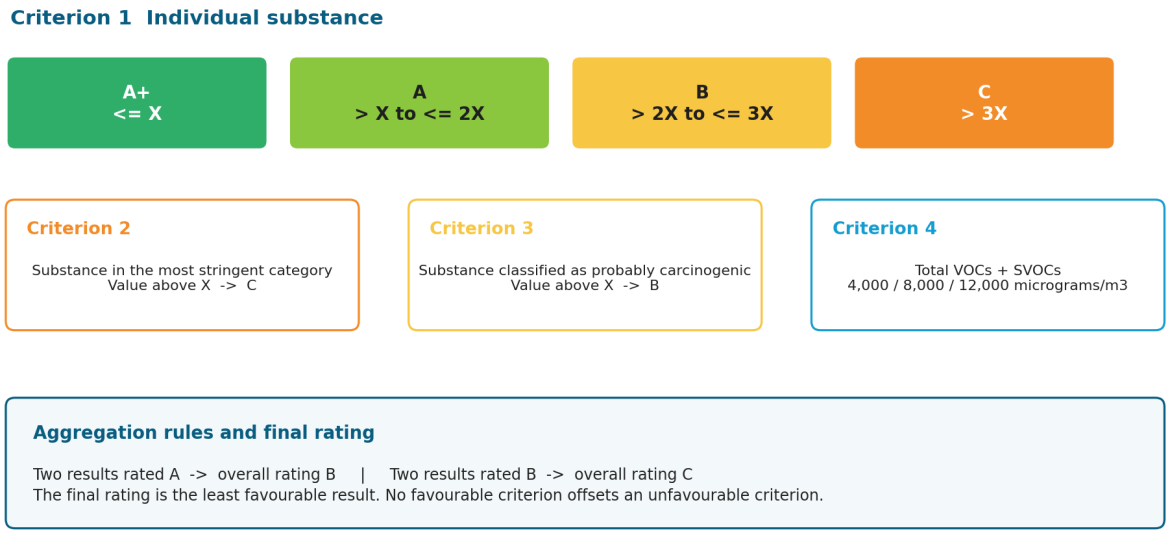
The rating is determined from usable analytical results, the product category, the applicable scenario and the version of the rules recorded in the application. It is not an average: the least favourable result, including any specific downgrade rule, determines or limits the final rating.

12.1 Reference value X

For each quantified substance, X is the reference limit value selected in the Air Label Score scientific database applicable to the file. This database contains several thousand values from scientific literature, legislation and institutional publications. Sources consulted include the World Health Organization (WHO), the European Union and ECHA, ANSES, OQAI and the German AgBB scheme, as well as, where relevant to their scope, occupational or exposure limit values published by recognised national or professional bodies. Where several comparable values exist, the general rule is to use the strictest applicable value after verifying the scope, exposure duration, unit and scenario.

The complete database is not reproduced in the body of this document. It is version-controlled and retained with the calculation rules. For each file, the X value actually applied, its source and the database version must be traceable; this information is provided in the report or its technical file and may be explained to the client upon request.

12.2 Rating rules



Criterion	A+	A	B	C
1. Individual substance	≤ X	> X and ≤ 2X	> 2X and ≤ 3X	> 3X
2. Substance in the most stringent category retained by the rules	No value above X	-	-	Any value above X
3. Substance classified as probably carcinogenic under the applicable rules	No value above X	-	Any value above X	According to the other applicable criteria
4. Total VOCs + SVOCs excluding very volatile compounds	≤ 4,000 µg/m³	> 4,000 and ≤ 8,000 µg/m³	> 8,000 and ≤ 12,000 µg/m³	> 12,000 µg/m³

12.3 Aggregation rules and final decision

When two individual substances or results are rated A, the overall rating is downgraded to B. When two individual substances or results are rated B, the overall rating is downgraded to C. The final rating is then the least favourable result obtained across all applicable criteria. A favourable result for one criterion does not offset an unfavourable result for another.

The thresholds are applied as shown in the table: a value exactly equal to X falls within A+, a value exactly equal to 2X falls within A, and a value exactly equal to 3X falls within B. The units and rounding rules are those recorded in the version of the rules applicable to the file.

1. The independent testing laboratory performs the analyses and produces the analytical results in accordance with the applicable scenario.
2. The independent testing laboratory enters or imports the results into the Air Label Score application and checks the product identity, units and required information.
3. The application uses the recorded version of the standard and calculation rules to determine the rating.
4. The independent testing laboratory checks the consistency of the data and the resulting rating, then generates the report using the application.
5. Air Label SRL performs the final review of the file and report, without recalculating the rating determined by the application, and then decides on the final rating and issuance of the label.
6. The final decision, version of the standard, validations and report are archived and entered in the central report register.

Principle	Consequence
Most stringent rule	The criterion producing the least favourable result determines or limits the overall rating in accordance with the rules for the category.

Principle	Consequence
No implicit offsetting	A favourable performance for one indicator does not automatically neutralise an unfavourable individual emission.
Analytical values	VOCs are assessed as toluene equivalents; aldehydes are quantified using the applicable compound-specific response.
Fixed version	Each report identifies the version of the standard and rules used for the file.
Dual verification	The independent testing laboratory verifies the technical application; Air Label SRL performs the final review and assigns the rating without recalculating it.
Traceability	Any correction creates a new version without deleting previous data, validations or reports.

PART 3 - SCOPE, VALIDITY AND COMMUNICATION

A rating remains attached to an identified product and defined conditions of use.

13. Air Label Score report

The report is generated by the independent testing laboratory using the Air Label Score application and is then submitted to Air Label SRL for final review. It becomes the official report for the file once validated. It identifies the assessed product, test conditions, results necessary to understand the decision, the assigned rating, and the versions of the standard and rules applied.

Minimum section	Contents
Identification	ALS reference, client, product, formulation/version, batch and packaging.
Scope	Category, use, market or specific limitations.
Scenario	Key parameters and reference of the applicable scenario.
Laboratory	Identity, source report and test dates.
Methods	Relevant methods and versions, limitations or reservations.
Results	Results required to understand the decision.
Rating	A+, A, B or C and scope wording.
Versions	Version of the standard, calculation rules and application.
Validation	Date, identity or role of the reviewer, and decision.
Communication	Status of the right of use and period covered, where applicable.

14. Product, formulation and rating transfer

The rating remains attached to the identified formulation and product for as long as they remain unchanged. It does not transfer automatically to a new formulation, a new fragrance, another delivery system or another product in the same range. Any change must be declared before the client continues to communicate the rating. Air Label also conducts an annual review of reference values. If a scientific or regulatory development changes the applicable rating, the client is informed and the report, product status and communication authorisation are reassessed.

Situation	Treatment in principle
Change in formulation or supplier affecting the composition	Impact assessment and, unless an accepted justification is provided, a new test.
Change in fragrance, concentration or active ingredient	New qualification; no automatic transfer.
Change in packaging with no contact with the product and no effect on diffusion	Document review may be possible; decision recorded.
New format affecting quantity or diffusion	New scenario or additional test.
Graphic change only	Document update, provided that there is no other change.
"Equivalent" product manufactured at another site	Evidence of equivalence required; case-by-case decision.

15. Right of use and term of commitment

The analytical assessment, the report and the right to use the Air Label Score mark are separate matters. Obtaining a rating does not, in itself, authorise communication without the applicable contractual and graphic framework.

- The client explicitly confirms its intention to communicate the rating for the product concerned.
- The financial commitment may be entered into for one or three years, depending on the accepted offer.
- In the event of a three-year commitment, the agreed amounts for all three years remain payable in accordance with the contractual terms, even if communication is subsequently discontinued or the right of use is withdrawn.
- Each year, a quotation or annual document is signed to approve communication for the year concerned.
- The authorisation specifies the product, rating, relevant media or territories and authorised period.

> **Two different timeframes**
>
> The term of the commercial commitment (one or three years) must not be confused with the annual communication authorisation, which confirms the scope actually authorised each year.

16. Communication rules

Do	Avoid
Use the official artwork without modification.	Reconstructing, recolouring or isolating an element of the mark.
Clearly associate the rating with the assessed product.	Extending the rating to an entire range, brand or company.
Use the reference wording corresponding to the rating.	Promising a health benefit, harmlessness or general safety.
Comply with the authorised period and territory.	Keeping an expired or withdrawn rating on active materials.
Submit sensitive or ambiguous uses for validation.	Using "certified" unless that description is legally and technically substantiated.
Retain evidence of the materials disseminated.	Implying regulatory or public authority approval.

17. Surveillance, control and maintenance

Maintaining a rating requires the communicated product to continue to match the product identification in the file and the client to comply with the rules of use. The surveillance programme combines document checks, review of communications and, where provided for, targeted inspections or tests.

Trigger	Possible action	Outcome
Declaration of a change	Impact review, evidence of equivalence, new test.	Maintenance, adaptation or new rating
Scheduled control	Request for documents, sample purchase, market verification.	Compliant or action plan

Trigger	Possible action	Outcome
Report or complaint	Qualification, collection of evidence, opportunity to respond.	Closure, correction or sanction
Non-compliant graphic or verbal use	Request for immediate withdrawal/correction.	Remediation or suspension
Significant technical discrepancy	New analysis or in-depth review.	Maintenance, revision, suspension or withdrawal

PART 4 - GOVERNANCE, TRANSPARENCY AND APPEALS

Who does what, what evidence is retained and how a decision may be challenged.

18. Allocation of responsibilities

Party	Responsibility	Limit
Air Label SRL	Owns the standard and the mark, defines the scenarios, organises the scheme, performs the final review, assigns the final rating, authorises use of the label, and manages follow-up, complaints, suspensions and withdrawals.	Air Label does not perform the laboratory analyses and does not present the laboratory as responsible for the licence or communication.
Independent testing laboratory	Performs the analyses, enters the results into the application, applies the standard through the application, verifies the resulting rating and generates the report.	The laboratory does not define the standard or scenarios and does not decide whether use of the label is authorised.
Air Label Score application	Applies the recorded version of the calculation rules and generates the structured report elements from validated data.	Automation does not replace either the independent laboratory's verification or Air Label SRL's final decision.
Experts and stakeholders consulted	May contribute to technical, scientific or methodological developments and the review of complex cases.	An occasional consultation must not be presented as the permanent involvement of an independent committee.
Client	Provides accurate information, guarantees the identity of the samples, declares changes and complies with the communication rules.	The client may not extend the rating to another product, another formulation or an unauthorised period.

19. Independence and management of conflicts of interest

- Tests are entrusted to a third-party laboratory with the competence and equipment required for the relevant scope.
- Anyone involved in the review or decision declares any interest liable to affect their impartiality.
- Technical decisions and commercial decisions are documented separately.
- Remuneration for the assessment or licence does not guarantee any particular rating.
- Any discrepancy or pressure liable to affect the result is reported and recorded.

20. Version and evidence control

Version-controlled item	Information retained
Standard	ALS REF 01 - version V1.4 dated 29 September 2026, approved for publication and applicable to files opened on or after 27 September 2026. Previous versions and their periods of application are archived.
Annexes and scenarios	Version applicable to the category and product, retained in the file.
Methods	Reference, edition, adaptation and relevant parameters specified in the technical documents.
Application	Version of the rules and parameters used to calculate the file's rating.
Data	Original laboratory file, imported file, date of entry or import, units and any corrections.
Decision	Independent laboratory verification, final Air Label review, dates, identity of the persons involved and status.
Communication	Annual authorisation, reviewed materials, corrections, suspension and withdrawal.

The laboratory's original data, imported files, control checklists, evidence of validations, successive reports and final PDF report are retained in the client file. Validated files are not modified; any correction results in a new version without deletion of the previous version. The central report register records reports that have been issued, corrected, suspended or withdrawn.

21. Complaints, appeals, suspension and withdrawal

1. **Receipt: the request is recorded together with its date, author, product and precise subject.**
2. **Admissibility: Air Label verifies that sufficient information is available to examine the file and requests additional information where necessary.**
3. **Review: a person not directly involved in the disputed decision examines the available evidence.**
4. **Right to respond: the client may submit observations within a defined period.**
5. **Decision: maintenance, correction, new analysis, suspension or withdrawal, with written reasons.**
6. **Communication: materials must be corrected or withdrawn within the specified period.**
7. **Archiving: the decision and actions are retained in the file.**

Interim measure

Where there is a serious risk of misleading communication, an undeclared change or a major technical concern, Air Label may temporarily suspend the right to communicate the rating while the matter is investigated, in accordance with the applicable contractual terms.

PUBLIC TECHNICAL ANNEXES

Operational information accompanying the main body of the standard.

Annex A1 - Product categories

The current version of the scheme covers four categories. Acceptance of a product depends on its precise classification, use and the availability of a validated scenario.

Category	Examples within the scope	Key consideration
1. Detergents, air fresheners 1 and insecticides	Cleaning or ambient products used in an indoor space.	The method of application, dilution and quantity determine the scenario.
2. Laundry products, dishwasher products and air fresheners 2	Products used in a cycle or leaving a residue that may emit substances.	The substrate, cycle and emission phase must be specified.
3. Candles and incense	Combustion products intended to add fragrance or create an ambience.	Combustion, duration, wick, mass consumed and ventilation.
4. Ozone-emitting cleaning products	Devices or products whose use may generate ozone.	Specific method and criteria; prior technical acceptance.

Outside the scope

The absence of a covered category or validated scenario may result in refusal or deferral of the assessment. Air Label does not create an unvalidated ad hoc protocol in order to guarantee acceptance of a product.

Annex A2 - Current methodological basis

Item	Methodological basis	Application in the file
Emission chamber	NF EN ISO 16000-9; conditions and load defined by the applicable scenario.	The actual parameters are recorded in the test documents and report.
VOCs	NF ISO 16000-6:2021; sampling on a suitable medium, thermal desorption and chromatographic analysis.	Results assessed as toluene equivalents in accordance with the Air Label Score rules.
Aldehydes	NF ISO 16000-3:2022; sampling on a DNPH cartridge and chromatographic analysis.	Quantification using the compound-specific response applicable to each aldehyde.
Preparation	NF EN ISO 16000-11:2024 where this reference applies to the product and scenario.	Preparation, conditioning and any adaptations documented.
Timeframe	Standard indicative timeframe: 8 to 12 weeks from receipt of the samples and all required documents.	The applicable timeframe is confirmed in the offer. It may be adjusted in the event of a technical difficulty, an incomplete file, repeat testing or a specific constraint agreed with the client.

Annex A3 - Interpretation and authorised claims

Rating and meaning	Full claim
Very low emissions	"Assessed under the Air Label Score Standard, this product achieved an A+ rating, corresponding to very low indoor air emissions. More information at air-label.com"
Low emissions	"Assessed under the Air Label Score Standard, this product achieved an A rating, corresponding to low indoor air emissions. More information at air-label.com"
Moderate emissions	"Assessed under the Air Label Score Standard, this product achieved a B rating, corresponding to moderate indoor air emissions. More information at air-label.com"
Higher emissions	"Assessed under the Air Label Score Standard, this product achieved a C rating, corresponding to higher indoor air emissions. More information at air-label.com"

Any shortened version, language adaptation, comparison or combination with another claim must preserve the exact meaning of the assessment and comply with the communication guide.

Annex A4 - Minimum chain of evidence

Step	Document or record
Before testing	Request, accepted offer, ALS reference, product information sheet, formulation/version, photographs and scenario.
Receipt	Number of samples, batches, condition, date, storage and retained sample.
Test	Worksheets, chamber conditions, blanks, sampling and anomalies.
Analysis	Chromatograms or source data, results, units, limits and laboratory report.
Calculation	Imported file or entered data, version of the standard and rules, toluene equivalents for VOCs, compound-specific responses for aldehydes, alerts and corrections.
Review	Independent laboratory checklist, final Air Label review, identity of the persons involved, dates, observations and approvals.
Report	Report generated using the application, validated final PDF report, rating, scope, reservations and versions; entry in the central register.
Communication	Annual authorisation, graphic elements, validated materials and expiry date.
Follow-up	Declarations of changes, controls, complaints, actions and decisions.

Annex A5 - Sending samples: essential requirements

- Do not ship samples before the file, quantity and delivery address have been confirmed.
- Identify each unit with the product name, client reference, batch and, where already assigned, the ALS reference.
- Enclose the safety data sheet where required, instructions for use and applicable transport information.
- Protect packaging against leakage, breakage, heat and cross-contamination.
- Notify Air Label of the shipment and provide the tracking details.
- Do not assume that a non-compliant or incomplete sample can be analysed within the announced timeframe.

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Public and normative references

Links are provided to enable readers to locate the institutional source. Standards are protected by copyright and must be consulted in their applicable official version.

- French Ministry for the Ecological Transition - Indoor air quality, updated 24 April 2025
- ANSES - First French study estimating the cost of indoor air pollution, 2014
- United States Environmental Protection Agency - Indoor Air Quality
- United States Environmental Protection Agency - Volatile Organic Compounds' Impact on Indoor Air Quality
- European Commission - Unfair Commercial Practices Directive
- EUR-Lex - Directive (EU) 2024/825 of 28 February 2024
- European Commission - Questions and answers on the Directive empowering consumers for the green transition, 22 September 2026
- COFRAC - Laboratory scopes of accreditation are available on the official website cofrac.fr

Normative references cited in the current technical basis

- NF EN ISO 16000-9 - Indoor air: determination of the emission of volatile organic compounds from building products and furnishing - emission test chamber method.
- NF ISO 16000-6:2021 - Determination of volatile organic compounds in indoor and test chamber air by active sampling on sorbent, thermal desorption and gas chromatography using MS or MS-FID.
- NF ISO 16000-3:2022 - Determination of formaldehyde and other carbonyl compounds in indoor and test chamber air - active sampling method.
- NF EN ISO 16000-11:2024 - Determination of the emission of volatile organic compounds from building products and furnishing - sampling, storage of samples and preparation of test specimens.

Document information

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