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English Version

Professional indoor UV exposure services - Part 3: Requirements for the provision of services

Services professionnels de bronzage en cabine - Partie 3:
Exigences relatives à la prestation de services

Professionelle Dienstleistungen in Sonnenstudios - Teil 3:
Anforderungen an die Bereitstellung von Dienstleistungen

This European Standard was approved by CEN on 25 October 2014.

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Foreword

This document (EN 16489-3:2014) has been prepared by Technical Committee CEN/TC 412 “Project committee - Indoor sun exposure services”, the secretariat of which is held by ASI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2015, and conflicting national standards shall be withdrawn at the latest by June 2015.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or] CENELEC shall not be held responsible for identifying any or all such patent rights.

EN 16489, Professional indoor UV exposure services, consists of three parts:

- Part 1: Requirements for the provision of training;
- Part 2: Required qualification and competence of the indoor UV exposure consultant;
- Part 3: Requirements for the provision of services.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

Over the years, the quality and safety of indoor tanning appliances - without which a tanning centre cannot operate – has improved substantially. This is especially the case since the publication of EN 60335-2-27:2010, which limits the erythemal irradiation to 0,3 W/m². This is based on the conclusions of a “Scientific Committee on Consumer Products” report of the European Commission on the “Biological effects of ultraviolet radiation relevant to health with particular reference to sunbeds for cosmetic purposes”, published in 2006 [1].

On the other hand, the safe use of commercially offered indoor tanning appliances is critically dependent on the way the service is provided. Particularly important is the way in which potential consumers are informed about the proper use of tanning appliances taking into account the personal characteristics of the consumer, in order to minimize the risk of skin cancer and other adverse effects of UV radiation. Together with Part 1 and 2 this European Standard contributes to further strengthening consumer information, protection and safety with regard to commercially offered indoor tanning services, by defining the requirements for the provision of services.

This European Standard applies without prejudice to compliance with regulations in force in CEN member states.

1 Scope

This European Standard defines the requirements for and assessment of the service provision of indoor UV exposure facilities, and will contribute to further strengthen consumer protection and safety with regard to professionally offered indoor tanning services.

This European Standard is not applicable for any medical use of indoor UV exposure.

Requirements for UV appliances for skin exposure are excluded in this standard, as they fall under the scope of EN 60335-2-27.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 60335-2-27, *Household and similar electrical appliances – Safety – Part 2-27: Particular requirements for appliances for skin exposure to ultraviolet and infrared radiation (IEC 60335-2-27)*

EN 16489-1, *Professional indoor UV exposure services - Part 1: Requirements for the provision of training*

EN 16489-2, *Professional indoor UV exposure services – Part 2: Required qualification and competence of the indoor UV exposure consultant*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

tanning

formation and darkening of the melanin pigments in the skin due to UV exposure

3.2

UV exposure

irradiation of the skin with ultraviolet radiation

3.3

indoor tanning facility

facility where professional indoor tanning via UV appliances is being offered

3.4

indoor tanning appliance

device used for indoor UV exposure, often referred to as sunbed

3.5

indoor UV exposure consultant

person working for a professional indoor tanning facility and giving information and advice on UV exposure to potential consumers

3.6

tanning booth

closed area where an indoor tanning appliance is located

4 Consumer information

4.1 General information

In the tanning facility, information about the effects of UV tanning process on the skin, as well as safety instructions for the consumer as provided in EN 60335-2-27, shall be available. Information shall be given in person, in printed flyers/posters/stickers or by video message/presentation. At least one form of this information shall be easily accessible and viewable by the consumer on each visit that they make.

The safety instructions as shown in EN 60335-2-27 are also contained in the manufacturers' user manuals, given with the indoor tanning appliance. The service shall be provided in accordance with EN 16489-1 and EN 16489-2.

4.2 Information in the tanning booth

In the tanning booth, consumers shall have access to safety and functional information on the indoor tanning device as specified in EN 60335-2-27.

5 Equipment requirements

All indoor tanning appliances used in a tanning facility shall comply with EN 60335-2-27.

All UV emitters shall be replaced only by types approved for the specific appliance by EN 60335-2-27.

The tanning facility shall keep a maintenance record with the essential safety requirements. The personnel shall be informed of and understand these requirements.

The indoor tanning appliance shall be checked for its correct functioning at regular intervals according to the manufacturers' recommendations and legal requirements.

6 Hygiene

6.1 Tanning facility

The location should be clean at all times. Floors and walls, both in the tanning facility and in the tanning booth, shall be cleaned with detergents as often as required and according to local laws and regulations.

The location should have at least one toilet and hand washing facilities available. Local authorities should advise if additional facilities are required.

6.2 Indoor tanning appliance

The indoor tanning appliance shall be clean before every use and shall be disinfected according to the procedures recommended by the manufacturer and/or by the tanning facility manager.

NOTE Disinfection particularly concerns every part of the indoor tanning appliance the consumer may touch, e.g. acrylics, control panel, handles, seat and floor.

The disinfectant shall be made available for the consumer, should he or she want to clean the indoor tanning appliance him/herself, according to the guidance of the tanning facility manager.

Eye protection devices according to EN 60335-2-27 shall be made available to the consumer. These shall be new or disinfected before each use.

7 Complaints handling

An effective and efficient complaints handling process should be in place. The tanning facility shall provide a means for logging complaints. The tanning facility should regularly analyse consumers' feedback and include follow up actions. The tanning facility shall provide contact details, including contact name, telephone number and Email address or postal address where the person responsible for the service provision can be reached.

Annex A (informative)

Recommendations

A.1 Professional association membership

Membership of a national indoor tanning association is highly recommended for every professional tanning facility in order to have access to education, information on market developments and relevant national and European standards and legislation.

A.2 Insurance

It is recommended to have insurance to cover any potential claim against the tanning facility.

A.3 Documentation

It is recommended to keep proper documentation of the consumers' complaints, recommendations and satisfaction.

Annex B (informative)

A-deviations

A-deviation: National deviation due to regulations, the alteration of which is for the time being outside the competence of the CEN/CENELEC member.

This European Standard does not fall under any Directive of the EU.

In the relevant CEN/CENELEC countries these A-deviations are valid instead of the provisions of the European Standard until they have been removed.

Deviation	
Country Germany	National Regulation UV-Schutz-Verordnung –UVSV (ultraviolet radiation protection ordinance) dop:2011-07-20 (BGBl. I S. 1412)
Clause 4.1 General information	§ 7 subclauses 1, 3 and 4 UVSV Which information and how as well as where these shall be provided is defined in more detail.
Clause 4.2 Information in the tanning booth	§ 7 subclause 2, Nos. 1, 2 UVSV Which information and how as well as where these shall be provided is defined in more detail.
Clause 5 Equipment requirements	§ 3 subclause 2 No. 6 UVSV Sunbed operator has to insure that tests and maintenance of sunbeds is done by professional personnel especially by means of proofing the safety installations and – where required - measuring of the irradiance of UV-radiation. § 3 subclause 2 No. 7 UVSV Sunbed operator has to insure that maintenance records are up to date and include all required declarations. § 3 subclause 3 UVSV Use of maintenance records to prove to controlling authority upon request that requirements have been fulfilled. § 8 subclauses 1-4 UVSV How maintenance records are to be kept, detailed requirements as to its content and regarding the duration.

Bibliography

- [1] SCCP/0949/05, Scientific Committee on Consumer Products (SCCP) report of the European Commission, published in 2006
- [2] ISO 10002, *Quality management — Customer satisfaction — Guidelines for complaints handling in organizations*