

Public statement template TCO Certified generation 11

Example statement

The following is considered the minimum level of commitment in the required public statement to prove compliance with TCO Certified, generation 11, criteria “Product Warranty”, “Security and functionality software updates”, “Carbon offsets”, Replaceable components and “Battery replaceability”. The statements may be separated or combined as below. They may cover all certified products or may be individual for each product.

For all [BRAND] products certified with TCO Certified generation 11:

- We offer at least [x] year of **warranty** included free of charge, plus additional years of extended warranty, so the total warranty can be at least [x] years. An extended warranty is possible to purchase together with the product, for the maximum cost of 10% of MSRP per year. Here is information on how to purchase an extended warranty [LINK].

For notebooks we offer one replacement of the main battery free of charge within the user-selected warranty period (1-5 years) if the battery has degraded to ≤ 60 % State of Health (SoH).

- We offer the availability of free-of-charge, security and corrective **software updates** necessary to retain the core functionality of the product for at least [x] years from the later date of when the product was sold by [BRAND] or when it was last manufactured.

For notebooks, desktops and All-In-One PCs we offer core driver support for at least Linux operating system for the same amount of years. Here is information on how to receive these updates [LINK].

- We offer the availability of **repair manuals** describing how to replace at least all critical replaceable components listed in TCO Certified generation 11 for anyone to read, free of charge. Here is information on how to access repair manuals [LINK].
- We offer the availability to purchase at least all critical **replaceable components** listed in TCO Certified generation 11. Here is information on how to order replaceable components [LINK].
- We offer the availability to purchase an **equivalent spare battery**, compatible with the product, for at least [x] years from the end of placement of the product on the market. Here is information on how to order spare batteries [LINK].
- For products certified with TCO Certified generation 11 under the Carbon offsets criterion, we offset [x] kg CO₂e for each certified [product category] manufactured through accepted carbon credits retired for TCO Certified products. These carbon offsets are not counted toward the product's carbon footprint or the certified product's manufacturing emissions.

Places for publication of the statement

- The statement must either be published on, or linked from the “Certified Product Commitment Page” as required in the “Information to end users” criterion
- The brand owner must ensure that the public statement remains accessible during the validity period of the certificate. If the URL changes, the brand owner must provide an updated link.

G11 draft 2