BS EN 16984:2016



BSI Standards Publication

Disc springs — Calculation



BS EN 16984:2016 BRITISH STANDARD

National foreword

This British Standard is the UK implementation of EN 16984:2016.

The UK participation in its preparation was entrusted to Technical Committee FME/9/3, Springs.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2016. Published by BSI Standards Limited 2016

ISBN 978 0 580 93171 0

ICS 21.160

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 November 2016.

Amendments/Corrigenda issued since publication

Date Text affected

EUROPEAN STANDARD NORME EUROPÉENNE EUROPÄISCHE NORM

EN 16984

November 2016

ICS 21.160

English Version

Disc springs - Calculation

Rondelles ressorts - Calculs

Tellerfedern - Berechnung

This European Standard was approved by CEN on 15 August 2016.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of 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 United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION COMITÉ EUROPÉEN DE NORMALISATION EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents		Page		
Euro	European foreword3			
1	Scope	4		
2	Normative references	4		
3	Terms, definitions, symbols, units and abbreviated terms	4		
3.1	Terms and definitions			
3.2	Symbols, units and abbreviated terms	4		
4	Representation	6		
4.1	Single disc spring			
4.2	Disc springs stacked in parallel			
4.3	Disc springs stacked in series			
4.4	Disc spring diagram	7		
5	Design formulae for single disc springs	7		
5.1	General	7		
5.2	Test load	7		
5.3	Deflection factors	8		
5.4	Spring load	8		
5.5	Design stresses	9		
5.6	Spring rate			
5.7	Energy capacity of springs	10		
6	Load/deflection curve for a single disc spring	10		
7	Stacking of disc springs	11		
8	Effect of friction in load/deflection characteristic	13		
9	Design stresses	14		
10	Types of loading	15		
10.1	Static loading and moderate fatigue conditions			
10.2	Dynamic loading			
Bibli	ography	16		

European foreword

This document (EN 16984:2016) has been prepared by Technical Committee CEN/TC 407 "Cylindrical helical springs made from round wire and bar - Calculation and design", the secretariat of which is held by AFNOR.

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 May 2017, and conflicting national standards shall be withdrawn at the latest by May 2017.

This European Standard has been prepared by the initiative of the Association of the European Spring Federation ESF and is based on the German Standard DIN 2092 "Disc springs — Calculation", which is known and used in many European countries.

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

According to the CEN-CENELEC Internal Regulations, the national standards organisations 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.

1 Scope

This standard specifies design criteria and features of disc springs, whether as single disc springs or as stacks of disc springs. It includes the definition of relevant concepts as well as design formulae, and covers the fatigue life of such springs.

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 16983:2016, Disc springs - Quality specifications - Dimensions

EN ISO 26909, Springs - Vocabulary (ISO 26909)

3 Terms, definitions, symbols, units and abbreviated terms

3.1 Terms and definitions

For the purposes of this document, the terms and definitions given in EN ISO 26909 apply.

NOTE Disc springs are annular coned elements that offer resistance to a compressive load applied axially. They may be designed as single disc springs or as disc springs stacked in parallel or in series, either singly or in multiples. They may be subjected to both static and fatigue loading, and may have flat bearings.

3.2 Symbols, units and abbreviated terms

For the purposes of this document, the following symbols, units and abbreviated terms apply

Table 1 — Symbols, units and abbreviated terms

Symbol	Unit	Description
$D_{\mathbf{e}}$	mm	Outer diameter of spring
D_{i}	mm	Inner diameter of spring
D_0	mm	Diameter of centre of rotation
E	MPa	Modulus of elasticity (see EN 16983:2016)
F	N	Spring load
$F_1, F_2, F_3 \dots$	N	Spring loads related to spring deflections s_1 , s_2 , s_3
$F_{\mathbf{C}}$	N	Design spring load when spring is in the flattened position
$F_{ m ges}$	N	Spring load of springs stacked in parallel, related to spring deflection $s_{\mbox{\scriptsize ges}}$
F _{ges R}	N	Spring load of springs stacked in parallel, allowance being made for friction
Ft	N	Test load for length L_t or l_t
K_1, K_2, K_3, K_4		Constants (see 5.3)
L_0	mm	Length of springs stacked in series or in parallel, in

Symbol	Unit	Description
		the initial position
$L_1, L_2, L_3 \dots$	mm	Lengths of loaded springs stacked in series or in parallel, related to spring loads F_1 , F_2 , F_3
L_{t}	mm	Test length of springs stacked in series or in parallel
L_{C}	mm	Design length of springs stacked in series or in parallel, in the flattened position
N		Number of cycles to failure
R	N/mm	Spring rate
W	N mm	Energy capacity of spring
h_0	mm	Initial cone height of springs without flat bearings, $h_0 = l_0$ – t
h'0	mm	Initial cone height of springs with flat bearings, $h'_0 = l_0 - t'$
i		Number of disc springs or packets stacked in series
l_0	mm	Free overall height of spring in its initial position
<i>l</i> ₁ , <i>l</i> ₂ , <i>l</i> ₃	mm	Length of loaded spring related to spring loads F_1 , F_2 , F_3
L_{t}	mm	Test length of spring
n		Number of single disc springs stacked in parallel
P		Theoretical centre of rotation of disc cross section (see Figure 1)
S	mm	Deflection of single disc spring
<i>s</i> ₁ , <i>s</i> ₂ , <i>s</i> ₃	mm	Spring deflections related to spring loads F_1 , F_2 , F_3
s _{ges}	mm	Deflection of springs stacked in series or in parallel, no allowance being made for friction. Recommended maximum value: $s_{ges} = 0.75 (L_0 - L_c)$
t	mm	Thickness of single disc spring
t'	mm	Reduced thickness of single disc spring with flat bearings (group 3)
w _M , w _R		Coefficients of friction (see Table 3)
$\delta = \frac{D_e}{D_i}$		Ratio of outer to inner diameter
μ		Poisson's ratio
σ	MPa	Design stress
σ ΟΜ, σ Ι, σ ΙΙ, σ ΙΙΙ, σ IV	МРа	Design stresses at the points designated OM, I, II, III, IV (see Figure 1)
σ ₀	MPa	Maximum design stress in springs subject to fatigue

Symbol Unit		Description		
		loading		
σ _u	MPa	Minimum design stress in springs subject to fatigue loading		
σh	MPa	Fatigue stress related to the deflection of springs subject to fatigue loading		
σο	МРа	Maximum fatigue stress		
συ	МРа	Minimum fatigue stress		
σ Η = σ Ο – σ U	МРа	Permanent range of fatigue stress		
V, V'	mm	Lever arms		

4 Representation

4.1 Single disc spring

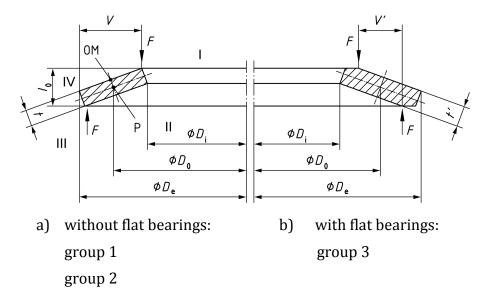


Figure 1 — Single disc spring (sectional view), including the relevant points of loading

4.2 Disc springs stacked in parallel

The stack consists of *n* single disc springs stacked in parallel.



Figure 2 — Packet - Disc springs stacked in parallel

4.3 Disc springs stacked in series

The stack consists of *i* single disc springs stacked in series.

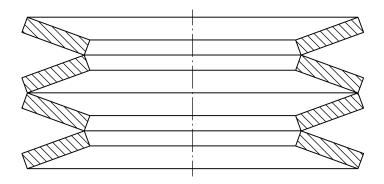


Figure 3 — Stack - Disc springs stacked in series

4.4 Disc spring diagram

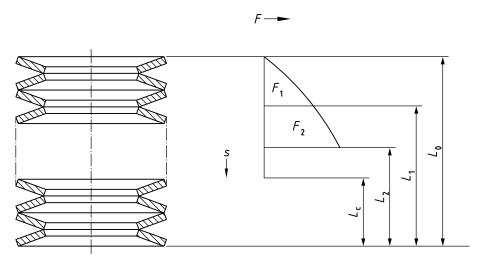


Figure 4 — Example of disc springs stacked in series

5 Design formulae for single disc springs

5.1 General

The following formulae apply to single disc springs with or without flat bearings, where $16 < D_e / t < 40$ or $1.8 < D_e / D_i < 2.5$, and which are made of materials as specified in EN 16983:2016.

In the case of other designs, it is recommended that the spring manufacturer should be consulted.

5.2 Test load

The test load of single disc springs or disc springs stacked in series, $F_{\rm t}$, is designed for a deflection $s=0.75~h_0$. Single disc springs with flat bearings shall have the same test load for a test length $L_{\rm t}$ as ones without, where the principal dimensions $D_{\rm e}$, $D_{\rm i}$ and l_0 are the same. Flat bearings have the effect of reducing the length of the lever arm. The increased load which results can be compensated by reducing the thickness of the disc spring. The load/deflection curve of such springs deviates from those without flat bearings, with the exception of the point at which the curves intersect, $l_{\rm t}$.

Guideline values for the reduction in disc spring thickness as a function of dimensional series are given in Table 2.

Table 2 — Guideline values for the reduction in disc spring thickness as a function of dimensional series

Dimensional series	A	В	С
t'/t	0,94	0,94	0,96

5.3 Deflection factors

$$\delta = \frac{D_e}{D_i} \tag{1}$$

$$K_{1} = \frac{1}{\pi} \times \frac{\left(\frac{\delta - 1}{\delta}\right)^{2}}{\frac{\delta + 1}{\delta - 1} - \frac{2}{\ln \delta}}$$
(2)

$$K_2 = \frac{6}{\pi} \times \frac{\frac{\delta - 1}{\ln \delta} - 1}{\ln \delta} \tag{3}$$

$$K_3 = \frac{3}{\pi} \times \frac{\delta - 1}{\ln \delta} \tag{4}$$

$$K_4 = \sqrt{-\frac{C_1}{2} + \sqrt{\left(\frac{C_1}{2}\right)^2 + C_2}} \tag{5}$$

where

$$C_{1} = \frac{\left(\frac{t'}{t}\right)^{2}}{\left(\frac{1}{4} \times \frac{l_{0}}{t} - \frac{t'}{t} + \frac{3}{4}\right)\left(\frac{5}{8} \times \frac{l_{0}}{t} - \frac{t'}{t} + \frac{3}{8}\right)}$$
(6)

$$C_2 = \frac{C_1}{\left(\frac{t'}{t}\right)^3} \left[\frac{5}{32} \left(\frac{l_0}{t} - 1\right)^2 + 1 \right] \tag{7}$$

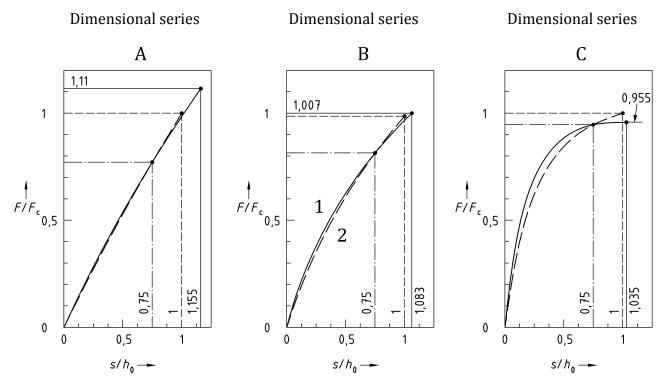
In the case of springs without flat bearings, $K_4 = 1$

In the case of springs with flat bearings, K_4 shall be calculated using Formula (5) and, in all subsequent formulae, t' shall be substituted for t, and h'_0 (i.e. $l_0 - t'$) for h_0 .

5.4 Spring load

$$F = \frac{4E}{1 - \mu^2} \times \frac{t^4}{K_1 \times D_e^2} \times K_4^2 \times \frac{s}{t} \left[K_4^2 \times \left(\frac{h_0}{t} - \frac{s}{t} \right) \left(\frac{h_0}{t} - \frac{s}{2t} \right) + 1 \right]$$
 (8)

$$F_C = F(s = h_0) = \frac{4E}{1 - \mu^2} \times \frac{t^3 \times h_0}{K_1 \times D_\rho^2} \times K_4^2$$
(9)



Key

- 1 with flat bearings
- 2 without flat bearings

Figure 5 — Load/deflection curves for disc springs with or without flat bearings (in the above figures, F_c applies to disc springs without flat bearings)

NOTE In the case of springs with flat bearings, $l_t = l_0 - 0.75 \times h_0$.

5.5 Design stresses

$$\sigma_{OM} = -\frac{4E}{1 - \mu^2} \times \frac{t^2}{K_1 \times D_e^2} \times K_4 \times \frac{s}{t} \times \frac{3}{\pi}$$
 (10)

$$\sigma_{I} = -\frac{4E}{1 - \mu^{2}} \times \frac{t^{2}}{K_{1} \times D_{e}^{2}} \times K_{4} \times \frac{s}{t} \left[K_{4} \times K_{2} \left(\frac{h_{0}}{t} - \frac{s}{2t} \right) + K_{3} \right]$$
(11)

$$\sigma_{II} = -\frac{4E}{1 - \mu^2} \times \frac{t^2}{K_1 \times D_e^2} \times K_4 \times \frac{s}{t} \left[K_4 \times K_2 \left(\frac{h_0}{t} - \frac{s}{2t} \right) - K_3 \right]$$
 (12)

$$\sigma_{III} = -\frac{4E}{1-\mu^2} \times \frac{t^2}{K_1 \times D_\rho^2} \times K_4 \times \frac{1}{\delta} \times \frac{s}{t} \left[K_4 \times \left(K_2 - 2K_3 \right) \times \left(\frac{h_0}{t} - \frac{s}{2t} \right) - K_3 \right]$$

$$\tag{13}$$

$$\sigma_{IV} = -\frac{4E}{1-\mu^2} \times \frac{t^2}{K_1 \times D_e^2} \times K_4 \times \frac{1}{\delta} \times \frac{s}{t} \left[K_4 \times \left(K_2 - 2K_3 \right) \times \left(\frac{h_0}{t} - \frac{s}{2t} \right) + K_3 \right]$$
 (14)

Positive stresses are tensile stresses.

Negative stresses are compressive stresses.

5.6 Spring rate

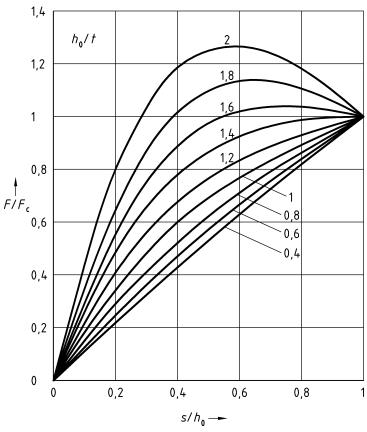
$$R = \frac{dF}{ds} = \frac{4E}{1 - \mu^2} \times \frac{t^3}{K_1 \times D_e^2} \times K_4^2 \times \left[K_4^2 \left\{ \left(\frac{h_0}{t} \right)^2 - 3 \times \frac{h_0}{t} \times \frac{s}{t} + \frac{3}{2} \left(\frac{s}{t} \right)^2 \right\} + 1 \right]$$
 (15)

5.7 Energy capacity of springs

$$W = \int_{0}^{s} F \times ds = \frac{2E}{1 - \mu^{2}} \times \frac{t^{5}}{K_{1} \times D_{e}^{2}} \times K_{4}^{2} \times \left(\frac{s}{t}\right)^{2} \times \left[K_{4}^{2} \times \left(\frac{h_{0}}{t} - \frac{s}{2t}\right)^{2} + 1\right]$$
(16)

6 Load/deflection curve for a single disc spring

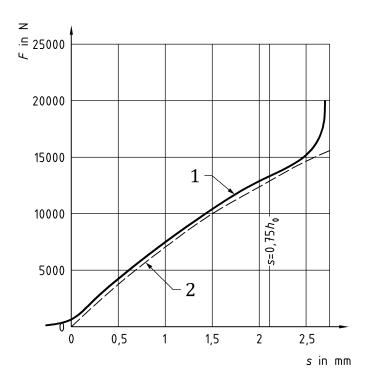
The load/deflection curve for a single disc spring is not linear, its shape being rather a function of the ratio h_0/t . Figure 6 illustrates load/deflection curves as a function of the ratio h_0/t or $K_4 \times h'_0/t'$.



NOTE In the case of springs with flat bearings, $K_4 \times h'_0/t'$ shall be substituted for h_0/t .

Figure 6 — Load/deflection curves for various h_0/t ratios

See Formula (9) for determining the design spring load of springs in the flattened position, $F_{\rm C}$.



Key

- 1 actual curve
- 2 design curve

Figure 7 — Actual and design load/deflection curves for a EN 16983:2016 B 50 disc spring

When $s/h_0 > 0.75$, the actual curve will deviate more and more from the design curve, since the disc springs will be in contact with each other or with the support plate, which results in a steady reduction in the length of the lever arm (see Figure 7).

7 Stacking of disc springs

A number of possibilities exist for combining single disc springs or several disc springs stacked in series and/or in parallel.

In the case of single disc springs with constant deflection stacked in parallel, the spring load will be in direct proportion to the number of single disc springs making up the stack (see Figures 8a and 8b).

In the case of single disc springs with constant spring load stacked in series, the deflection will be in direct proportion to the number of single disc springs making up the stack (see Figures 8a and 8c).

$$F_{qes} = n \times F \tag{17}$$

$$s_{ges} = i \times s \tag{18}$$

$$L_0 = i \lceil l_0 + (n-1)t \rceil \tag{19}$$

In the case of springs with flat bearings, t' shall be substituted for t.

In the case of packets stacked in series, the spring load will increase with the number of single disc springs making up each packet, and the deflection, with the number of packets making up the stack (see Figure 8d).

In the case of springs stacked in series, where h_0/t > approximately 1,25, it may be assumed that the deflection of the single disc springs will not be uniform, which may cause a failure.

Where single disc springs of different thicknesses are stacked in series (see Figure 9a), the load/deflection curve will be progressive. The same applies where an increasing number of single disc springs of identical thickness are combined in the packets making up the stack (see Figure 9b). The permissible stresses in the elements numbered 1 and 2, however, shall be taken into account.

Note that the information given in Figures 8 and 9 does not account for friction.

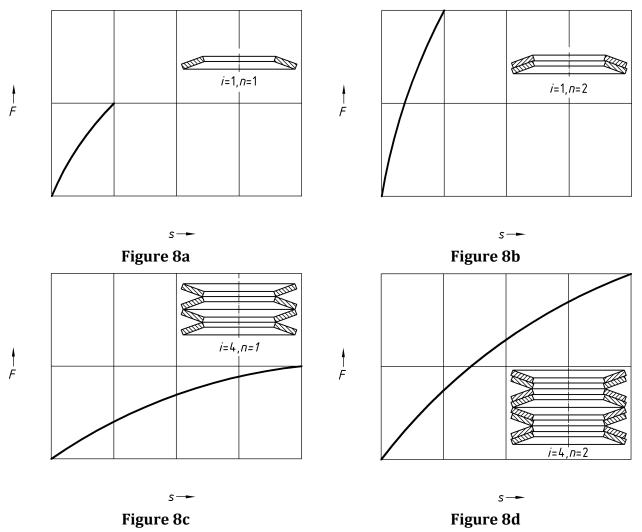


Figure 8 — Variations in load/deflection curves as a function of disc spring stacking

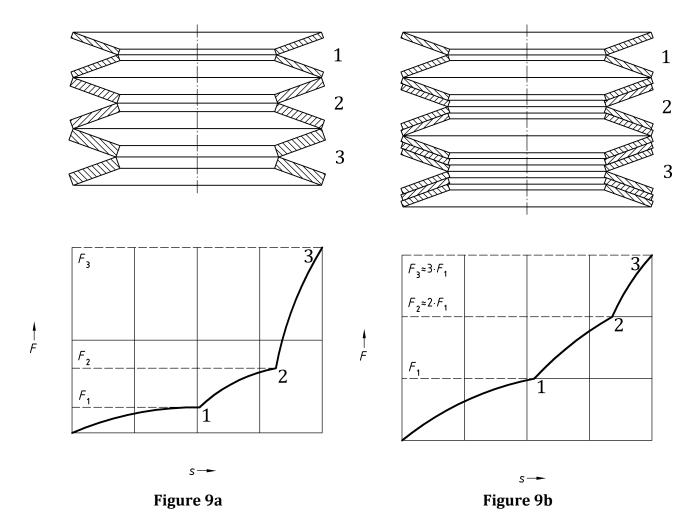


Figure 9 — Progressive load/deflection curves for disc springs with different thicknesses or stackings

8 Effect of friction in load/deflection characteristic

When designing springs, friction shall be accounted for. The associated load component is a function of the number of single disc springs or elements making up a stack of springs. In this regard, surface finish and lubrication are also of relevance.

Frictional loads act between the conical contact surfaces of the individual springs (factor $w_{\rm M}$) and the contact surfaces of the flat plates between the spring is compressed (factor $w_{\rm R}$). Such loads have the effect of increasing the spring load when the spring is loaded, and decreasing it when the load is removed.

The load/deflection characteristic shall be calculated using the following formula:

$$F_{gesR} = F \times \frac{n}{1 \mp w_M \times (n-1) \mp w_R} \tag{20}$$

where

- indicates the loading
- + indicates the unloading

Table 3 — Values of inter-surface friction (factor w_M) and edge friction (factor w_R) (does not apply to shot peened springs)

Dimensional series as in EN 16983:2016	wМ	$w_{ m R}$
A	0,005 to 0,03	0,03 to 0,05
В	0,003 to 0,02	0,02 to 0,04
С	0,002 to 0,015	0,01 to 0,03

Formula (20) also accounts for the frictional behaviour of a single disc spring.

Within permissible tolerances, the actual spring will deviate from the geometrically ideal form. In the case of springs stacked in parallel, such inevitable deviation results in an actual load/deflection curve that is different from the theoretical curve (and increasingly different as the number of packets making up the stack increases), particularly in the lower range of the curve.

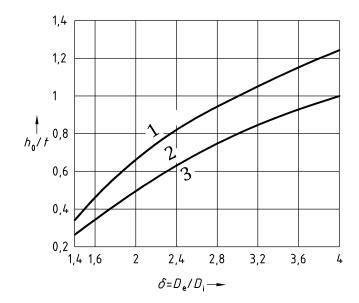
9 Design stresses

Since there are residual stresses in the spring as a result of the manufacturing process used, the results obtained from Formulae (10) to (14) do not reflect the actual values involved, but rather any nominal values. Thus, all information relating to stress in the present standard and in EN 16983:2016, Tables 5 to 7, represent these nominal values.

An estimate of the permissible free overall height of the spring, l_0 , may be based on a determination of the design stress σ_{OM} , which should be about equal to the tensile strength, R_m , of the material used (for materials as in EN 16983:2016, max. 1 600 MPa).

The most important parameter for springs subject to fatigue loading is the calculated tensile stress on the bottom side of a single disc spring. The point most vulnerable to fatigue failure will be either the lower inner edge, point II, or the lower outer edge, point III (see Figure 10), depending on the ratios $D_e/D_i = \delta$, h_0/t and s/h_0 .

This is illustrated in Figure 10, and applies to springs with or without flat bearings.



Key

- 1 Point III
- 2 Point II or III
- 3 Point II

NOTE In the case of springs with flat bearings, $K_4 \times h'_0/t'$ shall be substituted for h_0/t .

Figure 10 — Relevant points of loading for springs subject to fatigue loading

Since the ratio s/h_0 is a factor of influence with regard to the magnitude of tensile stress at points II and III, it is recommended, for the zone between these points, that σ_{II} and σ_{III} be determined in accordance with the formulae given in 5.5.

Graphical representations of the fatigue life of springs are given in EN 16983:2016.

10 Types of loading

10.1 Static loading and moderate fatigue conditions

Springs shall be deemed to be subject to static loading:

- a) where such is the only type of loading and where it does not change;
- b) if they shall be deemed to be subject to moderate fatigue conditions where the loading does change, but only infrequently, and where the number of cycles to which they are exposed during their intended use is less than 10^4 .

10.2 Dynamic loading

Depending on the required minimum number of loading cycles without failure, *N*, a differentiation is made between:

- a) springs with a limited fatigue life, i.e. those which are able to withstand $10^4 \le N < 2 \times 10^6$ cycles;
- b) springs with a high fatigue life, i.e. those which are able to withstand 2×10^6 cycles or more without failure.

Where springs are expected to withstand substantially more than 2×10^6 cycles, the manufacturer shall be consulted.

Bibliography

EN ISO 2162-1, Technical product documentation — Springs — Part 1: Simplified representation (ISO 2162-1:1993)

DIN 4000-11, Tabular layouts of article characteristics for springs



British Standards Institution (BSI)

BSI is the national body responsible for preparing British Standards and other standards-related publications, information and services.

BSI is incorporated by Royal Charter. British Standards and other standardization products are published by BSI Standards Limited.

About us

We bring together business, industry, government, consumers, innovators and others to shape their combined experience and expertise into standards -based solutions.

The knowledge embodied in our standards has been carefully assembled in a dependable format and refined through our open consultation process. Organizations of all sizes and across all sectors choose standards to help them achieve their goals.

Information on standards

We can provide you with the knowledge that your organization needs to succeed. Find out more about British Standards by visiting our website at bsigroup.com/standards or contacting our Customer Services team or Knowledge Centre.

Buying standards

You can buy and download PDF versions of BSI publications, including British and adopted European and international standards, through our website at bsigroup.com/shop, where hard copies can also be purchased.

If you need international and foreign standards from other Standards Development Organizations, hard copies can be ordered from our Customer Services team.

Copyright in BSI publications

All the content in BSI publications, including British Standards, is the property of and copyrighted by BSI or some person or entity that owns copyright in the information used (such as the international standardization bodies) and has formally licensed such information to BSI for commercial publication and use.

Save for the provisions below, you may not transfer, share or disseminate any portion of the standard to any other person. You may not adapt, distribute, commercially exploit, or publicly display the standard or any portion thereof in any manner whatsoever without BSI's prior written consent.

Storing and using standards

Standards purchased in soft copy format:

- A British Standard purchased in soft copy format is licensed to a sole named user for personal or internal company use only.
- The standard may be stored on more than 1 device provided that it is accessible
 by the sole named user only and that only 1 copy is accessed at any one time.
- A single paper copy may be printed for personal or internal company use only.

Standards purchased in hard copy format:

- A British Standard purchased in hard copy format is for personal or internal company use only.
- It may not be further reproduced in any format to create an additional copy.
 This includes scanning of the document.

If you need more than 1 copy of the document, or if you wish to share the document on an internal network, you can save money by choosing a subscription product (see 'Subscriptions').

Reproducing extracts

For permission to reproduce content from BSI publications contact the BSI Copyright & Licensing team.

Subscriptions

Our range of subscription services are designed to make using standards easier for you. For further information on our subscription products go to bsigroup.com/subscriptions.

With **British Standards Online (BSOL)** you'll have instant access to over 55,000 British and adopted European and international standards from your desktop. It's available 24/7 and is refreshed daily so you'll always be up to date.

You can keep in touch with standards developments and receive substantial discounts on the purchase price of standards, both in single copy and subscription format, by becoming a **BSI Subscribing Member**.

PLUS is an updating service exclusive to BSI Subscribing Members. You will automatically receive the latest hard copy of your standards when they're revised or replaced.

To find out more about becoming a BSI Subscribing Member and the benefits of membership, please visit bsigroup.com/shop.

With a **Multi-User Network Licence (MUNL)** you are able to host standards publications on your intranet. Licences can cover as few or as many users as you wish. With updates supplied as soon as they're available, you can be sure your documentation is current. For further information, email subscriptions@bsigroup.com.

Revisions

Our British Standards and other publications are updated by amendment or revision.

We continually improve the quality of our products and services to benefit your business. If you find an inaccuracy or ambiguity within a British Standard or other BSI publication please inform the Knowledge Centre.

Useful Contacts

Customer Services

Tel: +44 345 086 9001

Email (orders): orders@bsigroup.com **Email (enquiries):** cservices@bsigroup.com

Subscriptions

Tel: +44 345 086 9001

Email: subscriptions@bsigroup.com

Knowledge Centre

Tel: +44 20 8996 7004

 $\textbf{Email:} \ knowledge centre @bsigroup.com$

Copyright & Licensing

Tel: +44 20 8996 7070 Email: copyright@bsigroup.com

BSI Group Headquarters

389 Chiswick High Road London W4 4AL UK

