# **BS EN 50533:2011**



BSI Standards Publication

**Railway applications — Three-phase train line voltage characteristics**



... making excellence a habit."

#### **National foreword**

This British Standard is the UK implementation of EN 50533:2011.

The UK participation in its preparation was entrusted to Technical Committee GEL/9/2, Railway Electrotechnical Applications - Rolling stock.

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.

© BSI 2011

ISBN 978 0 580 70057 6

ICS 29.280; 45.060.01

**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 31 December 2011.

#### **Amendments issued since publication**

Date Text affected

# EUROPEAN STANDARD **[EN 50533](http://dx.doi.org/10.3403/30214360U)** NORME EUROPÉENNE EUROPÄISCHE NORM November 2011

ICS 29.280; 45.060.01

English version

# **Railway applications - Three-phase train line voltage characteristics**

Applications ferroviaires - Caractéristiques de la tension de la ligne de train triphasée

 Bahnanwendungen - Eigenschaften der dreiphasigen (Drehstrom-) Bordnetz-Spannung

This European Standard was approved by CENELEC on 2011-10-10. CENELEC 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 CENELEC 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 CENELEC member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

# CENELEC

European Committee for Electrotechnical Standardization Comité Européen de Normalisation Electrotechnique Europäisches Komitee für Elektrotechnische Normung

**Management Centre: Avenue Marnix 17, B - 1000 Brussels** 

© 2011 CENELEC - All rights of exploitation in any form and by any means reserved worldwide for CENELEC members.

# **Contents**



# **Figures**



# **Tables**



# **Foreword**

This document (EN 50533:2011) has been prepared by Working Group 18 of SC 9XB, "Electromechanical material on board rolling stock", of Technical Committee CENELEC TC 9X, "Electrical and electronic applications for railways".

The following dates are fixed:



This standardization project was derived from the EU-funded Research project MODTRAIN (MODPOWER). It is part of a series of standards, referring to each other. The hierarchy of the standards is intended to be as follows:

#### Overview on the technical framework CLC/TS 50534 defines the basis for other depending standards



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

#### **Introduction**

This European Standard defines the characteristics of the on board three-phase train line which delivers the electrical energy to the auxiliary power system. The following European Standards and Technical Specifications refer to the defined target energy supply system in this European Standard:



The three-phase voltage characteristics depend on the performances of the auxiliary converters which supply the train line but also on the AC load characteristics connected to this train line. In railway applications the available auxiliary power of the train line is generally slightly higher than the power needed by the consumer loads, consequently tight interactions between the auxiliary power converter system and the loads are common and have to be taken into consideration for a proper operation at train system level.

The main objective followed by this European Standard is to define as much as possible the static characteristics and the dynamic behaviour of the on-board three-phase supply network to assure the best electrical compatibility with the AC loads connected to.

This European Standard is a guideline for specifying and designing the different parts of the auxiliary power supply system namely the different auxiliary converters and the AC loads (i.e. 3 AC motors, converters, filters, transformers, etc.) connected to the grid.

Some specific characteristics of the train line voltage may impact the reliability and the life time of the AC loads if they are not taken into consideration during the design phase of the AC loads.

The three-phase train line voltages are never perfectly balanced and pure sinusoidal waveform voltages, as examples:

———————

<sup>1)</sup> Under development.

- o the switching of the semi-conductors within the static auxiliary converters may generate voltage harmonics and dU/dt steps on the train line;
- o the line-to-earth voltage level can vary with the auxiliary supply architecture and the type of faults in the train line;
- o a common mode voltage can appear to the star point of the 3 AC loads;
- o the non linear AC loads can be a source of current harmonics, those currents combined with the train line impedance create voltage harmonics too (mainly the input rectifiers of certain AC loads).

#### In summary:

- o voltage harmonics can generate noise, additional Joule or iron losses in auxiliary motors and transformers;
- o high dU/dt and the common mode voltage are at the origin of motor bearing currents which may lead to a reduced bearing lifetime;
- o voltage spikes and overvoltages may cause an early ageing of the winding insulation materials.

# **1 Scope**

This European Standard describes the electrical characteristics of the three-phase train line which delivers the electrical energy from the auxiliary power converter system to the auxiliary loads. It applies to:

- o locomotive hauled passenger trains,
- o electric multiple units,
- o diesel electric multiple units.

This European Standard may apply to other rolling stock types (e.g. light rail vehicles, tramways, metros, etc.) if they are not in the scope of another specific standard.

## **2 Normative references**

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



———————

<sup>2)</sup> Under development.

# **3 Terms, definitions and abbreviations**

#### **3.1 Terms and definitions**

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

#### **3.1.1 three-phase train line**

typically a 3-wire or 3-wire and neutral wire line which distributes all along the train the three-phase electrical energy to the auxiliary loads, namely the loads dedicated to the traction systems and the loads for passenger comfort

#### **3.1.2 fundamental frequency**

frequency in the spectrum obtained from a Fourier transform of a time function, to which all the frequencies of the spectrum are referred

For the purpose of this European Standard, the fundamental frequency is the one delivered by the auxiliary converters installed on board.

#### **3.1.3 harmonic frequency**

frequency which is an integer multiple of the fundamental frequency

#### **3.1.4**

#### **harmonic component**

component having a harmonic frequency. Its value is normally expressed as an r.m.s. value

#### **3.1.5 interharmonic frequency**

frequency which is not an integer multiple of the fundamental frequency, e.g. the switching frequency of the auxiliary converters and all the associated harmonics which are not multiple of the fundamental frequency

#### **3.1.6 interharmonic component**

component having an interharmonic frequency. Its value is normally expressed as an r.m.s. value

#### **3.1.7 harmonic order**

ratio of the harmonic to the fundamental frequency is the harmonic order

#### **3.1.8 total harmonic distortion (***THD***)**

ratio of the r.m.s. value of the sum of all the harmonic components up to a specified order to the r.m.s. value of the fundamental component:

$$
THD = \sqrt{\sum_{h=2}^{h=40} U_h^2}
$$

where

 $U_1$  is the r.m.s. value of the fundamental voltage component;

*h* is the harmonic order;

*Uh* is the r.m.s. value of the harmonic voltage component of order *h*

#### **3.1.9 total distortion content (***TDC***)**

quantity remaining when the fundamental component is subtracted from an alternating quantity, all being treated as functions of time

$$
TDC = \sqrt{Q^2 - Q_1^2}
$$

where

 $Q_1$  is the r.m.s. value of the fundamental component;

- *Q* is the total r.m.s. value;
- *Q* can represent either current or voltage. It includes both harmonic and interharmonic components.

In this European Standard *TDC* refers to the line voltages, that is:

$$
TDC = \sqrt{U^2 - U_1^2}
$$

where

- $U_1$  is the r.m.s. value of the fundamental voltage component;
- *U* is the total r.m.s. value of voltage

#### **3.1.10 total distortion ratio (***TDR***)**

ratio of the r.m.s. value of the total distortion content of an alternating quantity to the r.m.s. value of the fundamental component of the quantity:

$$
TDR = \frac{TDC}{Q_1} = \frac{\sqrt{Q^2 - Q_1^2}}{Q_1}
$$

In this European Standard *TDR* refers to the line voltages, that is:

$$
TDR = \frac{TDC}{U_1} = \frac{\sqrt{U^2 - U_1^2}}{U_1}
$$

#### **3.1.11 voltage unbalance**

condition in a three-phase system in which the r.m.s. values of the line-to-line voltages (fundamental component), or the phase angle between consecutive line-to-line voltages, are not all equal. The degree of the inequality is usually expressed as the ratios of the negative sequence  $(U_2)$  and the zero sequence  $(U_0)$  components to the positive sequence component  $(U_1)$ :

$$
U_0 = \frac{1}{3} (U_{12} + U_{23} + U_{31})
$$
  
\n
$$
U_1 = \frac{1}{3} (U_{12} + aU_{23} + a^2U_{31})
$$
  
\n
$$
U_2 = \frac{1}{3} (U_{12} + a^2U_{23} + aU_{31})
$$

*U*o, *U*1, *U*2 formula according to the Fortescue transformation

where

 $U_{12}$ ,  $U_{23}$ ,  $U_{31}$  are the line-to-line voltages;

*a* phasor 120° 
$$
a = e^{\int \frac{2\pi}{3}}
$$
;  
\n $a^2$  phasor 240°  $a = e^{\int \frac{4\pi}{3}}$ 

#### **3.1.12 on board auxiliary power converter system**

onboard subsystem which transforms electrical energy for traction auxiliary loads and comfort loads

#### **3.1.13 linear loads**

loads with a linear dependency between supply voltage and current. Additionally, loads producing negligible harmonic content compared to rated values are also regarded as linear loads in this European Standard, e.g. heating resistors, induction motors

#### **3.1.14 non-linear loads**

in contrast to linear loads, non-linear loads generate significant harmonic current or voltage content. These kinds of loads connected to a supply system with significant internal impedance will produce significant harmonic voltages, e.g. uncontrolled rectifiers and active front-end converters belong to this load group

#### **3.1.15 unbalanced loads**

loads which will cause unsymmetrical phase currents, i.e. currents that have different amplitudes and / or phase angles in the three phases of a 3 AC supply system. Single phase loads connected to a 3 AC system are a representative example of unbalanced loads

#### **3.1.16** common mode voltage  $(U_{CM})$

commonly defined as the arithmetic mean of the line-to-earth voltages,  $U_{CM} = 1/3$  ( $U_{L1-E} + U_{L2-E} + U_{L3-E}$ )

#### **3.2 Abbreviations**

For the purposes of this document, the following abbreviations apply.



# **4 Characteristics of the three-phase train line voltage**

#### **4.1 General**

The characteristics of the three-phase train line are defined at the consumer side.

Figure 1 defines all the signals around a "Y" or "star" connected three-phase load taken as an example. It should be noted that all the signals have to be considered, not only the line-to-line voltages across the load terminals but also the voltages between lines (L1, L2, L3) and earth or between the star point and earth. In this case "earth" is referenced to the carbody potential.

The star-point-to-earth voltage, here  $U_{0\text{-Earth}}$  is identical to the common mode voltage  $U_{\text{CM}}$ .

These definitions are used in the tables below:



**Figure 1 – The different voltages of the three-phase train line system** 

#### **4.2 Frequency**

The characteristics of the fundamental frequency of the train line are defined in Table 1. Two standard frequencies are possible 50 Hz or 60 Hz. The frequency variations are in line with the existing EN or IEC standards for non synchronized networks.



#### **Table 1 Frequency**

#### **4.3 Voltage amplitude**

Voltage amplitude and variations of the train line are given by Table 2. Two different line-to-line amplitudes are recommended depending on the fundamental frequency 50 Hz or 60 Hz. In case of neutral, only one set of amplitude and frequency is recommended.

The static tolerances for the train line voltages are given at the far end of the train line (at load side). The voltage drop along the line has to be taken into consideration, that is why the voltage tolerances are tighter at auxiliary converter side with only –5 %. Figure 2 shows the different voltage tolerances at different locations on the train line with –5 % near the auxiliary converter outputs and –10 % at the end of the train line. If a transformer is used between the train line and specific loads, an additional voltage drop is considered (the tolerance becomes -14 %).



#### **Table 2 – Voltage amplitude**



**Figure 2 Static voltage tolerances along the train line** 

#### **4.4 Voltage harmonics**

The train line voltages are not pure sinusoidal waveforms, voltage harmonics due to the switching of the auxiliary converters or non linear loads are present in the line. Table 3 gives the TDR (Total Distortion Ratio) acceptable in steady state conditions without overload when sine filters are installed at the auxiliary converter outputs.





#### **4.5 Voltage unbalance**

Due to single phase loads connected to the train line and the inevitable impedance of the network, the three-phase voltage amplitudes can be unbalanced. The consequence could be additional losses in the three-phase asynchronous motors. Table 4 gives the current and voltage unbalance limits. The train integrator shall try to balance the single phase load power between the three wires. Voltage unbalance is generally calculated over a period of time in accordance with IEC and EN standards.



#### **Table 4 Current and voltage unbalances**

## **4.6 Train line voltage amplitude and rate of rise**

The semi-conductor switching of the auxiliary converters can entail fast variations on the train line wires. The maximum voltage amplitude and rate of rise (dU/dt) on the different lines are given by Table 5. Depending on the auxiliary system architecture and on the three-phase filter installed at the outputs of the auxiliary converters, different values can be achieved: see Annex A.

The dU/dt is generally defined by the voltage variation (∆U) between 10 % and 90 % of the signal during the rise (or fall) time. Figure 3 shows a typical voltage waveform (thin line) with high frequency noise. To measure the proper dU/dt it is advised to slightly smooth the signal (bold line).



# **Table 5 Train line voltage amplitude and rate of rise- dU/dt**



**Figure 3 Voltage rise time- d***U***/d***t* **definition** 

## **4.7 Transient overvoltage**

Due to the impedance of the train line network transient over-voltages may occur on the wires when overcurrents are cut-off sharply by switches, circuit breakers or fuses. Table 6 gives a range of possible overvoltages encountered.

**Table 6 – Transient overvoltage** 

<b>Parameter</b>	<b>Name</b>	Unit	<b>Description</b>	<b>Value</b>
<b>Transient overvoltages</b> line-to-earth or line-to- line	$OV_{L-E}$ $OV_{L-L}$	V	Transient over-voltages of some us up to some ms may occur between any phase line and earth due to operation of switches or fuses when a fault occurs. (In accordance with EN 50160:2007, 4.9)	2 500 V to 6 000 V

#### **4.8 Dynamic characteristics – Voltage dips – Supply interruption**

For certain loads it is important to know the way the three-phase voltages rise at starting of the auxiliary converters, Table 7 and Table 8 describe the train line voltages build up (voltage and frequency versus time).





Figure 4 shows a chronogram of voltages across the loads directly connected to the train line. When the auxiliary converter starts up, the voltages  $(U_{1L-1})$  across the load terminals ramp-up while the fundamental frequency F1 is instantaneously established at its nominal value (50 Hz or 60 Hz). The ramp up time will not exceed 5 s. These loads do not benefit from a constant flux at starting.

NOTE If the loads are connected to the train line via an electromechanical device (switch, contactor…) they have to withstand a voltage step when the switchgear will close.



# Auxiliary converter start signal

**Figure 4 Train line voltage start-up** 

The train line power is limited. Consequently, any power variation creates a voltage fluctation which must be limited. Table 8 gives the maximum voltage fluctuation versus time for 100 % load variation of the rated power. This power step is theoritical. In normal operation, the power variation is much lower. This step amplitude value has been selected to simplify the type test conditions of the auxiliary converter.





Figure 5 shows the positive and negative fluctuations versus time with a load step of 0-100 % and 100-0 %, referring to the rated power. After 1 s the variations have to be within plus or minus 10 % which corresponds to the static tolerances.



**Figure 5 Voltage fluctuation tolerances** 

In case of overload the auxiliary converter has to be protected. After maximum 5 s overload, the converter stops and will attempt to restart a certain number of times. The number of restarts has to be determined at the system level by the train integrator taking into account the specific constraints of both sides: auxiliary converters and loads. Table 9 gives the different conditions which can lead to switch off and restart of the train line power. The load suppliers will have to design and protect their product accordingly.





Different levels of output current of the auxiliary converter versus time are shown by Figure 6. Three levels of current are considered with different actions:

 $I_N$  (grey shaded area): r.m.s nominal current; normal and steady state conditions; the voltages remain within the static tolerances (Table 2).

 $\vert_{N}$ < $\vert$  (hatched area) the converter operates in overload mode ; e.g. when an auxiliary motor is starting; after elapsed time  $(T<sub>CL</sub>)$  the converter is shut down; in this mode the voltages may go outside of the static tolerances (Table 2) but shall remain within the dynamic tolerances (Table 8).

 $I_{Cl}:$  r.m.s. current limitation; e.g. if the converter starts while there is a short circuit on the train line ; the converter reduces its output voltages as low as required to limit its output current at  $I_{\text{Cl}}$ ; after a time  $T_{\text{CL}}$ , the converter is shut down; the voltages may be lower than the minimum dynamic tolerances.

 $I_{\rm OC}$ : overcurrent (instantaneous peak current) level; e.g. short-circuit on the train line; if exceeded by the current of any phase, the converter is immediately shut down.





# **4.9 Train line additional data (informative)**

Table 10 provides some extra data (informative) regarding the output voltages when the train line supply architecture is used with only dU/dt filters without galvanic isolation.





# **5 Shore supply**

#### **5.1 General**

In normal operation the 3 AC train line is supplied by the on board auxiliary converter system delivering a voltage quality as mentioned in Clause 5.

For train maintenance activities in depots and workshops the 3 AC train line can be supplied from an external source.

In that case all the onboard auxiliary converters are first de-energized and disconnected from the 3 AC train line which is then supplied by the shore supply. The shore supply interfaces shall be compliant with EN 50546.

#### **5.2 Shore supply voltage characteristics**

In most of the cases the shore supply source is connected to the 3 AC industrial grid via a 3 AC transformer to adjust the output voltage at 400 V - 50 Hz.

The voltage quality in that case is fully defined by [EN 50160](http://dx.doi.org/10.3403/00567997U).

However the shore supply source impedance will have to be determined to maintain the static voltage tolerances of the 3 AC train line within + 10 % and - 10 % as defined in 4.3 for the specified auxiliary power.

Generally the required auxiliary power during the maintenance operations is reduced compared to the onboard 3 AC train line nominal auxiliary power in normal operation.

The TDR (Total Distortion Ratio) of the shore supply will be maintained below 10 % by use of an appropriate filter if necessary.

#### **5.3 Shore supply general features**

For protection aspect and according to UIC 554-1 the 3 AC 400 V - 50 Hz from the shore supply shall be floating and isolated from the industrial power grid. This way to proceed avoids any ground circulating current if the on board 3 AC train line is not floating (e.g. neutral connected to ground).

The 3 AC 400 V - 50 Hz from the shore supply will be connected to the train line by means of a 3 AC contactor. Consequently the AC loads permanently connected to the train line have to be able to withstand the voltage step with no ramp up without causing any disorder on board as an overcurrent.

NOTE A monitoring and protection system should ensure that the 3 AC train line cannot be energized at the same time by the onboard auxiliary converter system and the shore supply.

## **Annex A**

#### (informative)

## **Train line supply architectures**

# **A.1 General-Train line supply classes**

Different three-phase train line supply architectures can be realized depending on the train specific architecture, refer to CLC/TS 50534 and CLC/TS 50535 for information.

Most of the three-phase train line characteristics are not linked with the supply architecture however some of them depend directly on the chosen architecture namely TDR, dU/dt, line-to-earth and star point-to-earth voltages.

Galvanic isolation is preferred but not compulsory. However, without galvanic isolation, the train line supply architecture must be compliant with EN 50153 "Recommendations for the protective provisions relating to electrical hazards".

According to the state-of-the-art several train line supply architectures have to be considered .Three different classes of train lines can be distinguished. Table 11 summarizes the three train line supply classes with their respective characteristics.



#### **Table 11 Train line supply classes**

The following subclauses A.2, A.3 and A.4 describe some examples of architectures for Classes 1, 2 and 3.

## **A.2 Class 1 - Galvanic isolation at auxiliary converter output side and sine filter**

Class 1 example. The galvanic isolation is ensured by a 3–phase output transformer. A low TDR is achieved by using a sine filter (upper part of Figure A.1). The star point of the 3-phase secondary windings of the transformer can be connected to the ground. The line-to-earth voltages are nearly sinusoidal and the common mode voltage at 3 AC load star point is close to zero.

If, by common agreement between the operator and the train integrator, it is preferred to have the 3 phase train line floating (insulated from ground) the neutral point may be connected to earth via a small capacitor  $C_N$  (lower part of Figure A.1). Again the line-to-earth voltages are nearly sinusoidal, the neutral and common mode potential at 3 AC load star point are close to earth.

These architectures provide a 3-AC train line voltage quality minimising the stress on the AC loads: low TDR, very little voltage overshoot and dU/dt at any line or common mode voltage. However, a low frequency transformer is necessary, the weight of which can be a drawback for applications where the axle load limit is very tight.



Figure A.1 — Train line supply architecture with galvanic isolation at auxiliary converter output **side** 

# **A.3 Class 1 - Galvanic isolation at auxiliary converter input side and sine filter**

Class 1 example. The galvanic isolation can be obtained at the input side of the auxiliary converter by means of a high frequency transformer to save weight and volume (upper part of Figure A.2), or directly from a winding of the main traction transformer for AC catenary line supply (lower part of Figure A.2).

Several possibilities are offered depending if the train line is a 3 wire system or a 3 wire + neutral system and if single phase loads have to be connected between lines and neutral. Here again, both architectures provide a 3-AC train line voltage quality minimising the stress on the AC loads as the line-to-earth voltages are nearly sinusoidal and the 3 AC load star point is close to earth: low TDR, very little voltage overshoot and dU/dt at any line or common mode voltage.

In Figure A.2 upper part, the capacitors of the sine filter are star connected to earth, this solution is efficient for a 3 wires network. If single phase loads have to be used between any line and neutral the scheme of Figure A.2 lower part is preferable to minimise voltage unbalance and static tolerances: neutral inductance  $L<sub>N</sub>$  connected to the medium point of the DC bus capacitors.



**Figure A.2 Train line supply architecture with galvanic isolation at auxiliary converter input side** 

# **A.4 Class 2 and Class 3 - Train line supply without galvanic isolation**

The use of galvanic isolation and sine filter is not always feasible for weight and volume aspect in certain railway applications.

Class 2 example: Figure A.3 (upper part) shows an example without galvanic isolation but fitted with a sine filter at the three-phase output of the auxiliary converter. With this type of architecture the line-toline and line-to-neutral voltages present a low TDR and are quasi-sinusoidal. However, the line-toearth and the star point to earth voltage of the three-phase loads have an average value of half the DC input voltage and present large swings with high dU/dt. This constraint has to be taken into consideration for the motor design. Here again a neutral inductance  $L<sub>N</sub>$  between neutral and medium point of the DC input is needed to reduce unbalance and static tolerances if single loads exceed a certain amount of the rated power and to limit homopolar currents.

Class 3 example: Figure A.3 (lower part) shows an example which minimizes weight and volume: no galvanic isolation and only a dU/dt filter at the auxiliary converter output. In that case the dU/dt is limited at 250V/µs at auxiliary converter side and can reach 500V/µs maximum at the end of a long train line (worst case). The dU/dt filter has to be adapted to the train line impedance.



**Figure A.3 Train line supply architecture without galvanic isolation** 

# **Bibliography**



———————

IEC 60050-551-20:2001 *International Electrotechnical Vocabulary – Part 551-20: Power electronics – Harmonic analysis* 

# 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](www.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](www.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.

#### **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](www.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](www.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 bsmusales@bsigroup.com.

#### **BSI Group Headquarters**

389 Chiswick High Road London W4 4AL UK

#### **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.

#### **Copyright**

All the data, software and documentation set out in all British Standards and other BSI publications are 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. Except as permitted under the Copyright, Designs and Patents Act 1988 no extract may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, photocopying, recording or otherwise – without prior written permission from BSI. Details and advice can be obtained from the Copyright & Licensing Department.

#### **Useful Contacts:**

**Customer Services Tel:** +44 845 086 9001 **Email (orders):** orders@bsigroup.com **Email (enquiries):** cservices@bsigroup.com

**Subscriptions Tel:** +44 845 086 9001 **Email:** subscriptions@bsigroup.com

**Knowledge Centre Tel:** +44 20 8996 7004 **Email:** knowledgecentre@bsigroup.com

**Copyright & Licensing Tel:** +44 20 8996 7070 **Email:** copyright@bsigroup.com



... making excellence a habit."