



2015 Program Compliance CB Webinar

ENERGY STAR[®] Program Integrity

June 17, 2015





Agenda

- Introduction
- Noncompliant Partner Process
- Reporting Testing Failures
- Disqualification Process
- Product Failure Form
- General Resources on Testing
- Questions



Introduction

- 2014 Verification Testing (VT) Update
- Importance of reporting verification testing failures and noncompliant partners
 - Addresses testing failures fairly and appropriately
 - Ensures parity among brand owner partners
 - Assists CBs in meeting annual testing requirements by facilitating communication between CBs and partners
 - Protects the investment of partners in the ENERGY STAR brand
 - **Ensures that all ENERGY STAR labeled products are delivering the expected performance and energy savings to consumers**



2014 Verification Testing

- 2,070 Products Tested
 - 116 Appliances
 - 422 Lighting and Fans
 - 377 HVAC
 - 510 Consumer Electronics/ Information Technology
 - 138 Commercial Food Service
 - 477 Home Building Supplies
 - 30 Other



2014 Verification Testing

- 58 unique disqualifications and 121 total products disqualified in 2014

Product Category	Number of Unique Disqualifications	Total Number of Products Disqualified
Ceiling Fans	4	5
CFLs	11	33
Commercial Griddles	1	3
Commercial Refrigerators and Freezers	3	3
Computers	7	8
Furnaces	2	2
Geothermal Heat Pumps	1	3
Integral LED Lamps	3	7
Luminaires	14	30
Roof Products	2	2
Televisions	1	1
Ventilating Fans	7	23
Water Coolers	1	1
Windows, Doors, and Skylights	1	1



Noncompliant Partner Process

- Per Directive 2014-01, CBs are required to report partners that are unresponsive to or uncooperative with verification testing requests to EPA within 5 business days
- EPA will instruct the partner that continued noncompliance to CB requests will affect their ENERGY STAR partnership
- CBs should not withdraw certifications for models selected for VT prior to:
 - notifying EPA that partner is noncompliant **and**
 - receiving confirmation from EPA to do so,
 - **unless** the reason for withdrawal is “No Longer Available”



Noncompliant Partner Process

- If a partner remains noncompliant, EPA will confirm with CBs that alternate(s) should be selected
- Notify EPA if a previously noncompliant partner responds and moves forward with verification testing
 - EPA will review lifting partnership restrictions for partners when CBs confirm that they are responsive
 - Direct partner questions on current restrictions to enforcement@energystar.gov
 - There may be additional reasons for partnership restrictions (eg. failure to submit USD, noncompliance with another CB's VT requests, etc.)



Reporting Testing Failures and Certification Errors

- CBs are required to report models that do not meet the requirements of the ENERGY STAR specification to Enforcement@energystar.gov using the Product Failure Form.
- Verification testing failure deadlines:
 - Report failures within **2 business days** of determining the failure
 - There should be no more than **5 business days** between first verification tests and additional tests if Approach 2 is used
 - Exceptions:
 - Lighting products undergoing verification lifetime testing
 - CAC-ASHP products



Disqualification Process

- After receiving a failure report, EPA reviews the failure and issues a testing failure letter to the partner
- Partners have the opportunity to dispute the disqualification
- **Not all failures result in a product disqualification**; discussions about these determinations occur between the partner and EPA
- Where a partner has disputed based on claims of testing error, EPA will consult with the CB for an assessment of that
 - In these cases, CBs will be asked to review disputed issues and determine whether the testing was performed correctly
- If a CB identifies a testing error independently, notify EPA



After a Product Disqualification

- CBs should withdraw certification upon notification from EPA that the product was disqualified
 - CBs are also notified if the product remains certified
- Products are added to the public Disqualified Products List and to the Ineligible Products List in MESA
 - CBs must check the Ineligible Products List before certifying products
 - If the previously disqualified model number is recertified, EPA will require that the products be delisted (the partner may continue to use the model number for non-ENERGY STAR products)



When to Submit the Product Failure Form

- Verification Testing Failures
- Certification errors:
 - Report products that were certified in error (occasionally, these errors may be identified during VT)
- Lifetime failures:
 - Report lighting products that were certified using early certification and fail lifetime testing
- Non-performance VT failures (i.e. missing manuals, failure to meet user information or other reporting requirements):
 - CBs are not required to submit Product Failure Form for non-performance failures
 - Please report non-performance failures to Enforcement@energystar.gov



Product Failure Form – Common Issues

Common Issues	Solution
Missing test report	Test report(s) should be submitted with the Product Failure Form to Enforcement@energystar.gov .
Older version of failure form used	The latest version can be found at www.energystar.gov/CBresources .
Tested model number does not appear to be related to certified model number	If the tested model number is different than the certified model number, the certified model number should be included in the Additional Model Numbers section.
Affected models section incomplete	ALL affected models should be listed including family model numbers and private label products, even if listed under a different brand name or partner.
Required cells are empty	Ensure that ALL fields in the form are completed; if fields aren't relevant, enter "N/A".
Delays in reporting failures	Provide explanation if the failure is reported more than 2 business days than when the failure is determined. List the testing completion (<i>not the testing initiation</i>) date.



Walkthrough of Product Failure Form



General Resources

- Certification Body Resources page
 - Product Failure Form
 - Verification Testing Summary Report
- Frequently Asked Questions
 - What if a partner requests to withdraw certification for products nominated for VT?
 - When can CBs notify partners of VT failures?
 - What time restrictions apply to procurement of units for verification testing using the 4-unit multiple-sample approach?
 - Search by keyword
- Directives
 - Listed on the Third Party Certification Directives page
 - Directives related to luminaires and lamps verification testing will be updated prior to 2016



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