

Certification Error Procedures

ENERGY STAR Products

What Constitutes a Certification Error:

Certification errors are errors that occur during the ENERGY STAR certification of a product, but are not detected until the product is listed as ENERGY STAR. This is a rare occurrence affecting fewer than 0.1% of ENERGY STAR products. Certification Bodies (CBs) have responsibility for certifying an ENERGY STAR product's performance based on product testing that occurs in an EPA-recognized lab. After a product has been certified, the CB uploads the associated product and information into iSTAR for Agency access and to be listed on the ENERGY STAR Qualified Products List (QPL).

There are two primary bases for certification errors:

1. The product is categorically ineligible. This type of error is rare, but may occur in certain product areas, such as lighting.
2. The product never performed to the level required by the specification. This type of error may occur because of confusion regarding the testing procedure, resulting in a false understanding and representation of the product's performance. Or, it may occur because of an administrative error by which the performance was captured accurately, but erroneously certified by the CB nonetheless.

Listing Corrections:

1. Receipt of Information by EPA – EPA may receive information from a CB, a manufacturer, or based on an internal review, suggesting or confirming that a product was certified in error. EPA reviews the basis for that conclusion.
2. EPA Requests Review by CB – If the CB was not the basis for EPA's review of the certification in question, EPA will request that the associated CB review the product and certification testing records to determine if an error occurred.
3. Brand Owner Notice of Pending Listing Correction – When EPA believes a product was certified in error, the Agency will notify the brand owner at the email address provided by the brand owner and provide 20 days notice of the pending listing correction. At that time, EPA will continue to work with the CB and Brand Owner to determine whether the product was certified improperly.
4. EPA will proceed with listing corrections, where appropriate, and request that the CB withdraw product certification, thereby removing the product from the QPL.

Brand Owner Product Control Measures:

Brand owners are provided a standard format to submit product control measures for listing corrections and provided 20 days notice from the time of notification to submit them. EPA will grant additional time where technical review of the product's certification warrants additional time.

In all instances where a listing correction has occurred, the brand owner is required to:

- Immediately cease unit labeling and shipment;

- Remove ENERGY STAR references from related marketing materials, spec sheets and websites; and
- Cover or remove labels on units within the brand owner's control.

As a federal trademark owner, EPA reserves the right to adjust or modify there procedures as appropriate.