



RV Component Certification Program

Information & Requirements

TEi-Listing Services

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Hello!

Thank you for considering product listing with TEi-Listing Services! This document outlines the process we use for getting your product listed, and should answer most of your questions about what we do and why we do it. If you have any more questions, please contact us. We'll be happy to help!

What Is Product Listing and Labeling (Certification)?

In the interest of public safety, some industries and government bodies require certain products to comply with published standards of safety and quality. Your product is not allowed to be sold in the marketplace unless it meets the specified standards and has been proven to do so by an independent third party.

Once we have certified that your product meets all the necessary requirements, we add it to our *list* of certified products; thus, your product is said to be *listed*. (In many industries, "listing" is also referred to as "certification". For our purposes, the terms are interchangeable.) You are also granted a license to use our certification mark on your product (known as being *labeled*), as a demonstration that you have received third-party listing. Having this mark adds value to your product, because your customers will have the confidence of knowing that it has been independently certified to meet safety standards.

Who Is TEi-Listing Services?

TEi-Listing Services (TEi-LS), a subsidiary of Testing Engineers International, Inc. (TEi), has provided listing and labelling services since 1963. We are a for-profit company, meaning the revenue that runs our business is generated solely through the fees we charge clients, and not obtained from any government or grant organization.

What Is the RV Component Certification Program?

We specialize in listing Recreational Vehicle components (i.e., anything that is required to have a listing in accordance with the NFPA 1192 and/or CSA Z240 recreational vehicle standards). We can list products to many standards published by ASME, ASTM, CSA, IAPMO, IEC, NSF, and UL, among others. Products certified under our RV Component Certification Program are approved to display our certification mark, which looks like this:

Our certification mark is a registered trademark and is only permitted to be displayed on products that are certified by TEi-Listing Services. Unauthorized use of our mark is a violation of trademark law and will be prosecuted accordingly.



Our RV Component Certification program is accredited by the American Association for Laboratory Accreditation (A2LA), Certificate Number 2946.01. The types of products, and the standards to which we typically list them, are found on our scope of accreditation, which is available on A2LA's website, www.a2la.org. If you have an RV-related product that you can't find on our scope, please contact us to ask about listing anyway. It is usually a simple matter to get new product types added to our scope.

In addition to our accreditation, we are approved by the Recreational Vehicle Industry Association (RVIA) as a third-party listing agency and are very active in their standards revision process, ensuring that we stay at the forefront of upcoming revisions and new technologies.

We can also list many other kinds of products that are not related to Recreational Vehicles, and have the capability to test to almost any standard you can find. These products would be certified under our General Program (see document D2012, available on our website, www.TEi-LS.com) and would receive a different certification mark.

What Is the TEi-LS Listing Process?

Application

The process starts with you filling out the Application for Product Certification (TEi-LS Form F2041), found on the TEi-LS website. Please be as thorough as possible when completing the form and collecting technical documents. The more information we have, the less time it will take to evaluate your product. Just submit the completed application to us along with technical data on your product, and we'll get started!

Along with information about your company, we need information about the product(s) you want listed. Documentation that is required may include, as applicable:

- Engineering drawings and pictures of the assembly and individual components
- Bill of materials, including information on suppliers and component certifications
- Material data sheets
- Factory process travelers / assembly instruction sheets
- Factory test / inspection procedures
- Installation / operation / usage manuals

We also need information about the facilities that are involved in the final manufacture or assembly of your product. (Note that this does not include component or material suppliers. Information about these suppliers should be included in the product documentation, however.) We need this information in order to inspect these locations for good quality practices and consistent manufacturing processes.

Once we've received your complete application and supporting documentation, we'll send you a quote specific to your request. The quote will clarify the information from your application (to ensure that we've correctly understood your request), and also give details of the costs and timelines for your

project. You'll need to sign and return the quote document to agree to the terms therein, and then we'll begin working on your listing!

Evaluation

Once we've received all the documentation we need, we'll begin our evaluation. This consists of a review of your product's design and documentation, some laboratory testing, and a manufacturing facility inspection. We'll be in contact with you throughout the process to let you know what we need from you, and to give you periodic status updates.

Once the testing and inspection have been completed, our Listing Compliance Engineer will review everything to ensure that all the requirements for listing have been met. If there are any issues, you'll be notified and given some time to resolve them.

Listing Agreement

When everything looks good, your listing will be granted! We'll then send you a Listing Agreement, which is a contractual agreement between you and TEi-LS that allows you to use our certification mark as long as you continue to meet the requirements for listing. Once you sign and return it, we will send you an official Listing Sheet, which is your proof that your products have been certified and listed by TEi-LS. Your Listing Sheet will also be published in the Product Listing Directory on our website.

What Are the Criteria for Granting Certification?

In order to be granted certification, the following criteria must be met:

- 1) Supporting Documentation
 - a) Complete product documentation shall be submitted for each item to be listed. The submitted product documentation shall be sufficient to completely describe the design, manufacture, assembly, testing, installation, and operation of the product.
- 2) Product Testing
 - a) Each submitted product shall be tested by a TEi-LS approved testing laboratory.
 - b) Each submitted product shall comply with material, performance, and labeling requirements specified in the applicable product standard(s). (When multiple models of similar type are submitted, TEi-LS may, at its discretion, limit testing to a sampling of representative models, typically those models with the largest and smallest capacities.)
- 3) Facility Inspection
 - a) Each location that produces the final finished version of the submitted product, whether through manufacture or assembly, shall be inspected by a TEi Inspector. Other facilities critical to the quality of the product shall also be inspected, as required by TEi-LS. The applicant shall ensure that the Inspector has access to each facility, and all areas, records, and personnel necessary for conduct of the inspection.
 - b) Each facility shall have a documented quality policy statement and shall perform regular and documented internal audits of its quality and production policies and procedures.

- c) Each facility shall have a method of tracking and maintaining quality records (e.g., personnel records, production travelers, test/inspection records), and there shall be a designated location where these records are kept.
- d) The method of manufacturing and assembly of the submitted products shall conform to the technical data submitted to TEi-LS.
- e) Each facility shall have a procedure for testing/inspecting products, and a procedure for handling nonconforming products.
- f) The applicant shall maintain a record of customer complaints relating to submitted products, and how the complaints were resolved.

What Happens After Getting Listed?

Once you're listed with TEi-LS, you have a license to use our certification mark on your listed products as long as you continue to meet the requirements for listing and pay your invoices on time. You're not allowed to say or imply that any product or service is endorsed or recommended by TEi-LS, or use our certification mark, or your listing, in any way that is misleading, or which brings TEi-LS into disrepute. (A full description of the responsibilities of listed clients will be found in the contract we'll both sign upon granting your listing. The contract document is available to review upon request, if you'd like to see these requirements in advance.)

We make sure that you continue to meet the criteria for listing by performing a Follow-Up Inspection at each of your manufacturing facilities once a year. This is typically a surprise visit, so you won't be notified in advance, but the inspections are usually done in the same month each year. The cost of one Follow-Up Inspection is included in your annual listing fee, except for facilities overseas.

While the inspector is at your facility, they will select a sample of one or more of your finished products for Compliance Testing. You will need to send these products back to TEi-LS, and we will test them to selected sections of the certification standards. We won't test to the whole standard unless we find problems, so the cost to you will be minimal.

Whenever you make changes to any of your listed products (including materials, components, design, assembly, and manufacturing), you need to notify us before you make the change so that we can re-evaluate your product and approve the change. This re-evaluation may include re-testing to the extent of the change. Also, if you move the manufacture or assembly of your product to a different facility, you need to notify us so we can do an inspection there. You notify us of these changes by filling out a Certification Amendment Application (TEi-LS Form F2061). Many times, these re-evaluations are simple and quick, but they must be done so that we have current records of your compliance to certification requirements.

You should also submit a Certification Amendment Application if you want to add more products to your listing. We will need to evaluate the new products, but if they are very similar to products you already list, and/or they are manufactured in facilities we've already inspected, the evaluation time will be greatly shortened.

Is It Possible To Get Un-Listed?

Yes, we call this “de-listing” or “withdrawal of certification”. We may de-list an individual product, or withdraw your entire certification, when we discover things like:

- We find that you have updated the product documentation, or made changes to the product itself, without notifying us and giving us the most current information.
- Your product does not pass Compliance Testing. (If safety is an issue, then in addition to de-listing the product, we may make the failure public and/or require you to perform a recall.)
- Any of your manufacturing facilities does not pass its annual Follow-Up Inspection.
- You fail to comply with any of the terms of your Listing Agreement, including payment of fees.
- You are using our certification mark in an unauthorized manner, or on products we have not evaluated and certified.

If your listing gets withdrawn, you are no longer permitted to use the TEi-LS certification mark on your products or marketing material. Unauthorized use of the TEi-LS certification mark is a violation of copyright law and will be prosecuted accordingly.

What Are the Costs of Listing?

The exact cost of listing will vary depending on the number and type of products you want listed, and the number and location of your manufacturing facilities. After we receive your Application for Certification, we will send you a complete quote with an itemization of all costs, and we’ll wait to do anything further until you approve the quote. If you just want a ballpark estimate, we’re happy to provide one upon request. Just give us a call!

If There Is a Disagreement

We strive to give superior service in everything we do. If you have a concern, please bring it to our attention! The TEi Quality Manager reviews every appeal, complaint, or dispute we receive. Your concern will be recorded, and you will be kept in the loop as to how we are addressing the issue.