



General 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 simply 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 General Certification Program?

We specialize in listing Recreational Vehicle components, but we can list any type of product to many standards published by ASME, ASTM, CSA, IAPMO, NSF, and UL, among others. Products certified under our General 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 General Certification program is designed for products that are not related to the RV industry. The General Certification Program is not accredited, so make sure your



governing body does not require an accredited listing. If you do require an accredited listing, please contact us anyway, and we'll look into adding your product type to our scope of accreditation.

If your product is destined for the recreational vehicle market, you should get your product listed under our RV Component Certification Program. You can find more information about that program in document D2011, available on our website, www.tei-ls.com. These types of products 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. Please fill out one Product Information sheet for each *type* of product you are submitting for listing. (Two different models of sink would be the same type and could be included on the same sheet. A sink and a holding tank are two different types of products and would be submitted on two different sheets.) Please submit a current set of product documentation for each *model number* 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.) Please fill out one Facility Information sheet for each of these facilities. We need this information in order to inspect these locations for good quality practices and consistent manufacturing processes.

Evaluation

Once we've received your complete application and supporting documentation, 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 everything has been completed, we will send you an Evaluation Report describing the results of the evaluation and any deficiencies you need to address. Once any deficiencies are resolved, your packet will be submitted to the Listing Review Committee for review and approval. If everything looks good, we will send you a finalized Listing Agreement. Once you sign and return it, we will send you an official Listing Sheet, documenting that you have been certified and listed by TEi-LS, and your listing will be made publicly available 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, he 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. 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 listed.

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. Additional fees may apply if you want your product certified to both US and Canadian standards. After we receive your Listing Application, we can send you a complete quote with an itemization of all costs. The numbers below should be viewed as estimates, and not necessarily a complete list, but should help give you an idea of the costs of listing with us. If we're not competitive, please let us know, and we'll re-evaluate these numbers to give you the best value possible!

Getting Listed

Application Fee	\$500
Each Inspection	\$1000 + travel expenses (\$1500 + expenses for overseas facilities)
Product Testing	Varies depending on the product

After You're Listed

Annual Listing Fee	\$3000 +\$500 for each additional product type +\$600 for US/Canadian dual listing
Each Follow-Up Inspection	One included in annual fee +\$500 each additional + travel expenses for overseas facilities
Compliance Testing	Varies depending on the product and tests required, but typically around \$500

To Make Changes to Your Listing

Listing Amendment Fee	\$500 +\$50 for each model number added
Listing Amendment Inspections (new or relocated facilities)	\$1000 + travel expenses
Product Testing (models added or changed)	Varies depending on the product and changes made

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.