



Surveillance Testing Policy FAQs

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General

1. Are there any categories/general applications that will not be included in the first round of surveillance testing (such as newer general applications like U-Bend Replacement Lamps)?

DLC will not be announcing ahead of time which criteria will be targeted.

2. With what frequency will products be selected for surveillance testing?

Product selection frequency will be based on capacity, particularly as the program gets started. In its inaugural year (2017), the program aims to select up to 250 products.

3. Are Private Labelers responsible for products, or is the associated Original Equipment Manufacturer (OEM) responsible?

All products on the QPL are eligible for selection during the surveillance testing process. As always, Private Labelers must assume responsibility for the products they are listing on the DLC SSL QPL, regardless of who submitted the test data to the DLC. If a Private Labeler's product fails surveillance testing, the consequences will be applied equally to that product as well as the associated product from the OEM and all other Private Labelers.

4. Are products that have been identified as not meeting the V4.1 requirements eligible for surveillance testing?

Given the forthcoming de-listing of products not meeting the V4.1 requirements on April 1, 2017 and the goal of maximizing the use of limited resources, there are no plans to test products which will be de-listed in the near future.

5. How will information about the outcome of surveillance testing be shared?

The DLC will compile aggregated and anonymized data for general reporting purposes (webinars, stakeholders meeting, etc.). Additionally, DLC Members will be informed of the

surveillance testing outcome for all models once surveillance testing is complete. Members will not be given information during the process about products that have been selected.

6. [Who will receive notification of selection for surveillance if company has multiple contacts?](#)

All users registered to the manufacturer account in the Manufacturer Portal will be notified. This could be a single person or multiple. Please make sure your company's contacts are up-to-date at all times.

7. [What happens to my product after surveillance testing is complete?](#)

Manufacturers have the option for the product to be returned to them or to have the product disposed of. If the product is being shipped, the cost will be considered a procurement cost to be paid by the manufacturer.

Timeline

8. [By what date should manufacturers have their product listings updated before product selection begins?](#)

Product selection for the entire program will start in January 2017. Manufacturers may, at any time prior to being selected, remove or update products with no consequence.

9. [My company's protocol won't allow me to pay in a 5 business day window. What can I do?](#)

In the event that an organization has protocol which does not allow them to pay for an invoice in the required 5 business days, the DLC will work with the manufacturer on a case by case basis to ensure the payment is made promptly to avoid stalling the process. Organizations with this issue are required to inform the DLC of this limitation once they have received notice of product selection. Any intentional efforts to stall the process may result in further consequences.

Consequences

10. [Will consequences be "reset" after a certain period of time?](#)

At this time, the DLC does not plan to reset the consequences for manufacturers. Feedback can be solicited on this topic in future rounds of policy development when Surveillance Testing volume is higher.

11. [Are consequences limited to a manufacturer or a specific brand of a manufacturer?](#)

For most, consequences will be furnished to the listed manufacturer. For large organizations that have multiple independent brands, consequences will be given to the autonomous brand. Organizations are responsible for bringing this differentiation to the DLC's attention during product selection if they have specific concerns.

Appeals

12. What needs to be provided as “sufficient detail” for an appeal?

As all appeals are unique, there is no single formula. The acceptance of an appeal is at the DLC’s sole discretion. For appeal consideration, the DLC will need in depth technical (or other) documentation to demonstrate that the tested product is not representative of the intended performance. An appeal may not use the original test reports (submitted for qualification) as evidence of how the products is expected to perform.

Procurement

13. How will the procurement process work for made-to-order products or those that are not regularly stocked through distribution?

The DLC will work with manufacturer of made-to-order products to understand procurement lead times on a case by case basis. Any intentional efforts to stall the process may result in further consequences.

14. What happens to a product if it becomes de-listed through the surveillance testing process?

If the product is de-listed from failing results, it will have a date de-listed equivalent to 5 business days after the manufacturer is informed of the results, or when a manufacturer indicates that they do not wish to appeal – whichever is sooner. If a product is de-listed from declining to participate, it will have a date de-listed equivalent to date the DLC was informed of the declination, or when the deadline to take action has passed – whichever is sooner. Products de-listed can be found on the QPL by selecting “Show de-listed products” filter. Products de-listed due to surveillance testing will not be marked with any information identifying the cause of the de-listing, however members will still have access to this information.

15. We have updated a particular model on the QPL, but kept the same model number. How will DLC know that they are procuring the current model?

The DLC will order the model number listed on the QPL. The data on the QPL should be representative of the model number sold in the market. If a previous version of a model no longer meets the current technical requirements, it is the manufacturer’s responsibility to manage back stock to ensure that products being sold as DLC qualified are listed on the QPL.

Testing and Tolerances

16. How will testing be conducted on products that require an external device between the mains and the product being tested?

A ballast, or any other device to be used for testing, will align with the make and model noted in the original test report provided by the manufacturer during the qualification process. Obtaining the ballast or other device will be part of the procurement process. If the original equipment used for testing is not available, DLC will refer to compatibility documentation provided by the manufacturer's literature and procure equipment that meets the DLC testing requirements.

17. When the tolerances in Table 2 are applied, what are they being applied against?

Tested or rated data?

For any product that has tested data on the QPL, the tables will be evaluated against those values. For products that have only rated data on the QPL, the tables will be evaluated against the rated data.

18. Does the NEMA Classification requirement apply to Architectural Flood and Spot Luminaires only? Or for all luminaires?

The technical requirement for NEMA Beam Classifications is only applicable to Architectural and Landscape/Accent Flood and Spot Luminaires, therefore the +/- 1 Type tolerance in Table 2 is only applicable to products under those primary use designations.