



# Bay Area Compliance Laboratory

## Product Safety Certification User Manual

Document Code: QAM-UM-PSC

Version: E

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		<i>Revision Date : 10/22//2018</i>
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**This following information is for applicants who are applying for a product safety Grant of Certification from BACL.**

### **1. The Product Safety Certification Program**

Safety Conformity assessment is the practice of determining whether a product, service or system meets the requirements of a particular safety standard.

### **2. BACL's Product Safety certification program**

BACL was founded in 1996 and has continued to grow each year, investing in new test equipment, support equipment, test facilities and personnel. BACL's operations are financed by the paid services it provides in certification and testing activities it performs for its clients. Its financial stability through these means accommodates the continuing operations of all test and certification activities and ensures consumer confidence in the safety compliance of clients' products listed by BACL.

Manufacturers, agents, and laboratories that process certification applications for applicants may submit their applications directly to BACL for Information Technology and Lighting equipment, which requires a certification based on safety standards (UL, CSA, IEC, etc.) prior to marketing their device in any market internationally.

BACL, as a product safety certification body, shall not:

- Waive any applicable requirements promulgated by standard/regulatory authority advisory bodies or authorities having jurisdiction,
- Certify equipment for which there are no requirements promulgated by standard/ regulatory authority advisory bodies or authorities having jurisdiction; nor
- Advertise its recognition status for certification activities that are outside of its scope of recognition.

### **3. The Certification Agreement**

The applicant and BACL must execute a Certification Agreement (QA-FR-45), signed by an authorized representative of the applicant and BACL, Sunnyvale, CA agreeing to various terms and conditions for certification. The Certification Agreement requests product information, test data, product specifications and various information required in accordance with the certification scheme, liabilities, confidentiality, compliance, certification withdrawal/cancellation, changes, regulatory revisions to certified products, disputes & appeals, complaints, surveillance testing,

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payment, regulatory authority advisory bodies or authorities having jurisdiction requirements, ISO 17065 requirements and agreement period.

#### **4. Choice of Test Laboratory for Product Testing**

Applicants should use BACL or a test laboratory accredited to ISO 17025 by a recognized Accreditation Body such as A2LA, ACLASS, NVLAP, IAS, SCC etc., have the relevant test methods within their scope of accreditation to be considered competent to perform the specific tests and measurements. BACL cannot accept outside test reports for certification that are not accredited or without the proper test scope to perform the test and measurements.

#### **5. Certification Fees**

Certification fees are set by BACL. All applicants are charged the same fee proportional to the scope of work, regardless of the number of certificates issued. Certification fees do not include the cost of BACL verification audits (Initial Factory inspection and Follow up Service inspection). Certification fees are subject to change without notice.

#### **6. Payment Methods**

Payment may be in cash, credit card, cashier's check, wire transfer, purchase order, etc. Remittance must be in US dollars drawn on a US bank and made payable to Bay Area Compliance Laboratories Corp. All fees are non-refundable once the application is accepted by BACL for processing.

#### **7. Certification Requirements**

For certification purposes, the following must be provided:

- Product description and product literature with supporting information;
- A detailed test report meeting the requirements of the applicable product safety standard(s) or specification(s);
- User manual and maintenance manuals;
- Product safety labelling in English and the official language(s) of the intended market.
- Sample of product equivalent to the production product.

*Note: If product safety labelling is done by referencing the user manual, the user manual is required to be in English and the official language(s) of the intended market.*

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## **8. Technical Review & Certification**

A Technical Evaluator who is familiar with the particular product type and the rules for the specific certification sought will evaluate the certification project file. If the test data/ test report does not adequately document product compliance, additional test data may be requested. If the test data presented remains questionable, a product sample may be requested for testing.

Once the technical evaluation is complete and the BACL reviewer and certifier determine the product satisfactorily complies with the regulatory standards and BACL requirements, the certification will be granted.

## **9. Listing of Product Certifications**

- a. BACL Document Control Team will record the details of certifications in the “BACL Certified Product List”, based on the information received from the BACL Safety Certification Team. A certified product shall not be distributed, leased, sold, or offered with the BACL Safety mark and label before the details of its certification have been added to the List.
- b. Authorization to market the product is issued to the applicant in the form of the Product Safety Certificate and Issuance Letter. Reference to the product certification may be made in product documentation, sales literature, advertising and retail materials upon receipt of the Grant Certificate.
- c. The Product name and related information will also be entered into the BACL Directory of Certified Products and made available through BACL’s online database. This can be accessed through the “Certifications Directory” link on the Official BACL Website.

## **10. Changes to Certified Equipment or Certification Requirements**

Modifications to certified equipment may require re-certification. The applicant shall notify BACL before certified equipment has been modified to determine the validity of its certification. BACL will review and evaluate the modifications and provide the applicant with a document stating the results of evaluation.

In the event of a change in the safety certification requirements of BACL’s Safety Certification Program which affect the applicant, applicants shall be notified via email or other traceable methods regarding the changes to the requirements.

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## **11. Certification Retention and Audits**

Subsequent production units must adhere to the technical characteristics and quality under which certification was originally issued. The applicant shall assure that all production units of equipment certified by BACL continue to meet the applicable technical and procedural requirements. BACL will conduct follow up inspections to assure continued compliance.

## **12. Suspension of Certification Mark, Certified Product Shipment Hold or Product Safety Recall**

1. Suspension of Certification Mark, Certified Product Shipment Hold or Product Safety Recall shall only be exercised when public safety is seriously affected (such as fire hazards or other life threatening issues), or when the manufacturer of the specific product refuses to comply with the contractual agreement with BACL.
2. Where, as a result of a post-certification audit or other information obtained, BACL has determined the product no longer meets the product performance requirements of the relevant product safety specification; BACL will inform the applicant and the regulatory authority advisory bodies or authorities having jurisdiction. The applicant will be required to take remedial action.
3. If the certificate holder does not take remedial action, or the remedial action does not fix the problem, BACL will inform the regulatory authority advisory bodies or authorities having jurisdiction and the applicant about withdrawing the certification. The applicant must return the certificate to BACL and BACL will remove the product from the "List of Certified Products".

## **13. Refusal of Certification Services**

Access to BACL services is not conditional upon the size of the customer or membership in any association or group, nor is certification conditional upon the number of certificates already issued. BACL can decline to accept an application or maintain a contract for certification from a client when fundamental or demonstrated reasons exist, such as the client participating in illegal activities, having a history of repeated non-compliances with certification/product requirements, or similar client-related issues.

## **14. Rights of Applicants of BACL Certified Products**

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Applicants may always request in-depth information about any aspect of their pending certification, or any other related matters. BACL and the applicant will attempt to resolve any disputes or appeals that arise between the applicant and BACL. If resolution is not possible, the dispute will be appealed to a committee—comprising of impartial and knowledgeable third-party members, approved by both BACL and the applicant—as the final arbiter. The applicant and BACL will each have a reasonable time to provide comments before the regulatory authority reaches a final decision. Applicants, suppliers, or other parties with complaints about a BACL certification that have a right to receive related information may request in-depth information about related aspects of their completed certification or other related matters.

Disputes regarding conformance with accreditation criteria that have not been resolved between BACL and the applicant will be taken to the appropriate Accreditation Bodies (A2LA, NVLAP, SCC, etc.) as the final arbitration level.

BACL’s certification services shall be made available to all parts of Canada, in both of Canada’s official languages, and with the guarantee to respond to both oral and written requests in the official languages in which the requests were made. BACL shall also conduct inspections in the official languages of the supplier’s choice.

## **15. Revision History**

### **15.1 Revision Description**

<b>Date</b>	<b>Changes made</b>
09/10/2018	Revision History Added
10/04/2018	Requirements clarified

### **15.2 Annual Review**

<b>Year</b>	<b>Reviewed by</b>	<b>Date</b>
2018	Kaveh Moraghebi	09/10/2018
2019		
2020		
2021		