



Certification Service Guide

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1 Product Certification Services

1.1 Telecommunications Certification

Nemko has recognitions to certify Telecom and wireless equipment for Canada, USA, Taiwan, Hong Kong, Japan, South Korea, United Kingdom and Notified Body services for Europe. Read further to see how.

Regulations for telecom and wireless equipment

Regulations exist for many telecom and wireless products. These regulations often require formal certification for the equipment prior to sale.

Economies with regulations

Economies such as the USA, Canada, Taiwan, Hong Kong, Japan, South Korea, United Kingdom and the European Union have all enacted regulations. All these economies have recognised Nemko to offer conformity assessment services.

TCB Certification process

Certification is based on review of test results, technical design documentation and administrative attestations.

The TCB will:

- Review applications and provide prompt feedback
- Explain the rules and regulations
- Issue the certifications for compliant product within its scope of recognition
- Register certifications with the regulatory authorities

By using Nemko you will be working with a knowledgeable, customer focused certification body that prides itself on delivering quality and impartial certifications with customer service as a core principle.

Certification body recognition is based on a rigorous accreditation process evidencing technical competence and strong quality system processes. Nemko is accredited by the Standards Council of Canada as a certification body (see [the SCC website](#) for full scopes of accreditation) and A2LA as a certification body.



View our certification body recognitions and accreditations at the following links:

[Innovation, Science and Economic Development Canada](#)
[Federal Communications Commission / NCC Chinese Taipei / OFCA Hong Kong /](#)
[South Korea \(RRA\)](#)
[Japan \(MIC\)](#)
[European Union \(EU\)](#)
[United Kingdom \(UK\)](#)
[Standards Council of Canada](#)
[A2LA](#)



1.2 Electrical Safety Certification Services

1.2.1 Certification to Canada and US Electrical Safety requirements.

Nemko can certify electrical products to US and Canadian Electrical safety requirements.

In Canada, federal, provincial, territorial and municipal electrical safety regulations require that electrical and electronic apparatus subject to their codes must be approved to recognized product safety standards.

The organizations that approve these products must be accredited by the Standards Council of Canada and recognized by Canadian Regulators as competent to certify products.

For the US, products for use in the workplace must be certified by an OSHA recognised Nationally Recognised Testing Laboratory (NRTL). In addition, state and local jurisdictions also have regulations which often look to use the NRTL certification as the means to meet these regulations. Nemko is an OSHA recognised NRTL.

Certification with ongoing production surveillance is the most common means of approval (Type 3 scheme), however for limited production runs there are alternatives.

For products with limited production, i.e individual units or small batch there is an alternative scheme called Limited production Certification (LPC- Type 1b scheme) whereby the full standard is applied to the product but the certification is on a per unit basis. No ongoing surveillance is performed. Certification is indicated by a unique serialised label bearing the certification mark applied to the product.

Successful certification by Nemko will allow manufacturers to use the applicable certification mark.



Our unique serialized Limited Production Certification labels will bear the following mark





Our full scope of accreditation as a certification body can be viewed on the websites of the following organizations:

[Standards Council of Canada,](#)

[OSHA website:](#)

1.2.2 Certification to Mexico Electrical Safety requirements

For Mexico, many types of electrical equipment require certification as specified in federal regulations. Nemko is accredited and recognised by the Mexican Directorate General of Standards (DGN).

Nemko can certify the electrical safety aspects of the following categories of products for the Canadian, Mexican and US Markets:

- Information Technology Equipment
- Telecommunications Equipment
- Test and Measurement Equipment
- Audio/Video Equipment
- Electro-Medical Equipment
- Household appliances

Successful certification by Nemko will allow manufacturers to use the applicable certification mark.



Our full scope of accreditation as a certification body can be viewed on the websites of the following organizations:

[EMA website \(for DGN recognition\)](#)



1.3 Energy Efficiency Certification Services

1.3.1 Energy Efficiency Verification – Canada (NRCAN)



Nemko's EEV service is the means by which a manufacturer can evidence 3rd party conformity assessment of the energy efficiency of their product. Compliance is shown through the application of Nemko EEV marks.

Nemko is accredited as a certification body to operate an Energy Efficiency Verification scheme to verify equipment compliance with the Natural Resources Canada Energy Efficiency regulations.

Product categories include Compact Audio products, Televisions, external power supplies and battery chargers. Refer to the [SCC website](#) for Nemko's full scope of accreditation.

This service also complements our recognition by the US Environmental Protection Agency as a Certification body for ENERGY STAR®



1.3.2 ENERGY STAR®

The ENERGY STAR program is the largest voluntary energy efficiency labeling program in the world. It is a joint program between the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy (DOE) aimed at protecting the environment through energy efficient products and practices.

The ENERGY STAR program was started in the early 1990's and now, almost 30 years later, the program is widely recognized throughout the world

The ENERGY STAR scheme uses 3rd party certification which means that products shall be tested in an EPA recognized laboratory and certified by an EPA recognized certification body before the manufacturer may claim compliance and apply the ENERGY STAR mark.

Major tasks for certification bodies include:

- certifying that the products meet program requirements based on a review of test data and associated product documentation
- uploading certified data to EPA for creation of qualified product lists
- coordinating and conducting verification and challenge testing after qualification
- evaluating retested products that have undergone significant post-qualification changes
- accepting test data for certification from EPA recognized laboratories and Manufacturer laboratories participating in the CBs MTL programs

Current scopes of recognition of Nemko and other Nemko offices operating within the ENERGY STAR program can be confirmed on the ENERGY STAR [website](#).



2. Application Guide

2.1 Eligible Products

Products that can be certified under Nemko certification services are determined by our scope of accreditation/recognition from the SCC, OSHA, A2LA and EMA and/or regulatory authorities. We will advise as to whether your products are in scope at the time of first enquiry with us.

Links to our scopes are given in section 1 for the different schemes we offer.

2.2 Test Facility Requirements

The originator of the test data varies between schemes but below is a summary of the options available:

Scheme	Accredited/Recognised Laboratory	Witness test	Supervised Manufacturer Laboratory
ISED Canada	X		
FCC	X		
Taiwan (NCC)	X		
Hong Kong (OFCA)	X	X	X
Japan (MIC)	X	X	X
Europe (EU RED)	X	X	X
United Kingdom (UK RER)	X	X	X
South Korea (RRA)	X		
Electrical Safety (US/Canada)	X	X	X
Electrical Safety (Mexico)	X		
EEV (NRCan)	X	X	X
ENERGY STAR	X	X (Manufacturer)	X

In all cases the requirements of ISO 17025 are taken as the base criteria for acceptance.

For more information on any of the above programs, please contact Nemko.

2.3 Certification Fees

The fees that apply for certification are calculated based on the type of product. Your local Nemko office or Nemko partner laboratory will be able to provide you with a full quotation to provide the required services for your product. In addition, they will be able to guide you through the full testing and certification process to assist you with your project.



As part of certification, it is a mandatory requirement to participate in our Verification and surveillance activities. Our surveillance activities, which include testing and factory inspection, follow the directives provided by the regulators of these scheme. Surveillance activities for our EEV and Electrical Safety schemes have been designed to ensure control over continuing compliance and of the use of Nemko's certification marks. EEV surveillance closely mirrors the ENERGY STAR scheme and electrical safety requires follow-up factory inspections and retest in certain situations.

Certification under the Limited Production Certification scheme are not subject to ongoing surveillance or annual license fees.

NOTE: The certification fees do not include the testing and evaluation fees. These are dependent on the test laboratory used and location of evaluation if under the LPC program. Contact your local laboratory for full details.

All costs associated with post certification surveillance and applicable license fees will be invoiced to the Certificate Holder.

2.4 Application procedure

2.4.1 Documentation requirements

Generally, the following documentation is required to make an application:

- Certification Agreement (required on first application only)
- Application Form
- Test report from an approved laboratory
- Block Diagrams/functional diagrams of the apparatus
- User instructions (including safety and installation instructions)
- Product description (specifications and intended operation, environmental conditions)
- Detailed photographs
- Description of differences between models for family approvals
- Company incorporation documents (for Mexico and Taiwan applications)

Depending on the type of certification being requested, more or less documentation will be required. Please refer to the following sections to determine what is correct for your product. Note that the testing facility may also ask for additional information to support the testing prior to certification.

Please note that whilst we endeavor to minimize the need to ship samples to Nemko, we do reserve the right to request them prior to certification being granted.



The application forms, agreements and preparation checklists can be requested from us or from your local Nemko office. Should you require any guidance on the application requirements please do not hesitate to contact your local Nemko office.

2.4.2 Family Certifications

Family certification may be granted to many models of equipment that are based on essentially the same design. Reference to the criteria contained in the scheme requirements for the specific types of products shall be made in determining what types of variations between models can be accepted for family approval.

Documentation is required to identify the similarities between models. A completed application form and cover letter to explain the application and differences between models are required at a minimum. Photographs and other technical documents may also be required depending on the differences specified. An existing family filing is used to add models to a previously certified product.

2.4.3 Re-assessment Certifications

Re-assessments (also known as re-evaluations) are performed when a previously certified product is modified, and the electrical characteristics of the product have changed without violating the minimum requirements of the standard. This could be a result of re-laying out PCB's or changing ratings on components.

The documentation required is the same as for an original certification except that there should be a document included specifically identifying the changes made to the product.

You may only submit the documentation which has changed, but the reason for this must be detailed in your application.

2.4.4 Format of application

The documentation must be supplied in electronic format. This can be via email or uploaded via secure portal. Please contact Nemko for further details. Please note that TCB application documents are to be in Adobe PDF format.



2.5 The Certification Process

2.5.1 Application

On receipt of your application, a preliminary evaluation of the content of the application will be performed. This is to ensure that all relevant documentation and correct payment has been received but also to check that the product falls within the scope of the certification scheme. If information is missing, then you will be contacted immediately in writing and requested to supply the additional information.

Following receipt of the necessary documentation, the certification process be commenced.

2.5.2 Evaluation

The technical evaluation is where the conformity with the requirements of the scheme is determined. During the technical evaluation it may be necessary for more documentation, test data or samples to be provided. Again, you will be contacted in writing to notify you of the additional information required. Effective communication with the Certification department will facilitate resolution of findings and complete certification.

2.5.3 Review and decision

Once all evaluation activities have been completed, the results are reviewed against all compliance requirements which include regulatory requirements as well as test standards. A decision will then be made on whether to issue certification.

2.5.4 Confidentiality

Our certification services involve close contact with the Accrediting Agencies and Authorities having Jurisdiction (AHJ) in their capacity as accreditation body and regulator respectively. During the course of our operations, it may be necessary to supply, or make available for inspection, records relating to your product as evidence of compliance to applicable standards and to enable Accreditors and Regulators to monitor compliance of its accredited and recognized certification bodies. Where the schemes require routine submission of documents to the AHJ, confidentiality may be requested as part of your applications and will be processed in accordance with the requirements of the regulatory schemes.



Information routinely released:

Scheme	Information released to Regulator	Information publicly available	Confidentiality request options
FCC	All exhibits submitted in the application	All information unless a request to withhold design critical information made at the time of application.	A request for confidentiality is required at time of application
ISED	All exhibits submitted in the application	Product details, i.e. ownership, naming information and technical ratings. Public applications to access information are possible.	A request for confidentiality is required at time of application
NCC (Taiwan)	All exhibits submitted in the application	Product details, i.e. naming information and technical ratings. Public applications to access information are possible.	
OFCA (Hong Kong)	Product details related to ownership, naming, technical ratings and test report information.	Product details related to ownership, naming, technical ratings.	
MIC (Japan)	Product details related to ownership, naming, technical ratings. Photos and test report is required only for unlicensed radio where testing is not under subcontract agreement.	Product details related to ownership, naming, technical ratings. Photos and test report is published only for unlicensed radio where testing is not under subcontract agreement.	
RRA (South Korea)	CRA Form, POA Form, Product details related to ownership, naming, manufacturer, country of origin.	Product details related to ownership, naming, manufacturer, country of origin.	
EU	No routine provision of information		
UK	No routine provision of information		
NRCAN	Product details related to ownership, naming, technical ratings	Product details related to ownership, naming, technical ratings	
ENERGY STAR ®	Product details related to ownership, naming, technical ratings, product features	Product details related to ownership, naming, technical ratings, product features	
Electrical Safety (US/Canada)	No routine provision of information	Product details related to ownership, naming, technical ratings.	
Electrical Safety (Mexico)	Product details related to ownership, naming, technical ratings, product features	Product details related to ownership, naming, technical ratings.	
All schemes	All project files are available to the accreditor/regulator for audit purposes only	None	



Permission to release the materials identified above is through acceptance of the provisions of the certification agreement.

Where required by applicable law or contract obligations, the release of other confidential materials will not occur without written notification to the Certificate Holder prior to release unless prohibited by applicable law.

2.5.5 Certification Mark

Some of the certification services require the application of a certification mark. The labeling requirements for each of the services will be provided to you through the certification process in the form of labeling guidelines and a labeling license where applicable.

Labels issued under the LPC scheme will have the applicable certification mark already present and will be applied under Nemko's supervision.

2.5.6 Modification of certified equipment

Certain modifications made to previously certified apparatus may affect the validity of the certification. It is the responsibility of the Certificate Holder to ensure that a product continues to comply. We therefore require that the Certificate Holder contact Nemko to determine whether proposed modifications require re-certification. A modified product shall not be labeled until confirmation of continuing certification is obtained from Nemko.



2.6 Certification retention and audits

2.6.1 Continuing compliance

It is a requirement that the certificate holders ensure that all certified equipment continue to comply with all requirements relating to the original certification. Receipt by Nemko of a signed application form and certification agreement signifies acceptance of these conditions.

Our accreditation and associated recognitions by regulatory authorities require us to perform surveillance activities to ensure continuing compliance of certified products.

The surveillance requirements implemented by Nemko meet the surveillance procedures published by the applicable jurisdiction. For ISED, FCC, NCC (Taiwan), OFCA (Hong Kong), RRA (South Korea), EPA (for ENERGY STAR) and NRCAN (EEV), this includes retesting of samples.

Sampling criteria will be based on

- a) Random selection
- b) Product compliance history
- c) Complaints
- d) Market penetration (i.e. volume of products in the market)
- e) Regulatory requests

Factory follow-up inspections are required for electrical safety certification. The minimum number of inspections is two per year although this is dependent on the surveillance history of the factory. An Initial Factory Evaluation (IFE) will be required prior to production being permitted at a new factory under Nemko's surveillance program. At the time of quoting, you will be advised of the factory requirements applicable for each requested factory.

Retesting of products may also be required due to monitoring for uncertified components as required by the certification scheme.

All fees for surveillance activities are additional to the fees for obtaining the initial certification.

There are no ongoing surveillance activities under Nemko's LPC program.

2.6.2 Annual License fees

Annual fees are charged for participation in Nemko's electrical safety certification scheme (except under the LPC scheme). This is to cover maintenance of active files. Our customers will receive information on their certified products and estimated fees towards the end of each calendar year.



2.7 Suspension and Withdrawal of certification

Suspension and subsequent withdrawal of certification can occur if non-compliance with the certification requirements has been identified and suitable corrective action not implemented. Alternatively, the Certificate holder may voluntarily withdraw certification in accordance with the provisions of the certification agreement.

2.8 Appeals, Complaints and Disputes

Nemko maintains procedures to effectively handle appeals, complaints and disputes. The procedure is available on request to:

Quality Manager

Nemko North America, Inc, c/o 303 River Road, Ottawa, Ontario, K1V 1H2, Canada
(+1 613 737 9680)

The final arbiter in disputes regarding accreditation issues is the Accrediting Body for the scheme. Current accreditors are:

Standards Council of Canada (FCC, ISED, NCC, OFCA, EU, UK, RRA, EEV, Canada Safety schemes)
Occupational Safety and Health Administration (OSHA) – NRTL (US electrical safety) scheme
A2LA (Japan MIC scheme)
EMA (Mexico NOM scheme)



The final arbiter in disputes regarding implementation of the following certification schemes rests with the individual regulatory authority/scheme owner.

Innovation, Science and Economic Development Canada – Canadian Radio certification
Federal Communications Commission – US Radio and Terminal Equipment
National Communication Commission – Taiwan radio and terminal equipment
Office of the Communications Authority – Hong Kong radio and terminal equipment
Environmental Protection Agency – ENERGY STAR
European Commission – EU Radio Equipment
Government of the United Kingdom – UK Radio Equipment
National Radio Research Agency – Radio Type Approval (RRA)
Ministry of Information and Communications, - Japan radio equipment
Directorate General of Standards – Mexico NOM scheme

3. References

The following documents have been used in creating this Guide for Applicants:

ISO/IEC 17065:2012 Conformity Assessment, Requirements for bodies certifying products, processes and services
SCC Requirements and Guidance - Product, Process, and Service Certification Body Accreditation Program
29 CFR 1910.7 – Nationally Recognized Testing Laboratories
CPL 01-00-004– OSHA NRTL Program Directive
Requirements for Certifications Bodies as published by ISED, FCC, NCC, OFCA, EU, UK, MIC, RRA, DGN, and EPA