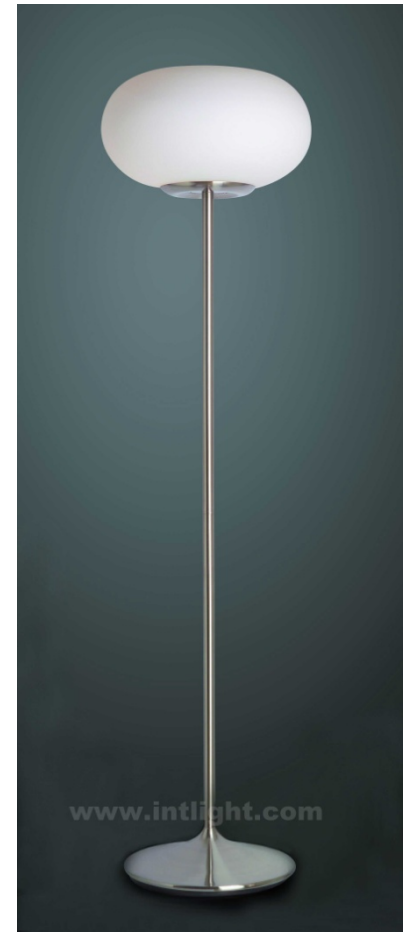


NRTL Post Certification Activities

- Conduct Factory Audit Inspections
 - Periodic follow-up inspections (up to 4 times per year)
 - Review of certification records and quality system to determine if certified products remain in compliance with applicable standards.
- Complete Re-examination Testing
 - Production samples tagged and sent back to NRTL's labs for re-testing, especially for critical tests that are not visually verifiable.
- Perform Marketplace Surveillance
 - Obtain and re-evaluate products sold in the marketplace.
 - Review advertising claims and use of their mark in promotional materials.

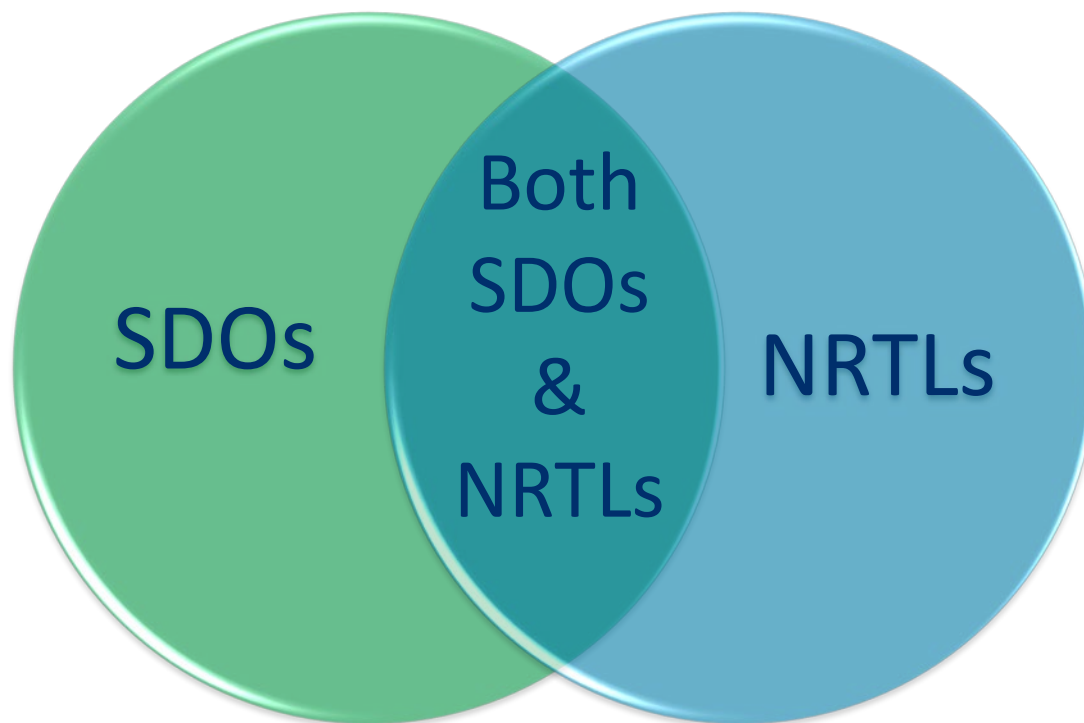


- **All NRTLs** test products against the **same set of standards, regardless of who wrote or published them.**
- For example, since CSA and UL are both NRTLs for electrical products, a floor lamp certified by one laboratory has successfully met the same criteria as a floor lamp certified by the other.

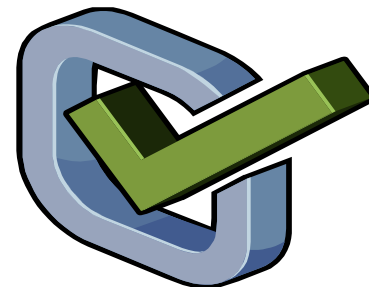


SDOs & NRTLs

- Some organizations only develop standards...NFPA, ASSE, ICC
- Some organizations only test to standards...ETL, MET Labs, QPS
- Some organizations both develop and test to standards...CSA, UL, NSF



- Because multiple NRTLs are accredited or recognized to test and certify various types of products, **manufacturers** have the **freedom and flexibility** to select an accredited or recognized NRTL for a certification project.
- Since different NRTLs test and evaluate similar products against the same standards, **retail buyers** can select products based on **brand, price, and quality** rather than who did the testing evaluation.



NRTLs currently recognized by OSHA are:

- **CSA Group (CSA)**
- Curtis-Straus LLC (CSL)
- FM Approvals LLC (FM)
- Intertek Testing Services NA, Inc (ITSNA)
- International Association of Plumbing & Mechanical Officials EGS (IAPMO)
- MET Laboratories, Inc (MET)
- Nemko-CCL (CCL)
- NSF International (NSF)
- QAI Laboratories Ltd (QAI)
- QPS Evaluation Services Inc (QPS)
- SGS North America Inc (SGSUS)
- Southwest Research Institute
- TÜV Rheinland PTL, LLC
- TÜV SÜD America, Inc
- TÜV SÜD Product Services GmbH
- TÜV Rheinland of North America, Inc
- Underwriters Laboratories Inc (UL)

- **FM Approvals** certifies industrial and commercial products and services for companies worldwide.
- Corporate offices in Johnston, RI.
- When a product or service meets the standards of FM Approvals, it is issued the "FM APPROVED" mark to signify it will perform as expected and support property loss prevention.
- FM Approvals lists more than 45,000 certified products and services in its Approval Guide.
- FM Approvals develops standards as well as testing to other SDOs standards.



Information from www.fmglobal.com

- **Intertek Group plc** is a multinational inspection, product testing and certification company.
- Intertek does not develop standards.
- The company started out by offering independent testing of ships' cargos in the 1880s.
- Headquartered in London, United Kingdom.
- Intertek is listed on the London Stock Exchange and is a constituent of the FTSE 100 Index.

Information from www.intertek.com



- **MET Laboratories** was founded as Maryland Electrical Testing in 1959. Name changed to MET Electrical Testing Company.
- In 1992, MET changed focus exclusively to testing and certification of electrical products and the name changed to the present MET Laboratories.
- MET Laboratories is headquartered in Baltimore, MD and has offices in California, Texas, North Carolina, China, Korea, Taiwan, and Italy.
- MET Laboratories does not develop standards, but is accredited to test to many other SDOs' standards.

Information from www.metlabs.com



- **NSF International**, headquartered in Ann Arbor, MI, is an independent global organization that writes public health standards, and tests and certifies products for the food, water, health science, dietary supplements and consumer goods industries and then tests to these standards or protocols.
- As services expanded beyond sanitation and into global markets in 1990, name changed to NSF International from the National Sanitation Foundation.
- NSF International has more than 80 public health and safety American National Standards and over 30 protocols developed for appliances, food equipment, drinking water filters and other products.



Information from www.nsf.org

- **QPS** is a nationally and internationally accredited independent third-party testing, certification and field evaluation body headquartered in Toronto, Canada.
- QPS has a full-service office and testing facility in Cleveland, OH and a number of service centers in Canada and the US.
- The company was founded in 1995.
- QPS offers testing and certification services to US and Canadian standards and codes, but does not develop standards.

Information from www.qps.ca



- **TUV Rheinland**, headquartered in Cologne, Germany.
- Founded in 1872.
- Employs 17,950 in 500 locations in 65 countries.
- Leading provider of technical services worldwide.
- One of world's largest independent testing services for IT security and information security.
- Testing services include industrial, mobility, electrical, medical, life care, solar/fuel cell and food
- Also provides training, consulting services and certification of management systems.

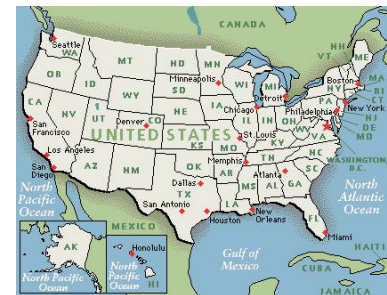


- **UL (Underwriters Laboratories)** is a safety consulting and certification company headquartered in Northbrook, Illinois.
- It maintains offices in 46 countries.
- Established in 1894.
- UL is an ANSI-accredited Standards Development Organization.
- Provides safety-related certification, validation, testing, inspection, auditing, advising and training services to a wide range of clients, including manufacturers, retailers, policymakers, regulators, service companies, and consumers.



4. Authority Having Jurisdiction

- **Authority Having Jurisdiction (AHJ)** is the governmental agency or sub-agency that regulates the construction process. Typically, this is the building inspector or fire official in the municipality where the building is located.
- AHJs are present at the city, county and state levels.
- In Ohio, city and county do not have jurisdiction – only state.
- 44,000+ jurisdictions in the U.S. decide on the acceptance of a certification mark.



NEC - Article 100

Authority Having Jurisdiction (AHJ)

An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or procedure.

Article 100

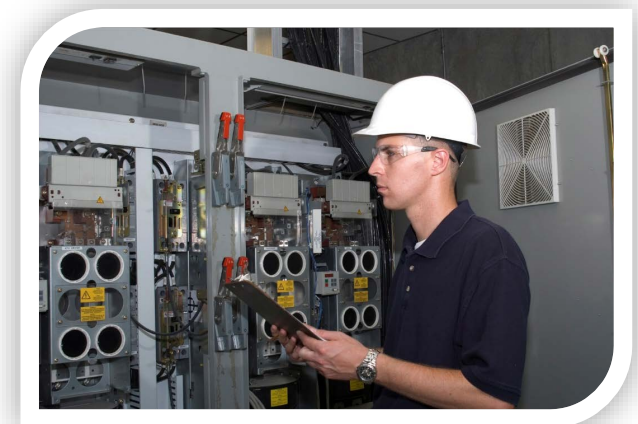
Authority Having Jurisdiction (AHJ)

Informational Note:

Where public safety is primary, the AHJ may be a federal, state, local or other regional department or individual such as a fire chief; fire marshal; chief of a fire prevention bureau; labor department; or health department; building official; electrical inspector; or others having statutory authority.

Extraction from NEC 2014 Edition

- The AHJ interprets the locally adopted codes to determine if the certification mark on a product is acceptable per the codes.
- AHJs want peace of mind knowing that a product has been tested and meets applicable codes and standards.



- Many AHJs still believe that some marks are only for use in certain countries, i.e. CSA's mark is only used in Canada and UL's mark is only used in the U.S.
- Some do not understand the difference between being “listed **to** XYZ standard” and “listed **by** XYZ” and believe that that because a standard is referenced in Building Code, products must be certified by XYZ.

Note: For example, no code should ever state that a product has to be “listed by UL” or “listed by CSA”. It should state “listed by an accredited third-party testing & certification agency” (or words to that effect) and not name a specific organization.

Section 4: Counterfeit Products and Certification Marks



**CSA
Group**

Counterfeiting

- The unlawful replication of Intellectual Property.
- Manufacture or distribution of goods under someone else's name without their permission.
- Counterfeit products:
 - often produced with intent to take advantage of superior value of imitated product.
 - Generally made from lower quality components in an attempt to sell a cheap imitation of similar goods produced by brands consumers know and trust.
 - Often display counterfeit certification marks.



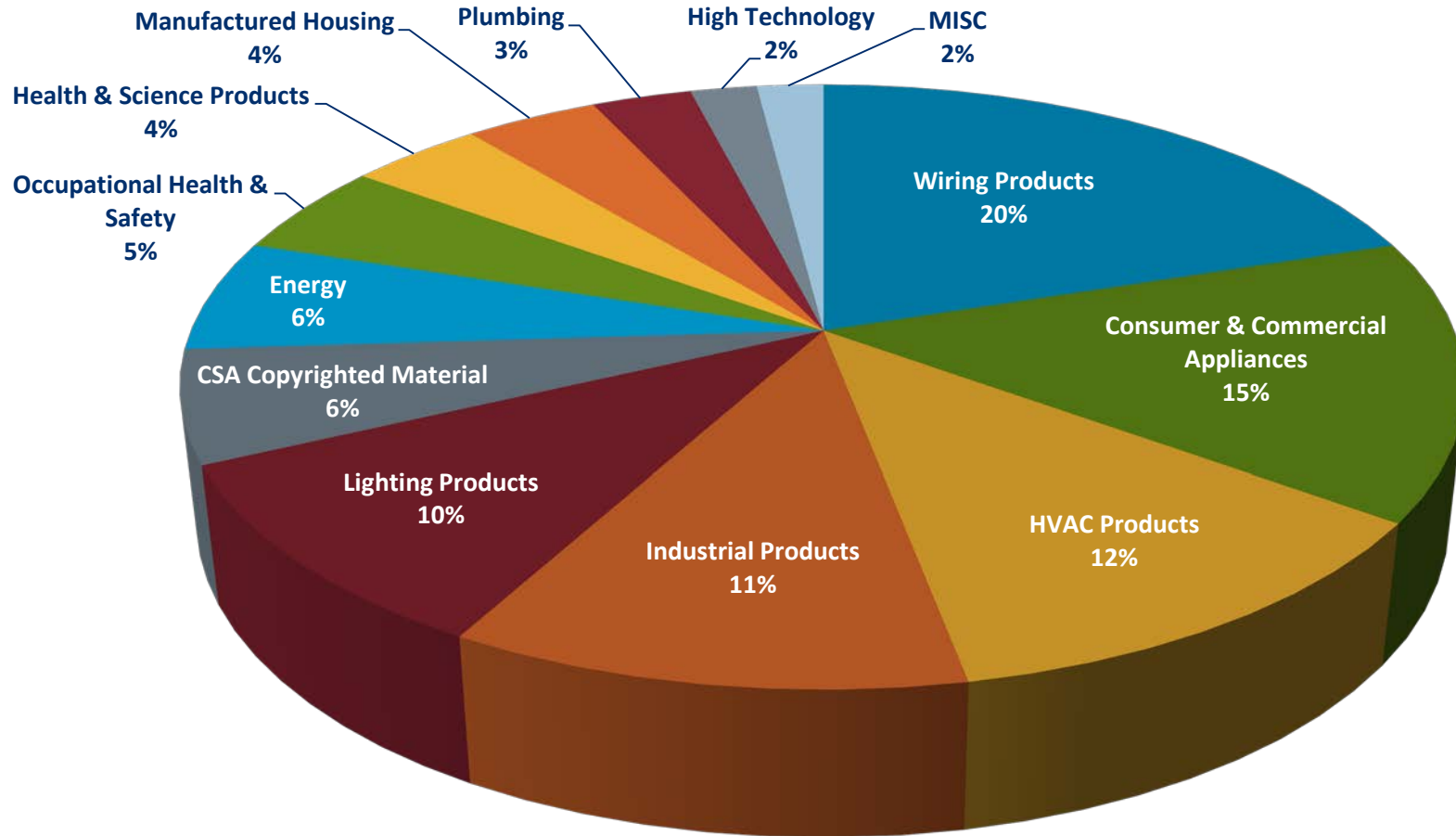
- Not just designer purses, watches and sunglasses.
- Counterfeiters infiltrate the global supply chain with component products integral to manufacturers and end users.
- Examples:
 - Electrical – light bulbs, holiday lights, circuit breakers, power bars.
 - Consumer electronics.
 - Commercial electrical and gas equipment.
 - Lighting and ceiling fans.
 - Plumbing products.
 - Water purification units.
 - HVAC......to name but a few!

2012 Top Seized Commodities (seized by U.S Customs)

1. Apparel/Accessories
2. Consumer Electronics
3. Optical Media
4. Handbags/Wallets
5. Pharmaceuticals/Personal Care
6. Watches/Jewelry
7. Footwear
8. Computers/Hardware/Accessories
9. Labels/Tags
10. Sporting Goods

Source: www.cbp.gov/ipr

Product Incident Reports received by CSA Group



Economic Consequences



- Global trade in counterfeit goods has increased from \$5.5 billion to approx. \$600 billion annually over past 30 years.
- In 2013 Dept. of Homeland Security seized counterfeit goods valued at over \$1.7 billion at U.S. borders.
- Costs U.S. businesses \$200 - \$250 billion annually.
- Directly responsible for loss of 750,000+ American jobs.
- Approximately 5-7% of all global trade is in counterfeit goods.
- Annual growth rate of 20-25%.

- While counterfeiting products, certification marks of NRTLs are often copied.
- Undermines entire North American system of standards, testing and certification.
- If unchecked, can enable unsafe or deficient products to gain widespread access to North American market.
- Can place consumers at risk of exposure and jeopardize public confidence in legitimate marked products.
- Counterfeit marks pose real threat to acceptance of legitimate marks.
- **Counterfeit certification marks deceive buyers into purchasing untested products that could cause serious injury, illness or death.**

- Counterfeiting is illegal and purchasing counterfeit products supports illegal activity.
- Counterfeiters do not pay taxes.
- Counterfeiters do not pay their employees fair wages, have poor working conditions, and often use forced child labor.
- Counterfeit goods are often made using substandard and dangerous components.
- The profits from counterfeiting have been linked to organized crime, drug trafficking and terrorist activity.

Source: www.iacc.org/about-counterfeiting

Most NRTLs conduct counterfeit investigations of the use of their mark by:

- Responding to concerns raised by the public.
- Investigating incidents involving certified products.
- Issuing product recalls and safety notices in cooperation with manufacturers.
- Working closely with law enforcement and customs in North America and other global regions.
- Issuing warnings and takes legal action.

“CSA Group has a Zero Tolerance Policy”



Investigation Case Studies

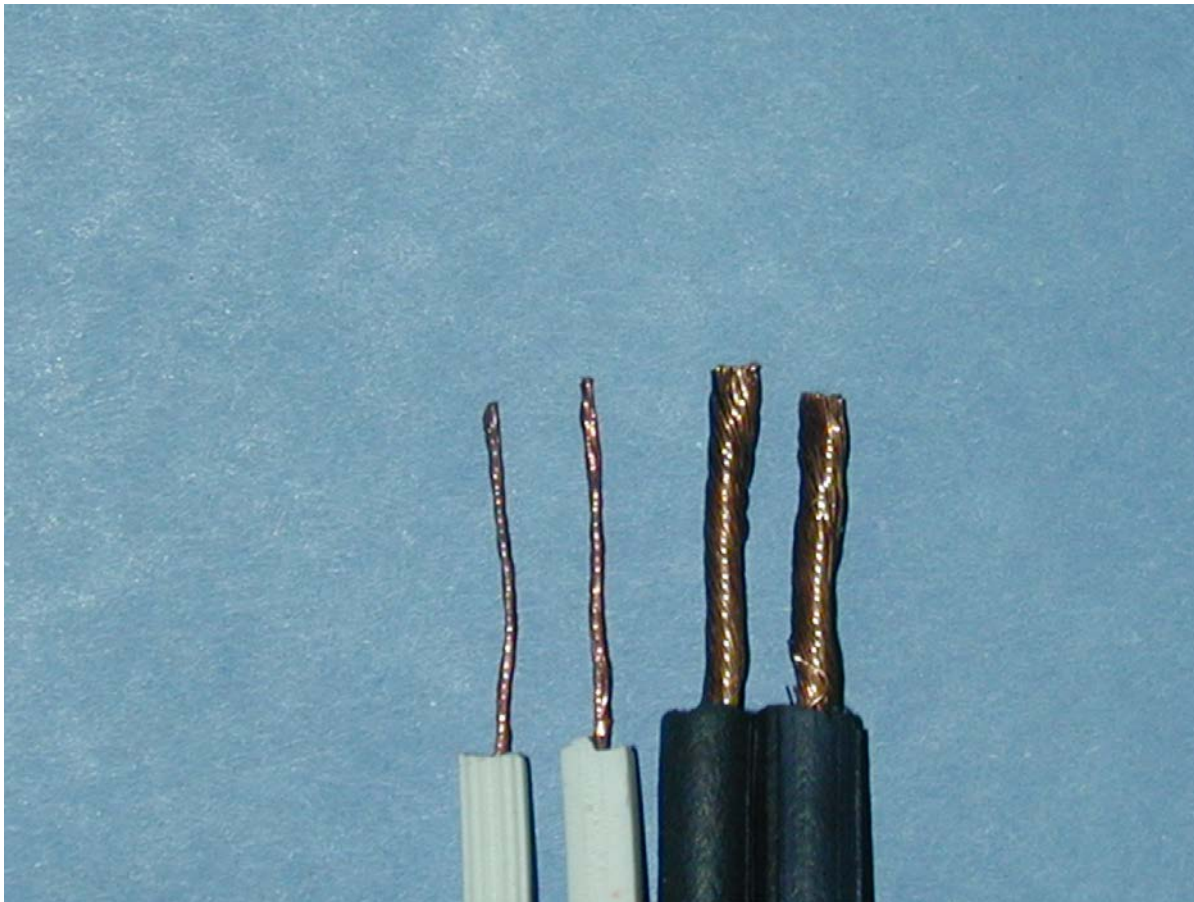


**CSA
Group**

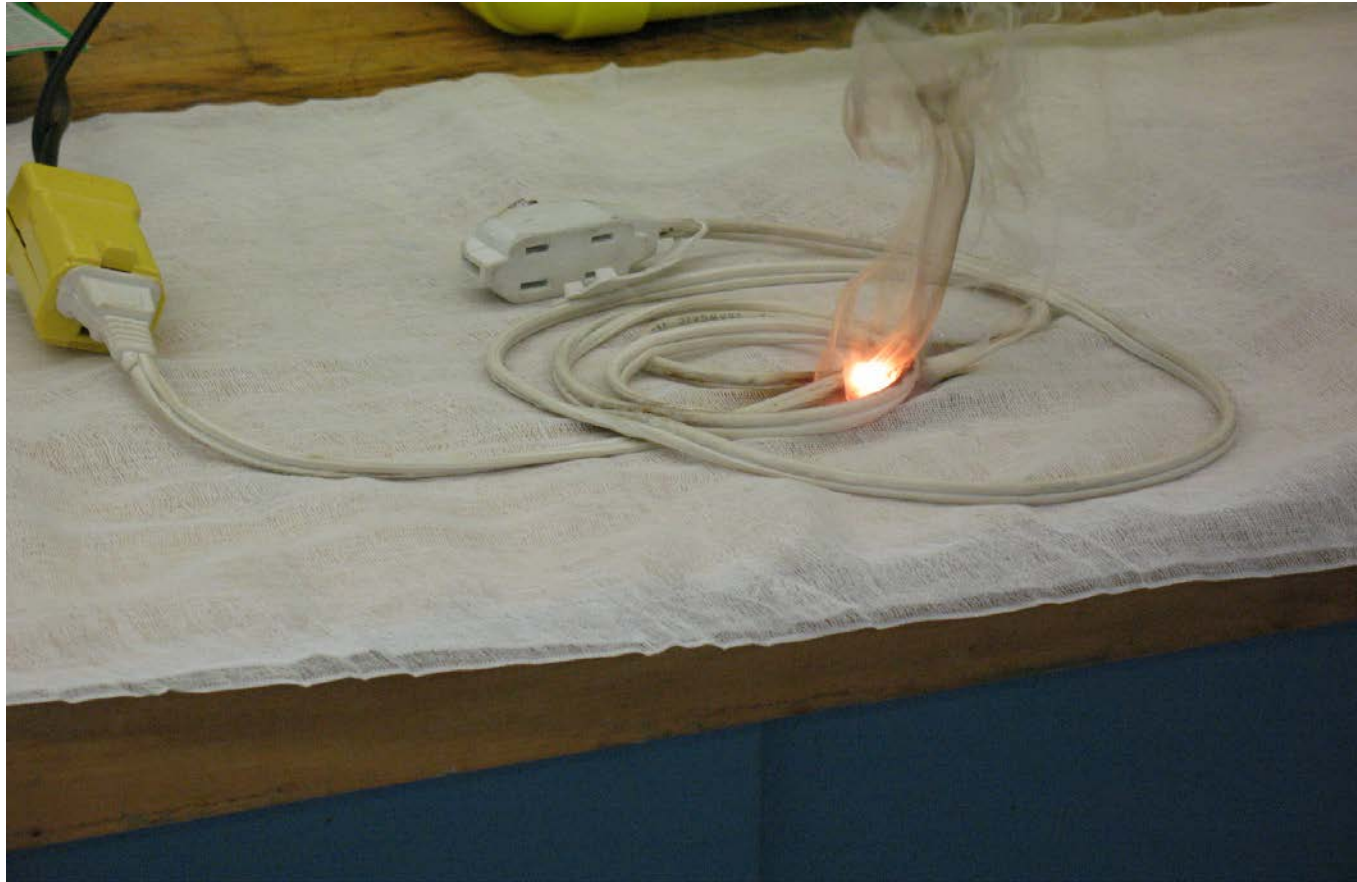
1) Extension Cord



Which One is Counterfeit?



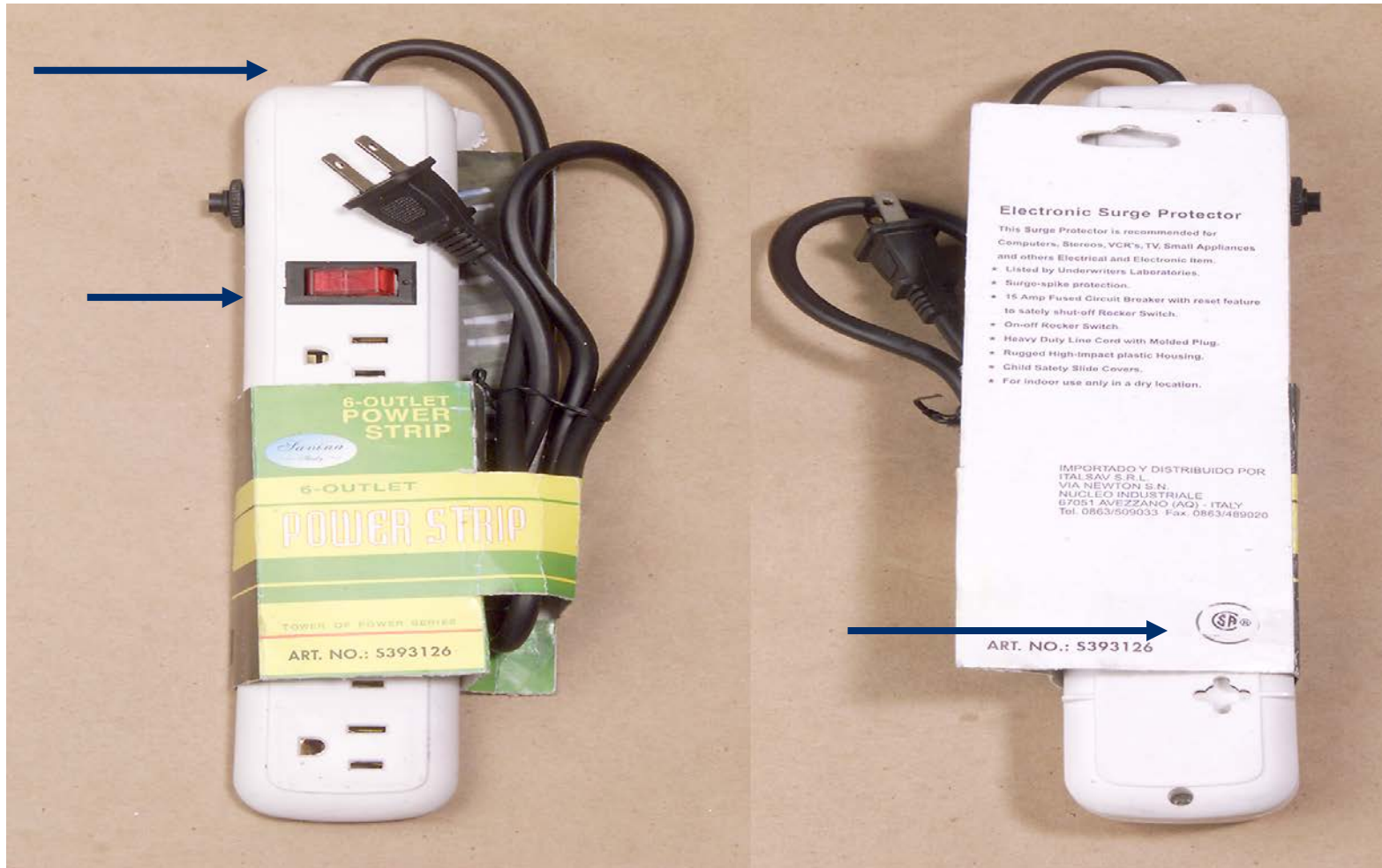
Lab Test: 7 Amps for 1 minute



Lab Test Results



2) Power Bar



When we looked inside.....



3) Circuit Breakers



Investigation Case Studies



Investigation Case Studies





4) Electric Fireplaces

- CSA inspector discovered electric fireplace units bearing unauthorized CSA certification marks at a factory in China while conducting a routine inspection.
- The inspector noted that the units bore one company name on the label and another on the packaging. The inspector attempted to quarantine the units for testing, but the manufacturer refused.



- Both companies were uncooperative and unwilling to confirm the quantity of units imported and their exact locations.
- A private investigator was hired to confirm that the fireplaces were still being sold despite repeated warnings that they were engaging in illegal activity.
- The private investigator purchased a unit and it was determined that an attempt had been made to cover over the CSA mark on the packaging while leaving the markings on the unit itself.





Product Alerts & Recalls

You are here: [Home](#) > [Product Alerts & Recalls](#) > [Search Product Alerts & Recalls](#)

Search Product Alerts & Recalls

12/18/2012

CSA Group Warns Of Mirrored Wall-mount Electric Fireplaces With Counterfeit CSA Group Certification Mark - APB-04-2012



Toronto, December 18, 2012 – CSA Group, a leading product testing and certification organization, is notifying consumers and retailers that certain brand Mirrored Wall-Mount Electric Fireplace, such as Luxury Home Products brand bear counterfeit CSA Group US and Canadian certification marks.

The affected units with model numbers Model TF-2303ERA and Model TF-2307ERA have not been tested and evaluated by CSA Group to the applicable standard for safety and performance for Canada or the USA and may present a risk of shock, fire or burn. All affected units have a label bearing the name Nosihtam Global Sourcing Solutions. There have been no reports of damage, fire or injury. The identified units were sold at Mc Diarmid Lumber stores in Winnipeg Manitoba, Yorkton Saskatchewan and Sioux Lookout Ontario and were previously available for sale online at www.nosihtam.com.

Consumers with the affected models are advised to immediately discontinue use of the product and to contact their retailer, point-of-sale or the distributor.

Name of Product: Mirrored Wall-Mount Fireplace, Model TF-2303ERA and TF-2307ERA

Identification: The products bear a counterfeit CSA Mark on the packaging and on the unit. As shown in the attached photos.

Model TF-2303ERA



Model TF-2307ERA

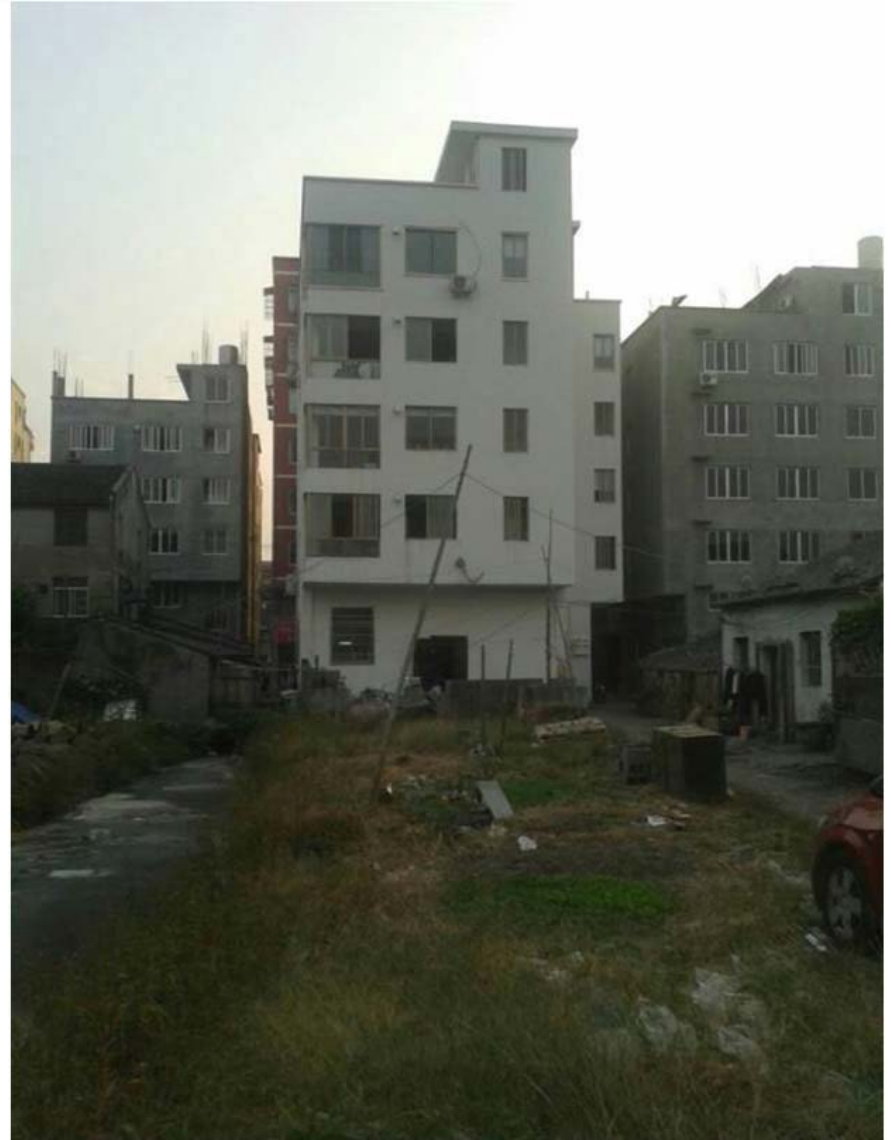


5) Relays



**Yueqing City Chunyuan
Relay Factory
Yueqing City, Zhejiang Province,
China.**

15 Employees





**Total Counterfeit Units
Seized - 7,099**

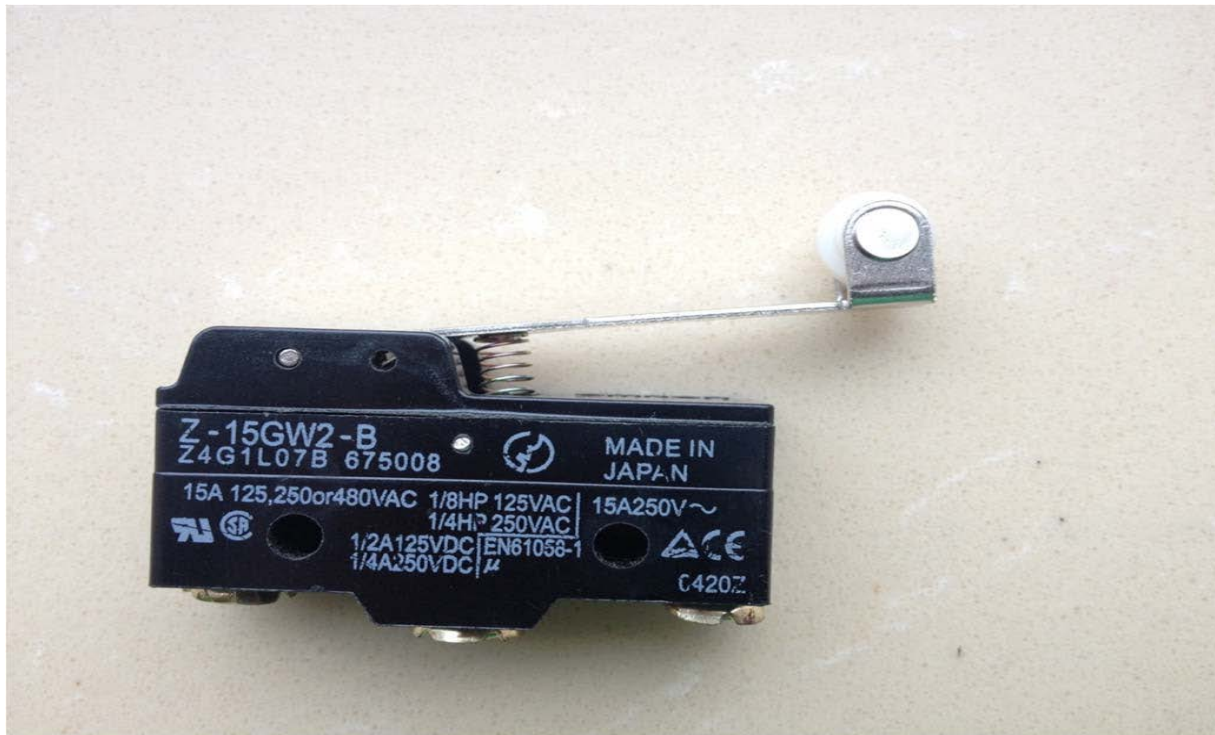
**Total Counterfeits with
CSA Marks - 1,500**

Total Retail Value

106,400 USD



6) Micro Switches



Rental Unit Basement (factory)
Hudong Village
Liushi Town
Yueqing City
China.



9,500 Counterfeit Units
4,000 With Counterfeit
CSA Mark



Total Retail Value

152,000 USD

7) Tub Spouts



- **CSA Group received request for certification verification from US customs.**
- **4,000 Diverter Tub Spouts were seized due to the counterfeit use of the CSA certification mark.**

8) Safety Shoes



Some Typical Tests:

- Toe impact resistance
- Electrical shock resistance
- Sole puncture protection









Region | English ▾

Careers | News | Contact Us

Enter Search Term...



HOME

ABOUT

SERVICES

INDUSTRIES

SHOP CSA

Log In

Home » About » Certification Marks & Labels » Global Brand Protection » Product Alerts & Recalls » APB 01-04



About

Why CSA Group?

Certification Marks & Labels

Why You Need Certification Marks

North American Marks & Labels

CSA Energy Efficiency Marks

Sustainability Mark

Who Accepts CSA Marks

View CSA Marks

Global Brand Protection

Product Alerts & Recalls

Counterfeit Marks

Submit an Incident Report

History

Association Membership

Vision & Values

Leadership

Our People

Annual Report

Lab Openings

Code of Conduct

Social Network

FAQs

Product Alerts & Recalls

APB-01-04 Scorpion Industrial Safety Footwear Inc. and CSA International Announce the Voluntary Recall of Scorpion Safety Footwear, sold Throughout Canada Except in Ontario January 13, 2004

In cooperation with CSA International, **Scorpion Industrial Safety Footwear Inc.** of Markham, ON, (905-475-1690) announced today the voluntary recall of up to 6,200 pairs of Scorpion safety footwear. Testing of the affected safety footwear indicates it fails to meet the Grade 1 Toe Impact and Sole Penetration Resistance test requirements of CSA Standard Z195, Protective Footwear, and may pose a threat of serious injury to the user. In addition, the affected safety footwear bears unauthorized or counterfeit CSA trademarks.

Scorpion and CSA International have not received any reports of injury or death related to these products.

The Scorpion safety footwear were sold at safety footwear retailers throughout Canada, excluding Ontario, between September 2003 to December 2003.

The safety footwear affected by this recall are **style numbers S-818-H, S-828-H, S-914-L, S-916-M, S-918-H, S-926-M, S-928-H and S-936-M**. All affected safety footwear have "LM 1265389" marked on the label sewn on the inside of the footwear's tongue and bear green triangles and Omega (ie. "W") tags sewn onto the outside of the footwear that incorporate unauthorized or counterfeit CSA trademarks. All affected footwear have the Scorpion trademark on the outer tongue of the footwear. The affected safety footwear may be constructed with black leather or beige "nuskin" uppers and be sold in styles ranging from oxford shoes to full-length construction boots.

Quick Links

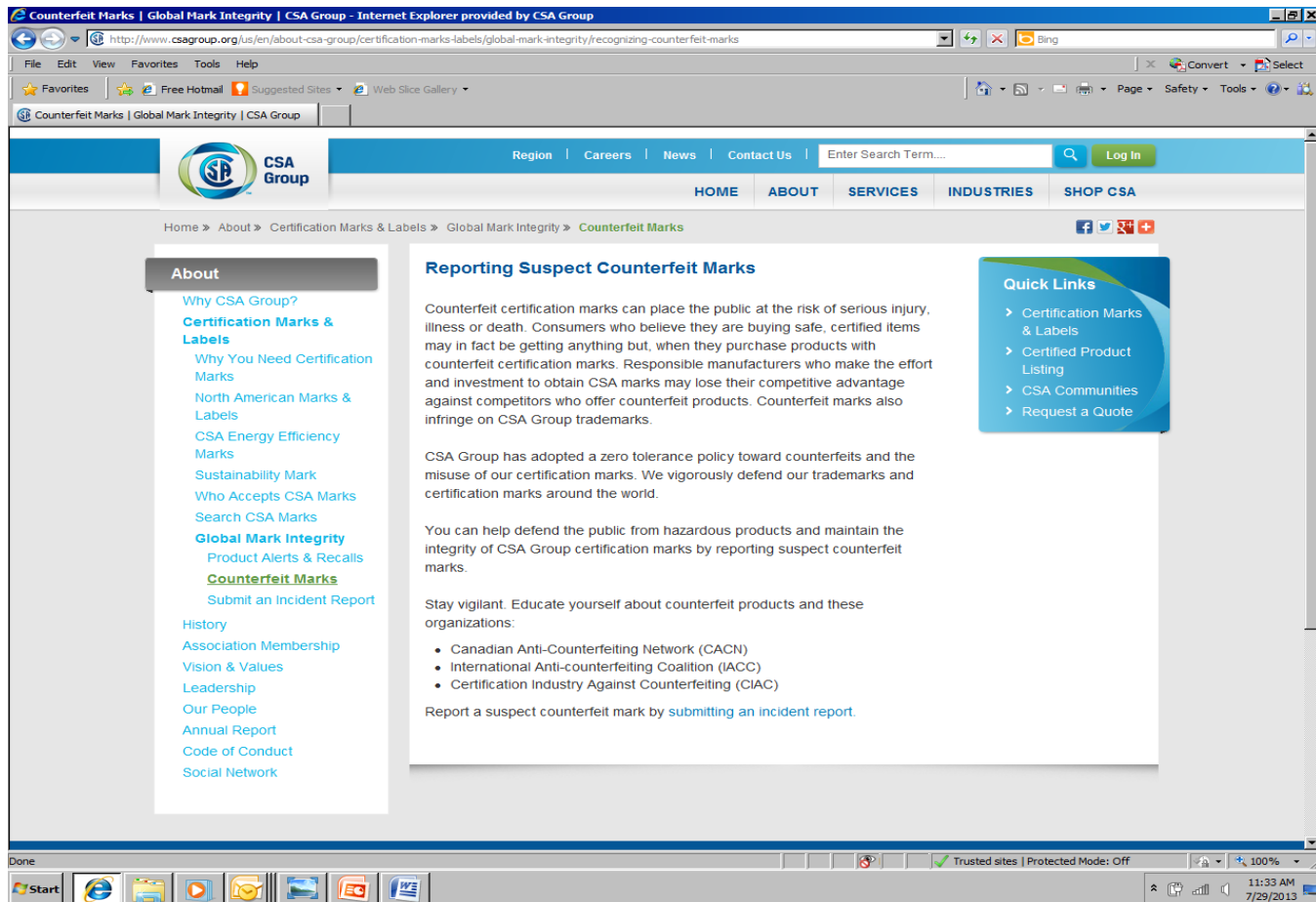
- > Certification Marks & Labels
- > Certified Product Listing
- > CSA Communities
- > Request a Quote

How do you determine if a product may be counterfeit?

- Look for the NRTL certification mark.
- Inspect the mark - marks that “don’t look right” or use of non-standard color coding.
- Poor spelling and unclear printing on packaging, products, labels, instructions.
- Cheap production – materials, broken seals.
- Inferior packaging – poor design, partial illustrations.
- Missing items - discrepancy between contents of product package and description on package.
- Significantly lower pricing.
- Know your source.
- If in doubt, and it has a mark, report it to the NRTL.



NRTLs rely on AHJs to report suspect counterfeit certification marks



The screenshot displays the CSA Group website in Internet Explorer. The browser address bar shows the URL: <http://www.csagroup.org/us/en/about-csa-group/certification-marks-labels/global-mark-integrity/recognizing-counterfeit-marks>. The website header includes the CSA Group logo, navigation links (Region, Careers, News, Contact Us), a search bar, and a 'Log In' button. The main navigation menu contains 'HOME', 'ABOUT', 'SERVICES', 'INDUSTRIES', and 'SHOP CSA'. The breadcrumb trail reads: Home > About > Certification Marks & Labels > Global Mark Integrity > Counterfeit Marks. The page content is divided into three main sections:

- About:** A sidebar menu with links such as 'Why CSA Group?', 'Certification Marks & Labels', 'Why You Need Certification Marks', 'North American Marks & Labels', 'CSA Energy Efficiency Marks', 'Sustainability Mark', 'Who Accepts CSA Marks', 'Search CSA Marks', 'Global Mark Integrity', 'Product Alerts & Recalls', 'Counterfeit Marks', 'Submit an Incident Report', 'History', 'Association Membership', 'Vision & Values', 'Leadership', 'Our People', 'Annual Report', 'Code of Conduct', and 'Social Network'.
- Reporting Suspect Counterfeit Marks:** The main content area. It features a heading, a paragraph explaining the risks of counterfeit marks, a paragraph stating CSA Group's zero-tolerance policy, a paragraph on how users can help defend the public, and a list of organizations to stay vigilant: Canadian Anti-Counterfeiting Network (CACN), International Anti-counterfeiting Coalition (IACC), and Certification Industry Against Counterfeiting (CIAC). It concludes with a link to 'submitting an incident report'.
- Quick Links:** A blue sidebar box containing links to 'Certification Marks & Labels', 'Certified Product Listing', 'CSA Communities', and 'Request a Quote'.

The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date and time: 11:33 AM, 7/29/2013.

- Refers to current customers with active agreement
- Examples:
 - Applying marks to products without authorization.
 - Not manufactured according to certification report.
 - Manufactured at facilities where required testing have not been carried out or unauthorized locations.
 - Products that are hazardous or potentially hazardous.
 - Unauthorized use or misuse in printed materials.
 - Incomplete certification marking.
 - Improper marking form, method or location on product.

Once a contract is cancelled with a Testing & Certification Agency, products of the cancelled manufacturer are no longer authorized to be in association with that Testing & Certification Agency.

It is considered counterfeiting when a former client continues to manufacture, advertise and/or package products in association with the Testing & Certification Agency.

Actions taken to protect integrity of Agency mark

- Removal of mark for products in production and in stock.
- Requirement that products are made to comply with Agency requirements.
- Recall of products already shipped for removal of mark or for re-working to make them compliant with Agency requirements.
- Public disclosure and/or notification of regulatory authorities and/or appropriate legal proceedings.

Case Study: Air Compressors



**CSA
Group**

Misuse of Certification Marks Investigation



Misuse of Certification Marks Investigation

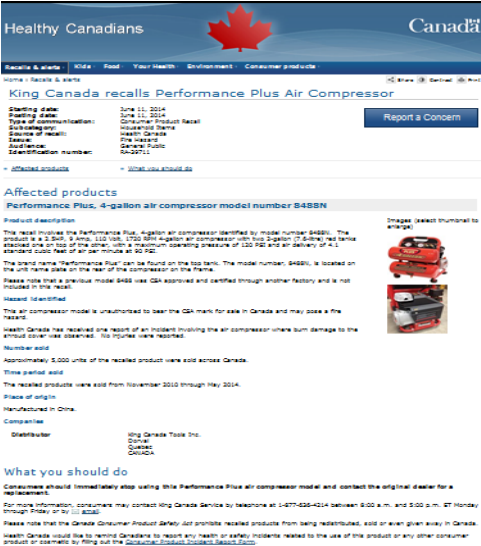


Misuse of Certification Marks Investigations



Misuse of Certification Marks Investigation

- CSA worked closely with client to recall unsafe CSA marked products from the marketplace.
- King Canada issued a voluntary recall – 5,000 units.
- Compressor model 8488N submitted for new certification.
- New certification was issued in June 15, 2014



The screenshot displays a recall notice on the Health Canada website. The page title is "King Canada recalls Performance Plus Air Compressor". The notice includes the following details:

- Starting date:** June 11, 2014
- Product name:** Performance Plus
- Type of communication:** Consumer Product Recall
- Source of recall:** Health Canada
- Reference:** CPM 2014-010
- Identification number:** SA-26711

Affected products: Performance Plus, 4-gallon air compressor model number 8488N

Product description: The recall involves the Performance Plus, 4-gallon air compressor identified by model number 8488N. The product is a 2.5-hp, 8 amp, 120 volt, 1700 RPM regular air compressor with top cabinet (7.6 liter) and a standard 1/2 inch NPT of an air hose at 90 PSI.

Hazard identified: This air compressor model is unauthorized to bear the CSA mark for sale in Canada and may pose a fire hazard.

Number sold: Approximately 5,000 units of the recalled product were sold across Canada.

Place of origin: Manufactured in China.

Company: King Canada Tools Inc., 2000 St. Lawrence, Ontario, Canada.

What you should do: Consumers should immediately stop using their Performance Plus air compressor model and contact the original dealer for a replacement.

Lisa Reiheld, US Mark Awareness Manager:

lisa.reiheld@csagroup.org

1-877-977-2358 ext 88082

Valerie Madarasz, Program Coordinator:

valerie.madarasz@csagroup.org

1-877-977-2358 ext 88396

or

regulator.relations@csagroup.org

1-888-242-9235