

# Compliance Program

- Background
  - Greater enforcement of PCP/Certification, LAP, CAP
  - Closely monitor labeling
  - Consider enforcement action
- Recently modified to accommodate CMA labeling

# Compliance Information Sources



- Competitors
- Consumers
- Emails
  - [info@nfrc.org](mailto:info@nfrc.org)
- Phone calls
- Plant inspections

# Compliance Issues

- 50 incidents since Summer 07
- Common errors:
  - Participant uses simulated values, not CAR values
  - Incorrect format
  - Improper field labeling

# Compliance Issues

- Participant sells NFRC rated products not matching marketing literature
  - Even if ratings are correct, customers are confused
- Marketing claims referencing NFRC ranking
  - *Rated #1 by NFRC*
  - *NFRC research shows company X's products are the best*

# Compliance Issues

- Consumer can't find their product in CPD
  - CPD number not usually on label
  - Consumer loses confidence when number don't match
  - Recommend considering full CPD number

# NFRC Label Comment

- Energy official's comments on tracing NFRC ratings required for its energy loan program
  - *“In the past I have eluded to the fact that instances like this increase our administration time, and the contractor's, and also delay the contractor's sale and installation. As an example, 30 minutes was spent this morning attempting to find this door in NFRC's CPD. **If the CPD number had been on the sticker, our search time would have been reduced considerably.**”*

# Non Participant Issues

- Claiming NFRC rating *process* used without participating
- Use NFRC logo or statement on literature
- Staff confirms manufacturer is not participant, insists on NFRC logo removal

# Compliance Action

- Compare label to CAR/CPD
- Direct written notification to participant
  - Focusing on participant to resolve problem
  - Direct participant to work with IA, simulator, or test lab
- Consider circumstances before fine is enforced
  - Consider consequence of mislabel also

# Compliance Action

- One \$5,000 fine issued in 2009

# What you can do

- Notify staff of participant or non participant issues
- Obtain photos or copies of label misuse
  - Send to staff
- Call staff with any questions to clarify