

***Evaluation Services CRRC<sup>SM</sup>***

**ENERGY STAR<sup>®</sup> PRODUCT CERTIFICATION**

**PROGRAM MANUAL**

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## **PREFACE**

The *Evaluation Services CRRC<sup>SM</sup> Program Manual* has been developed under the direction of the CRRC. The CRRC is an ISO/IEC 17065 accredited Certification Body for the Environmental Protection Agency's ENERGY STAR<sup>®</sup> Roofing Qualified Products Program. The CRRC operates the Evaluation Services CRRC<sup>SM</sup> program to verify products for ENERGY STAR qualified product listing and does not conduct testing of products. The policies and procedures of the Evaluation Services CRRC<sup>SM</sup> program are based on the policies and procedures set forth by the United State Environmental Protection Agency for the ENERGY STAR Certification Bodies under the Roofing Qualified Products Program.

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**Advisory note: all referenced documents such as Evaluation Services CRRC<sup>SM</sup> Agreements, Applications, Forms, Procedures or other items may be found at <http://coolroofs.org/product-rating/energy-star>**

## Chapter 1.0 Program Guidelines

### 1.1 Scope

The Cool Roof Rating Council (CRRC) operates as a Certification Body for Roofing Products for the United States Environmental Protection Agency's (EPA) ENERGY STAR® Qualified Products List.

The CRRC's Evaluation Services CRRC (ES-CRRC®) program is designed to support the ENERGY STAR program by verifying and qualifying roofing products per the policies and procedures outlined in *ENERGY STAR Program Requirements for Roof Products*, *ENERGY STAR Program Requirements Product Specifications for Roof Products- Eligibility Criteria*, and *Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR Program*.

**Advisory Note:** ES-CRRC® is a separate and distinct program from the CRRC Product Rating Program. The ES-CRRC® program is not intended to be used as a primary law or regulation, but rather as an authoritative resource that compliments adopted laws or regulations. If this program is referenced into law or regulation, the provisions of law or regulation may dictate specific requirements that are in addition to or conflict with this program. It is therefore the responsibility of the program participant to comply with applicable laws and regulations.

### 1.2 Liability

#### 1.2.1 Disclaimer

The use of CRRC as a Certification Body does not constitute a warranty by the CRRC regarding the Radiative Properties of a Roofing Product. Certification is not an endorsement of, or recommendation for, any Roofing Product. The CRRC is not a merchant in the business of selling Roofing Products, and therefore, cannot warrant products as to their merchantability or fitness for a particular use.

CRRC therefore disclaims any and all liability, including but not limited to damages for personal or other injury, lost profits, lost savings or other consequential or incidental damages that may arise from or in connection with:

1. services provided by, decisions made by, or reports issued or granted by any ENERGY STAR Partner;

2. reliance on any product description, specification, rating or test, whether appearing in a report, in a product certification notification, or a printed or electronic directory, or on a label; or
3. the sale or use of any ES- CRRC® Qualified Roofing Product.

#### 1.2.2 Indemnification

Companies choosing the CRRC as a Certification Body are required to enter into a contract agreement, which contains, among other provisions, an indemnification of CRRC, its Board, officers and agents from and against liability.

### 1.3 Product Processing Procedure

#### 1.3.1 Standard Products

The CRRC will follow the guidelines for Product Processing set forth by the EPA in sections 1 and 2 of *Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR Program*, and *ENERGY STAR Program Requirements Product Specification for Roof Products- Eligibility Criteria*. Below is the internal product processing procedures based off of these documents:

1. Confirm partner EPA number
2. Confirm the testing lab is accredited by EPA
3. Confirm the correct reflectance test method was used
4. Confirm the correct emittance test method was used
5. Confirm the aging method meets EPA protocol
6. Confirm reflectance and emittance values meet EPA minimum requirements

Once product certification has been completed, the CRRC will send a Notice of Product Certification to the Partner. In accordance with ISO/IEC 17065 (4.1.2.2(g)), any copies of the Notice of Product Certification shall be reproduced in its entirety. All references to ENERGY STAR certification, including logos, must adhere to the ENERGY STAR Requirements for Roof Products: Partner Commitments.

#### 1.3.2 Color Family Products

The verification of color family groups from parties seeking ENERGY STAR Qualification through the ES-CRRC® program will be carried out in accordance with *CRRC Procedure #3 Color Family*

*Programs* subject to the following. With the exception, that under the ES-CRRC® program any Partner can establish color family groups, whereas under the CRRC Product Rating Program, only *Other Manufacturer* licensees can establish color family groups. As ENERGY STAR's Color Family Program was adopted from the CRRC Color Family Program, the ENERGY STAR Specification document references the CRRC pre-defined range for color family establishment (section 1.4 Color Families).

### 1.3.3 Compound Ratings

The ES-CRRC® program will follow the CRRC Product Rating Program protocol for establishing compound ratings for certification under the ENERGY STAR program.

### 1.3.4 Change in Product Formula

Please refer to *ENERGY STAR Program Requirements Product Specification for Roof Products- Eligibility Criteria*.

## 1.4 Verification Testing

### 1.4.1 Overview

Participation in the ENERGY STAR Certification Body and ES-CRRC® program requires the establishment of an annual Verification Testing process for certified products. This testing shall be carried out in conjunction with the annual CRRC Random Testing process, and will further be in accordance with the procedure outlined below. ENERGY STAR products that also reside under the CRRC Product Rating Program and are selected for CRRC Random Testing will be subject to the process outlined in *CRRC Procedure # 1 Random Testing Rated Roofing Products*. Products that are ENERGY STAR certified will additionally be subject to EPA specified procedures per *ENERGY STAR Verification Testing for Certification Bodies Test Sample Sizes and Determining Testing Failures Non-Lighting Products, Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR Program, EPA Directive: ENERGY STAR Verification Testing for Certification Bodies- Test, EPA Directive: ENERGY STAR Verification Testing Supplement* and further expanded for the ES-CRRC® program as outlined below.

### 1.4.2 Product Selection

As many products overlap between the CRRC Product Rating Program and the ES-CRRC® program, the first round of product selection for Verification Testing will be collected under the

CRRC Product Rating Program. If the number of selected CRRC rated products does not reach the 10% requirement for the ENERGY STAR products, the CRRC will randomly select additional ENERGY STAR listed products to reach the 10% threshold. Testing to verify challenges to certification is conducted in addition to the 10% of randomly selected products.

### 1.4.3 Product Collection

Samples for Verification Testing will be collected in accordance with *ENERGY STAR Verification Testing for Certification Bodies Test Sample Sizes and Determining Testing Failures: Non-Lighting Products* and *CRRC Procedure #1 Random Testing Rated Roofing Products* (for products that are also CRRC rated). For each rated product, the Partner must submit the contact information for one location where the final finished product may be procured, which may include a manufacturing plant, contractor, or distributor. Additional site information will be requested if the third party collection agency is unable to procure the product based on the information provided.

### 1.4.4 Evaluation of Test Results

Certified products will be verified that they meet ENERGY STAR's radiative properties performance minimums per *ENERGY STAR Program Requirements Product Specification for Roof Products- Eligibility Criteria*. The measured values will be compared to the reported values on the ENERGY STAR Qualified Products List in order to determine if the verification test results meet the threshold criteria and product eligibility criteria (i.e. minimum allowable values) contained in the *ENERGY STAR Program Requirements Product Specification for Roof Products- Eligibility Criteria*. Should the values not meet the threshold minimum, CRRC will notify the EPA by submitting a failure report within two business days.

### 1.4.5 Failed Products

If the Verification Testing results do not meet ENERGY STAR's minimum solar reflectance values, the product will have failed testing. The CRRC will notify EPA within two (2) business days of the failure, in accordance with *ENERGY STAR Verification Testing for Certification Bodies Test Sample Sizes and Determining Testing Failures*.

### 1.4.6 Appeals

If the Partner has reason to believe that a Verification Testing failure is in error and elects to dispute the

results, the Partner shall follow the *ENERGY STAR Verification Testing for Certification Bodies Test Sample Sizes and Determining Testing Failures* section on Consequences of Testing Failures.

#### *1.4.7 Challenge Testing*

Challenge testing may be initiated. In accordance with ENERGY STAR policy per of *Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR Program*, the CRRC will notify the challenged Partner after the sample for challenge testing has been procured. The CRRC will inform the EPA within two (2) business days of the challenge initiation, as well as the within two (2) business days of receiving the test results of the challenge testing.

#### *1.5 Internal Audits*

The CRRC shall conduct an annual internal audit pursuant to the accreditation requirements of International Standard (ISO) 17065. Accreditation to ISO 17065 is required by EPA in order to be an ENERGY STAR Certification Body. The purpose of the internal audit is to ensure compliance with the International Standard, ENERGY STAR requirements for Certification Bodies, and CRRC and ES-CRRC® program policies and procedures, and to identify if there are deficiencies (nonconformities) that must be corrected. In the event the Quality Manager is unable to perform the task, he/she may delegate internal auditing responsibility to the Deputy Quality Manager. *See Internal Audit Procedure, CRRC Quality Manual, and CRRC Procedure Manual.*

### ***Chapter 2.0 Referencing ES-CRRC***

#### *2.1 General*

To clearly distinguish the ES-CRRC® Certification Body Program from the CRRC Product Rating Program, the Organization has laid out specific guidelines for ES-CRRC® program participation.

#### *2.2 Rules for Referencing ES-CRRC®*

By signing the ES-CRRC® Agreement Form, participants agree to the following:

1. The ES-CRRC® program is separate and distinct from the CRRC Product Rating Program.
  - a. As such ES-CRRC® participants cannot in any way imply or directly state that they are participants in the CRRC Product Rating

Program, unless they are a participant of the CRRC Product Rating Program.

- i. This includes use of any CRRC Product Rating Program labels, logos, names or marks.
  - b. The ES-CRRC® participant cannot imply or state that their company or products are certified by ES-CRRC® or CRRC.
  - c. The ES-CRRC® participant cannot market to any third party that it is participating in the ES-CRRC® program.
  - d. If these policies are violated in any way, a \$5,000 *per violation* fee, plus CRRC attorney's fees may be enforced.
2. Failure to comply with the conditions in the Agreement may result in termination from the program.
3. For complete details, please review the *Evaluation Services CRRC<sup>SM</sup> Partner Agreement*.

### ***Chapter 3.0 Revocation or Closing Files***

#### *3.1 Scope*

The CRRC shall have the authority to revoke or modify (including but not limited to imposition of further conditions) for cause any product certification granted under this program. "Cause" shall include:

- (A) Failure of the material to conform to the certification specifications as defined by the ES-CRRC® program and the ENERGY STAR Certification Body Program.
- (B) Failure of the material, and/or method of manufacturing, to remain consistent.
- (C) Failure to comply with any condition or rule of the ES-CRRC® program.
- (D) Any intentional misstatement in the application or any knowingly inaccurate data submitted in support thereof.
- (E) Failure to comply with any provision in the ES-CRRC® Agreement.
- (F) Any other ground considered as adequate cause in the judgment of the CRRC whether of the same or a different type than listed above.

#### *3.2 Reinstatement*

Reinstatement of products shall be at the discretion of the EPA and the ENERGY STAR Program. If reinstatement is granted, product submission shall be in accordance with the requirements for Roofing

Product submission as stipulated in *ENERGY STAR Program Requirements Product Specification for Roof Products- Eligibility Criteria* unless otherwise directed by the EPA.

### **3.3 Consultation**

Prior to the CRRC acting on the closing of files, the holder of the ENERGY STAR certification shall be given reasonable notice and an opportunity to be heard in accordance with Section 4.2 “Pre-Action Procedures.”

## **Chapter 4.0 Complaints**

### **4.1 Purpose**

This chapter provides guidance on how to submit complaints to the CRRC. Any party shall be afforded the opportunity to discuss, clarify, and resolve disagreements with respect to cited disputes concerning actions by the CRRC or by an ENERGY STAR Partner regarding certification policies and procedures prior to that party submitting a complaint.

### **4.2 Submission**

Any party may submit a written complaint to the CRRC. Complaints shall be sent to CRRC headquarters and shall include the following information:

- (A) The name(s) and address(s) of the submitter(s), telephone, facsimile, and e-mail contact numbers,
- (B) A description of the complaint,
- (C) Relevant information to support the complaint, and
- (D) In the event of a complaint regarding the accuracy of an ENERGY STAR Partner’s product certification, the complainant shall pay a filing fee that includes the cost of obtaining and testing product samples.

The CRRC reserves the right to request further information or written clarification.

### **4.3 Complaints Regarding Accuracy of Product Certification Claims**

#### **4.3.1 Notification**

Upon receipt of the complaint, the CRRC shall forward a notice indicating receipt of the complaint, an action plan that further identifies cost and timeline

for resolving the complaint, and shall assign the submission a file number. Any ENERGY STAR Partner who is the subject of a warranted complaint that requires further investigation by the CRRC shall be notified. The identity of the person filing the complaint will be confidential. If an ENERGY STAR product customer files a complaint, they will be notified of its submission to the EPA.

#### **4.3.2 Review**

The CRRC may take such action as it deems appropriate, in its sole discretion, to address the complaint. In the event of a complaint regarding inaccuracy of an ENERGY STAR Partner’s product certification, the CRRC will obtain a product sample through the methods described in Section 1.4 (Verification Testing) and shall perform testing in accordance with the Verification Testing procedures. In the event the product rating was inaccurate, the ENERGY STAR Partner shall pay the CRRC the amount of the filing fee and the complaining party shall have its filing fee refunded.

### **4.4 Responsibility of Partners**

In accordance with ISO Clause 4.1.2.2 (j), the ENERGY STAR Partner shall keep a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to the CRRC when requested, and:

- (A) takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for ENERGY STAR certification;
- (B) documents the actions taken; and
- (C) informs the CRRC, without delay, of changes that may affect its ability to conform with the ENERGY STAR certification requirements.



## **Chapter 5.0 Appeals**

### **5.1 General**

Any ENERGY STAR Partner, the “Appellant,” aggrieved by any determination pursuant to Chapter 3 “Revocation or Closing Files” by the CRRC who chooses to appeal, shall do so within 20 business days of the date of receipt of said written determination or order.

### **5.2 Submission**

Appeals shall be submitted in writing, addressed to the CRRC headquarters, and shall include the following information:

- (A) The name and address of the Appellant, telephone, facsimile, and email contact numbers, and the name and address of legal counsel if the appellant desires to have representation,
- (B) A description of the Roofing Product under appeal,
- (C) A description of the issue being appealed,
- (D) A statement of reasons for appeal,
- (E) Relevant evidence and supporting data or information, and
- (F) A filing fee to be determined by the CRRC.

The CRRC reserves the right to request further information or a written clarification from the Appellant, and shall extend the appeal review if, in the opinion of the CRRC, the content of the additional information or written clarification is of substance to warrant additional time.

### **5.3 Notification**

Upon receipt of the Appeal, the CRRC shall assign a file number. All future correspondence to and from the CRRC shall reference the file number. The Appellant shall be notified of the convening of any associated hearing by the CRRC.

### **5.4 Appeal Review**

The CRRC shall, upon receipt of a completed submission, evaluate the submission and render a decision of the matters in dispute within 20 business days of receipt of the completed submission or within 20 business days of a hearing if one is convened. The

decision to hold a hearing shall be at the discretion of the CRRC Board of Directors. The CRRC reserves the right to extend the time of review if the CRRC determines that there is sufficient cause. The CRRC shall notify the Appellant of the CRRC decision by certified mail, return receipt requested, or other method, which provides evidence of, and a receipt for, delivery.

## **Chapter 6.0 Arbitration**

### **6.1 General**

If the Appellant disputes the decision of the CRRC under Chapter 5, the Appellant has the right to appeal solely through arbitration. The appellant shall notify the CRRC of a request for arbitration in writing within 20 business days of receipt of the written appeal review decision. The request shall include the following information:

- (A) The name(s) and address(s) of the appellant(s), telephone, facsimile, and email contact numbers, and name and address of legal counsel if the appellant desires to have said representation,
- (B) A description of the Roofing Product under arbitration,
- (C) A description of the issue being arbitrated,
- (D) A statement of reason for the arbitration,
- (E) Relevant evidence and supporting data or information, and
- (F) A concise statement of its rebuttal position(s).

### **6.2 Arbitration Method**

The arbitration shall consist of one of the following methods:

- (A) A single arbitrator selected jointly by the appellant and the CRRC to investigate and resolve the matter, or
- (B) The CRRC and the appellant shall use the American Arbitration Association’s procedures for the selection of a single arbitrator from a list of seven candidates, with each party having the right to strike three.

### **6.3 Cost**

The appellant shall be responsible for all time and expense costs incidental to the arbitration proceedings.

### **6.4 Hearing**

The hearing may be conducted under the American Arbitration Association procedures for arbitration if requested by either party. Unless otherwise agreed upon by all parties, the arbitrator(s) shall issue a written decision within 15 business days of the hearing or of the final written submission

**DISCLAIMER:** Since the CRRC is a participant in the EPA's ENERGY STAR Program, The processes and procedures outlined in Chapters 3, 4, 5, and 6 of this document, can be superseded at any time by the involvement of the EPA and their enforcement of the ENERGY STAR Program.