

Smoothing the Path to Compliance with Lighting Global Quality Standards

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Presenters



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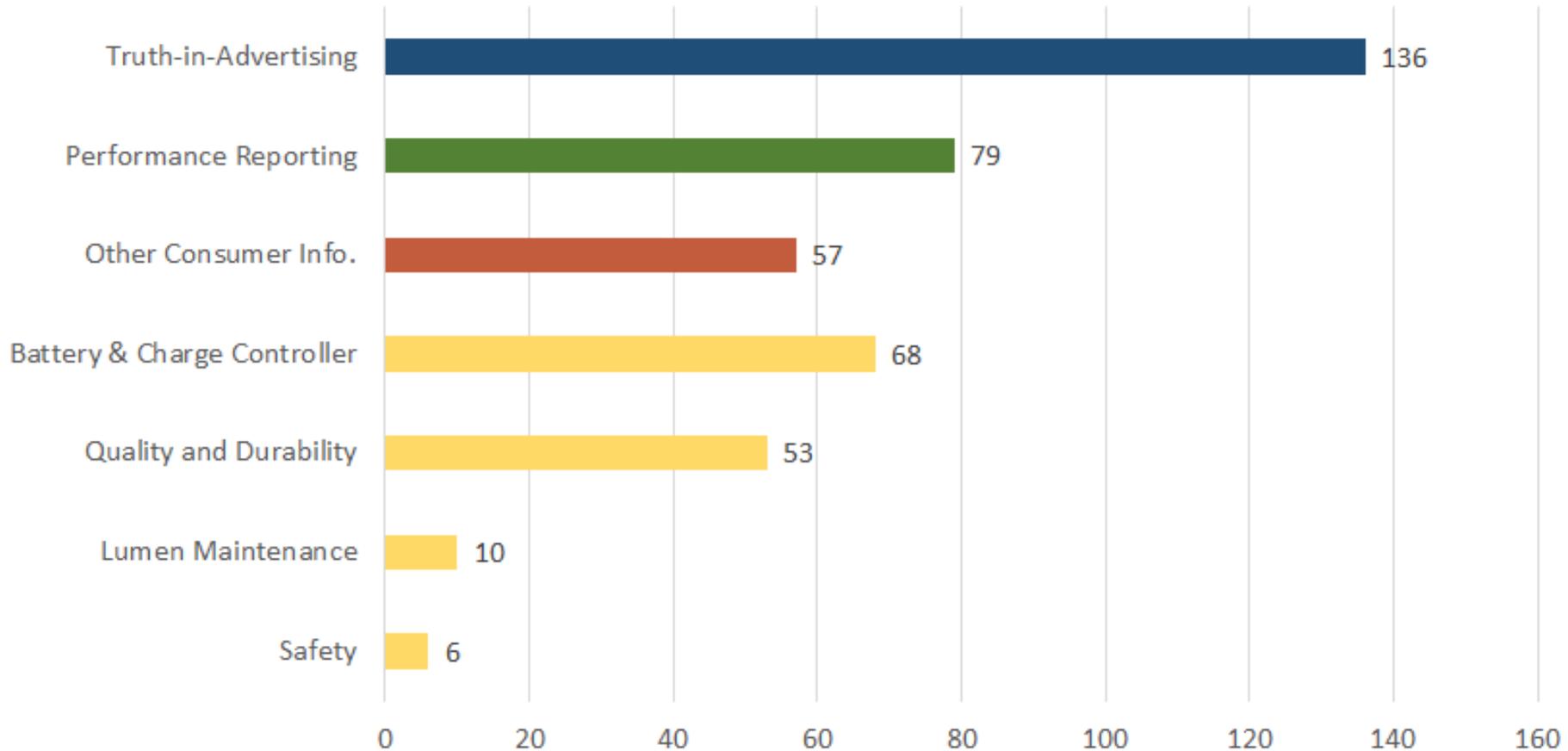
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Why Are We Here ?

Number of Failures in Market Entry Testing 2010-2017



Source: Unpublished analysis of Lighting Global Quality Assurance data

Goals for Today

- Become more familiar with the consumer-facing information requirements of the Lighting Global Quality Standards
- Hear tips about how to ensure compliance
- Discover common mistakes for non-compliance
- Learn where to get help in the future



Agenda

1. Consequences of failure
2. Document introduction
3. Overview of the four aspects of consumer-facing information requirements
4. Q&A
5. Request for feedback on Compliance Guide



Consequences of Failure

When product(s) do NOT FULLY meet the Quality Standards due to easily addressable issues that do not require retesting:

- A. Product(s) receive a **Conditional Pass**.
- B. Manufacturers must correct the issue to access and/or maintain program support. This leads to **increased program costs** and **extra coordination time** to:
 - Submit an action plan
 - Make the required changes to the product's advertising/marketing materials
 - Verify the changes have been made
 - Warehouse inspection (*for repeated failures only*)

For more information please read the [Conditional Pass Policy](#)

Introducing: The Lighting Global QA Compliance Guide



- Simple
- Easy-to-Use
- Informative

LIGHTING GLOBAL QUALITY STANDARDS:

*A Guide to Complying with Consumer-facing
Information Requirements*



Questions and Comments

Please email us at qa@lightingglobal.org with any questions or comments. We are happy to review consumer-facing documentation at any time to determine whether it meets the Lighting Global Quality Standards. We welcome your feedback!

Consulting this document early in the Quality Verification process will save you time and resources

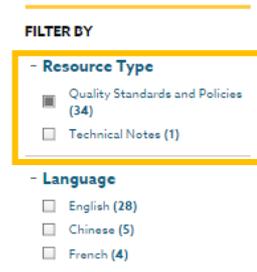
Where Can I Find the Compliance Guide?

www.lightingglobal.org



1. Select resources page

2. Select resource type (Quality Standards and Policies or Technical Notes)



Resources

SORT BY

Date (Newest)



Market Check Testing Policy

Version 7

Market Check Testing verifies that the quality and performance of products sold in the market match the levels measured during Lighting Global program entry testing (using the Quality Test Method (QTM) and reported on Standardized Specification Sheets). The goal is to ensure the quality and performance of products in the market is consistent and matches ... [Read More](#)



Lighting Global Quality Standards: A Guide to Complying With Consumer-Facing Information Requirements

This compliance guide details the consumer-facing information that pico-solar and solar home system kit manufacturers must include in order to meet the Lighting Global Quality Standards. It is intended for marketing and communications professionals who may have limited familiarity with the Lighting Global Program and/or the Lighting Global Quality Standards.

3. Select resource

Document Preview



1. Truth in Advertising

TRUTH IN ADVERTISING

Claims about the product's performance and other characteristics must be accurate, whether on the package or user manual, online advertising, sales collateral, or otherwise. Consumer-facing statements should not mislead buyers about the features or utility of the product. All advertised numerical claims must not deviate more than 10% from tested values. (Special rules apply for part voltage and current specifications.)

Characteristics subject to this requirement include, but are not limited to:

- Manufacture or brand name
- Lamp Type
- Part Voltage and Current
- Product Name
- PV Power
- Specifications
- Model Number
- Battery Capacity
- Physical and Solar Protection (Ingress Protection)
- Light Output
- Charge Rating
- Solar Run Time
- Appliance Power Consumption

Please note that companies should pay close attention to the solar run time advertisement requirement and Ingress Protection requirements, as they are commonly cited reasons for misrepresentation.

Run time advertisement:
An advertisement of run time will be considered the solar run time on the highest or brightest setting unless otherwise qualified. For example, if the package says "50 hours of light," to meet the truth-in-advertising requirements the product must provide 50 hours of light on the brightest setting after one day of solar charging, if the product provides 50 hours of light on a setting other than the brightest setting the advertisement must include the setting name. For example, "50 hours of light on low setting."

Ingress Protection (IP):
A product's rating represents the tested degree of protection against water and physical damage. In order to meet the advertising claims about water protection or physical protection, the product must meet a corresponding minimum IP rating. For a product that tests to meet IPX3 may stand itself as a water resistant or water resistant, but not splashproof. The table below outlines commonly advertised claims and their corresponding minimum IP rating.

Advertised Claim	Minimum IP Rating
Water resistant, splash resistant, rated for outdoor use, or similar	IPX3
Rainproof, protected from heavy rain, or similar	IPX4
Splashproof or similar	IPX4
Waterproof	IPX7
Dustproof, protected from dust, or similar	IP54
Permanent Outdoor Exposure	IP55
Weatherproof	IP64

PERFORMANCE REPORTING REQUIREMENTS

You must accurately report the following on the package:

For Pico-Solar Products

- Light Output (lm) on the brightest setting
- Solar Run Time (hours) on best setting
- Impact of mobile phone charging or other auxiliary appliances on product performance

For Solar Home System Kits

- PV module peak power (W)

Please note that you may also reference our full policy on Performance Reporting Requirements for further details.





2. Performance Reporting Requirements



3. Minimum Warranty Terms

MINIMUM WARRANTY TERMS

The product must be backed by a consumer-facing warranty that meets the following requirements:

Pico-Solar Products

Minimum duration: **2 year for the entire product**, including the battery.

Solar Home System Kits

Minimum duration: **2 year for the main system** (PV module, control box, cables and lights, system battery); **1 year for everything else**.

And Meet:

- Cover manufacturing defects that prevent operation under normal use and protection from daily component failure.
- Explain how the consumer can access the warranty, how the warranty will be executed (response requirements, etc.), and should advise the customer to inquire about the warranty terms prior to purchase.
- Allow the customer to verify the warranty and understand its terms prior to purchase. The information should also be in a readily accessible language.
- Begin on the date of purchase by the end-user and cannot have a hard end date.
- Be included on either the product box, user agreement, or warranty card in an easily accessible way.





4. Other Consumer-Facing Information Requirements

OTHER CONSUMER-FACING INFORMATION REQUIREMENTS

Water Protection Warning Label Requirements

If there is adequate labeling, the level of water protection can be increased by one level in order to meet the Lighting Quality Standards (e.g., from "no protection" to "resistant rain"). This option is not applicable to levels above "resistant rain." To meet the requirements, warning labels must be appropriately designed and include certain information as outlined in the Ingress Protection Assessment under "Consumer Labels and/or Instructions Labels."

Please note that many labels fail to include language that the product must be kept dry and information about how to care for the product in case it gets wet, both of which are required by Lighting Global.

Additional Requirements for SHS Kits

User Manual Requirements

SHS kits must be sold with a user manual that includes instructions on installation, use, and troubleshooting. As a minimum, the manual must contain general and/or written guidance on:

- How to connect the PV module to the unit for charging.
- How to interpret the battery state-of-charge indicator (if present).
- Instructions not to shade the PV module.
- Instructions to face the PV module towards toward sun.
- How to make all required permanent connections (not connect all advertised appliances).
- How to conduct any required pre-use steps for the product to function properly (for example, fully charge the battery before initial use, how to operate the pre-charge (PFC) system).

If a product is shown installed by normal technicians, installation instructions may be provided to the technicians in lieu of including them in the user manual. The product must still include a user manual covering basic operation instructions for the consumer.

Please note that there are additional requirements for SHS kits with non-plug-and-play connections. See the Quality Standards for SHS kits for more detail.



TRUTH IN ADVERTISING

Consumer-facing claims about the product's performance and other characteristics must be accurate, whether on the package or user manual, in online advertising, sales collateral or elsewhere.

For more information, please read the Lighting Global Quality Standards for [Solar Home System Kits](#) and [Pico-PV Products](#).





TRUTH IN ADVERTISING

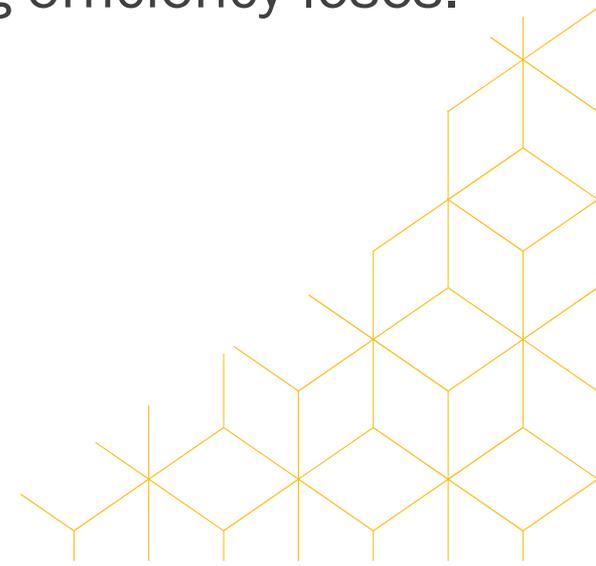
Do

- Advertise numerical values within 15% of the tested values.
- Include the brightness setting and run time type (full-battery or solar) for run time advertisements.*
- Check the Standards to verify claims about water/physical protection (e.g. waterproof) match the tested IP level.

Don't

- Include misleading or conflicting information on the packaging, user manual, website, or other sales collateral.
- Advertise the battery's time to full charge without including efficiency losses.

*Unless it's solar run time on the brightest setting





PERFORMANCE REPORTING REQUIREMENTS

Product packaging must accurately report certain key product features and performance metrics.



Pico-Solar Products

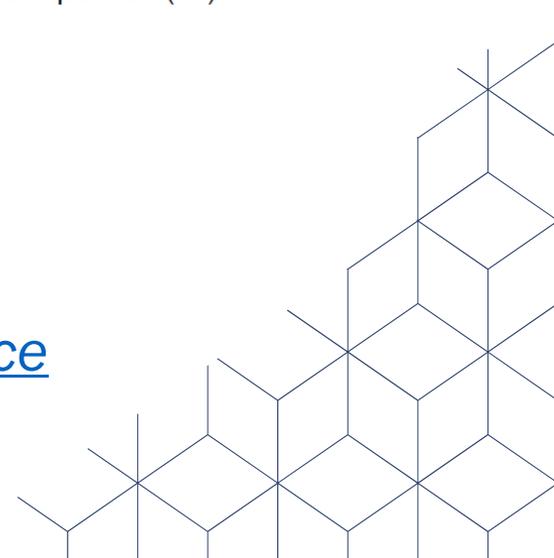
- Light Output (lm) on the brightest setting
- Solar Run Time (hours) on brightest setting
- Impact of mobile phone charging or other auxiliary appliances on product performance



Solar Home System Kits

- PV module peak power (W)

For more information, please read the [Performance Reporting Requirements Policy](#).





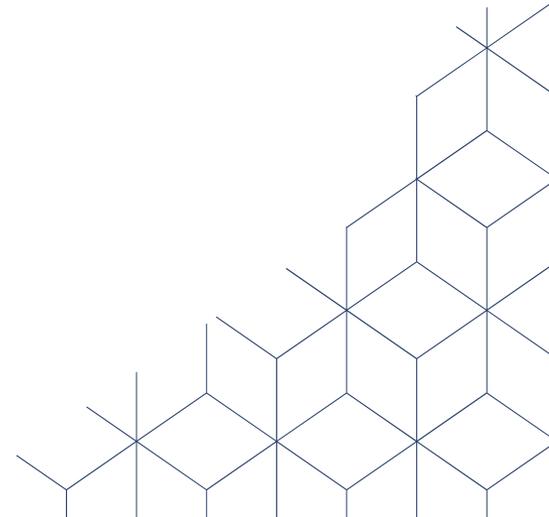
PERFORMANCE REPORTING REQUIREMENTS

Do

- Include the required performance metrics specified for pico-solar products and SHS kits.
- Advertise the solar run time for pico-solar products to include all light points on their highest setting.
- Include a company name, model number and/or unique product name.

Don't

- Present the required performance metrics in a different style than other advertisements on the packaging.





MINIMUM WARRANTY TERMS

The product must be backed by a consumer-facing warranty of a certain minimum duration from date of purchase by the end user.



Pico-Solar Products

Minimum duration: **1 year for the entire product**, including the battery



Solar Home System Kits

Minimum duration: **2 years for the main system** (PV module, control box, cables and lights, system battery); **1 year for everything else**

Additional warranty requirements can be found in the Lighting Global Standards for [Pico-Solar Products](#) and [Solar Home System Kits](#), and on the [Performance Reporting Requirements](#)



MINIMUM WARRANTY TERMS

Do

- Include consumer-facing warranty terms on the product packaging, user agreement, or warranty card at the time of purchase.
- Provide adequate minimum warranty periods and coverage that begins on the date of purchase by the end user.
- Explain how the warranty can be accessed (return to point of purchase/distributor/service center, etc.), and how it will be executed (repair, replacement, etc.)

Don't

- Provide contradictory information about warranty length.
- Set fixed end dates for the warranty period. For example, you cannot say "this warranty is valid between DD/MM/YYYY and DD/MM/YYYY".

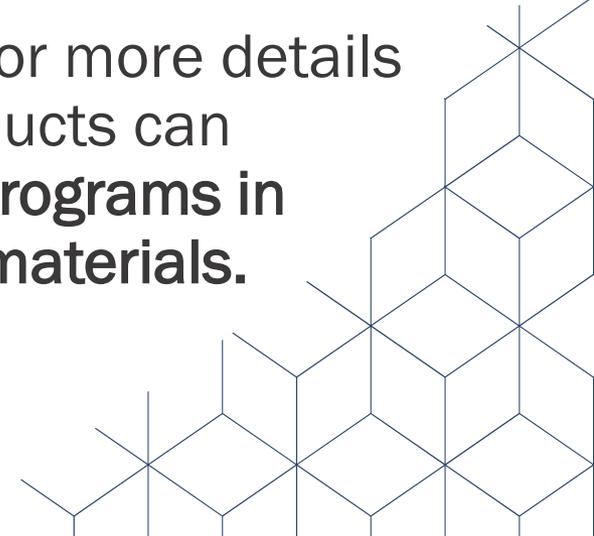




OTHER CONSUMER-FACING INFORMATION REQUIREMENTS

Other pieces of information are also required on consumer-facing materials like the product packaging and user manual. Please read the:

- [Integrated Water Protection Assessment](#) for more details about **Water Protection Warning Label Requirements**.
- [Quality Standards for SHS kits](#) for more detail on additional **user manual requirements and specifications for components that may require replacement**.
- [Communications and Branding Guidelines](#) for more details on how companies with quality verified products can **reference the World Bank Group's lighting programs in their marketing communications tools and materials**.





OTHER CONSUMER-FACING INFORMATION REQUIREMENTS

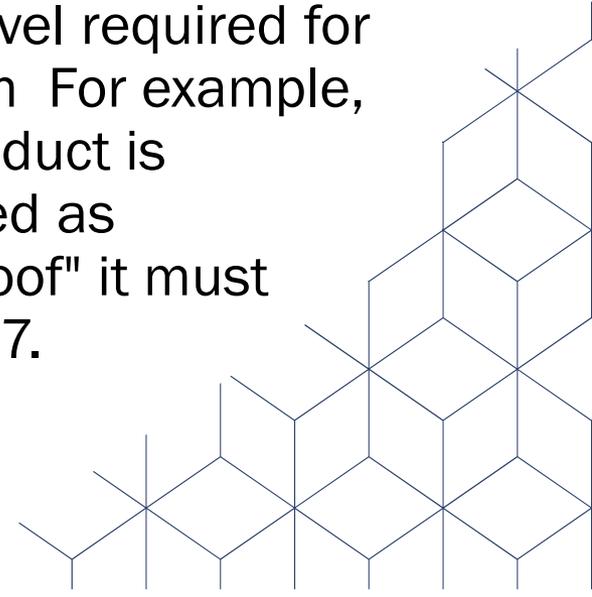
Water Protection Warning Label Requirements.

Do

- Include a warning label about water protection when product doesn't meet required IP levels.
 - State the product must be kept dry and provide instructions for care after water damage exposure.
 - Use graphics in the instructions (*Recommendation*).

Don't

- Advertise your product qualitatively (i.e. waterproof, or water resistant) without understanding the IP Level required for this claim For example, if the product is advertised as "waterproof" it must meet IPX7.





OTHER CONSUMER-FACING INFORMATION REQUIREMENTS

Some additional requirements for SHS Kits

Do

- Present instructions for installation, use, and troubleshooting of the system in the user manual.
 - Include appropriate placement and installation information for the PV module
- Include clear statement about battery replacement on the product packaging.

Don't

- Present insufficient component replacement information. For example, don't forget to include directions as to how the consumer can get components (including battery) replaced at service centers, both during and post warranty.





OTHER CONSUMER-FACING INFORMATION REQUIREMENTS

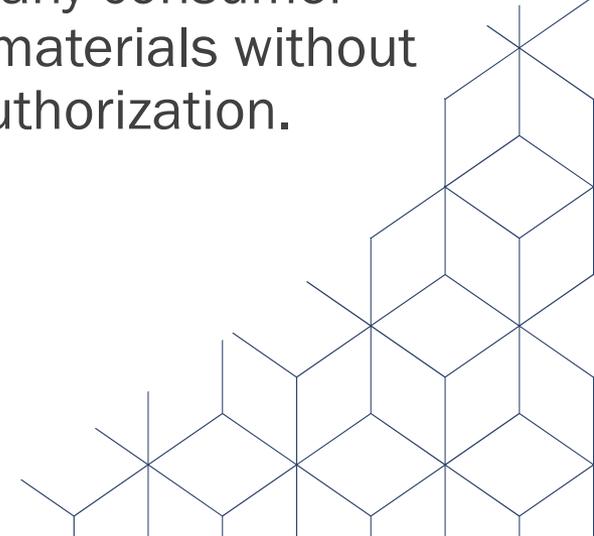
Communications and Branding Guidelines

Do

- Use any of the **pre-approved** phrases in marketing, communication, sales, and other materials:
 - This product meets/has passed the Lighting Global Quality Standards;
 - Third-party test results verification for product are available at www.lightingglobal.org/products/product-name/

Don't

- Advertise a product as certified/approved/supported/recommended by Lighting Global or its affiliates.
- Use the Lighting Global logo in any consumer-facing materials without prior authorization.





Questions?

Keep in Touch with the QA Team

1. Review the compliance guide

<https://www.lightingglobal.org/resource/consumer-facing-standards-compliance-guide/>

2. Submit your feedback and questions

Email qa@lightingglobal.org

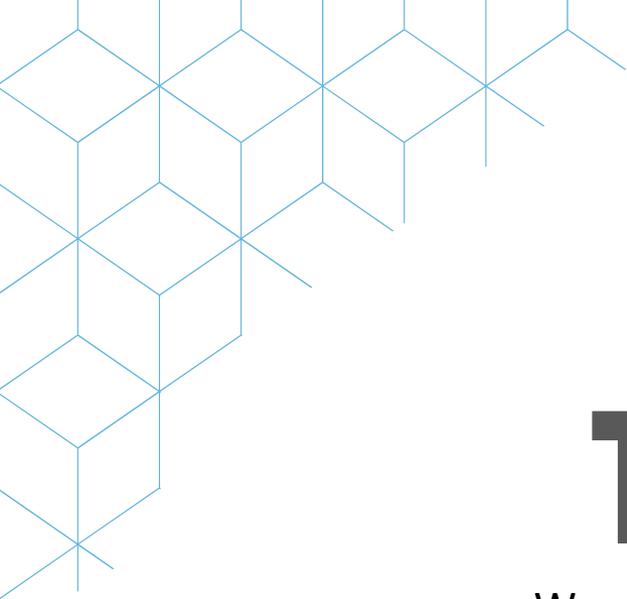
3. Submit your consumer-facing materials for review

Email qa@lightingglobal.org

4. Subscribe to the LGQA newsletter to stay in touch and up-to-date



The screenshot shows the footer of the Lighting Global website. On the left, there is a 'Stay Connected' section with a newsletter sign-up form that includes a text input field, a submit button, and social media icons for Facebook and YouTube. Below the form is a yellow 'CONTACT US' button. In the center, the 'LIGHTING GLOBAL' logo is displayed with the tagline 'Celebrating markets for modern off-grid energy'. On the right, the 'AN INNOVATION OF WORLD BANK GROUP' logo is shown, including 'THE WORLD BANK' and 'IFC' logos. At the bottom, there is a navigation menu with links for 'Site Map', 'Legal', 'Contact Us', 'IFC', and 'World Bank', followed by a copyright notice: '© Copyright 2019 Lighting Global. All rights reserved.'



Thank You

We appreciate your commitment to quality!

