

Market Check Testing Policy

Version 7

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What is Market Check Testing?

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).¹ The goal is to ensure the quality and performance of products in the market is consistent and matches advertised levels.

How frequently does Lighting Global conduct Market Check Testing?

Check testing may be conducted at any time on products that are supported by Lighting Global. Selection of products for Market Check Testing and frequency of testing is at the discretion of Lighting Global.

How are samples selected for Market Check Testing?

When market check testing occurs, samples are randomly and anonymously procured from retail outlets in the market by an agent of Lighting Global. Product samples may also be randomly procured by Lighting Global or an approved third-party sampling agent from among products that are stored at warehouses, distributorships, factories or other bulk storage locations. Lighting Global may periodically ask manufacturers or distributors to provide a list of no fewer than 10 outlets to enable sampling. Sampling locations may be chosen from a subset of those outlets or from others that are independently identified.

How does Market Check Testing work?

Market Check Testing involves a two-stage process. The first stage, referred to as **Primary Check Testing**, involves testing using the same approach used in the Initial Screening Method (ISM). At this stage of the process, one or more samples of the product may be evaluated in each of the tests. The sample size used at this stage is based on the discretion of Lighting Global, but is typically a sample size of two. If the results meet or exceed the Lighting Global Quality Standards, no further action is required.

However, if the results indicate possible deficiencies relative to the Quality Standards, additional testing may be used to confirm the problem. Companies will be provided with the results from the Primary Check Testing and given two weeks to provide a plan to address the issues identified or agree to undergo additional testing.^{2, 3, 4} This subsequent testing, which is referred to as **Secondary Check**

¹ The Quality Test Method (QTM) and Initial Screening Method (ISM) are described in IEC/TS 62257-9-5 for pico-products and described in the Lighting Global Quality Assurance Protocols for Solar Home System Kits for SHS kits.

² Upon request and at the discretion of Lighting Global, companies may be granted an additional two weeks to finalize a decision if they are actively engaging with the Lighting Global Quality Assurance team regarding the issue.

³ See the [Conditional Pass Policy](#) regarding options to address easy-to-fix issues.

⁴ As part of meeting the Quality Standards, product performance will be compared to all public-facing advertising, including the Lighting Global Standardized Specification Sheets (SSS). If the product performance is lower than what is reported on

Testing, will focus only on the aspects of the product that appeared to have deficiencies according to the Primary Check Testing results. For pico-products (products with peak power smaller than 10 W), Secondary Check Testing will be conducted with a sample size of six. For SHS kits (products with peak power between 10 – 350 W), Secondary Check Testing will be conducted with a sample size of four.

Once testing is complete, regardless of the results, the company will receive a confidential test report and a letter that summarizes the outcome. If the results meet or exceed the Quality Standards, no further action is required. However, if the results indicate deficiencies relative to the Quality Standards, the product will lose its quality-assured status with the program and access to services that are contingent on that status. A flow diagram of the Market Check Test is provided at the end of this document.

What happens if a product fails the Market Check Test?

If a product fails a Primary Market Check Test, there are several options for next steps:

1. If a company believes that their product meets the Quality Standards, but the limited sample size of the Primary Market Check Test provided incorrect results, then they can agree to having the product undergo a Secondary Market Check Test. This test will be conducted at the company's expense.
2. If a product conditionally passes (does not meet the Quality Standards due to easy-to-fix issues), the company may have the option to correct some issues to maintain the product's quality-assured status as described in the [Conditional Pass Policy](#).
3. If a company acknowledges that the Primary Market Check Test has identified a shortcoming of their product, the company may choose to make changes to the product to correct the issue. In this case, the product would temporarily lose program support and be removed from the website. Once the changes are made, the company can contact Lighting Global to arrange for re-testing of the product at the company's expense. Depending on the nature of the changes, targeted re-testing of specific aspects may be appropriate, or a full QTM test of the product may be required. If the product passes, then the product's quality-assured status will be reinstated.
4. If a company does not respond with an adequate choice within the two-week time frame, the product will lose program support and be removed from the website.⁵ If the company then requests to have the product re-listed, the product would need to undergo a full QTM test to verify that it now meets the Quality Standards.⁶

In the case where a product fails according to both Primary and Secondary Market Check Testing, the product loses any benefits associated with having met the Quality Standards.

If a product fails the Market Check Test, a company can attempt to regain quality-assured status and any associated benefits by undergoing full QTM product testing.

Who pays for Market Check Testing?

the Lighting Global SSS, but accurate in all other consumer-facing locations, the product will receive a "conditional pass" for which Lighting Global can adjust the values on the SSS to maintain the product's quality-assured status.

⁵ Upon request, companies may be granted an additional two weeks to finalize a decision if they are actively engaging with the Lighting Global Quality Assurance team regarding the issue.

⁶ Under certain conditions, a company may be able to pursue one of the options above rather than undergoing a full QTM test. In these rare cases, the product would not regain program support or be listed on the website until it was determined that the product continues to meet the Quality Standards.

Lighting Global pays for the sample procurement, delivery and testing for Primary Market Check Testing. If a product fails a Primary Market Check Test, and the company chooses to undergo a Secondary Market Check Test, the company will be responsible for the sample procurement and testing cost. If a product fails both the Primary and Secondary Market Check Testing, and the company desires to regain the product's quality-assured status, the company is responsible for payment of all sampling and testing fees required to reinstate the product's quality-assured status.

Does the program conduct any other forms of market monitoring?

Lighting Global also conducts **Market Observations** in which Lighting Global staff or third-party agents examine Lighting Global quality-verified products in the marketplace or online, typically to assess aspects related to the consumer-facing information, such as the packaging, advertising, warranty and user manual. Lighting Global quality-verified products advertised or sold on any website must follow the [Performance Reporting Requirements](#) and the [Communications and Branding Guidelines](#). If a product is found to be deficient in any aspect, the company will be contacted and will need to provide a plan to correct the issues as described in the "[Conditional Pass Policy](#)." If issues are not adequately addressed within 30 days, the product may lose program support and be removed from the Lighting Global website.

QA Flowchart: Market Check Testing v.5

