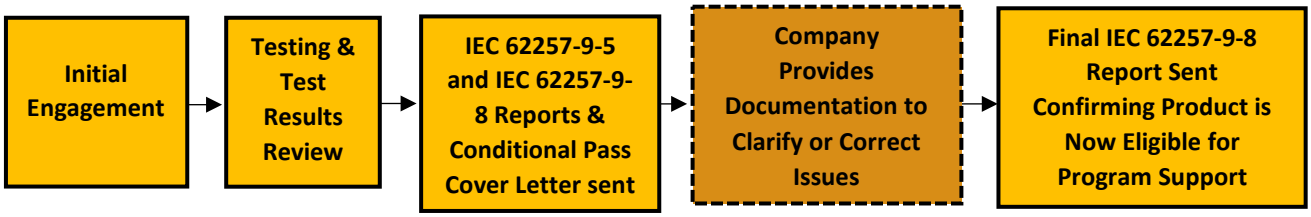
Conditional Pass Policy

Version 2.1

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Introduction

This document outlines the treatment of products that do not fully meet the applicable Quality Standards[1] due to easy-to-fix issues that can be addressed without retesting. In cases where a product does not fully meet the Quality Standards due to one of these issues, we use the term "conditional pass" to describe their status when reporting results to the company in the cover letter that accompanies the official test results. A conditional pass gives companies an opportunity to make required changes in the product, packaging or documentation to meet the Quality Standards. After a company provides documentation of the changes and an acceptable timeline for making the changes, we will send an IEC 62257-9-8 report that confirms the product is now eligible for program support. Once a product meets the Quality Standards, the product will receive a Standardized Specification Sheet (SSS) and a VeraSol certificate and be listed in the VeraSol product database.[2]



Conditional passes may be divided into three categories:

- Conditional Pass Pending Clarification
- Conditional Pass Pending Correction
- Conditional Pass for Truth-in-Advertising on Specification Sheet

Each of these categories is treated differently. The specific failures that belong in each category are listed following the description of the category. Each category is summarized in Table 1 and described in detail below.

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[1] VeraSol began referencing *IEC TS 62257-9-8: Integrated systems – Requirements for stand-alone renewable energy products with power ratings less than or equal to 350 W* in place of the Lighting Global Quality Standards in 2020. See https://verasol.org/updates/transition-to-iec-ts-62257-9-8 for detailed transition information. See the Change Log for Quality Standards for details on new requirements and the differences between the Standards.

[2] Companies with one or more products meeting the Quality Standards must also comply with the VeraSol Certification Program Rules and Procedures.

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Table 1. Summary of the Three Conditional Pass Categories

	Conditional Pass Pending Clarification	**Conditional Pass Pending Correction**	**Conditional Pass for Truth-in- Advertising on Specification Sheet** (Renewal testing according to MCM and MCM testing only)
Program Support	Company is required to provide clarifying information prior to determining if the product meets the Quality Standards	Issues that can be fixed solely by changing packaging and advertising materials; digital corrections must be submitted prior to receiving certification documents	Product will maintain its certification status and the VeraSol team will adjust the values on the SSS unless the company chooses to undergo additional testing of the product to maintain the current values.
Examples of Issues	• Voltage threshold is outside of the default range for overcharge or deep discharge protection, but issue may be resolved by providing the battery manufacturer's specification sheet • Fail to provide proof/approval for AC-DC Charger Safety • Product that meets the requirements for ingress protection (IP), but does not meet a higher, advertised level of ingress protection and the company can provide documentation of IP testing by an accredited lab • Company has not provided all required documentation. Examples include, but are not limited to: battery specification sheets, test results that demonstrate compliance with battery standards, and battery safety data sheets (SDSs). For SHS	• No consumer-facing warranty • Warranty does not meet requirements • Does not comply with Performance Reporting Requirements or consumer information requirements • A consumer-facing specification is >10% above the average measured value (or >15% above average measured value for light output). • Product includes an auxiliary appliance or charger that does not meet the Quality Standards • Product does not meet water ingress protection levels, but issue may be addressed by including an appropriate warning label • User manual does not meet requirements (*SHS kits only*) • Packaging does not include a consumer-facing battery	• A rating on the VeraSol Standardized Specification Sheet is >10% above the average measured value (or >15% for light output)

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	kits, required documentation includes outdoor cable certifications.	replacement statement (*SHS kits only)* • Replacement information is insufficient (*SHS kits only*)	

Conditional Pass Pending Clarification

In some cases, products will be given a "conditional pass" when VeraSol requires more information to determine whether the product meets the applicable Quality Standards[1].

What Companies Should Do to Resolve Issue(s)

In these cases, if the company can provide the required clarifying information or documentation, the product's status can change from "conditional pass" to "pass," and the product will be considered to meet the Quality Standards. If the product is already listed in the VeraSol's product database, this clarifying information must be delivered within two weeks of receiving the test results to maintain certificate.[3] If the product is not yet listed, we request the information or documentation be provided as soon as possible.

Examples of issues that can be resolved with clarifying information include:

- A product has overcharge or deep discharge protection for its battery, but the voltage threshold is outside of the default range specified in the applicable Quality Standards[1]. The company may provide documentation proving the tested threshold is within the battery supplier's recommendations.
- A company may provide documentation confirming that their AC-DC charger has approval from a recognized consumer electronics safety regulator. Detailed guidelines are described in the AC Charger Safety Approval Policy.
- A product meets requirements for Ingress Protection (IP), but does not meet a higher, advertised level of ingress protection. The company may provide documentation of IP testing by an accredited lab proving that the product meets the advertised IP requirement.
- Company has not provided all required documentation. Examples include, but are not limited to: battery specification sheets, test results that demonstrate compliance with required battery safety standards, and battery safety data sheets (SDSs). For SHS kits, required documentation includes outdoor cable certifications.

Conditional Pass Pending Correction

In cases where the product does not fully meet the applicable Quality Standards due to an easy-to-fix issue related to the warranty, performance reporting requirements, water ingress labeling, or truth-in- advertising, the product will be given a conditional pass. Meeting the Quality Standards and receiving a VeraSol certificate will not be possible until the VeraSol team can confirm these issues are being addressed.

[3] Upon request, companies may be granted an additional two weeks to finalize a decision if they are actively engaging with the VeraSol team regarding the issue.

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What Companies Should Do to Resolve Issue(s)

1. **Companies must submit a plan to the VeraSol team outlining the actions that will be taken to address the issue(s).**
    a. The plan must include a timeline and detailed description of how the issue will be corrected across the product line. If the product is already listed on the website, this plan must be delivered within two weeks of receiving the test results to maintain certification[3]. If the product is not yet listed, we request the plan be provided as soon as possible.
        i. Typically, to address truth-in-advertising issues, plans must include details regarding changing all marketing and advertising materials (product packaging, instruction manual, website, posters, etc.) to accurately reflect the measured results from laboratory testing that has been accepted by VeraSol.[4]
        ii. For issues related to consumer-facing materials, VeraSol requires companies to provide a digital copy of the updated materials and a timeline stating when the updates will be implemented. In general, if changes to the printed packaging cannot be made within three months, companies are expected to apply stickers or labels to the existing packaging to correct any issues. Digital photos of the sticker or label and where it will be placed on the consumer-facing materials and the date of implementation of the stickers must be provided.
    b. Upon the VeraSol team's approval of the plan, updated digital materials and timeline, the product's status can change from "conditional pass" to "pass," and the product will receive program support. Any documentation and proof provided for resolving the issue will be included in the final IEC 62257-9-8 report. The product subsequently receives a Specification Sheet, a VeraSol certificate, and is posted on VeraSol's product database.[5]

WARNING: If the issue identified during testing was previously identified in QTM/ Renewal according to QTM/AVM/MCM test results and not corrected by the company, the product may be required to undergo additional inspections instead of submitting photos as described in Step 1 and 2 above. The VeraSol team will randomly sample units from the warehouse and subsequently from the market and conduct a visual inspection to verify that the product's packaging, user manual, or warranty card has been corrected. The manufacturer will pay the costs for the inspections. If the additional inspections confirm that the required corrections have not been made, the product will lose its VeraSol certification.

Examples of Issues

Table 3 provides some examples of issues that are easy to fix but are required to be resolved before the product can receive program support.

[4] Alternatively, manufacturers may choose to improve the product to match the advertised values. A change to the product would require that the product be re-tested for verification (targeted re-testing may be a possibility).
[5] Companies with one or more products meeting the Quality Standards must also comply with the VeraSol Certification Program Rules and Procedures.

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Table 3. Easy-to-Fix Issues

Category	Metric	Issue
Warranty	Minimum Warranty	• No consumer-facing[6] warranty • Warranty does not meet the minimum requirements
Truth In Advertising	Consumer-facing performance claims	• Does not comply with the Performance Reporting Requirements or consumer information requirements[7] • A run time other than the solar run time for the highest setting is advertised without stating the setting name • A consumer-facing specification is > 10% above the average measured value (>15% for light output)
Truth In Advertising	Auxiliary Appliance Use & Other Aspects	• Information provided in a consumer facing location is not accurately specified • Product includes an auxiliary appliance or charger that does not meet the Quality Standards, and the company decides to no longer include this appliance or charger with the system
Quality and Durability	Water Protection	• Does not meet required water ingress protection levels, but may be able to address this issue by including an appropriate warning label.
Consumer Information (SHS kits only)	User Manual	• User manual does not meet requirements described in the Quality Standards for SHS Kits
Consumer Information (SHS kits only)	Component Specifications and Replacement Methods	• Packaging does not include a consumer-facing battery replacement statement • Component replacement information is insufficient

[6] Consumer-facing means that the end user has access to the information via the packaging, user's manual, etc., prior to the time of purchase. Posting warranty information on a website, while useful, does not provide sufficient notice to consumers as many end-users do not have access to the Internet.
[7] Refer to the applicable policy on performance reporting. For products tested to the Lighting Global requirements (available through 31 December 2020), refer to the Performance Reporting Requirements Policy for more details. For products tested to IEC TS 62257-9-8 standards (required as of 1 January 2020), refer to the Consumer Information and Performance Reporting Requirements Policy.

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Conditional Pass for Truth-in-Advertising on the SSS

In cases where products with an existing VeraSol Standardized Specification Sheet (SSS) are re-tested, such as during Renewal Testing according to the Market Check Test Method or a Market Check Test, the new test results might indicate a decrease in performance and not be within 10% of the original test results (15% for light output). *[Note that the products VeraSol Specification Sheet and Specification Book are updated at the time of testing]*

In these cases, a product's original QTM test results may not be used on the SSS in place of results from retesting.

About VeraSol

An evolution of Lighting Global Quality Assurance, the VeraSol program supports high-performing, durable off-grid products that expand access to modern energy services. VeraSol builds upon the strong foundation for quality assurance laid by the World Bank Group and expands its services to encompass off-grid appliances, productive use equipment, and component-based solar home systems. Like Lighting Global Quality Assurance, the VeraSol program is managed by CLASP in collaboration with the Schatz Energy Research Center at California State Polytechnic University, Humboldt. Foundational support is provided by the World Bank Group's Lighting Global program, UKaid, IKEA Foundation, Good Energies Foundation, and others.

Please visit VeraSol.org for more information.

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