



VeraSolSM

Corrections Policy

Version 1.0

July 2026

This policy applies when a manufacturer contracts directly with a test lab for VeraSol testing and certification. This policy replaces the prior treatment of “conditional passes,” which are no longer offered for products that contract after the August 2026 transition. For information relevant to products that contracted directly with VeraSol prior to the August 2026 transition, please refer to the Conditional Pass Policy version 2.0.

Introduction

When a product under test does not fully meet the requirements in IEC TS 62257-9-8, the company may provide a plan to the Test Lab for how they will amend the corrective action items by either updating the product or consumer-facing materials to bring the product into compliance.

The plan must include:

- a timeline and
- a list of the additional documentation that will be provided and/or
- a detailed description of how the issue will be corrected across the product line

If the product is already listed in the VeraSol product database, this plan must be delivered within two weeks of receiving the test results to maintain certification.¹ If the product is not yet listed, the plan should be provided as soon as possible.

In all cases, the Test Lab will keep a list of the issues and corrective actions to share internally with VeraSol. Images of the final product and final consumer-facing materials that meet all requirements must be presented in either the IEC TS 62257-9-5 or IEC TS 62257-9-8 report for the product to receive VeraSol certification.

Corrections that do not require re-testing

Certain issues can be corrected without requiring re-testing products. Examples of these issues are presented in Annex A. In cases where corrections can be made that do not require re-testing (for instance, changes that are made to the packaging or other consumer-facing materials), the following process applies to confirm the product meets the requirements:

¹ Upon request, companies may be granted an additional two weeks to finalize a decision if they are actively engaging with the Test Lab team regarding the issue.

- Prior to receiving a passing conformity assessment report and VeraSol certification documentation, the company must provide the Test Lab digital copies of their proposed changes. Once these changes are approved, the company must then provide pictures of the printed physical packaging or other consumer-facing materials. For the proof of physical packaging/consumer-facing materials, companies must submit:
 - o close-up images of one printed package/user manual/other consumer-facing document and
 - o an image or video of ≥ 75 units with the updated packaging. (Companies should update all existing packaging/consumer-facing materials, either by printing new materials or correcting issues with stickers, but they must show proof of printing at least 75 units of the new packaging.)
- The Test Lab will review these photos prior to issuing the final IEC TS 62257-9-5 and IEC TS 62257-9-8 reports (i.e., reports that indicate the product received an overall "pass").
- For approximately 1 out of 10 conformity assessment reports with identified issues, the Test Lab will also conduct either a virtual or in-person warehouse inspection to confirm the changes have been made prior to issuing the final IEC TS 62257-9-5 and IEC TS 62257-9-8 reports.
 - o In cases where a chosen test plan includes more than one kit or family, all products and components in the test plan may be subject to the warehouse inspection at the discretion of the Test Lab.
 - o In cases where a warehouse inspection is conducted and companies have remaining stock that has not been repackaged with the updated packaging, the company is allowed to correct the existing packaging with stickers, but the company still has to show that they have printed at least 75 of the updated packages.
- The Test Lab may charge a fee each time a company has to correct issues for a product. This fee can help the Test Lab recover the additional costs involved in reviewing materials and updating reports and is intended to encourage companies to provide acceptable materials at the time of submission. Further, a portion of the fee for each product can be combined to cover the higher cost of the warehouse inspection of the randomly selected products.

Corrections that require re-testing

In cases where re-testing is required to confirm the updated product meets the requirements, the Test Lab may coordinate with the company regarding any retesting required. For reporting the retest information, one of the following two options may be used at the discretion of the Test Lab:

- The Test Lab may include the updated test results in an updated version of the original IEC TS 62257-9-5 test report. Any samples undergoing retesting must be randomly sampled and all sampling events must be documented in the IEC TS 62257-9-5 report. Sample numbering and labeling in the report should be clear to enable readers to understand which samples came from which sampling batch.

OR

- The Test Lab may issue a final IEC TS 62257-9-5 test report with a failing result and then issue a separate partial IEC TS 62257-9-5 test report with the results from the retest. Both reports and their respective sampling information will be listed in a single IEC TS 62257-9-8 report for the product.

ANNEX A: Examples of issues that do not require re-testing to correct

Issues where clarification is required	Issues where corrections can be made to consumer-facing materials
Manufacturer is required to provide clarifying information prior to receiving certification documents	Issues that can be fixed solely by changing packaging and advertising materials; digital corrections must be submitted for review, followed by proof of printed corrections prior to receiving certification documents
• 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. Detailed guidelines are described in the AC Charger Safety Approval Policy. • Product that meets the requirements for ingress protection (IP), but does not meet a higher, advertised level of ingress protection and the manufacturer can provide documentation of IP testing by an accredited lab • Manufacturer 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 kits, required documentation includes outdoor cable certifications.	• No consumer-facing warranty • Warranty does not meet requirements • Does not comply with Performance Reporting Requirements or consumer information requirements • 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 >15% above the average measured value. 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 IEC TS 62257-9-5 laboratory testing.² • 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 (<i>SHS kits only</i>) • Packaging does not include a consumer-facing battery replacement statement (<i>SHS kits only</i>) • Replacement information is insufficient (<i>SHS kits only</i>)

² 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.)

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 Humboldt State University. Foundational support is provided by the World Bank Group's Lighting Global program, UK Aid, IKEA Foundation, Good Energies Foundation, and others.

Please visit VeraSol.org for more information.