



National Fenestration Rating Council Incorporated

FS-1001-2017_[E0A0]

NFRC FenStar Certification Program for ENERGY STAR®

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FOREWORD

The FenStar™ Certification Program is the formal name of the [Environmental Protection Agency \(EPA\)-recognized certification body program](#) that performs third-party conformity assessment activities for window, door and skylight products. Products are submitted for ENERGY STAR® certification after ratings have been certified by the NFRC Product Certification Program (PCP). Window, door and skylight products that are evaluated to [meet ENERGY STAR-qualified and that meet the](#) requirements are officially certified as ENERGY STAR by the FenStar Certification Program.

The FenStar Certification Program is operated by the National Fenestration Rating Council Incorporated (NFRC). NFRC [has](#) developed and operates a uniform rating system for energy and energy-related performance of windows, doors, and skylights. The FenStar [Certification](#) Program is available only to active [licensees/Licensees](#) in the NFRC Product Certification Program (PCP).

Through [The](#) FenStar [Certification](#) Program, manufacturers shall demonstrate their products meet all applicable ENERGY STAR performance parameters prior to being labeled as ENERGY STAR certified. [Further, the partner shall demonstrate, through verification testing, the product continues to meet the ENERGY STAR requirements to maintain its ENERGY STAR certification through The FenStar Certification Program.](#)

[Products evaluated by The FenStar Certification Program must have been tested in an EPA-recognized laboratory.](#)

If there are changes that affect the performance of the product with respect to the relevant ENERGY STAR program requirements, the partner [must report these changes to The](#)

~~FenStar Certification Program and EPA. Further, the partner will demonstrate, through re-testing in an EPA-recognized laboratory, the product continues to meet the ENERGY STAR requirements to maintain its ENERGY STAR certification through FenStar. shall report these changes to The FenStar Operations Staff.~~

Manufacturers authorize ~~The~~ FenStar ~~Certification Program~~ Operations Staff to share the results of any relevant testing or product review with ~~the~~ EPA.

NFRC, specifically the FenStar Certification Program, is ANSI-~~accredited~~ as a certification body to the ISO/IEC 17065 standard.

The following referenced documents are indispensable for the application of The FenStar Certification Program. ~~For undated references, the~~ The latest edition of the referenced document (including any amendments) applies. These are not auditable standards and are used solely for guidance.

- ~~*NFRC 700-2017: Product Certification Program.*~~ National Fenestration Rating Council: Greenbelt, MD; 2017. www.nfrc.org
- ~~*ANSI/NFRC 100-2017: Procedure for Determining Fenestration Product U-factors-*~~
- ~~*NFRC 102-2017: Procedure for Measuring the Steady-State Thermal Transmittance of Fenestration Systems-*~~
- ~~*ANSI/NFRC 200-2017: Procedure for Determining Fenestration Product Solar Heat Gain Coefficient and Visible Transmittance at Normal Incidence-*~~
- ~~*ANSI/NFRC 400-2017: Procedure for Determining Fenestration Product Air Leakage-*~~
- . National Fenestration Rating Council: Greenbelt, MD; 2017. www.nfrc.org
- ~~*NFRC 102-2017: Procedure for Measuring the Steady-State Thermal Transmittance of Fenestration Systems.*~~ National Fenestration Rating Council: Greenbelt, MD; 2017. www.nfrc.org
- ~~*ANSI/NFRC 200-2017: Procedure for Determining Fenestration Product Solar Heat Gain Coefficient and Visible Transmittance at Normal Incidence.*~~ National Fenestration Rating Council: Greenbelt, MD; 2017. www.nfrc.org
- ~~*ANSI/NFRC 400-2017: Procedure for Determining Fenestration Product Air Leakage.*~~ National Fenestration Rating Council: Greenbelt, MD; 2017. www.nfrc.org
- ASTM E283 – 04(2012): Standard Test Method for Determining Rate of Air Leakage Through Exterior Windows, Curtain Walls, and Doors Under Specified Pressure Differences Across the Specimen. ASTM International, West Conshohocken, PA, 2006, DOI: 10.1520/E0283-04R12. www.astm.org
- ENERGY STAR Directives:
https://www.energystar.gov/index.cfm?c=third_party_certification.tpc_directives

~~In order to~~ To participate in the Certification Programs, a Manufacturer/Responsible Party shall rate a product whose energy and energy-related performance characteristics are to be certified in accordance with mandatory NFRC rating procedures. At present, a Manufacturer/Responsible Party may elect to rate products for U-factor, ~~SHGC, VT, AL, condensation resistance~~ Solar Heat Gain Coefficient (SHGC), Visible Transmittance (VT), Air Leakage (AL), Condensation Resistance, or any other procedure adopted by NFRC,

and to include those ratings on the NFRC temporary label affixed to its products or on the NFRC Label Certificate. U-factor, SHGC ~~and~~, VT, AL, and condensation resistance rating reports shall be obtained from a laboratory that has been accredited by NFRC in accordance with the requirements of the NFRC 701.

The FenStar Certification Program evaluates U-factor, SHGC and AL products against the ENERGY STAR certification program requirements.

~~Products that are labeled with the NFRC Temporary and Permanent Label, or products that are listed on an NFRC Label Certificate in accordance with NFRC requirements, are considered to be NFRC-certified. Products that have been evaluated and certified by The FenStar Certification Program as ENERGY STAR must have the ENERGY STAR label as well.~~

~~FenStar~~ maintains a FenStar Program Certified Products Directory (~~FPCPDFCPD~~), listing product lines and individual products selected by the Manufacturer/Responsible Party for which ENERGY STAR certification authorization has been granted.

NFRC owns all rights in and to ~~each of the FS-1000, FS-1001, FS-1100, FS-1101, FS-1102, all documents and each procedureprocedures,~~ which ~~is~~are a component of ~~The~~the FenStar Certification Program, as well as each of its registration marks, trade names, and other intellectual property.

For additional information on the roles of those entities associated with the NFRC PCP (IAs and laboratories, and operation of the IA Program and Accreditation Program), see the NFRC 700 ~~(PCP);~~ Product Certification Program, NFRC 701: Laboratory Accreditation Program (LAP), and NFRC 702: Certification Agency Program (CAP) ~~respectively documents.~~

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DISCLAIMER

The use of ~~The~~ FenStar™ Certification Program as a Certification Body does not constitute a warranty by the NFRC or ~~The~~ FenStar Certification Program regarding the energy performance properties of ~~Windows, Doors~~ windows, doors, and ~~Skylights~~ skylights. The rating indices are not an endorsement of, or recommendation for, any windows, doors, or skylights. The FenStar Certification Program is not a merchant in the business of selling windows, doors, or skylights, and therefore, cannot warrant products as to their merchantability or fitness for a particular use.

The FenStar Certification Program, 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:

- A. services provided by, decisions made by, or reports issued or granted by any ENERGY STAR Partner;
- B. reliance on ~~any~~The FenStar Certification Program product description, specification, rating or test, whether appearing in a report, in a product Certificate of Authorization (CA) or a printed or electronic directory, or on a label; or
- C. the sale or use of ~~any~~The FenStar Certification Program certified windows, doors, or skylights.



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1. INTRODUCTION

The FenStar™ Certification Program (hereinafter referred to as “~~The~~ FenStar Program”) was created to perform certification activities under NFRC as a Certification Body (CB) for the Environmental Protection Agency’s (EPA) ENERGY STAR® ~~Windows, Doors~~ windows, doors, and ~~Skylights Program~~ skylights program. The FenStar Program authorizes products for ENERGY STAR certification but does not conduct testing of products. The FenStar Program policies and procedures are based on policies and procedures set forth by the EPA for ENERGY STAR Certification Bodies under the Windows, Doors, and Skylights Program.

1.1 Scope

The FenStar Program authorizes ~~Windows, Doors~~ windows, doors, and ~~Skylights~~ skylights for the EPA’s ENERGY STAR Certified Products ~~List~~ list.

The FenStar Program is designed to support the ENERGY STAR program by certifying and verifying ~~Windows, Doors~~ windows, doors, and ~~Skylights~~ skylights per the policies and procedures outlined in the latest versions of the:

- ~~ENERGY STAR Program Requirements for Windows, Doors, and Skylights,~~
- ~~Standard Operating Procedure for Certification of Products to ENERGY STAR® Specifications, and~~
- ~~Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR Program.~~

~~Advisory Note~~ **NOTE:** The FenStar Program is a separate and distinct program from the National Fenestration Rating Council’s Product Certification Program (PCP). ~~The FenStar Program~~ is not intended to be used as a primary law or regulation, but rather as an authoritative resource that complements 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 ~~licensee~~ licensee to comply with applicable laws and regulations.

1.1.1 Role of NFRC as an ENERGY STAR Certification Body

NFRC owns and operates ~~The~~ FenStar Program. ~~The program;~~ The FenStar Program is responsible for:

- A. Periodically ~~reviews~~ reviewing the EPA’s ENERGY STAR Window, Door, and Skylight scheme requirements;
- B. ~~Manages The~~ Managing the FenStar Program in accordance with the ENERGY STAR Certification scheme;
- C. ~~Manages The~~ Managing the FenStar Program Verification Testing Procedure (FPVTP) (~~surveillance~~) of ENERGY STAR Certified products in accordance with FS-1100-~~2017~~;

- D. ~~Maintains~~Maintaining a system under which ENERGY STAR ~~certificates~~Certificates of ~~authorization~~Authorization are provided to ENERGY STAR Partners;
- E. ~~Maintains~~Maintaining an online, real-time listing of products and their energy performance ratings authorized for certification;
- F. Periodically ~~conducts~~conducting educational workshops for entities participating in ~~The~~the FenStar Program to ensure continuing competence and uniform application of ~~the~~ certification.

1.1.2 Role of ~~The~~the FenStar Program Licensee

- A. ~~Under the Certification,~~ The FenStar Program ~~licensee is~~Licensee shall be responsible for meeting the requirements ~~in of~~ the ~~certification~~ program including, but not limited to, the following functions:
 - i. ~~Enter~~Entering into an ENERGY STAR Partnership Agreement with the EPA;
 - ii. ~~Maintain~~Maintaining status as an active participant in the NFRC Product Certification Program;
 - iii. ~~Label~~Labeling products to indicate NFRC ~~certification~~Certification and ENERGY STAR ~~certification when authorized by The FenStar Program~~Certification.
 - iv. ~~Follow~~Sign and provide the FenStar Certification Program license agreement to the FenStar Operations Staff.
- B. ~~Following~~ additional requirements established as necessary to assure continued program ~~credibility~~compliance.
- C. ~~Inform, without delay, in writing, FenStar Certification Program staff of any changes that affect the licensee's ability to meet the requirements of the program.~~

1.1.3 Fees

The NFRC 704, Fee Schedule includes NFRC fees for participating in ~~The~~the FenStar Program. The schedule is a stand-alone document that is maintained on the NFRC website.

1.1.4 Property Rights

NFRC owns all rights to ~~The~~the FenStar Program, ~~The~~the FenStar Program trademarks, copyrights, and the program documents, policies, and procedures.

~~1.2~~Liability

~~1.2.1~~Disclaimer

~~Product certifications by The FenStar Program do not constitute a warranty by NFRC or The FenStar Program regarding the energy performance properties of those products. The rating indices are not an~~

~~endorsement of, or recommendation for, any windows, doors, or skylights. The FenStar Program is not a merchant in the business of selling windows, doors, or skylights, and therefore, cannot warrant products as to the products' merchantability or fitness for a particular use.~~

~~The FenStar Program 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:~~

- ~~A. services provided by, decisions made by, or reports issued or granted by any ENERGY STAR Partner;~~
- ~~B. reliance on any FenStar Program product description, specification, rating or test, whether appearing in a report, in a product Certificate of Authorization (CA) or a printed or electronic directory, or on a label; or~~
- ~~C. the sale or use of any FenStar Program certified windows, doors, or skylights.~~

4.31.2 Product Processing Procedure

4.3.11.2.1 Products

The FenStar Program ~~will~~shall follow the guidelines for product processing set forth by the EPA in the:

- ~~• *Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR® Program*;~~
- ~~• *Standard Operating Procedure for Certification of Products to ENERGY STAR® Specifications*; and~~
- ~~• *ENERGY STAR® Product Specification Residential Windows, Doors, and Skylights Eligibility Criteria.*~~

The FenStar Program ~~will~~shall follow the current version of these documents at the time of approval.

Below are the ~~internal~~ product processing procedures for the FenStar Program based on these documents:

- A. Confirm the ~~licensee~~Licensee has signed an ENERGY STAR Partnership agreement;
- B. Confirm that the products are rated in accordance with proper NFRC technical documents;
- C. Confirm ~~licensees~~Licensees are active in the NFRC Product Certification Program;
- D. Confirm ~~licensees~~Licensees are in good financial standing with NFRC;
- E. Confirm ~~and approve air leakage~~Air Leakage has been certified per ENERGY STAR guidelines;
- F. Confirm the product is authorized for NFRC certification;

- G. Confirm U-factor, SHGC, and Air Leakage [values/ratings](#) meet current ENERGY STAR requirements as shown in Table 1; and
- H. Confirm ~~the~~ product installation instructions meet ENERGY STAR requirements.

Table 1. ~~Table 6 of the ENERGY STAR Program Requirements Product Specification for Windows, Doors, and Skylights~~ - Eligibility Criteria

Table 6: Test Methods for ENERGY STAR Qualification	
ENERGY STAR Requirement	Test Method Reference
U-Factor U-factor	ANSI NFRC 100
SHGC	ANSI NFRC 200
Air Leakage	ASTM E283 in accordance with ANSI NFRC 400 or AAMA/WDMA/CSA 101/I.S.2/A440-11

1.4.1.3 Witnessed Manufacturers’ Testing Laboratory (WMTL) or Supervised Manufacturers’ Testing Laboratory (SMTL) ~~program~~[Program](#)

~~EPA ENERGY STAR certification~~ requires NFRC certification. The NFRC ~~product certification program~~[Product Certification Program \(PCP\)](#) requires the use of NFRC 701-accredited laboratories. Therefore, ~~the~~[the](#) FenStar Program ~~does~~[shall](#) not allow use of a Witnessed Manufacturers’ Testing Laboratory (WMTL) or Supervised Manufacturers’ Testing Laboratory (SMTL) for certification [of U-factor or SHGC testing](#).

1.5.1.4 Verification Testing (Surveillance)

~~Surveillance~~[Verification Testing](#) shall be carried out as ~~annual verification testingsurveillance~~ in accordance with *FS-1100: FenStar Certification Program Verification Testing Procedure*.

1.6.1.5 ~~Certification~~ Program Compliance

If a ~~licensee~~[Licensee](#) is not in compliance with all the criteria and conditions of ~~the~~[the](#) FenStar Program and the ENERGY STAR ~~programs, The program, the~~ FenStar Program has the authority to suspend, withdraw, or modify, (including but not limited to imposition of further conditions) for cause any product certification granted under this program. The FenStar Program has the right to inform the EPA of any suspension, withdrawal, [modification](#), termination, or reinstatement. The compliance requirements under ~~the~~[the](#) FenStar Program do

not replace the requirements of *NFRC 707: Compliance and Monitoring Program Manual*.

4.71.6 Suspension or Withdrawal

The detailed procedure for suspension or withdrawal can be found in FS-1001.03: *Termination, Suspension, or Withdrawal of Certification Procedure*.

The causes for suspension or withdrawal of a product or a ~~licensee in The~~ Licensee from the FenStar Program include ~~but are not limited to~~ the following:

- A. Failure of the product to conform to the certification specifications as defined by ~~The~~ FenStar Program and the ENERGY STAR Certification Program.
- B. Failure to comply with any condition or rule of ~~The~~ FenStar Program.
- C. Any intentional misstatement in the application or any knowingly inaccurate data submitted in support thereof.
- D. Failure to comply with any provision in ~~The~~ FenStar Program license agreement.
- E. Failure to pay any fees associated with the NFRC PCP, the FenStar Program, ~~and/or~~ verification testing.
- F. ~~Not resolving FenStar Program identified Failure to take corrective actions to address~~ nonconformities as ~~requested identified~~ by the EPA, NFRC PCP, or ~~The~~ FenStar Program.
- G. Any other grounds considered as adequate cause in the judgment of ~~The~~ FenStar Program Operations Staff whether of the same or a different type than listed above.

4.81.7 Termination

In accordance with the License Agreement and *FS-1001.03-a: Suspension, Termination, and Withdrawal*, ~~the~~ FenStar Program ~~licensee~~ Licensee may terminate participation in the FenStar Program upon prior written notification to ~~The~~ FenStar Program.

4.91.8 Reinstatement

Reinstatement of products and/or the FenStar Program ~~licensees~~ Licensees shall be at the sole discretion of ~~The~~ FenStar Program in accordance with *FS-1001.03: Suspension, Termination, and Withdrawal*.

2. LICENSEE APPEALS

2.1 General

A FenStar Program ~~licensee~~ Licensee may appeal the denial, suspension or ~~revocation~~ withdrawal of product certification by ~~The~~ FenStar Program. Appeals must be submitted within 20 business days of the date of receipt by the

~~licensee~~Licensee of that denial, ~~suspension~~ or ~~revocation~~~~withdrawal~~. Appeals of verification testing failures ~~are~~shall be governed by FS-1100: FenStar Certification Program Verification Testing Procedure.

2.2 Submission

Appeals shall be submitted in writing, addressed to The FenStar Certification Program headquarters (NFRC's Office, 6305 Ivy Lane, Greenbelt, MD Office20770), and shall include the following information:

A. TheAppellant name ~~and~~, address ~~of the Appellant~~, telephone, facsimile, (if used), and email contact numbers, ~~and the name~~

A.B. Name and address of legal counsel if the appellant desires to have representation~~;~~

B.C. Identification of the certification decision being appealed~~;~~

C.D. ReasonsReason(s) for the appeal~~;~~ and

D.E. Relevant evidence and supporting data or information.

The FenStar Program reserves the right to request further information or a written clarification from the Appellant.

2.3 Notification

Upon receipt of an appeal, the ~~Appeal, The~~ FenStar Program Operations Staff shall assign a file number. All future correspondence relating to that appeal to and from ~~The~~the FenStar Program shall reference the file number. The Appellant shall be notified if a hearing on the appeal is required. The FenStar Program shall acknowledge receipt of the appeal to the ~~appellant~~Appellant.

2.4 Appeal Review

The FenStar Program shall, upon receipt of a completed appeal submission, evaluate the appeal and render a decision on the appeal within 20 business days 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~~the FenStar Program Operations Staff. ~~The~~FenStar Program Operations Staff reserves the right to extend the time of review if ~~The FenStar Program determines that~~ there is sufficient cause. The FenStar Program shall notify ~~the~~Appellant of the ~~outcome of The FenStar Program~~ appeal decision by email, return receipt requested, or other method, which provides evidence of delivery.

3. COMPLAINTS

3.1 Purpose

~~These rules establish~~This section addresses procedures for ~~the~~ handling of complaints regarding ~~The~~the FenStar Program.

3.2 Procedures

Any party shall be afforded the opportunity to discuss, clarify, and resolve disagreements with ~~The~~ FenStar Program prior to ~~that party~~ submitting a formal written complaint.

Complaints regarding matters ~~for which The~~ outside the scope of the FenStar Program ~~is not responsible~~ shall be forwarded to the EPA for resolution.

3.3 Submission

Any person may submit a written complaint to ~~The~~ FenStar Program. ~~Complaints shall be directed to~~ The FenStar Program ~~headquarters, and shall be shared~~ share the complaint with ~~ENERGY STAR by The FenStar Program~~ EPA.

- A. The submission shall include:
 - i. ~~The~~ Submitter name(s), and address(s) of the submitter(s), telephone, and e-mail ~~contact numbers~~.
 - ii. A description of the complaint.
 - iii. Relevant information to support the complaint, and
 - iv. ~~In the event of~~ a complaint is regarding a product's rating, and ~~The~~ FenStar Program Operations Staff determines whether product retesting is appropriate, ~~the complaining party~~. The complainant shall pay a filing fee that includes the estimated cost of obtaining and testing product samples, and investigating the complaint. In the event the complaint is upheld, ~~The FenStar Program or~~ the product manufacturer shall cover all costs of processing the complaint, and the filing fee shall be returned to the complainant.
- B. The FenStar Program reserves the right to request further information or written clarification.
- C. Complaints involving ~~The~~ FenStar Program management, staff, or parties working on behalf of ~~The~~ FenStar Program, shall be handled through ~~The~~ FenStar Program's corrective action procedure.
- D. Any complaints deemed to be outside ~~The~~ scope of the FenStar Program's purview shall be submitted to the EPA for resolution.

3.4 Notification

Upon receipt of ~~the~~ formal written complaint, ~~The~~ FenStar Program shall forward a notice to EPA indicating receipt of the submission, an action plan for resolving the complaint, and shall assign the complaint a file number. The FenStar Program ~~licensee~~ Licensee(s) referenced in the complaint shall be provided with a copy of the notice. If an ENERGY STAR® product customer files a complaint, the complainant ~~will~~ shall be notified of the submission of that complaint to the EPA concurrently.

3.5 Required Action

The FenStar Program shall inform [ENERGY STAR EPA](#), the [challenger/complainant](#), and the [licensee/Licensee](#) of the results of the investigation, including any tests. In the event of a failed test, the [challenged party/Licensee](#) shall recertify the product line according to [NFRC-700: Product Certification Program](#) and [FS-1001-2017: FenStar Certification Program for ENERGY STAR](#).

4. REFERENCES

This document was developed using the [most current](#) certification scheme requirements [document](#) at the time of publication. From time to time the EPA may modify their certification scheme at which time [The](#) FenStar Program shall update this document to maintain conformance with [EnergyStar.ENERGY STAR®](#).

1. *ENERGY STAR Program Requirements for Windows, Doors, and Skylights Version 6.0*, 2014
2. *Standard Operating Procedure for Certification of Products to ENERGY STAR® Specifications Version 2.2*, 2014
3. *Conditions and Criteria for Recognition of Certification Bodies for the ENERGY STAR Program*, 2015
4. [The ENERGY STAR Brand Book](#)
5. [ENERGY STAR Partnership Agreement](#)