



National Fenestration Rating Council Incorporated

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FenStar® Certification Program Verification Testing Procedure
Manufacturer Guideline

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FOREWORD

The FenStar® Certification Program is the formal name of the EPA recognized certification 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 be 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 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.

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 The FenStar® Certification Program.

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

NFRC, specifically The FenStar® Certification Program, is a certification body operating to the ISO/IEC 17065 standard.

The following referenced documents are indispensable for the application of The FenStar® Certification Program. For undated references, 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.](#)
- [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](#)
- ENERGY STAR Directives:
https://www.energystar.gov/index.cfm?c=third_party_certification.tpc_directives

In order 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, 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 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.

The FenStar® Program maintains a FenStar® Program Certified Products Directory (FCPD), 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, and each procedure, which is a component of FenStar®, 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), NFRC 701 (LAP), and NFRC 702 (CAP) respectively.

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DISCLAIMER

The use of The FenStar® Certification Body does not constitute a warranty by the NFRC or The FenStar® Certification Program regarding the energy performance properties of Windows, Doors, and 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 FenStar® Certified 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® Certified windows, doors, or skylights.



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1. MANUFACTURER FVTP GUIDELINES

The scope of this document is to provide a FenStar® licensee the guidelines to properly navigate the FenStar® Certification Program Verification Testing Procedure (FVTP) which is a requirement of The FenStar® Certification Program in accordance with FS-1100. All product options certified through The FenStar® Certification Program are subject to participation in verification testing.

The following are guidelines outlining the procurement of products, details regarding ordering and shipping, testing processes, and any actions associated with grading, reporting, and outcomes.

1.1 Product Procurement

Staff shall procure products from the licensee for verification testing either by direct contact with the licensee representative or through a blind purchasing process.

1.1.1 Blind Procurement Method

Staff will procure a product without the knowledge of the licensee through a third-party purchaser using their established purchasing channels. Upon receiving the product, the purchaser will deliver the product to the designated NFRC accredited laboratory designated by staff.

Staff will inform the manufacturer when the product is received by the laboratory that a product has been selected for the FVTP.

1.1.2 Direct Procurement Method

When utilizing the direct procurement method, staff will contact the licensee representative. The initial contact email may include the following information:

- A. The product line
- B. The model/series number
- C. NFRC standard size for the corresponding operator type
- D. The ENERGY STAR zone the product is required to meet
- E. Additional criteria, including but not limited to pane thickness, gap width, spacer type, Low-E locations, etc.

The licensee will have five (5) business days to confirm via email, which of the product options in the list is available for verification testing and provide the following information to staff:

- A. Product's Full CPD Number that will be built and shipped
- B. Product's expected manufacture date
- C. Product's expected ship date
- D. Product's expected arrival date at the designated laboratory

- E. Plant that will build and ship the product. The plant should be listed on the Schedule I and the product line should be associated with the plant on the Schedule II.
- F. If none of the products are available for procurement, the licensee shall contact staff immediately for further direction.
- G. The preferred lab for testing which may be mutually agreed upon by staff and the licensee. The FenStar® Certification Program reserves the right to dictate the testing lab which will perform the verification testing.

1.2 Ordering and Shipping

When the licensee confirms the product's availability, the licensee representative will place the order in a manner that ensures there is no interference or tampering of the product during the manufacturing of the test sample.

- A. If there is any delay in the ordering or shipping of the product, the licensee's representative shall contact staff to report the reason for the delay and a solution to resolve the delay, and if necessary updated manufacturing, shipping, and delivery dates.
- B. The licensee is expected to manufacture and ship the product to the laboratory within twenty (20) business days from the date of the product's confirmed availability.
- C. All FVTP products must have the proper NFRC temporary labels, permanent labels, and ENERGY STAR labels applied or the licensee will be required to provide another product at their own cost. In cases where the permanent label is not visible from the interior after product installation, the licensee shall identify to staff the location of the permanent label.
- D. When installation instructions are not attached to the product, the licensee shall provide staff with the product's online installation instructions.
- E. The air leakage requirement may be met by one of the following methods:
 - i. Air leakage rating shall be displayed on the NFRC temporary label; or
 - ii. Placing one of the following labels on the product:
 - (a) AAMA Gold Label
 - (b) Keystone Certifications, Inc. NAFS Structural Certification Label
 - (c) National Accreditation & Management Institute, Inc. (NAMI) NAFS Structural Certification Label
 - (d) WDMA Hallmark Certification Label

NOTE: The U.S. Environmental Protection Agency (EPA) may consider similar labels offered by other Certification Bodies on a case by case basis

1.3 Verification Testing

- A. Upon confirmation of the expected delivery date supplied by the licensee, staff will notify the laboratory to schedule a test date for the thermal hot box test. The laboratory will provide staff with a tentative test date for the product.
- B. Upon receipt of the product, the laboratory shall determine the following and contact staff:
 - i. If the product is in good testing condition; there shall be no visibly-observable damage to the product.
 - ii. The correct individual product option was manufactured.
 - iii. The NFRC, ENERGY STAR, and if applicable, the approved Certification Body's air leakage labels are applied correctly.
 - iv. The licensee's installation instructions are attached to the product if applicable.
- C. If the laboratory determines any of the above listed conditions are not met, the laboratory shall contact FenStar® staff. Based on the information provided by the laboratory, staff will determine if the product is still acceptable for testing.
 - i. If the product is not acceptable for testing
 - (a) In cases where the product is damaged due to shipping, normal business practices shall be used to deal with the issue of obtaining another product for testing.
 - (b) All other issues with the unit will be handled in accordance with section 7 of FS-1100.
 - (i) If a new product is required, the licensee representative shall confirm with staff the order date, manufacture date, ship date, and arrival date of the new product within five (5) business days.
 - (ii) Neither NFRC, ENERGY STAR, or The FenStar® Certification Program are responsible for the cost to manufacture, ship, or test this product.
 - (c) NFRC will inform the EPA when the incorrect product type is sent twice in a row.
- D. If the laboratory and/or FenStar® staff determine the product does meet the conditions listed above in Section 1.3.B:
 - i. Upon the date of determining the product to be in good testing condition, in good faith, verification testing is expected to be conducted within 30 days of this date.
 - ii. Verification testing is a U-factor test that shall be conducted in accordance with NFRC 102 by the confirmed scheduled test date as provided by the laboratory.

- iii. The laboratory shall provide a detailed report of the completed U-factor test to staff.
 - iv. FenStar® staff will investigate the results and determine if the tested value is within the tolerances per Section 4 of FS-1100.
 - v. If verification testing is successful, the unit will proceed to the component evaluation portion of the FVTP.
 - vi. If verification testing U-factor results are outside of the established tolerances, staff will notify the licensee and EPA of the potentially unsuccessful test. The licensee shall follow the process in FS-1100, Section 4.4.1 *Potential Unsuccessful Test* and will either inspect the intact unit or continue with verification testing.
- E. At the direction of staff, the laboratory shall conduct the Component Evaluation (CE) per Section 3.2.2 of FS-1100.
- i. The CE is the manner to disassemble the test specimen to verify the product description.
 - ii. Upon completion of the CE, the laboratory shall provide a detailed report to FenStar® staff.
 - iii. The CE is for reporting purposes only and has no weight on the verification performance grading results. Cases where the CE reveals that an incorrect product was tested may result in action based on Section 7 of FS-1100.

1.4 Verification Grading / Reporting

Upon receipt of the detailed test report from the laboratory, staff shall conduct the final investigation and grading to determine the confirmed configuration's tested results versus the tolerances and conditions listed in Section 4 of FS-1100. Staff will determine if the verification test resulted in a successful or unsuccessful test.

A. Successful test:

Within two (2) business days of determine the grade, staff will issue to the licensee a Notice of Verification.

B. Unsuccessful test:

Within twenty (20) days of receipt of the final report, staff will determine the final grade. Within two (2) days of determining the final grade, staff will forward a Notice of Non-compliance for an unsuccessful test.

The Notice of Non-compliance will provide the performance results and the full test report for the unsuccessful test. Per EPA Directive 2011-06 FenStar® staff shall report "failures" to EPA within two (2) business days after determining an unsuccessful test per tolerances listed in Section 4 of FS-1100. The Notice of Non-Compliance shall be issued to the licensee concurrently with the issuance of the notice of failure to the EPA/ENERGY STAR enforcement.

1.5 Compliance Action

- A. Licensee is subject to corrective actions per the EPA's "Disqualification Procedures" document. At the request of the EPA, FenStar® will assist in the handling of any EPA corrective actions.
- B. When applicable, FenStar® licensees will be required to address compliance issues in accordance with NFRC PCP.
- C. If the thermal test results are received showing the unit's U-Factor does not validate (fails) for ENERGY STAR, the licensee has the option to inspect a fully intact unit per Section 4.4.1 of FS-1100. By doing so, the licensee is accepting the thermal test result and acknowledging the test failure. The licensee is waiving the right to a FenStar® appeal regardless of the results of any independent supplemental testing or research. The licensee still retains the ability to appeal to ENERGY STAR. Refer to Section 5 of FS-1100.

1.6 FenStar® Appeal Procedure

Please reference the FS-1100 document, Section 6, for a full explanation of the verification testing appeal process. If a licensee decides to inspect the fully intact product per section 1.5.C, the licensee waives the right to FenStar® Certification Program Verification Testing appeal.

- A. Upon receipt of the Notice of Non-compliance, the licensee shall have a period of 15 days to appeal an unsuccessful test result by submitting a completed FVTP Appeal Form (electronic submission acceptable). The appeal shall set forth in reasonable detail the licensee's basis for contending that the Notice of Non-compliance is inaccurate or incorrect.
- B. If the licensee does not submit an appeal within 15 days of the receipt of the Notification of Non-compliance, the verification result shall be final and binding.

2. FVTP LICENSEE CHECKLISTS

Below are two checklists FVTP licensee shall use to submit and maintain information and communication during the FVTP process.

Submission checklist- to submit to NFRC staff to ensure all product requirements are met for FVTP testing.

Initial Contact by NFRC (Date):	
Within 5 Business Days provide NFRC the following	
CPD # of Product Option Order (CPD #):	
Product Ordered (Date):	
Product Manufactured (Date):	
Product Shipped (Date):	
Product Delivered (Date):	
Plant Manufacturing Product:	
Laboratory Preferred for Testing:	
Location of Installation Instructions:	In/On Package Link (provide below)
Link if applicable:	
Air Leakage:	NFRC Rating on Label and in CPD Other IA permanent label (provide certificate)
Additional Comments:	

Tracking checklist – for use by the manufacturer to track their progress through the FVTP process.

Initial Contact by NFRC (Date):	
Within 5 Business Days provide NFRC the following	
CPD # of Product Option Order (CPD #):	
Product Ordered (Date):	
Product Manufactured (Date):	
Product Shipped (Date):	
Product Delivered (Date):	
Plant Manufacturing Product:	
Laboratory Information	
Laboratory performing Testing:	
Product Received by Lab (Date):	
Test Scheduled (Date):	
Product Condition Acceptable for testing (Y or N):	
<p>Yes = Lab will perform test No = Staff will contact licensee</p>	
Verification Test Information	
Test Performed (Date):	
Preliminary Results Received (Date):	
U-factor Value (Result):	
Preliminary Grade (Result):	
Component Evaluation Performed (Y or N):	
Component Evaluation (Date):	
Final Grade (Result):	
Noticed Received (Date):	
Notice of Non-compliance	
Initial Discussion with EPA (Date):	
Required Corrective Action (Result):	
Appeal forwarded to NFRC (Date):	
VPAG Conference Call (Date):	
NFRC Executive Committee Decision (Result):	