



# National Fenestration Rating Council Incorporated

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NFRC FenStar Certification Program Suspension, Termination,  
and Withdrawal Procedure

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## ***FOREWORD***

The FenStar™ Certification Program is the formal name of the Environmental Protection Agency (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 meet ENERGY STAR 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 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. 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.

If there are changes that affect the performance of the product with respect to the relevant ENERGY STAR program requirements, the partner shall report these changes to The FenStar Operations Staff.

Manufacturers authorize the FenStar Operations Staff to share the results of any relevant testing or product review with the 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. The latest edition of the referenced document (including any amendments) applies. These are not auditable standards and are used solely for guidance.

- [NFRC 700: Product Certification Program](#). National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- [ANSI/NFRC 100: Procedure for Determining Fenestration Product U-factors](#). National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- [NFRC 102: Procedure for Measuring the Steady-State Thermal Transmittance of Fenestration Systems](#). National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- [ANSI/NFRC 200: 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](http://www.nfrc.org)
- [ANSI/NFRC 400: Procedure for Determining Fenestration Product Air Leakage](#). National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://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.
- ENERGY STAR Directives:  
[https://www.energystar.gov/index.cfm?c=third\\_party\\_certification.tpc\\_directives](https://www.energystar.gov/index.cfm?c=third_party_certification.tpc_directives)

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, 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, 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 products against the ENERGY STAR certification program requirements.

The FenStar Certification 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 all documents and procedures, which are a component of 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: Product Certification Program, NFRC 701: Laboratory Accreditation Program (LAP), and NFRC 702: Certification Agency Program (CAP) 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, 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 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 the FenStar Certification Program certified windows, doors, or skylights.



National Fenestration  
Rating Council®

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## 1. INTRODUCTION AND PURPOSE

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The FenStar® Certification Program has established rules for the suspension, termination, and withdrawal of a product, product line, and/or licensee. Those rules can be found in the FenStar Certification Program license agreement and the FS-1001, *NFRC FenStar Certification Program for ENERGY STAR®*. This procedure assumes the decision to suspend, terminate, or withdraw has already been made.

The EPA may also suspend or withdraw certification from a licensee. In the case of an EPA decision to suspend or withdraw, the licensee shall be notified by the EPA of the scope of the suspension or withdrawal. The EPA shall also notify the licensee of the requirements for reinstatement. FenStar staff is obligated by the EPA to suspend or withdraw certification from the licensees in these instances. FenStar staff shall reinstate the suspended product(s) or licensee upon notification by the EPA. FenStar staff shall notify the licensee of suspension, withdrawal, and reinstatement from/to the FenStar Certification Program when such suspension, withdrawal, or reinstatement notification is provided to FenStar staff by the EPA.

Appeals of NFRC decisions including those on suspension and withdrawal of certification shall be made in accordance with the FS-1105, *NFRC FenStar Certification Program Feedback, Complaints, and Appeals Procedure*. All appeals of EPA decisions shall be made directly to the EPA.

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## 2. DEFINITIONS

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The following definitions are relevant to this document.

**Reinstatement:** A reversal of a suspension, termination, or withdrawal.

**Suspension:** The act of discontinuing, on a temporary basis, the certification of a product or a licensee by the certification body. A suspension can be for administrative or product performance reasons. Suspensions can be for a single product or group of products in a product line, an entire product line or lines, a licensee or any combination thereof. Typically, a suspension can be reversed by the licensee by completing requirements set forth by the certification body.

**Termination:** The act of discontinuing a certification by a licensee. A termination may be done at any time, for any reason, and may involve a single product or group of products, an entire product line or lines, or all products/product lines active in the certification program.

**Withdrawal:** The act of removing a certification from a licensee by the certification body. A withdrawal may be for a single product or group of products, an entire product line or lines, or a licensee and is typically not able to be reinstated (reversed).



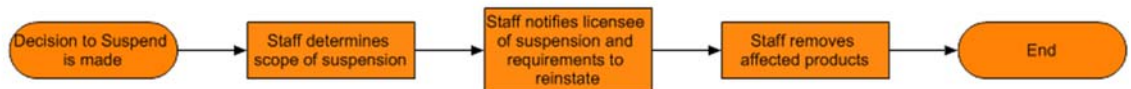
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### 3. SUSPENSION PROCEDURE

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Suspension of certification for a product, products, or licensee shall be conducted through the following procedure.

Suspension Procedure



#### 3.1 Staff Functions

- A. Once the decision is made to suspend a product, group of products, or a licensee, staff shall determine the final scope of the suspension.
- B. Staff shall notify the licensee of the suspension and the requirements for reinstatement.
- C. Staff shall remove the affected product(s) and/or licensee from the certification program.
- D. Reinstatement of product(s) and/or licensee shall follow the reinstatement procedure in Section 6 of this document.

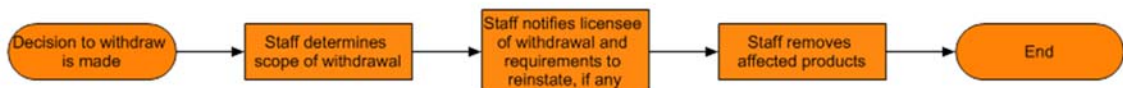
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### 4. WITHDRAWAL PROCEDURE

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Withdrawal of certification for a product, products, or licensee shall be conducted through the following procedure.

Withdrawal Procedure



#### 4.1 Staff Functions

- A. Once the decision is made to withdraw certification from a product, group of products, or a licensee, staff shall determine the final scope of the withdrawal.
- B. Staff shall notify the licensee of the withdrawal and the requirements for reinstatement, if any.
- C. Staff shall remove the affected product(s) and/or licensee from the certification program.

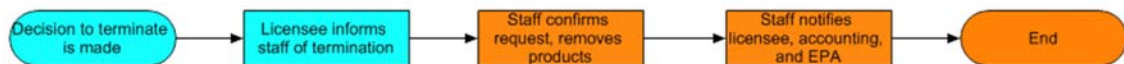
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## 5. TERMINATION PROCEDURE

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Termination of certification for a product, products, or licensee shall be conducted through the following procedure.

Termination Procedure



#### 5.1 Manufacturer Functions

- A. The manufacturer decides to terminate a product, group of products or their participation in the FenStar Certification Program.
- B. The manufacturer shall notify FenStar staff of their decision to terminate.
- C. The manufacturer is responsible for adhering to the license agreement when terminating their participation in the FenStar Certification Program.

#### 5.2 Staff Functions

- A. Staff shall confirm the licensee's desire to terminate a product, group of products, or full participation in the FenStar Certification Program.
- B. Staff shall remove the product, products, or licensee from the program.
- C. Staff shall inform the licensee, accounting department, and the EPA of the termination.

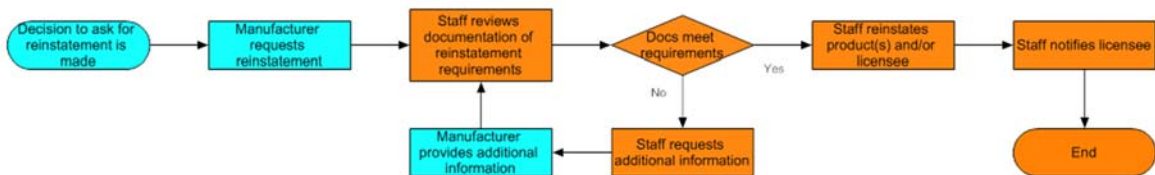
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## 6. REINSTATEMENT PROCEDURE

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Reinstatement of certification for a product, products, or licensee shall be conducted through the following procedure.

Reinstatement Procedure



### 6.1 Manufacturer Functions

- A. Manufacturers shall request reinstatement by notifying staff of the request. The request shall also contain all evidence of meeting any requirements for the reinstatement.
- B. The manufacturer is also responsible for any additional or revised information requested by staff to complete the reinstatement process.

### 6.2 Staff Functions

- A. Staff shall receive the request for reinstatement and notify the manufacturer the request was received.
- B. Staff shall review the evidence of compliance with the required actions for reinstatement. Staff shall determine if the evidence shows compliance with the requirements.
- C. Staff shall request any additional information to show compliance with the requirements for reinstatement.
- D. Staff shall notify the manufacturer when the reinstatement is completed. Staff shall reinstate any product(s) or the licensee upon the determination that all required actions have been completed.
- E. Staff shall conduct the Product Evaluation Procedure on any reinstated product(s) for any licensees as appropriate based on the reinstatement proceedings. Refer to the FS-1104, *FenStar Certification Product Evaluation Procedure*.