



OUTCOMES REPORT EPEAT VERIFICATION ROUND PC-2014-02

1. Overview of Verification Round

This report provides the detailed results of EPEAT Verification Round PC-2014-02. This Round focused on two required criteria from IEEE 1680.1-2009™ – 4.4.1.1 (Availability of additional 3 year warranty) and 4.5.1.1 (ENERGY STAR).

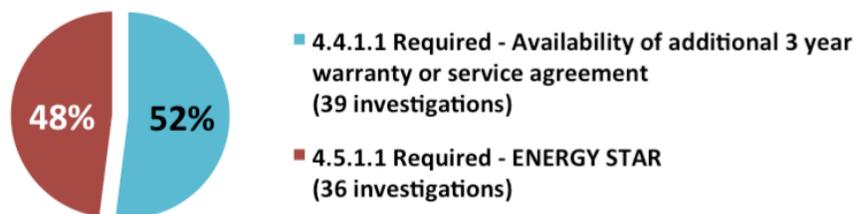
A new ENERGY STAR® specification for Computers (Version 6.0) came into effect on June 2, 2014. Verification Round PC-2014-02 examined whether desktop computers, integrated desktop computers, notebooks, workstations, and thin clients met the eligibility/technical requirements of this new specification. The Round also examined the availability of additional warranties or service agreements for all product types.

Prior to the beginning of this Round, EPEAT staff examined the number of investigations performed against these two criteria in the six months prior to the start of the Round. Products were then selected as follows:

- All Subscribers and products were considered for inclusion, with one exception. Products that were investigated in the last six months for a target criterion were excluded from selection against that criterion.
- For criterion 4.5.1.1, a range of different product types – desktop computers, integrated desktop computers, notebooks, workstations and thin clients – were selected. Displays were not included for investigation against this criterion.
- Products were randomly chosen with no more than three investigations performed for any one Subscriber.

In total, 75 investigations were completed in Verification Round PC-2014-02 (see Figure 1).

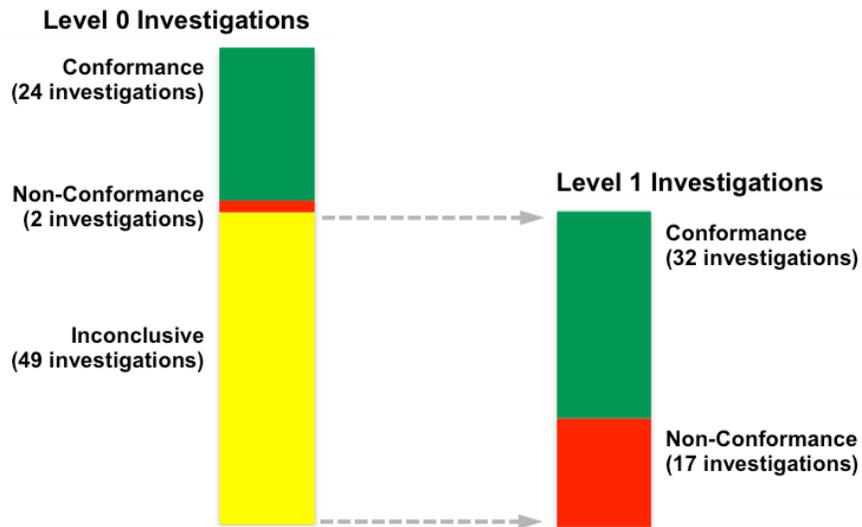
FIGURE 1: Criteria Investigated in PC-2014-02
(as percentages of total investigations completed)



For all investigations, Level 0 activities were first used to determine if publicly available information established conformance with the criteria. During these investigations, Qualified Verifiers did not contact Subscribers directly for information. If the public information was inconclusive (i.e. was not available, could not be found from public sources, or did not provide enough details to determine

conformance), the Qualified Verifier proceeded with a Level 1 investigation in which a Subscriber’s submission was reviewed. Figure 2 illustrates that a decision of Conformance/Non-Conformance was reached using publicly available information for 26 investigations (approximately 35% of the total). The remaining 49 investigations were found inconclusive based on Level 0 activities, and therefore proceeded to Level 1 activities – of these 55% were for criterion 4.4.1.1 and 45% for criterion 4.5.1.1.

FIGURE 2: Level 0 and Level 1 Investigations in PC-2014-02
(as number of investigations completed)



2. Summary of Outcomes

Highlights from this Verification Round are:

- 75 investigations completed
- 56 decisions of Conformance
- 19 decisions of Non-Conformance (*reasons identified in Figure 3*)

FIGURE 3: Overall Conformance Status for PC-2014-02
(as percentages of total investigations completed)

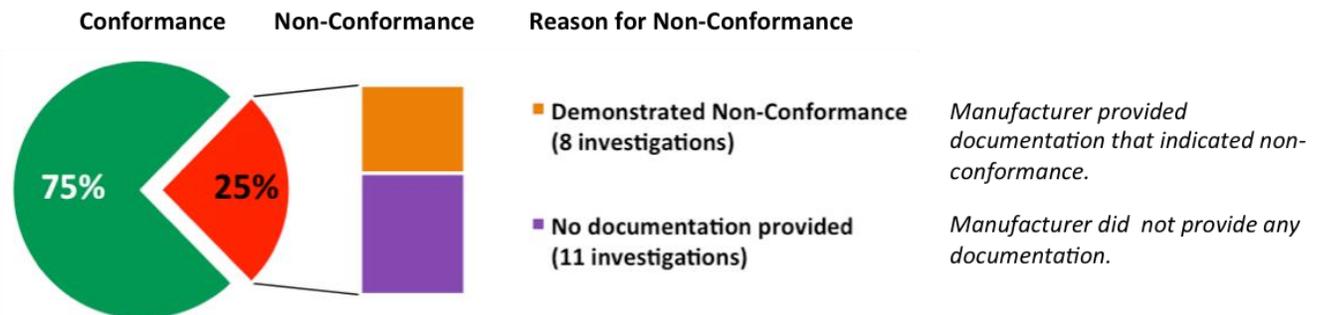


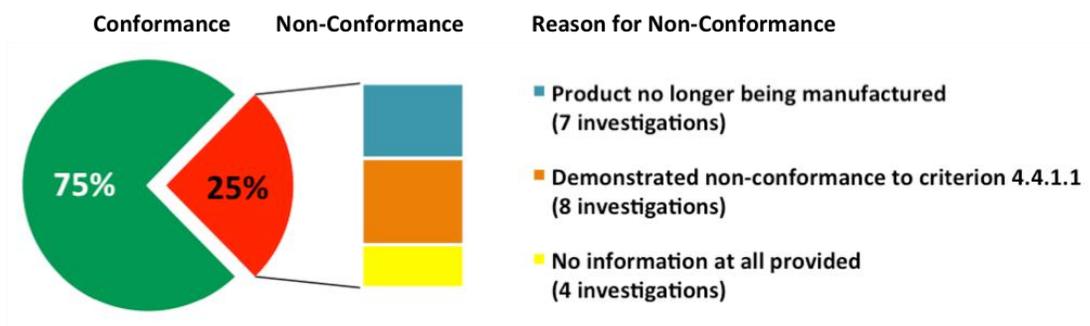
Table 1 illustrates the number of investigations performed and non-conformance rates by criterion. Of particular note is the higher non-conformance rate for criteria 4.4.1.1, which may indicate a misunderstanding of the criterion itself or the criterion’s verification requirements.

TABLE 1: Summary of Non-Conformance Findings					
Criterion	Required or Optional	Description	Total Completed Investigations	Non-Conformances	Non-Conformance Rate by Criterion
4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	39	13	33%
4.5.1.1	Required	ENERGY STAR	36	6	17%

Looking at the Non-Conformances through a different lens – by the reason for the Non-Conformance – reveals the following breakdown (see Figure 4).

- For 7 Non-Conformances (approximately 37% of all Non-Conformances), Subscribers indicated that the product was no longer being manufactured and did not provide any information (including a signed Declaration form).
- There were 8 demonstrated Non-Conformances in this Verification Round (42% of the total Non-conformances), all of which were for criterion 4.4.1.1. This criterion requires that an additional warranty be available for at least three-years beyond the standard warranty period. The demonstrated Non-Conformances were attributed to two issues: (1) An additional warranty was offered but for a period of less than three years; or (2) No additional warranty was offered because the standard warranty was already for a period greater than three years.
- For the remaining 4 investigations (21% of all Non-Conformances), no information was provided including a signed Declaration form.

FIGURE 4: Further Breakdown of Non-Conformances for PC-2014-02
(as percentages of total investigations completed)



In Section 6, Table 2 presents further details on Non-Conformances including the identification of Subscribers and products.

Following the investigation phase, the following corrective actions were taken to resolve all identified Non-Conformances and restore the accuracy of the declarations:

- **4** products Additional data provided by Subscribers, bringing the products into Conformance with the criterion as originally declared.
- **5** products Archived by EPEAT.
- **10** products Archived by Subscribers.

3. Key Lessons

Listed below are key lessons from this Verification Round that may be useful for future Rounds. Additionally, Subscribers are encouraged to revisit the Conformity Assurance Protocols on their “My Account” page of the Registry to fully understand the information needed for the Product Verification Committee to determine conformance.

Criterion 4.4.1.1 and additional warranty terms:

[Interpretation 1-8](#) states: “The term ‘additional’ in 4.4.1.1 means that regardless of the terms of a standard warranty, an additional warranty or service contract of at least three-years duration must be offered for purchase.” During a Verification Round, Subscribers should ensure that evidence provided during a Verification Round shows that the additional warranty is indeed “in addition” to the standard warranty, and is for a minimum of 3 years beyond the standard warranty terms.

[EPEAT’s Online Learning Center](#) has pre-recording training modules for every criterion in the 1680.1 standard. These modules are designed to de-mystify the standard’s requirements, and to illustrate the types of information needed during a Verification Round. Subscribers are encouraged to access the training module for criterion 4.4.1.1 on EPEAT’s Online Learning Center. If you do not yet have access to the Learning Center, please contact [Andrea Desimone](#).

Archiving products that are no longer being manufactured:

All products active on the Registry are eligible for inclusion in a Verification Round at any time. If products are no longer being manufactured and the Subscriber is no longer actively working with suppliers on maintaining information related to conformance, Subscribers are strongly encouraged to archive these products. Please note that archived products still appear in the Registry (listed under archived products for each Subscriber) should purchasers or other stakeholders want to access details regarding the product’s previously active registration.

Provision of information during Verification Rounds:

The IEEE 1680 standard and the EPEAT Subscriber agreement require that Subscribers provide the information identified in Verification Requirements to prove the accuracy of their declarations within 30 days of EPEAT’s request. Subscribers are reminded that failure to provide that information is inconsistent with the agreement and may result in termination of the Subscriber from EPEAT.

4. General Message to Subscribers

Conformance of products that may share similar traits and/or supply chains:

If a Non-Conformance is found for a particular criterion and product, Subscribers should be prepared to determine if other products on the EPEAT Registry are similarly impacted due to use of similar materials and/or supply chains, and develop corrective action plans to address the future conformance of these other products.

Initial response to Qualified Verifiers:

When contacted regarding participation in a Verification Round, EPEAT staff continue to request that Subscribers respond to the Qualified Verifier as soon as possible to let them know they are communicating with the correct person or to inform them of the correct contact. This also helps the Qualified Verifier know that s/he has a valid email address.

5. Looking Forward

Plans for Future Verification Activities:

There are four Verification Rounds planned for 2014 for 1680.1 (Computers and Displays). These Rounds may include Level 1, Level 2 and/or Level 3 investigations.

Conformity Assessment Protocols:

This and all future Verification Rounds have and will be conducted according to the guidance provided in the Conformity Assessment Protocols posted on www.epeat.net.

6. Investigations Table

TABLE 2: Specific Non-Conformance Findings and Corrective Action Taken

Subscriber	Product	Country	Product Type	Criterion	Required or Optional	Criterion Description	NC Finding Description	Corrective Action Taken
CIARA-TECH	DISCOVERY DQ57TM	Canada	Desktops	4.5.1.1	Required	ENERGY STAR	No documentation provided	Subscriber archived the product
	ENTERPRISE DQ45CB	Canada	Desktops	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	No documentation provided	Subscriber archived the product
Daten Tecnologia Ltda	DCM1D-4	Brazil	Notebooks	4.5.1.1	Required	ENERGY STAR	No documentation provided	Subscriber provided evidence demonstrating Conformance
EIZO Corporation	FlexScan S1903	United States	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	Subscriber provided evidence demonstrating Conformance
	FlexScanEV2736W	United States	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	Subscriber provided evidence demonstrating Conformance
Gammatech Computer Corporation	T7Q	United States	Notebooks	4.5.1.1	Required	ENERGY STAR	No documentation provided	Subscriber archived the product
GETAC	E100	United States	Notebooks	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	No documentation provided	Subscriber archived the product
	E110	United States	Notebooks	4.5.1.1	Required	ENERGY STAR	No documentation provided	Subscriber archived the product
LG Electronics Inc.	E1942S	Canada	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	No documentation provided	Subscriber archived the product
MMD-Monitors & Displays Taiwan Ltd.	196V3L (196V3LSB5)	Luxembourg	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	EPEAT archived the product

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	190V4L	Netherlands	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	EPEAT archived the product
NCS Technologies, Inc.	Vortex MT-A430	United States	Workstations	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	Subscriber provided evidence demonstrating Conformance
NEC Display Solutions, Inc.	EA243WM-White	Ireland	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	No documentation provided	EPEAT archived the product
	EA232WMI-BK	United States	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	No documentation provided	EPEAT archived the product
NTT System S.A.	NTT Business W 914G	Poland	Desktops	4.5.1.1	Required	ENERGY STAR	No documentation provided	Subscriber archived the product
Positivo Informática S.A.	Positivo Master D570	Brazil	Desktops	4.5.1.1	Required	ENERGY STAR	No documentation provided	EPEAT archived the product
Samsung Electronics	S27C500H	Belgium	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	Subscriber archived the product
ViewSonic Corporation	VA2046a-LED, VA2046m-LED/VS15449	Canada	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	Subscriber archived the product
	VA2246-LED, VA2246m-LED, VA2249S, VA2246a-LED, VA2245a-LED/VS15451	United States	Displays	4.4.1.1	Required	Availability of additional 3 year warranty or service agreement	Demonstrated non-conformance	Subscriber archived the product

7. Background

To assure the credibility of the EPEAT Registry, verification of the claims by participating manufacturers (called “Subscribers”) are rigorous, independent and transparent. Verification is conducted according to policies and procedures described in documents provided on www.epeat.net. Subscribers are given no forewarning that their products will be verified, and verification is performed based on the declarations as they are in the Registry at the time the Verification Round begins.

In Level 0 investigations, Qualified Verifiers attempt to establish Conformance by examining publicly available information only – no products are obtained and Subscribers are not asked to submit documentation. If a Qualified Verifier is unable to establish conformance based on publicly available information, the investigation proceeds to Level 1. In Level 1 investigations, Subscribers are required to provide detailed and accurate information to demonstrate their conformance to a selected criterion in a timely manner. In Levels 2 and 3 investigations, EPEAT buys or borrows products without the Subscriber’s knowledge, disassembles them, and has detailed analytical testing conducted, if needed.

Investigations are performed by expert technical contractors called “Qualified Verifiers” working for an EPEAT approved Product Verification Entity (PRE). Qualified Verifiers are free of conflicts of interest, and their recommended decisions are reviewed and finalized by a five-person panel of independent technical experts (called the Product Verification Committee) who are also contractors free of conflicts of interest. Decisions of conformity by the Product Verification Committee are made blind to the identity of the products and companies they are judging, based only on evidence collected and analyzed by Qualified Verifiers. A serious consequence of receiving a Non-Conformance is that it is published publicly in an Outcomes Report, for purchasers, competitors, and others to see.

Subscribers must correct Non-Conformances, either by bringing the product into Conformance, by un-declaring the criterion until Conformance is achieved, or by removing the product from the Registry. EPEAT also requires that Subscribers examine other registered products to determine if their declarations should be corrected as well. If a Subscriber corrects the Non-Conformance by un-declaring the criterion and the criterion is an optional criterion, they lose that point, and possibly the product drops a tier. If it is a required criterion, they must archive the product. If it is a required corporate criterion, they must archive all of their registered products.