



ENERGY LABELS - WHY AND HOW TO USE THEM

Training Manual for Retail and Sales Staff

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DISCLAIMER:

This training has been prepared in collaboration between CROSQ (CARICOM Regional Organisation for Standards and Quality), PTB (Physikalisch-Technische Bundesanstalt Germany), National Authorities of Barbados (Barbados National Standards Institution), Belize (Belize Bureau of Standards), Jamaica (National Compliance and Regulatory Authority), Saint Lucia (Saint Lucia Bureau of Standards), and Trinidad and Tobago (Trinidad and Tobago Bureau of Standards), and SEVEN, The Energy Efficiency Center in the Czech Republic. Every effort has been made to include relevant information concerning the usage of energy labels at the points of sale. The organisers however do not take any responsibility for the use of this manual in the retailer's sales activities. Retailers are advised to consult their national legislation and contact the relevant national authorities for individual advice and feedback to the proper usage of energy labels in sales activities.

Publication, October 2023

CROSQ Remarks

The CARICOM Regional Organisation for Standards and Quality (CROSQ) is delighted to engage in the development of this Retailer Training Manual. Through this comprehensive guide, we are aiming to equip you with accurate and essential information about energy labels, with a special focus on the Caribbean Energy Efficiency (CEE) label.

Designed for businesses involved in the import, distribution, and sale of refrigerators, freezers, wine coolers, air-conditioners, and lighting products, this training manual offers valuable information. It outlines the significance and advantages of utilizing energy labels; details the key attributes of the CEE label; and provides details about the national authorities within the five CARICOM Member States (Barbados, Belize, Jamaica, Saint Lucia, and Trinidad & Tobago) where the implementation of these labels is being piloted, along with their respective roles and responsibilities. Moreover, the manual provides guidance on the proper affixing and display of energy labels at points-of-sale. Finally, it includes global perspectives, such as information on the placement and display of energy labels in the European Union (EU).

By empowering your customers to choose more energy-efficient products, you are allowing them to make significant savings on their electricity bills in the next years, as they will be using these products at home. By collaborating with us to encourage and guide customers in selecting and using energy efficient appliances in their homes and businesses, you are not only reducing energy costs for your individual customers and your respective countries, but you are also playing a vital role in mitigating greenhouse gas emissions that pose a threat to our planet.

The manual reflects information that was shared during three educational sessions that were conducted in June 2023 for the benefit of managers and retail staff of stores that sell these specific electrical appliances in the aforementioned five CARICOM Members States. These states are beneficiaries of the “Strengthening of the Quality Infrastructure for Sustainable Energy in the Caribbean (QSEC)” Project. The QSEC Project is aimed at developing energy efficiency quality infrastructure services for select domestic appliances in the CARICOM Region and the Dominican Republic and is funded by the Federal Republic of Germany through the Ministry for Economic Cooperation and Development (BMZ) and managed by the International Cooperation Department of the National Metrology Institute of Germany, PTB. CROSQ has taken the lead in implementing the project, in collaboration with the Instituto Dominicano para la Calidad (INDOCAL) from the Dominican Republic.

We strongly encourage you to use this manual to enhance your understanding of energy labels and to take advantage of the promotional and educational resources developed and made available for download from <https://energy.crosq.org/downloads/>. The resources are designed to assist in effectively communicating the energy label content to your customers.

CROSQ, in conjunction with the national authorities in the countries listed above, is at your disposal to provide ongoing support for this important initiative. We extend our gratitude to you for your keen interest and commitment. Together, we have the power to make a lasting impact in shaping a more energy-efficient and sustainable future.

PTB Remarks

As the International Cooperation Department of Germany's National Metrology Institute, PTB, we would like to extend our gratitude to everyone who is reading this manual with a genuine interest in understanding the efforts undertaken within this initiative. We first started our partnership with the Regional Organisation for Standards and Quality of the Caribbean Community (CROSQ) in 2016 with the goal to help reduce greenhouse gas emissions by introducing energy labels for electrical appliances.

We greatly appreciate the crucial role that importers and retailers play in these efforts. Whether it's their communication with appliance manufacturers, their choices in which appliances to bring into the market, or their guidance to customers about appliance labelling and the information provided through the labels, their impact can be significant. This manual is designed to provide retailers with the necessary knowledge about energy efficiency labelling to excel in these roles.

PTB is delighted to support this project on behalf of the German Government. We are convinced that the hard work which was invested by our implementing partners at CROSQ and INDOCAL and by the respective national authorities of the five countries, where the label implementation was piloted, will pay off and that the CEE labels will soon be seen in all CARICOM Member States.

Thank you very much for your support!

Trainer's Profile

Juraj Krivošík




Executive Director

SEVEn, The Energy Efficiency Center

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Juraj Krivošík has 20+ years of experience on energy efficiency projects, with a special focus on energy labels:

- market surveillance and energy label compliance verification,
- proper energy label display at the points of sale,
- consumer awareness,
- promotion of energy efficient models.




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Thank you for your attention

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SEVEn THE ENERGY EFFICIENCY CENTER, z.ú.



Thank you for your interest in using energy labels actively in your sales activities.

Energy labels provide value to the individual customers (saving money), to the whole society (climate change prevention, energy security), and to the retailers (value added products promoted).

We therefore appreciate your responsible approach to display energy labels and remain available for questions in case of your interest or a need for specific clarifications!

Acronyms

BNSI	Barbados National Standards Institution
BBS	Belize Bureau of Standards
CEE Label	Caribbean Energy Efficiency Label
CFL	Self-Ballasted Compact Fluorescent Lamps
CROSQ	CARICOM Regional Organisation for Standards & Quality
EU	European Union
kWh	Kilowatt Hour
LED	Light Emitting Diode
NCRA	National Compliance and Regulatory Authority
PTB	Physikalisch-Technische Bundesanstalt
SLBS	Saint Lucia Bureau of Standards
TTBS	Trinidad and Tobago Bureau of Standards

Introduction

This retailer training manual is provided by:

- CROSQ – CARICOM Regional Organisation for Standards and Quality
- PTB – Physikalisch-Technische Bundesanstalt
- National Authorities:
 - ✓ Barbados - Barbados National Standards Institution (BNSI)
 - ✓ Belize - Belize Bureau of Standards (BBS)
 - ✓ Jamaica - National Compliance and Regulatory Authority (NCRA)
 - ✓ Saint Lucia - Saint Lucia Bureau of Standards (SLBS)
 - ✓ Trinidad and Tobago - Trinidad and Tobago Bureau of Standards (TTBS)



Energy labels are a globally used tool which help consumers to distinguish between products available on the market and help them choose more energy efficient models.

Active usage of energy labels in the sales activities ensures that consumers have access to the energy efficiency and performance-related information prior to their purchasing decision.

This training manual is designed to provide participants with information about the importance of energy label display, as well as the proper way to display energy labels in the participating countries of the CROSQ Regional Energy Efficiency Labelling Project. The training manual also covers case studies and best practices from the European Union. The manual supports the implementation of the CARICOM Regional Energy Efficiency Labelling Scheme in select CARICOM Member States.

The participating CARICOM countries are introducing the energy label scheme for the following product categories: **refrigerators, freezers, wine coolers, air conditioners and lighting products** and it is therefore essential that retailers play a part in properly displaying the energy labels to their customers.

This training manual is targeted at retailers in all participating countries.



Any business that sells refrigerating appliances (refrigerators, freezers, refrigerator-freezers and wine chillers), air-conditioners, or lighting products should play an active role in the proper display of energy labels at their points of sale.

This document captures information that was shared during online trainings that took place in June 2023. Participants in these online trainings were from the participating CARICOM States listed in the image above.

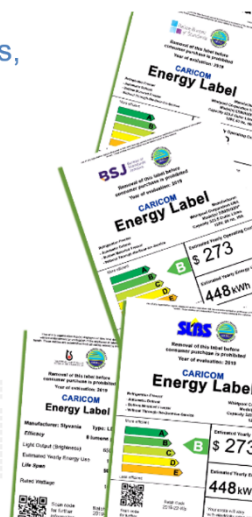
Please check the current status of your national legislation in order to obtain up-to-date information about the legal requirements concerning the proper use of energy labels at the points of sale.



For whom this training manual is designed:

- Retailers who sell air-conditioners, refrigerators, freezers, wine chillers, and lighting products:
 - showroom/sales staff
 - managers
 - online sites' programmers

Also useful for the suppliers / importers of appliances, policy makers, as well as consumer-protection organisations.



This training manual is focused on the proper display of energy labels at the points of sale. It is therefore targeted towards:

- **Retailer management** who may use and display of energy labels at their premises and sales channels,
- **Shop assistants** who may use the energy labels in their daily routine in order to be aware of their duties and to be able to explain the energy labels to their customers,

as well as

- Any other retailer staff, e.g. website developers, specific product managers, etc., who deal with formal duties concerning the product display and sale, and
- Suppliers and importers, government authorities, green procurement organisations, consumer protection NGOs, etc., who can benefit from understanding of why and how exactly energy labels should be made available to consumers.

Please note that currently, two stages of the energy label legislation implementation are in place in the participating countries: Jamaica with a compulsory stage in place and Barbados, Belize, Saint Lucia, Trinidad and Tobago with a voluntary form of energy label display.

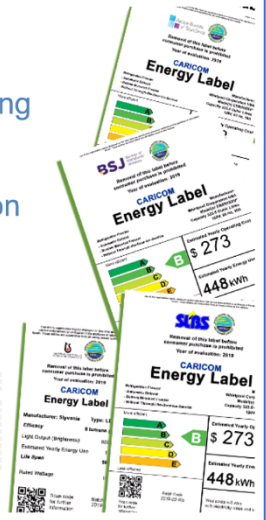
Please refer to your local legislation and authorities for confirmations, possible developments, guidance and changes.



Why energy labels: General introduction

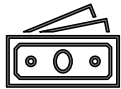
Energy labels are a transparent tool, which are good for:

- Customers: help them choose products with lower running costs
- Society: less energy-hungry products = lower air pollution and less fuel imports
- Retailers: credibility, consumer trust, margin



Energy labels are a tool whose key feature is to rank products by energy efficiency and other performance parameters.

The key advantage of energy labels is that they allow consumers to compare various models of a specific product category according to a common testing methodology, which is the same for any manufacturer.



The overall advantage for **consumers** therefore is that the label helps them to choose more energy efficient models and therefore lower their future energy bills.



The related advantage for the **society** is that a higher presence of energy efficient products in use lowers the energy consumption, thereby lowering greenhouse gases both on local and global levels, as well as contributes to energy security by lowering the need to import fuels from other countries.



In addition to meeting the legal requirements in countries where energy labels are mandatory, utilizing energy labels correctly offers **retailers** the benefit of fostering consumer trust and confidence. This enhanced trust encourages customers to prefer the retailer's services over those of competitors.

Why energy labels: General introduction

Where the label figures come from: Methodology

All products of the same product category have to be tested according to the same test method, in recognised test laboratories and approved by the national authority –

results are therefore transparent and comparable.

Note: Products' energy consumption in homes will be different than in a laboratory.



The key feature of energy labels is that they are based on **measurement and testing methodology** (standards) and in some cases, legislation, which are **the same for any brand or business manufacturing or importing products** of a specific product category.

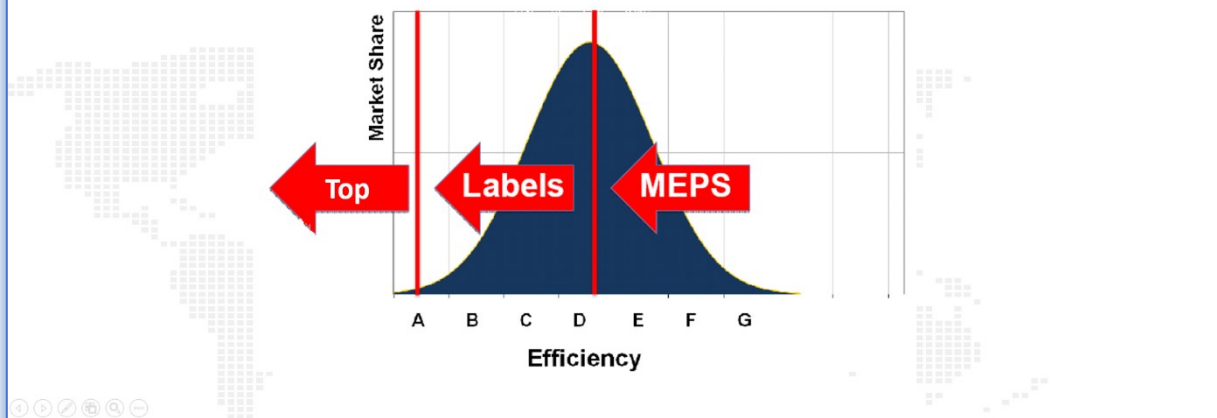
The consumer therefore can trust an energy label, knowing that the methodology for assigning an energy efficiency class to a specific model is not influenced by a manufacturer's individual method, but rather follows a universally applicable method for all products available on the market.

In order to further increase consumer trust in the energy label scheme, it is also essential that the market surveillance authorities organise regular compliance verification actions, ensuring that the information on the labels is accurate not only when the products are entering the market but also at the later stages, e.g. when displayed in stores.

It has to be highlighted, mainly in communication activities towards consumers, that the values on the energy label were obtained under controlled laboratory conditions. This implies that, for instance, the annual electricity consumption indicated for a product may not be identical with the real electricity consumption which will be billed to individual households. This discrepancy arises because the measurement conditions for energy label testing are always different from the real user habits in any individual homes (e.g. how often the refrigerator door is opened, how frequently a light bulb is turned on, at what temperature the air-conditioner is set, etc.).

Product policies: Move the market towards more efficient models

Market transformation: push and pull



There are three related types of **policies** influencing the availability of products on the market from the energy efficiency point of view:



MEPS (Minimum energy performance standards) – which define the lowest allowed efficiency and performance parameters within a specific product category that are allowed to enter the national market (e.g. certain level of lumens per watt for lighting products) and could be sold to consumers.



Energy labels – which rank products available on the market within pre-defined energy efficiency classes, allowing consumers to learn and choose between less and more efficient models (and ideally prefer the latter ones).



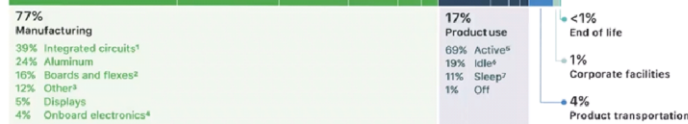
Awareness, communication and green procurement activities designed to motivate consumers (individual or institutional) to purchase more efficient models than they would do otherwise.

Why energy labels for refrigerators, freezers, wine coolers, air-conditioners, lighting products:

Energy consumption and environmental impact in user phase is dominant for appliances and light sources, while relatively lower e.g. for smart phones where manufacturing is dominant

Apple's carbon footprint

27.5 million metric tons of carbon emissions



Our carbon footprint tells us a lot about how we're doing and where there are opportunities to go further. For example, because aluminum represents almost a quarter of our manufacturing emissions, we developed a program to reduce emissions associated with aluminum enclosures.

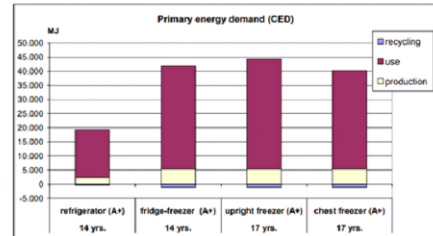


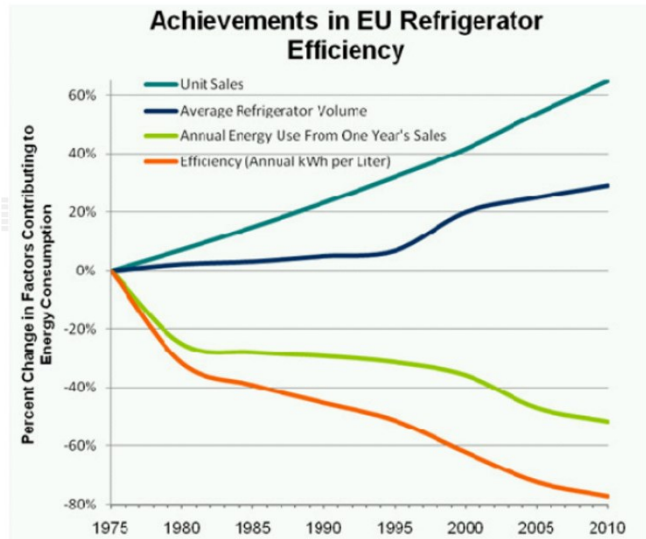
Figure 1 Primary energy demand (CED) of the production, use and recycling of cold appliances of the four regarded categories

There are several reasons why refrigerators, freezers, refrigerator-freezers, wine chillers, room air-conditioners and lighting products have been selected as the product categories to be covered by energy labels.

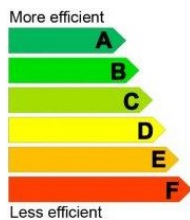
One of the reasons is that these are product categories where:

- the user phase (when products are in use by the consumers) is the dominant part of their energy consumption / environmental impact,
- there is sufficient potential for more energy efficient models to enter the market exists, and
- the energy labels have the potential to motivate market players to deliver more efficient models to the market.

Impact of energy labels:



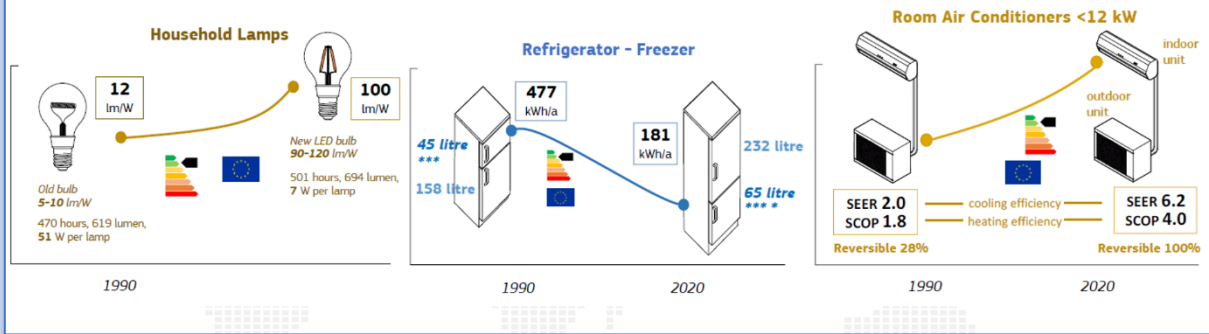
This chart shows the real market situation on energy efficiency parameters of new refrigerators entering the market (in the EU, but also relevant for other markets and other product categories) – while the general sales of new products are increasing and the products become larger, the average efficiency of new models improves so that also the overall energy use from the respective product category decreases.



This is one of the key impacts and benefits of energy labels – to **push the market towards more efficient models** which are,
 a) available on the market and
 b) being selected by the customers.

Such developments are not observed for product categories without an energy label in place.

Effect of energy label and minimum requirements on product energy consumption (EU):



The overall improvement in energy efficiency performance is not unique to refrigerating appliances, it also manifests in lighting products, and air-conditioners, which are also covered by the energy label legislation.

As can be seen from the market developments of the last three decades in the EU, **efficiency parameters have substantially improved** for all of these product categories.



To a large degree, this is due to the impact of energy labels – which allow consumers to rank products by energy efficiency and motivate manufacturers to deliver more efficient models to the market.

CARICOM Energy Efficiency labels: Product categories covered in the region

	Refrigerating appliances *	Air-conditioners	Lighting products
Barbados	Voluntary	Voluntary	Compulsory**
Belize	Voluntary	Voluntary	Voluntary
Jamaica	Compulsory	Compulsory	Compulsory
Saint Lucia	Voluntary	Voluntary	Voluntary
Trinidad and Tobago	Voluntary	Voluntary	Compulsory

* Refrigerating appliances cover refrigerators, freezers and wine coolers.

** Lumens per watt to be indicated on product packaging. With effect from July 2023, sale of lamps with less than 40 lumens / Watt will be prohibited.



Currently, two modes of energy efficiency label implementation are in place in the participating countries.

Jamaica has implemented a compulsory system, which means that all products from the respective product categories should have an energy label when sold to consumers.

Barbados, Belize, Saint Lucia, Trinidad and Tobago: Where the status of the programme is voluntary, it means that importers and retailers can choose whether to participate. To participate, they must submit a request to the Authority and complete a declaration and registration process and provide relevant testing documentation to meet compliance. Once they have done so, the Authority will provide them with energy labels for their products.

Please note, updates in the legislation may take place in the future, moving from the voluntary to the compulsory mode, or new product categories may be added. Therefore, please do refer to your National Authority to learn what applies to your country.



It is also important to note, that next to the energy labels, also a “Minimum Energy Performance Standards” (MEPS) legislation may be in place, which prohibits the sale of certain products on the market, if their performance parameters do not reach specific thresholds. An example of such policy is the case of **lighting products in Barbados, where only products with 40 lumens or more per Watt can be sold**, with effect from July 2023. This in essence means that incandescent and halogen lamps are no longer allowed to be sold in Barbados due to their very low efficiency (as is also the case in many other regions of the world). Please note stricter thresholds may enter into force in the future.

CARICOM Energy Efficiency Labels

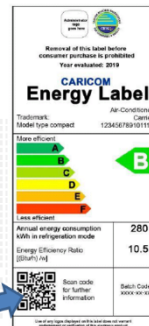
Energy labels are designed nationally, but all must show:

- brand
- model name and number
- energy consumption
- other information required by the CARICOM standard (CRS 57, 58 or 59)

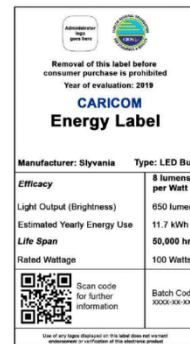
Also, a QR code linked to the CROSQ energy website*. Users scan the QR code to access data about the scheme.

*In Jamaica, the code is used by the regulator to know specific information about the products for compliance evaluation and to provide consumers with additional information about the product.

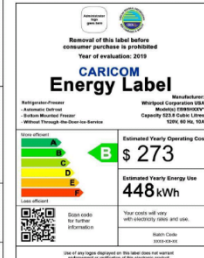
Room air
conditioner



Lamp (CFL
or LED)



Refrigerating
appliance



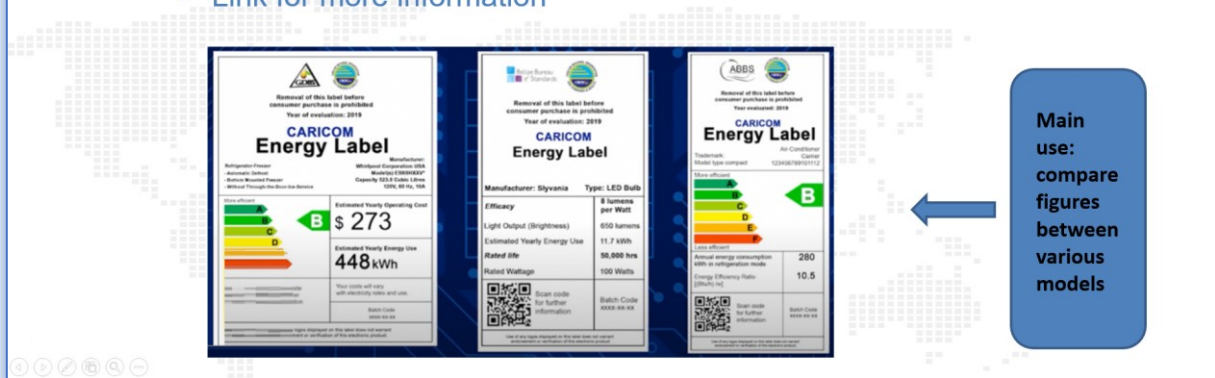
Please note that an energy label is always specifically issued for use in the respective country. While the labelling standards and overall system are largely identical across all five participating countries, there are **some national differences:**

- The **logo** of the respective national authority appears at the top, to the left of the CROSQ logo.
- Usage and purpose of the **QR code** - For Jamaica it provides the consumer with additional information about the product, and it is used by the Regulator for internal formal compliance evaluation purposes. For the other countries it leads to a website which provides consumers with information about the energy labelling scheme and its purpose and advantages to consumers of buying energy efficient appliances (see more information on page 48).
- **Yearly operating cost** – Depending on the country, the energy label for refrigerating appliances may also contain the monetary figure of yearly operating costs, which is expressed in the local currency.

The technical standards which guide the testing and calculation of the figures for the energy labels are identical (CARICOM Regional Standards), with only few exceptions to adapt to local technical conditions, e.g. the frequency (50 Hz or 60 Hz).

CARICOM Energy Efficiency labels: General content

- Energy efficiency class
- Annual energy consumption (kWh)
- Link for more information



The following information is the most instructive and informative to the consumers, whether they are looking for basic information or more technical details about the respective products:

- ❑ **Energy efficiency class**, which ranks the products on the market in accordance with their energy efficiency performance, from the best performing (green - A) to the least performing (orange - F). This intuitively motivates customers to prefer more efficient models.
- ❑ **Annual energy consumption** in kWh (kilowatt hour), which also allows consumers to compare products, according to the specific figure of the electricity consumption. This allows for comparison among similar products (e.g. similar volume or features) by their electricity consumption and to opt for a model which would have lower energy consumption in operation.

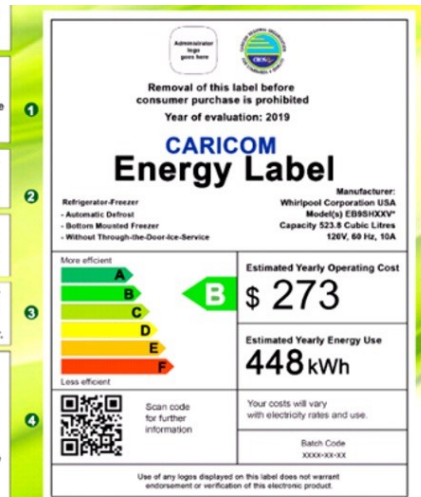
Every energy label, depending on the specific product category, also contains further information about the product performance, providing further guidance to customers on what models to choose.

Every energy label also contains an indication of the manufacturer and model name, making sure that we connect the right product with the right energy label.

Content of energy labels: Refrigerators

- CARICOM „version“
Local versions with logo of national authority
- Manufacturer and model name
- Energy efficiency class
- Yearly energy use

1. Indicates when this item was tested for energy efficiency.
2. Different types of refrigerators have varying levels of efficiency. This will give you the specifications on your chosen item.
3. An "A" rating says this appliance is most efficient and "F" is least efficient.
4. Scan this code with a mobile phone for more information about the label.
5. Estimation of how much you could pay to run the refrigerator for a year.
6. Energy usage is important because it estimates how much power it will take to operate the appliance for the year. If you multiply this by the national electricity rate it will give you the cost to operate for the year.



For refrigerating appliances, energy efficiency class (A to F) and its annual electricity consumption are the key sets of information provided to consumers when choosing a new model.



The "A" rating indicates the most efficient model, and "F" is the least efficient.

The energy labels for refrigerating appliances could also contain information about the estimated yearly operating costs, listed in local currency (it is important to note that this information may not be shown on the label that is issued in your country). This is a more instructive value than the figure on electricity consumption in kWh, but consumers should keep in mind that:

- a) their electricity price may differ from the national average, and that
- b) their user habits – and thereby their final electricity consumption, will be different from the laboratory-measured values.

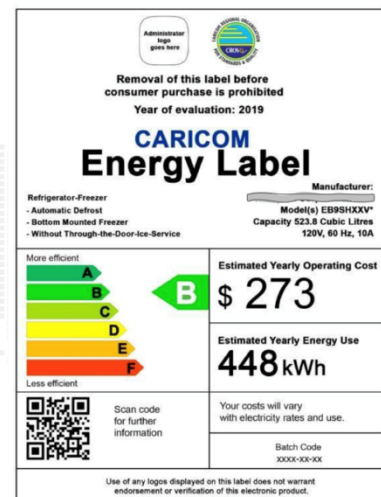
CARICOM Energy Label for refrigerating appliances

Additional labelling requirements:

- Type of appliance (one of 18 designated types)
- Measured capacity (volume)
- Measured energy consumption
- Country of origin

Energy label may also show:

- **Annual operating cost in national currency**
(stating assumed energy cost and validity period and "Your cost will vary with electricity rates and use")



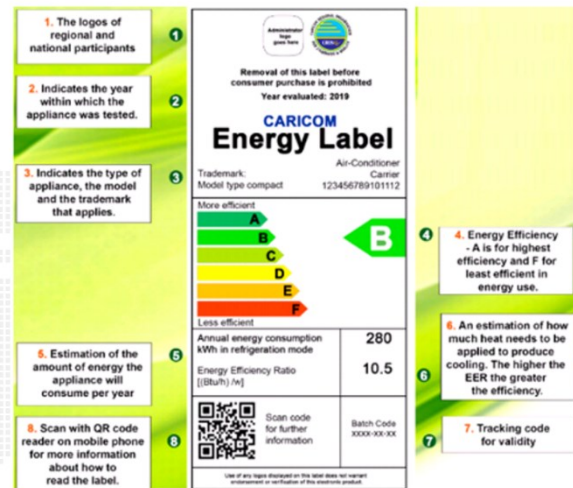
The product's technical documentation, user manuals, and packaging also contain **additional information, enabling consumers to take a more educated choice.**

In the case of refrigerating appliances such as refrigerators and freezers, this mainly includes information about the **➡ capacity/volume** of the specific model.

This is a crucial information, as the refrigerator size should be also selected in accordance with the number of household members or user habits – **the larger the volume, the more energy in absolute terms may be needed to cool the air inside the refrigerator or freezer.**

Content of the CEE labels: Air-conditioners

- CARICOM “version”
Local versions with logo of national authority
- Manufacturer and model name
- Energy efficiency class
- Yearly energy use (cooling mode, 2.000 hours per year at full load)



Air-conditioning appliances may be very energy-hungry products and it is therefore essential to look for more energy efficient models when making the purchasing decision.

As for the other product categories, the **energy efficiency class** (A to F) and the **yearly energy use** (in kWh) are the key figures to look at.

The energy label for air-conditioners also gives the **Energy Efficiency Ratio (EER)**, which is an estimation of how much energy needs to be applied to produce cooling.



The higher the EER, the better the product's efficiency.

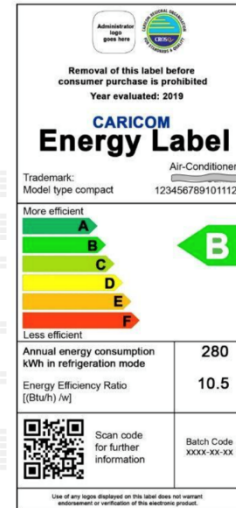
As for all product categories, these figures should allow consumers to compare individual models within the same range of a product category and should motivate them to select a more efficient one.

The QR code may lead customers to the labelling scheme website, which provides further information about energy labels and contacts to the national authorities. Please, note that the QR code may provide different information, depending on the country. See pages 16 and 48 for more information.

CARICOM Energy Efficiency Label for air-conditioners

Additional AC labelling requirements:

- Trade mark of manufacturer or local responsible distributor
- Country of origin
- Model number; serial number where applicable
- Whether unit is reconditioned, remanufactured or refurbished
- Rated voltage or voltage range, and ac/dc supply type(s)
- Rated current or power input
- Refrigerant designation and composition
- Certification mark
- Any hazard warning(s) or handling requirements



More essential information is available on the product packaging, and/or in the user manual and documentation, such as:

- rated current and power input,
- rated voltage and ac/dc supply range, and
- warning about any hazards and handling requirements.

While these figures do not relate to energy efficiency per se, they are important in **allowing customers to choose the most suitable and appropriate model for their specific conditions and safety.**

Content of the CEE labels: Lighting products

- CARICOM “version”

Local versions with the logo of the respective national authority

- Manufacturer and model name

- Lumens per Watt

- Yearly energy use (3 hours per day)

- Rated life

- Wattage

1. The logos of regional and national participants.

2. Indicates the year within which the appliance was tested.

3. Indicates the manufacturer.

4. The higher the lumens per watt, the more efficient the bulb because it will produce more light for less power.

5. Will state how much energy is expected to be used by the bulb.

6. Scan with QR code reader on your mobile phone for more information.

7. Will tell you the type of bulb in package, whether CFL or LED.

8. The higher the lumens the brighter the bulb.

9. This figure will tell you how long the bulb is estimated to last in hours of light.

10. The batch code will allow for traceability of the product.

Removal of this label before consumer purchase is prohibited Year of evaluation: 2019 CARICOM Energy Label	
Manufacturer: Sylvania Type: LED Bulb	Efficacy: 8 lumens per Watt
Light Output (Brightness): 650 lumens Estimated Yearly Energy Use: 11.7 kWh	Rated life: 50,000 hrs
Rated Wattage: 100 Watts	Batch Code: XXXX-XX-XX

Scan code for further information




Use of any logos displayed on this label does not warrant endorsement or verification of this electronic product

Energy labels for lighting products are a very important tool for several reasons: contrary to refrigerators and air-conditioners, we typically purchase lighting products more frequently, and the differences in product efficiency in lighting products are substantial. Also, when replacing e.g. an inefficient incandescent lightbulb with an efficient LED bulb, the investment usually pays off in just a few months (depending on the local electricity prices and the bulb’s usage hours).

Lumens per watt provide the key indication of the product’s efficacy (efficiency) – as it declares the “amount” of light which is produced for each unit of electrical power (Watt) it consumes. There are large differences on the market, depending on the technology and quality of the product.

Yearly energy use is the calculated figure of annual electricity consumed over a year, calculated at an average use of three hours per day (naturally, the real usage in every home for every lighting product will be slightly different, but this figure allows consumers to compare product values measured using common and transparent methodologies).

Rated life is also a crucial value in the case of lighting products, due to the substantial differences between individual products – ranging from one thousand hours for an incandescent lamp up to 50 thousand hours for a LED.


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CARICOM Energy Efficiency Label for lighting products

Additional information must be provided on product or packaging:

- Mark of manufacturer
- Country of origin
- Rated voltage
- Light colour
- Colour Temperature (Kelvin)
- CRI (colour rendering index)
- Cap type
- Frequency (Hz)


Administrator logo goes here



Removal of this label before consumer purchase is prohibited
Year of evaluation: 2019

CARICOM Energy Label

Manufacturer: XXXXXXXXXX **Type:** LED Bulb

Efficacy	8 lumens per Watt
Light Output (Brightness)	650 lumens
Estimated Yearly Energy Use	11.7 kWh
Life Span	50,000 hrs
Rated Wattage	100 Watts
 Scan code for further information	Batch Code XXXX-XX-XX

Use of any logos displayed on this label does not warrant endorsement or verification of this electronic product

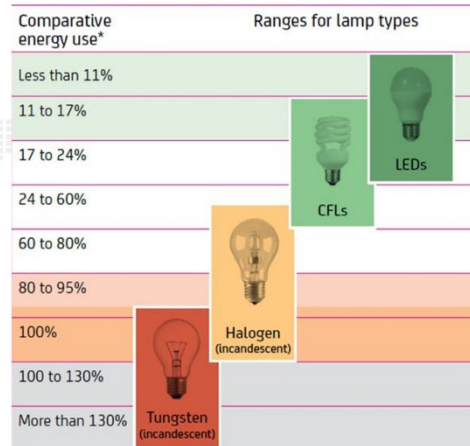
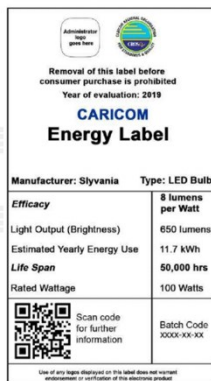
Similarly for the other product categories, lighting products packaging or accompanying documentation also contains further relevant and useful information.

This includes:

- cap type and frequency (Hz), and
- parameters related to the light colour and colour temperature.

The colour or warmth of white light is ranked on a scale (in Kelvin): Candles are around 2000K (unit “K” means degrees Kelvin) while daylight typically 5500K – 6500K. The majority of light sources intended for household use are 2700K- 2800K; while light sources intended for work-related purposes are 4000K – 5000K.

Comparison of lighting products



Example:	Incandescent	LED
Power input	100 W	10-15 W
Lifetime	1000 h	15 000 h (=10 years)
Efficiency	13 lm/W	120 – 200 lm/W

Paying attention to the selection of more energy efficient lighting products is very important for a number of reasons:

- There is a ten-fold difference in energy consumption between the incandescent light bulb and an LED bulb, bringing high energy savings potential.
- Typically, the payback time for replacing incandescents or halogen lamps with LEDs is very quick.
- The lifetime of LEDs is many times (e.g. 15 to 30) longer than of the incandescents, they can be therefore very suitable for hard-to-reach lamp locations.
- Incandescents are known to produce mainly heat (92-95% of energy is transformed into heat) and therefore the usage of more efficient lighting products may also help to improve interior thermal comfort and reduce costs for air-conditioning.

For retailers it is important to note that the availability of incandescent and halogen lamps is restricted in some markets, and **in some cases, they should not be offered for sale at all.**

Please check the legislation in your country or consult your National Authority.



Where to get the CEE labels from: the National Authority

- **Jamaica - NCRA:** Retailers are responsible for affixing the CEE labels on the relevant products. Retailers should contact the National Authority (online or paper form) to obtain the required number of printed labels.
- **Barbados – BNSI, Belize – BBS, Saint Lucia – SLBS, Trinidad and Tobago – TTBS:**
 - Contact the National Authority for more information on the CEE label scheme.
 - Retailers can request a CEE label from the National Authority.
 - Possibly consult the manufacturer/national authority to find out whether the refrigerating appliance and/or lighting product was tested

Costs: Note that a fee for printing costs may apply.



As retailers, please contact your National Authority to find out the exact situation concerning the energy label best practice.



Requirements:

- whether it's compulsory or voluntary in nature,
- product categories covered,
- availability of energy labels for specific models,
- number of labels needed for display, etc.

It is the National Authority who issues the official labels and who also administers the process of the energy label registration.

There are **two regional testing facilities for energy efficiency**, which are located in Jamaica and Trinidad and Tobago.



The Energy Efficiency Testing Laboratory, which is at the Bureau of Standards Jamaica (BSJ), is responsible for the energy efficiency testing of **refrigerators, freezers, refrigerator-freezers, wine chillers and room air conditioners**. CARICOM Member States, other than Jamaica, that require energy efficiency testing services from this regional facility should send their appliances directly to the facility and notify the National Authority in their respective countries as it is the National Authority that will be issuing the CEE labels.

In the case of Trinidad & Tobago, the Energy Efficiency Lighting Laboratory, which is at the Trinidad and Tobago Bureau of Standards, provides labelling inspection and testing of **Self-Ballasted Compact Fluorescent Lamps (CFL) and Light Emitting Diode (LED) Lamps** and again CARICOM Member States, other than Trinidad and Tobago, that require energy efficiency testing services from this regional facility should send their lights directly to the facility and notify the National Authority in their respective countries as it is the National Authority that will be issuing the CEE labels.



Note: Some fees may apply for obtaining the labels, due to printing and distribution costs.

How to display the CEE labels: **Physical stores**

Key points:

- Official labels to be affixed only - only the CARICOM energy efficiency label (other energy labels not comparable)
- The right label to the right model
- Each unit to be marked with a label
- The label to be clearly visible / not covered



The following section explains how the energy labels should be made visible to the consumers so that they really do influence their purchasing decision.

One key condition is to **use the official CARICOM Energy Efficiency labels only**, not the energy labels from other countries or regions, as these are based on other methodologies and standards, which may not reflect the local conditions (climatic, user habits, etc.).

Key principles of displaying the energy labels at the points of sale include:

- show **the right energy label** (check the model name on it) with the right product,
- each **product to be properly marked**, and
- the **energy label to be fully visible, uncovered and placed on the top or front side of the product.**

How to display the CEE labels: **Physical stores**

Key points (cont'd):

- CEE labels to be placed on the top/front outer side of products or presented close to the units in the store (for example, in the case of light bulbs) prior to final purchase by the consumer.
- The CEE label shall be affixed only to units for which samples were tested and labels issued and shall not be affixed to any other product.

The key condition for proper and useful energy label display is to **show it prior to the final purchase of the product** – before the consumer makes his or her final decision on which model to buy. The energy label should motivate them to prefer a more efficient model. If the label is not available to the consumer at that moment, the opportunity will be lost.

The key issue therefore is to display the label in a showroom – or in general at the place and time when the product is displayed for sale and the consumer is making the purchasing decision. Sending the energy label inside the packaging to the customer when the product is delivered to their home would be too late to influence their purchasing decision.



The energy label must be the official CARICOM Energy Efficiency label in order to guarantee the customer 's trust in the document and the system.

Energy label display by retailers in the EU

Key requirements – physical stores and online retailers:

The following section provides an overview of how energy labels should (and should not) be displayed at the points of sale **in the EU**, according to the EU legislation



The following sections provide selected examples of how to display / or not to display the energy labels at the points of sale.

Please note that these situations are taken from EU stores but reflect on analogical situations in the stores in terms of proper energy label display.

Also please note that other product categories (which have an energy label in the EU) are also shown in the pictures – this is for illustration purposes as the energy labels have to be displayed in a similar manner also for the products in the CARICOM region.

EU: Physical stores

Key requirement for most product categories:

- Label to be displayed on **top or front** size of the product
- **Not** to be covered by other information, modified, broken etc.

Note: photos feature various products, but the same principles apply to all of them

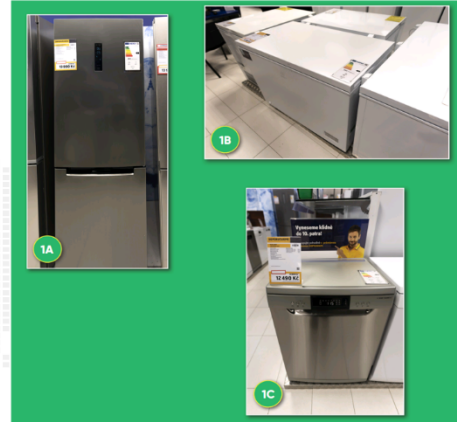


Image: Guide for retailers – Energy labelling for products in shops, LABEL2020 project

The best practice rule for a proper display of an energy label is that it is **placed on top or front side** of the product (e.g. depending on its height in the case of a refrigerator). This applies to the original and official energy label, which should **not be covered by any other information**, catalogue, etc.

EU: Physical stores

Labels to be used in all situations:

- Build-in products
- Packed units
- More pieces of the same model

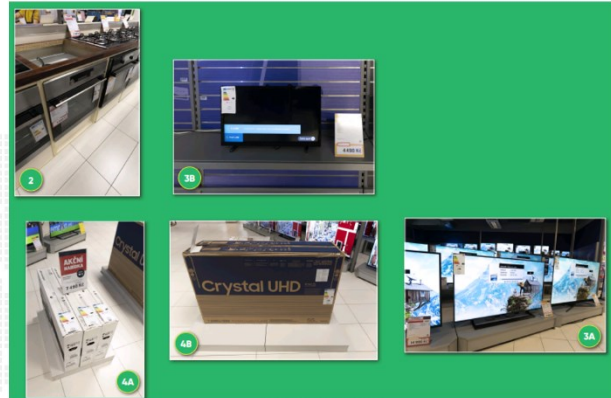


Image: Guide for retailers – Energy labelling for products in shops, LABEL2020 project

The display of energy labels should also extend to situations **when the product is sold in boxes**, e.g. in wholesale shops where the consumer can directly pick the product in its packaging and take it to the cashier.

The label should also be displayed **on build-in products**, like build-in refrigerators for kitchen furniture, which are sold in kitchen studios etc. In that case the energy label should be put on the furniture covering the appliance, e.g. next to the price tag, rather than inside the product.

If there are more units of the same model displayed at once, they should all bear the energy label – as it may not always be clear if it's the same model, and it is also a more practical policy for every unit of a product on display to have an energy label.

EU: Physical stores

Frequent mistakes 1:

- Label affixed or placed in the incorrect location (Label should be only on top or front size of product, not inside)

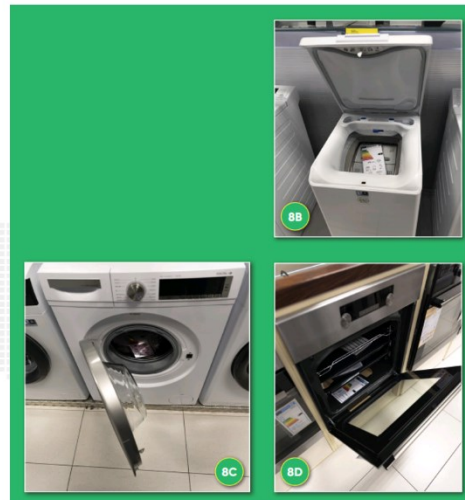


Image: Guide for retailers – Energy labelling for products in shops, LABEL2020 project

One of the frequent mistakes is that the energy label is put inside of the product (a refrigerator) but this is not practical because the consumer may not open the product's door and therefore not see the energy label. Even if the customer opens the door, the label in such a case is not displayed in a prominent position and will probably not catch the customers' attention. The **labels should be all placed outside of the product** so that the customer sees them all in front of him or her, when standing in the retailer's showroom.

EU: Physical stores

Frequent mistakes 2:

Modification of labels by retailers:

- Black & white copy
- Small label
- Destroyed label
- Label covered by other information



Image: Guide for retailers – Energy labelling for products in shops, LABEL2020 project

It is important that the label, which is shown to customers, is the original and official energy label, issued by the National Authority.

If the energy label is modified in any way, customers may lose their confidence in the label and the whole system and not take the data displayed into proper consideration.

Therefore, the energy label:

- should **not be modified** by the retailer,
- should **not be shown in a black and white copy**,
- should **not be damaged or covered** by other catalogues, leaflets, etc.

Values (figures) on it should **not be handwritten** by the retailer staff **or modified** in any other way.

Only the original formal energy labels should be used to ensure accuracy of information and consumer trust.

EU: Physical stores

Frequent mistakes 3:

- Labels at the back of the product
- Multiple labels or marketing materials

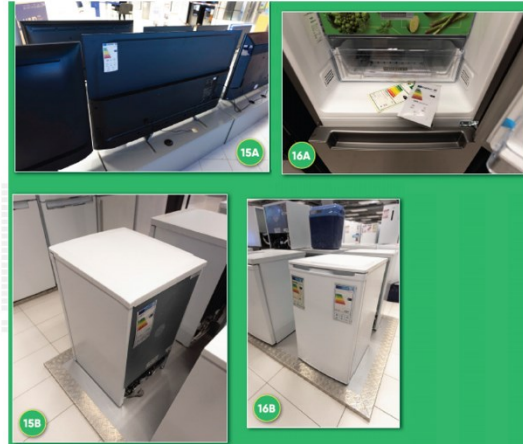


Image: Guide for retailers – Energy labelling for products in shops, LABEL2020 project

Another frequent mistake of wrong placement of the energy labels is to put the label to the back of the product or to put several different energy labels next to each other.

Naturally, the label should be affixed to the product in such a way that its **surface is not damaged and fully visible** without endangering the design and quality of the product itself.

EU: Physical stores

Specific situations:

- Products sold in packaging to have label printed on the box (TVs, lamps)
- Each unit of product to have a label
- Label to face the consumer



Image: Guide for retailers – Energy labelling for products in shops, LABEL2020 project

It is also important to display labels on products (e.g. smaller refrigerators or air-conditioners in wholesale shops) **if they are sold unpacked – in boxes.**

Each such unit should have the energy label visible – on top or front side of such product displayed. The label should be positioned in a way that it faces the customer.

As for the **lighting products**, which are sold in larger quantities and with multiple identical units displayed at shelves at the same time, please consult the National Authority on the proper display format.



This could include either placing a sticker on each box or displaying an energy label on the shelf for every type of the lighting product sold. In the latter case, it should be clearly visible which lamps are “covered” by the respective energy label.

EU: Key requirements - Advertising

Energy class to be indicated whenever specific model is advertised

- Size of the energy efficiency class to be at least the size of price information
- Standardised arrow design to be used



Image: Study to Evaluate Online Energy Labelling Compliance in the EU, CLASP

While not a formal legal requirement in the region, it is also **essential to provide accurate energy efficiency related information in product advertisements.**

The EU-rules could serve as an inspiration:

- Whenever a product (under specific model name) is advertised, its energy efficiency class should also be displayed in any visual type of advertisement.
- Whenever the price of the product is displayed, the energy efficiency class should be indicated at least in the size equal to the size of the price.

Ideally, the energy efficiency class can be indicated in the format of an arrow, replicating the respective arrow, including its colour, from the energy label.

How to display energy labels - **Online sales**

Key points:

- o No formal legal requirements yet: but expected in the future and common in other regions

Good practice:

- o Energy label displayed close to the price
- o Full energy label available with one click
- o Label parameters (energy class, consumption) also in search / comparison databases



The display of energy labels in online sales is not a formal requirement yet in the CARICOM region (as of July 2023), but please note that it might be included in legislation in the future, and that the **display of energy labels in online sales is also crucial**, given the growing importance of e-commerce.

Ensuring the complete energy label is easily accessible with just one click is a recommended approach to enhance user readability. The label should not only be restricted to the product page but should also be prominently displayed in various sections of the e-shop where specific models are showcased. At the very least, **there should be an indication of the energy efficiency class**, possibly in the form of an arrow, allowing users to access the full label with one click.

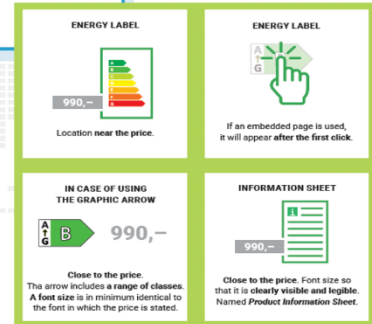
EU: Key requirements - Online retailers

The energy label:

- The appropriate energy label for each product must be placed **close to the price** of the product
- The size of the label must be such that the label is **clearly visible** and legible
- Energy class indication of at least the **size** of price



Image: A Retailer's Guide to Online Energy Labelling, Sustainable Energy Authority of Ireland



A key rule for a proper display of the energy labels online is that it is **shown close to the price**. This ensures that the e-shop visitor always sees the energy label next to the crucial information, the price, and can judge the “value for money”.

A good practice is to avoid placing the energy label in the product gallery or buried in the technical description of the product, as the consumer might simply miss it, or perceive it as a marketing information created by some of the businesses, leading to uncertainty about its reliability and methodology.

In the EU, it is also possible to use an energy efficiency class arrow as an indication of the product's efficiency. However, in that case, the class letter and colour of the arrow must match the specific product's energy label. It should be also placed next to the price and the letter should be at least the same size as the font of the price figure.

EU: Key requirements - Online retailers

Frequent mistakes (to avoid):

- Unstandardised display format – “creativity” in designs
- Improper location and size
- Improper terminology

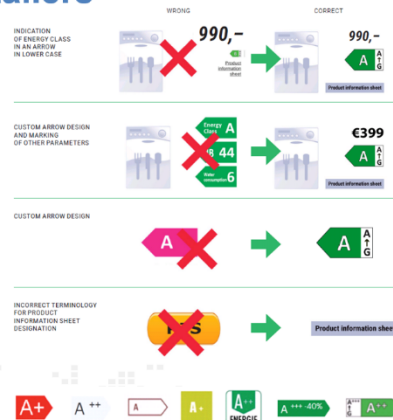


Image: Energy labelling when selling appliances on internet, LABEL2020 project Study to Evaluate Online Energy Labelling Compliance in the EU, CLASP

In the case of the energy label, it is in the consumer’s interest to avoid too much creativity in informing consumers about the products’ features.



Retailers should therefore avoid preparing their own pictograms or energy label elements, which may or may not inform consumers about the products’ energy and performance features.

The reason for that is that the consumers might consider these to be private marketing initiatives, not backed by the public scheme or legal requirements and therefore not pay attention to this information.

Additionally, if the information is displayed in various locations or presented in fragmented formats, consumers may not become accustomed to seeking and utilizing this valuable information during their purchasing decisions. This could result in a lost opportunity to influence customers precisely at the moment they are making their buying choices.

Energy label graphic elements should also not be used as pictograms for an indication of other performance features, not related to energy efficiency, so that consumers are not confused about the meaning of such claims.

How to promote energy labels

Samples of information for consumer communication:

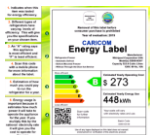
- Retailer website
- Leaflets for consumers
- Calculators for individual data on savings

Please contact your National Authority for more information on cooperation opportunities



Every retailer should promote energy labels by formally displaying them at the proper location (both in the physical shops and in online stores) as it is in the interest of the consumers, the society, and the retailers as well.

Typical examples of such activities could include:



Information **explaining the meaning of energy labels** to customers in a specific online section, providing general explanatory information.



Displaying leaflets or other printed materials to customers in retailers' showrooms, outlets, etc.



Providing interactive tools to allow customers to choose more efficient models, such as e.g. running cost calculators, search features, apps, etc.

Marketing

- Marketing campaigns from importers and retailer stores shall contain **truthful information** about the efficiency class of the offered products.
- The promotion of products using non-existent energy efficiency categories or characteristics will be under the surveillance of the national authority and **corrective actions** shall be taken in cases of **dishonest** marketing practices.



Retailers should use truthful, accurate, and verifiable information in all of their marketing and communication activities.

Energy labels are a natural choice for this information, as they provide clear and concise information about a product's energy consumption and performance. Be aware that the national authorities are allowed to take corrective actions in case of dishonest marketing practices being observed on the market.

Awareness campaign organisation

- Main message:
Energy labels = simple tool to save money & protect climate & help gain energy independence
- Content and graphic design
- Budget and competencies
- Media and marketing plan
- Partnerships

Note: There are samples of awareness materials ready to use



Energy labels as a tool to help consumers save money, protect the environment and contribute to energy independence are the key arguments used in communication campaigns organised by retailers, suppliers or other actors.

It is up to each retailer to decide on the format of a communication campaign featuring energy efficiency parameters, but such campaign also promotes the retailer itself as a business which does not only want to sell more products, but which is bringing its clients a better value.

If you would like organize energy label-related communications activities, please, do contact your National Authority, as they either may have information and/or materials that can be made available for your use, or even may plan to organise some communication activities, in which case you could have an opportunity to collaborate and follow up.



PTB German Metrology Institute CROSOQ

Regional - samples by CROSOQ, PTB

- <https://energy.crosg.org/downloads/>

The image displays four energy labels and informational graphics. The top two are 'BE SMART, BUY ENERGY EFFICIENT' labels for LED and CFL bulbs, featuring a 'CARICOM Energy Label' with a scale from 1 to 6 and a 'Quality for Energy' logo. The bottom two are 'UNDERSTANDING CARICOM ENERGY LABELS' graphics, explaining the difference between LED and CFL bulbs and how to determine lumens. Logos for PTB, German Metrology Institute, and CROSOQ are visible throughout.

INTERNATIONAL COOPERATION

5 THINGS YOU NEED TO KNOW ABOUT ENERGY EFFICIENCY

- IT SAVES US MONEY!**
Using high efficiency products can save up to 10% on energy bills. High efficiency products also last longer than standard products.
- WE MAKE OUR PLANET SAFER!**
Using energy efficient products and products can reduce the amount of harmful gases that are released into the atmosphere, thereby reducing the global warming.
- WE HELP OUR LOCAL ECONOMY!**
When you use energy efficient products and services you are supporting the local economy. The amount of money that is spent on energy efficient products is much higher than the amount of money that is spent on standard products.
- IT MAKES OUR HOMES COOLER!**
A lot of the products and services that are being used in homes are being used in homes that are not energy efficient. Being energy efficient means that you are helping to reduce the amount of energy that is used in homes, which makes them cooler.
- IT MAKES US MORE COMPETITIVE GLOBALLY!**
Using energy efficient products and services can help you to be more competitive in the global market. This is because energy efficient products and services are often more expensive than standard products and services, but they can save you a lot of money in the long run.

Logos for TAPSEC, German Metrology Institute, and giz are visible at the bottom.

The following section provides an overview of communication materials prepared in the recent years by CROSOQ, in collaboration with PTB, and other partners.

All these materials have been prepared to inform customers – both household and professionals – about the advantages of energy efficient products.



Please note that you may download these and other materials in full resolution from the following website - <https://energy.crosg.org/downloads/>.

PTB German Cooperation GIZ

In cooperation with PTB and TAPSEC Project (EU, GIZ and German Cooperation partners)

- <https://energy.crosq.org/downloads/>

READ THE LABELS BE SMART. BUY ENERGY EFFICIENT.

Here's what the CARICOM Energy Efficiency (CEE) Labels look like.

E LESS EFFICIENT

The CARICOM Energy Efficiency (CEE) Labels will provide you with information on the expected performance of your CFL and LED lighting, AC units and refrigerators. They will give details on the product's energy output, what they could cost and expected lifespan, in the case of lightbulbs.

A MORE EFFICIENT

Look for these key features that show you how each product performs according to CARICOM standards.

For more information visit <https://energy.crosq.org/about-energy/>

TAPSEC EU GIZ

BE SMART! SEE GREEN TO GO GREEN. HERE'S HOW!

Energy efficient products reduce the impact of climate change on our region.

- Energy efficient products use less electricity.
- When you use less electricity, your power company burns less fossil fuel, which produces less greenhouse gases.
- Go green. Save money. Protect the environment.

For more information visit <https://energy.crosq.org/about-energy/>

TAPSEC EU GIZ

INTERNATIONAL COOPERATION

TAKE THE LEAD

Innovate by implementing energy efficient technology and practices in your business.

PLAY YOUR PART

Produce, sell and import energy efficient CFL and LED lighting, AC units and refrigerators.

THE MARK OF QUALITY

Energy efficiency labels and standards have many benefits for the Caribbean.

These communication materials provide examples of messages to be used in communication activities – from general support to energy efficiency, to specific advantages and features associated with energy efficient products - <https://energy.crosq.org/downloads/>.

The aim is to make the consumer aware of the opportunities and to feel engaged about making the proper choice.

Regional - samples by CROSOQ In cooperation with PTB and TAPSEC Project (EU, GIZ and German Cooperation partners)

- <https://energy.crosq.org/downloads/>



The marketing materials are available (<https://energy.crosq.org/downloads/>) in various formats and forms, and can be distributed to consumers in printed or electronic forms, as advertisements, parts of catalogues, etc.

Regional - samples by CROSOQ, PTB



UNDERSTANDING CARICOM ENERGY LABELS

Fact 1: The Energy Efficiency Ratio or EER on an appliance is an estimation of how much heat needs to be applied for that appliance to produce cooling effects. For example: in an air conditioner, the higher the EER figure, the greater the efficiency of the appliance.

Get Serious about ENERGY!

For further information go to: energy.crosq.org

UNDERSTANDING CARICOM ENERGY LABELS

Fact 2: The Annual Energy Consumption of an electrical product/appliance is an estimate of how much energy the product/appliance will consume each year. It is not an exact figure but will vary depending on your use of that product/appliance. Be wise and use as little energy and you can and save more on your electric bill.

Get Serious about ENERGY!

For further information go to: energy.crosq.org

UNDERSTANDING CARICOM ENERGY LABELS

Fact 3: Lumens is how you determine how bright a lighted bulb will be. Look for labels that tell you how many lumens a bulb will have – for example a 9Watt LED bulb or an 11 Watt CFL bulb can have about 450 lumens, while a 20 Watt LED/23 Watt CFL can have up to 1100 lumens (but light output can vary by product).

Get Serious about ENERGY!

For further information go to: energy.crosq.org

UNDERSTANDING CARICOM ENERGY LABELS

Fact 4: Estimated Yearly Operating Cost on a refrigerator is not the cost of the appliance, but an estimation of how much you could pay to run that fridge for a year. This estimation is based on how much electricity the fridge will use as well as the electricity rates for your country and how frequently you open and close the doors (i.e. your use of the appliance). Sensible use, could lower your electricity bill.

Get Serious about ENERGY!

For further information go to: energy.crosq.org

UNDERSTANDING CARICOM ENERGY LABELS

Fact 5: LED stands for "light emitting diode", while CFL stands for "compact fluorescent lamp". LEDs are said to be more energy efficient because the bulbs consume less energy compared to other light sources; while CFLs are said to be more efficient when compared to incandescent bulbs but less so when compared to LEDs.

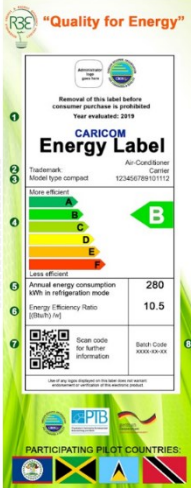
Get Serious about ENERGY!

For further information go to: energy.crosq.org

The availability of various information materials provides the opportunity to choose the most suitable ones in terms of format, length, and level of detail to the respective target group.

This example of communication materials delivers specific information for consumers to consider when purchasing new products. Having access to such information can build up consumer motivation over time to prefer more efficient products and actively seek related information.

Regional - samples by CROSQ, PTB



"Quality for Energy"

CARICOM Energy Label

Removal of this label before consumer purchase is prohibited
Year of evaluation: 2019

Trademark: Air Conditioner Carrier
Model type: compact 123456789101112

More efficient: A, B, C, D, E, F

Less efficient: F, E, D, C, B, A

Annual energy consumption kWh in refrigeration mode: 280

Energy Efficiency Ratio (EER) (W/h): 10.5

Scan code for further information

Batch Code: XXXX-XX-XX

PARTICIPATING PILOT COUNTRIES: [Flags]


HOW TO READ YOUR LABELS

AIR CONDITIONER

Energy efficiency can impact your electricity bill. Selecting the most efficient appliance is one way to help save you money.

What You Should Look For

- Year evaluated** – this tells you what year the item was likely tested and fitted with the label.
- Trademark** – on the top of the label you will find what type of appliance it is and its manufacturer.
- Model type** – you will find the type of model listed as well.
- Energy Efficiency** – the rating A to F tells you the level of efficiency of the appliance regarding its use of energy. A is most efficient, while F is least efficient.
- Estimated Annual Energy Consumption** – an estimation of the amount of energy the appliance uses to perform its functions per year. The more energy it uses the less efficient it will tend to be.
- Energy Efficiency Ratio** – the type of appliance – single door, bottom freezer, etc. will be displayed on the top left.
- QR Code** – if you have an android mobile device, you can scan this code to go to the website for more detailed information about understanding the label.
- Batch code** – this code is strictly for inspection agents to track and verify the information displayed.



"Quality for Energy"

CARICOM Energy Label

Removal of this label before consumer purchase is prohibited
Year of evaluation: 2019

Manufacturer: Sylvania Type: LED Bulb

Efficacy	8 lumens per Watt
Light Output (Brightness)	650 lumens
Estimated Yearly Energy Use	11.7 kWh
Rated life	50,000 hrs
Rated Wattage	100 Watts

Scan code for further information

Batch Code: XXXX-XX-XX

PARTICIPATING PILOT COUNTRIES: [Flags]

HOW TO READ YOUR LABELS

COMPACT FLUORESCENT LAMPS (CFLS) AND LIGHT-EMITTING DIODES (LEDS)


Being efficient in your energy usage can impact your electricity bill month to month. Selecting the most efficient appliance is one way of being efficient and saving money.

What You Should Look For

- Mark of manufacturer** – on the top right of the label you will find what brand of appliance it is and who is the manufacturer
- Efficacy** – measured in lumens per watt. The higher the lumens per watt the more efficient the bulb.
- Light output** – refers to the expected brightness of the bulb
- Estimated yearly energy use** – this is an estimate of how much energy this bulb will use each year, which can be used to calculate your cost per year.
- Rated life** – how long the bulb is expected to last
- Rated wattage** – give the maximum power of the bulb up to 60W

You can also look for these other general requirements on the package of the product itself, to help with your decision-making:

- Manufacturers' information may include:
 - I. Brand of bulb; Country of Origin; Wattage
 - II. Rated voltage
 - III. Light colour
 - IV. Colour temperature
 - V. Colour Rendering Index (CRI)
 - VI. Cap type – i.e. (screw type, bayonet or other)
 - VII. Frequency



"Quality for Energy"

CARICOM Energy Label

Removal of this label before consumer purchase is prohibited
Year of evaluation: 2019

Estimated Yearly Operating Cost: \$ 273

Estimated Yearly Energy Use: 448 kWh

Scan code for further information

Batch Code: XXXX-XX-XX

PARTICIPATING PILOT COUNTRIES: [Flags]

One of the most useful types of materials to be made available to customers can be the ones **explaining energy label content in full detail** – providing a brief explanation on each feature and parameter listed on the energy label.

This format provides the readers (customers but possibly also new retailer staff) with the opportunity to **understand the content, intentions and structure of the label** in the full format.

Availability of such material(s) also increases confidence of the users as it indicates that the label scheme is a transparent one, carefully designed, thoroughly evaluated and backed by public authorities.

Cooperation with CROSQ / National Authorities

- Materials showed are free to use, but:
 - all project logos must be kept
 - CROSQ/National Authorities have to be informed
 - possible individual collaboration and modification of the materials

Please contact your National Authority for more information and local materials



Please note that it is possible for retailers to develop and use their own communication materials, but **please follow the requirements indicated on the slide.**

If you interested in using the communications materials, please do contact your National Authority, so that they are informed about your actions, and that even a cooperation possibility could be evaluated.



Work in Progress

QR code: Labelling website

- <https://reeltesting.crosq.org>

Under preparation currently, database being populated

Purpose:

- Introduce energy labels to consumers
- Provide information about the energy efficiency of products
- Provide contacts for National Authorities
- Provide information about the tested appliances that are approved for the market
- Allow users to search for models with an energy label



Each of the energy labels contains a QR code that can be scanned by a smart phone.

For all participating countries, except Jamaica, the QR code leads to the indicated website - <https://reeltesting.crosq.org/>, the aim of which is to educate consumers about the general aims and rules of the energy label scheme, as well as to provide contacts to the national authorities. In the case of Jamaica, this code serves the purpose of formal compliance evaluation by the National Authority and also provides consumers with access to additional information about the product.



Please note, that the website is currently still being populated. It contains a list of individual products which will bear the energy label. This will allow consumers and indeed also the retailers, to search the database of products and look for the energy label related information for individual models.

Specific points: Foreign energy labels

- LABELS FROM OTHER COUNTRIES (Mexico, USA, EU, China, Latin America, etc.,...)

Are based on different / various measurements and methodologies, therefore:

- are not mutually comparable (e.g. different energy classes for the same model),
- may be based on different climatic conditions and user patterns,
- are not relevant for your customers, and
- authorities have no jurisdiction on those labels.

Therefore, only the CARICOM scheme labels are to be used.



It is important that the labels that you provide to your customers at the points of sale are the official national energy labels only.



The usage of energy labels developed for other countries / regions / jurisdictions, even if contained inside the product's packaging, is not appropriate.

The reason for this is that such labels are developed based on different legal requirements, different technical standards and testing procedures, and different climate conditions and user habits. Therefore, the label from another country or region or indeed continent would not provide accurate and sufficient value to local customers. The customers may even be perplexed about different values on the labels when they compare them, and the local National Authority will not be able to verify the values claimed on such labels.

Contacts

Regional

CROQ: crosq.energy@crosq.org

National

Jamaica: info@ncra.org.jm / ncra.gov.jm@gmail.com

Barbados: bnsi.office@barbados.gov.bb

Belize: bbs@btl.net

St. Lucia: info@slbs.org

Trinidad and Tobago: ttbs@ttbs.org.tt

Please, contact your national authority, or the CROQ on the regional level, on any issues related to energy labels – from the availability of labels for specific models, to the formal requirements of proper energy label display or the opportunities to collaborate in organising energy label awareness activities.

