

## CLARIFICATION QUESTIONS FROM WEBINAR

Please see below for clarification on questions asked during our NAMI webinar on 5/5/15. If you have additional questions or need further clarification on any of these items please email [ivp@nfrc.org](mailto:ivp@nfrc.org) or [mscism@nfrc.org](mailto:mscism@nfrc.org).

### GENERAL

- Q: I was at the ASTM meeting last week and there were questions regarding measuring thermal performance of 4th surface low-e coatings and some of the challenges in validating it is my understanding that NFRC will not be selecting products with those features until this issue is resolved.**
- A:** That is correct. The current testing process for outer surface low-e coatings is not always accurate. As such, we feel it would be unfair to test those products for IVP and expose the manufacturer to a higher probability of a failure due to an insufficient test.
- Q: How would venting sidelites be designated? As FXSL or as a swinging door?**
- A:** Operator type and test size designate product type. **This is a NFRC product certification program question and should be answered by your Inspection Agency. For cases when clarification is required, please utilize NFRC program related avenues, such as an interpretation or clarification that requires balloting of NFRC documents.**
- Q: Is all this good for Energy Star Canada and Quebec?**
- A:** The IVP as administered by NFRC is only relevant for US ENERGY STAR. If you sell exclusively in Canada you do not need to participate in our IVP. If you sell in both markets and sell US ENERGY STAR products you should participate and label your products accordingly.
- Q: Did you say whether or not you are looking for IG certification marks during IVP testing?**
- A:** NFRC is not currently looking at IG markings during the IVP. We trust that our IAs are taking care of this during their inspections. NAMI is looking for that IG Mark!!!!
- Q: What is the end game for the EPA on quantity of testing in ivp when results are showing clearly acceptable passing rates; will the percent go up each year?**
- A:** The current percentage of certified product lines to be tested is 10%. To the best of our knowledge, this is the highest percentage that we will be testing. In some other ENERGY STAR IVPs this percentage has gone down after several years of mostly successful testing. This is at the sole discretion of EPA and ENERGY STAR.
- Q: What if a product only meets energy star with certain glass types?**
- A:** In the PESI tool you only select the product lines. We understand that often not all product options within that product line will be ENERGY STAR certified. It is up to you to label only ENERGY STAR certified product options. All products should carry the full CPD # on the label along with that option's specific ratings which should give you the ability to differentiate between ENERGY STAR certified and non-certified products.

**Q: Do you know of any more government rebate programs for windows and doors in Canada?**

**A:** NFRC is not aware of any programs in Canada. Please refer to the database here for US incentives: <http://www.dsireusa.org/>. You may wish to check with Natural Resources Canada about this.

**Q: Can existing installed windows be up-graded to energy star on site?**

**A:** No. ENERGY STAR does not recognize sash packs (or other partial replacement products). A product would need to be fully replaced with an ENERGY STAR certified product.

**Q: On the IVP test, when a component does not match the Product drawing such as steel re-enforcement that is not DP50 rated?**

**A:** When IVP uncovers component issues there are several levels which are considered. Minor issues which do not render the product not authorized for certification shall be remedied by updating all drawings on file and any other relevant product options. Please review NFRC 713, Section 7 for the categorization of issues.

## LABELING QUESTIONS

**Q: Are NFRC labels mandatory?**

**A:** If you are labeling for ENERGY STAR, an NFRC temporary label is also mandatory. You should also have a permanent label on the product, which often are a part of your AL certification. IG Certification markings are also required for NFRC certification. A product that is not NFRC labeled is not considered NFRC certified or eligible for ENERGY STAR certification.

**Q: If a product is not NFRC labeled, is that product NFRC certified? Are NFRC labels mandatory?**

**A:** In order to be considered NFRC certified a NFRC temporary and permanent label shall be applied to a product.

**Q: If the product is not NFRC certified can it be ENERGY STAR labeled?**

**A:** No. NFRC certification is a requirement for ENERGY STAR certification.

**Q: Therefore ENERGY STAR labels are NOT mandatory?**

**A:** ENERGY STAR labels are mandatory if the product option is an ENERGY STAR certified product. ENERGY STAR product options must carry both the NFRC temporary label and the ENERGY STAR label to be considered an ENERGY STAR certified product. Labeling is not optional and is a condition of your ENERGY STAR partnership agreement.

**Q: Does that labeling comment apply only when customers ask for the Energy Star product vs. just asking for our product without Energy Star certification?**

**A:** No. All products which you consider ENERGY STAR certified should be labeled as such any time you sell them.

**Q: What if they advertise ENERGY STAR, do they still have to label every product?**

**A:** They have to label all ENERGY STAR certified products.

**Q: If a product doesn't meet requirements for the Energy Star in any region does it need any ENERGY STAR markings on the temporary label?**

**A:** No. In fact, a product that doesn't meet requirement should not have ENERGY STAR markings anywhere on the product. Only ENERGY STAR certified products should carry the logo or label.

**Q: What if you have an install business and you install the windows and take the labels off to clean the new windows for the customer. Isn't that a waste of labels? Can you just give the customer the labels say in an envelope so they at least have the labels?**

**A:** ENERGY STAR requires the labels to be applied to the product. You should apply them and be sure that the customer sees them on the product and has access to them after removal. We regularly receive consumer calls about missing ENERGY STAR labels or confusion about which windows in their home were certified.

**Q: What happens when a window is out and installed for a number years and was at first labeled properly, but the new owner changes glass options who re checks the windows or reconfirms the windows meet ENERGY STAR?**

**A:** A window would need to be completely replaced to be considered an ENERGY STAR certified product. ENERGY STAR does not recognize sash packs (or other partial replacement products).

**Q: If we sell a product that was tested initially with specific glass make-up that the customer is not selecting, thus making it NOT an energy star product then it should not be labeled, correct?**

**A:** That is correct. Only product options which are ENERGY STAR certified should be labeled as such.

## REQUIREMENT QUESTIONS

**Q: SHGC on TDDs?**

**A:** SHGC on TDDs will be evaluated in the same manner as other products. The location of the low-e coatings should be correct according to the CPD configuration for that product.

**Q: Can you define how NFRC will verify that the elements for installation are verified? Are we required to outline them?**

**A:** NFRC will work with ENERGY STAR to locate each of the elements in your installation instructions. You are not required to outline them, but may do so if you believe it would be helpful to us as we evaluate the instructions.

**Q: ENERGY STAR question... On the temporary label, does the Air Leakage need to read a Solid 0.3 or does it need to reflect the true AI for that product?**

**A:** Section 6.5.A.iii.(d) of the NFRC 700 provides the required Air Leakage ratings allowed on an NFRC Temporary Label.

**Q: What, if any grace period is there for meeting the v6 requirements, in the Northern Zone? I'm having a hard time getting my vendors to come up with a valid solution and know we will need time to have testing completed.**

**A:** ENERGY STAR has extended the Northern Zone requirement effective date to January 1, 2016.

**Q: Define Northern Zone Does it include Canada. Canadians have until 2016 to label etc?**

**A:** The Northern Zone is only the Northern Zone of the US; please see the map online at: [http://www.energystar.gov/index.cfm?c=windows\\_doors.pr\\_anat\\_window](http://www.energystar.gov/index.cfm?c=windows_doors.pr_anat_window)

#### FEE RELATED QUESTIONS

**Q: The maximum of \$500 should be not the same maximum for pvc windows, wood windows, or wood doors.**

**A:** This amount was made standard across all products in the interest of maintaining consistency. We will take your feedback under advisement. Our primary goal is to equalize the burden across participants in a way that we feel is fair while keeping the program financially stable.

**Q: Why not pay for testing for Small Business? Also, why not reimburse Small Business?**

**A:** We are trying to level the playing field across participants. The fee that small business participants pay is less than the cost of products and testing. We would essentially be paying you to participate in the program. IVP is funded exclusively through program fees. We do not receive any funding from EPA or other sources for this testing.