

Retailers’ Guide to Mandatory Energy Performance Labelling



(Image shown is for illustration purposes only)

If you sell, lease, or hire products regulated in New Zealand, you are required by law to comply with the Standards related to those products. It is your responsibility to ensure all regulated products displayed for sale have an Energy Rating Label. This document outlines the legal requirements and how to meet them.

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This document is intended as a guide only, please refer to the regulations and applicable standards.

What do I need to do to comply with law?

Retailers of regulated products are required to:

1. Display the Energy Rating Label correctly when the product is on display for sale,
2. Supply an Energy Rating Label with each product that is sold, hired, or leased.

You may not make the product available for sale, lease, or hire unless the above conditions are met.

Which products require an Energy Rating Label?

There are seven retail products that are subject to Energy Rating Label requirements:

1. Clothes washers
2. Clothes dryers
3. Fridge / freezers, fridges, freezers
4. Dishwashers
5. Televisions
6. Computer monitors
7. Heat pumps / air conditioners

What happens if I don't comply?

If you don't comply, you are liable to a \$10,000 fine for each product label that is non-compliant.

What if there is no label provided with the product?

Before you can offer a product for sale, lease, or hire you need to make sure it has a label. Ask your supplier (sales rep, manufacturer, or importer) for the product label.

How to display the label

All labels must be clearly displayed on a product at point of sale. There are slightly different placement requirements for each product class:

Clothes washers, clothes dryers, dishwashers

- Attached to the front of the product, or if not possible;
- Attached to the top of the product

Multi-function products, like clothes washer-dryer combos must have a label for each function of the machine—one label for the washer function, one for the dryer. This is also required for multiple dish-drawers (i.e. one label on each drawer).

Fridges, freezers, fridge / freezers

- Upright products: attached on the upper, outside of the door
- Chest products: attached to the lid

Multi-function products, like configurable fridges (i.e. can function as either a fridge or a freezer), must have a label for each function of the machine—one label for the fridge function, one for the freezer function.

Televisions and computer monitors

- Attached to the top of the product, or if not possible;
- Attached directly to the screen or mask

It is also acceptable to attach the label to the frame with a cardboard sleeve (provided by the manufacturer) rather than an adhesive label to the screen.

Heat pumps / air conditioners

- On the front of the unit (see more information relating to multiple model displays below).

What makes product labelling non-compliant?

There are two ways a product label is deemed non-compliant:

1. There is no label. If there is no label on the product, you cannot sell, lease, or hire the product. “No label, no sale”.
2. There is a label, but it’s incorrectly displayed. This may occur in the following ways:
 - a. Obscured (hidden, covered, upside-down)
 - b. Not attached to the product
 - c. Model number and / or brand doesn’t correspond to the product
 - d. Only one label on a multi-function product
 - e. Faded; peeling; illegible; black and white photocopy.

What if I'm not sure?

There are some grey areas. For example:

- A product is boxed but on a sales display. In this instance, the label should appear on the outside of the box and meet the requirements above.
- A label is photocopied. Photocopied labels are acceptable but they must meet the Pantone colour requirements listed in the Standard for that product.
- A model number on the price ticket only partly resembles the model number on the label. The key identifying information must correspond to the product e.g. fridge brand and size (litres); TV brand and screen size (inches).
- All computer monitors are required to have a label— unless your supplier provided documentation stating otherwise.
- Heat pumps are designed such that multiple models may have an identical outer casing or shell. Your display area may only have one outer casing but your sales material includes the range of models you offer for sale. In this instance, it's acceptable for all price tickets and their corresponding labels to be placed on the wall next to the casing that represents the model range.

Where do I get additional information?

More information about regulated products and how to meet your legal obligations can be found at www.eeca.govt.nz/product-standards.

There is also information on the Energy Rating website at www.energyrating.gov.au.

If you have any questions, please email us at compliance@eeca.govt.nz, or phone EECA on 0800 358 676.