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# **The Hong Kong Voluntary Energy Efficiency Labelling Scheme for**

## **Laser Printers**

**January 2010**

Energy Efficiency  **EMSD**

Electrical and Mechanical Services Department

3 Kai Shing Street, Kowloon, Hong Kong

Homepage: <http://www.emsd.gov.hk>

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## 1. Purpose

This set of document is intended to give a general description on the introduction of the Hong Kong Voluntary Energy Efficiency Labelling Scheme for Laser Printers.

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## 2. Background

- 2.1 The Energy Efficiency Labelling Scheme (EELS) is an energy conservation initiative that the Government of the Hong Kong Special Administrative Region (HKSAR) has adopted. Under the scheme, some common types of household appliances and office equipment will incorporate an energy label that serves to inform consumers of the product's energy consumption and efficiency. Consumers should then be able to take those factors into account and make their purchasing decision.
- 2.2 The concept of EELS has been developed and implemented in several forms and in different stages of development. In some countries, it is a compulsory requirement for certain kinds of appliances to be provided with energy labels before they can be put on the market. The labelling requirements may apply to equipment such as household refrigerators / freezers, washing machines, room coolers, clothes dryers, compact fluorescent lamps, storage water heaters, etc. The EELS generally aims to achieve the following:
- greater public awareness of energy conservation and environmental improvement needs;
  - provision of readily available, pre-purchase information on energy consumption and efficiency data, where applicable, to enable ordinary consumers to select more energy efficient products;
  - stimulation to the manufacturers/market for phasing out less energy efficient models; and
  - actual energy savings and environment improvement.
- 2.3 Hong Kong also aims at achieving the above objectives and the Hong Kong Voluntary EELS now covers eighteen types of household appliances and office equipment. Ten types of which are electrical appliances and seven types of office equipment. There is also one type of gas appliance for domestic gas instantaneous water heaters. The scope of EELS has also been extended to cover petrol passenger cars.

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### **3. Scope**

- 3.1 The scheme will only apply to the manufacturers and importers who have participated in the voluntary scheme.
- 3.2 The scheme commenced on 30 December 2002. The revision of the scheme has been implemented from January 2010 and will expire on 31 December 2012 when re-registration is necessary.
- 3.3 The scope of application covers all new registered appliances imported to or manufactured in Hong Kong with effect from the date that is declared by the participants but does not cover second-hand products, products already in existing use, under trans-shipment or manufactured for export, etc.
- 3.4 The scheme will operate as a 'Recognition Type' labelling system. All participating appliances will be registered under this scheme provided that they have met the performance requirement specified in the scheme.
- 3.5 Laser printers under this labelling scheme apply to all electrically operated black-and-white (B&W) or colour laser printers that are capable of receiving information from single-user or networked computers and serve as hard copy output devices for production of A4-sized copies. Laser printers designed to handle multi-sized papers including A4-sized paper can also be qualified under this scheme provided that they can comply with the energy efficiency requirements for A4-sized paper.
- 3.6 Laser Printers under this scheme refer in broad sense to electrophotographic printers or page printers. These printers may adopt different technologies other than the laser exposure method which is commonly adopted in the printers currently available in the Hong Kong market. There is no intention to limit the technology used. Hence, electrophotographic printers or page printers adopting other technologies (for example LED (Light Emitting Diode) exposure method) are also eligible for application.
- 3.7 This scheme applies to *laser printers only*. Plotter, Ink jet and dot matrix printers are not covered under this scheme.

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### **4. Definitions**

Unless otherwise specified, the following definitions shall apply throughout this document:-

*A4- sized paper* means papers measured 210 x 297 mm in dimensions.

<i>accessory</i>	means a piece of additional equipment that is not necessary for the standard operation of the base unit, but that may be added before or after shipment in order to enhance or change the laser printer performance. Any accessories fitted to the laser printer shall not impede the normal operation of energy saving features such as sleep mode, etc.
<i>active mode</i>	means the mode in which the laser printer is producing hard copy output or receiving image signal input. The power requirement in this mode is typically greater than the power requirement in standby mode.
<i>Authority</i>	means the Electrical and Mechanical Services Department, the Government of the Hong Kong Special Administrative Region (HKSAR).
<i>duplexing</i>	means the process of producing text, a image, or a combination of text and image on both sides of a single sheet of paper.
<i>base unit</i>	means the most basic version of a laser printer for a given laser printer speed that is actually sold as a fully operational model. The base unit can be designed and shipped as a single piece or as a combination of functionally integrated components. The base unit does not include any external power-consuming accessories that may be sold separately.
<i>default time to sleep mode</i>	means the time period set by the manufacturer prior to shipment that determines when the laser printer will enter the sleep mode.
<i>Director</i>	means the Director of Electrical and Mechanical Services.
<i>Government</i>	means the Government of the Hong Kong Special Administrative Region.
<i>IEC</i>	means the International Electrotechnical Commission.
<i>inspecting officer</i>	means the officer authorized by the Director to carry out inspection on appliances under this scheme.
<i>ISO</i>	means the International Organization for Standardization
<i>label</i>	means the energy label as described in Section 7.
<i>laser printer</i>	means an imaging equipment that serves as a hard copy output device and is capable of receiving information from single-user or networked computers.
<i>model</i>	means the commercial description of the make, type, and if available and appropriate, variant and version of a laser printer.
<i>participants</i>	means the manufacturers, importers or the dealers of laser printers participating in the scheme.
<i>printer speed</i>	means the printing speed of a model measured in pages per minute (ppm).

<i>rated frequency</i>	means the frequency shown on the nameplate of the equipment.
<i>rated voltage</i>	means the voltage shown on the nameplate of the equipment.
<i>recognized laboratory</i>	means a laboratory that complies with the requirements as stated in Section 8 and is acceptable to the Authority for carrying out tests and issuing test reports for laser printers.
<i>scheme</i>	means the Hong Kong Voluntary Energy Efficiency Labelling Scheme for Laser Printers.
<i>sleep mode</i>	means the condition that exists when the laser printer is not producing hard copy output and is consuming less power than when in a standby mode. The laser printer enters this mode within a specified time period after the last hard copy output was produced.
<i>standby mode</i>	means the condition that exists when the laser printer is not producing hard copy output and is consuming less power than when producing such output.

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## **5. Technical Standards**

### **Maximum Power Rating and Default Time Requirements**

- 5.1 The power rating for sleep mode operation and the default time to sleep mode for B&W and colour laser printer models (or base units) at various printer speeds shall qualify according to the corresponding specifications as shown in Tables 1 and 2 respectively.

### **Effective Date**

- 5.2 Phase I: The first phase of this specification, Phase I, commenced on 30 December 2002 and shall be terminated after **30 September 2007**. Any formal application submitted within the Phase I period should meet the Phase I specification in order to qualify for this scheme.
- 5.3 Phase II: The second phase of this specification, Phase II, shall commence on **1 October 2007**. Any formal application submitted in the Phase II should meet the Phase II specification in order to qualify for this scheme.

**Table 1: Maximum Allowable Power Rating and Default Time to Sleep Mode for B&W Laser Printers**

Printer Speed in Pages Per Minute (ppm)	Sleep Mode (Watts) Phase I (effective from 30/12/2002)	Sleep Mode (Watts) Phase II (effective from 01/10/2007)	Default Time to Sleep Mode (Minutes)
0 < ppm ≤ 10	≤ 10	≤ 5	≤ 5
10 < ppm ≤ 20	≤ 20	≤ 10	≤ 15
20 < ppm ≤ 30	≤ 30	≤ 15	≤ 30
30 < ppm ≤ 44	≤ 40	≤ 20	≤ 60
44 < ppm	≤ 75	≤ 40	≤ 60

**Table 2: Maximum Allowable Power Rating and Default Time to Sleep Mode for Colour Laser printers**

Printer Speed in Pages Per Minute (ppm)	Sleep Mode (Watts) Phase I (effective from 30/12/2002)	Sleep Mode (Watts) Phase II (effective from 01/10/2007)	Default Time to Sleep Mode (Minutes)
0 < ppm ≤ 10	≤ 35	≤ 20	≤ 30
10 < ppm ≤ 20	≤ 45	≤ 25	≤ 60
20 < ppm	≤ 70	≤ 40	≤ 60

### Duplexing

- 5.4 Duplexing is not required to be the default setting for any laser printer. For printers above 10 ppm in which a duplexing unit is installed, it is recommended that the participant educates its customers about using their printers with duplex set as the default printing mode. Education may consist of information about the appropriate printer driver and print menu setup in the product manuals, or by providing specific instructions about the printer driver when a duplexing unit is installed.

### Safety Requirements

- 5.5 All materials and workmanship of laser printers are also needed to comply with IEC 60950 "Information Technology Equipment – Safety" and/or the Electrical Products (Safety) Regulation of the HKSAR, where applicable.

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## 6. Test Methods

### General

- 6.1 All test methods specified in this document are only related to checking compliance with the average power rating and default time requirements. It is not the intention of this document to detail out the test standards and requirements for checking compliance with the Electrical Products (Safety) Regulation of the HKSAR. The participant should conduct appropriate tests, where necessary, in addition to those specified in this document in order to comply with the requirements stipulated in the aforesaid Electrical Products (Safety) Regulation.

### Compliance with Safety Requirements

- 6.2 The testing standards for checking compliance with the safety requirements are based on IEC 60950 "Information Technology Equipment – Safety". For detailed requirements and procedural descriptions one should refer to the respective standard.
- 6.3 To the extent that definitions in the IEC standard do not conflict with the definitions of this document, the definitions in the aforesaid standard shall be included.

### Test Conditions

- 6.4 For all laser printers, the test conditions shall be as follows:
- |     |                           |                     |
|-----|---------------------------|---------------------|
| (a) | Electrical supply         | 220V ± 6%;          |
| (b) | Frequency                 | 50Hz ± 2%;          |
| (c) | Line impedance            | < 0.25 ohm;         |
| (d) | Total harmonic distortion | < 5% (voltage); and |
| (e) | Test room temperature     | 25 °C ± 3 °C.       |

### Test Equipment

- 6.5 A watt-hour meter (or an "energy analyser") shall be used to measure the energy consumption of the laser printer under test. The watt-hour meter shall be capable of reading the energy drawn by the laser printer without disrupting the electrical power supply.
- 6.6 The watt-hour meter should have a frequency response of at least 3 kHz and should provide resolution of 0.1W and accuracy of ± 1%. In addition, the meter should be capable of reading the current drawn by the laser printer without causing internal peak distortion (i.e. clipping off the top of the current wave). The use of a watt- hour meter with higher crest factors and more current range choices should be preferred.

## Measurement of Power Rating

- 6.7 Energy consumption of a laser printer model (or base unit) shall be measured for sleep mode operation for a period of one (1) hour. The average power rating is then obtained by dividing the resulting energy consumption by one (1) hour to check compliance with the specified technical requirements.
- 6.8 The measurement procedures for the sleep mode operation are as follows:
- (a) Connect an appropriate watt-hour meter to the laser printer, without causing disruption to the power source, to measure the energy consumption of the laser printer.
  - (b) Turn on the laser printer and let it go through its warm-up cycle. When it is ready to make a hard copy output, print one page, and then wait until the laser printer entered into the sleep mode.
  - (c) Take a reading from the watt-hour meter and record the start time for energy consumption measurement..
  - (d) Take another reading from the watt-hour meter after one (1) hour. The difference between the two readings of the watt-hour meter is the sleep mode energy consumption of the laser printer in one hour. The average power rating at this mode is obtained by dividing the energy consumption by one (1) hour.
- 6.9 For laser printers with constant idle-mode power consumption, the power rating measurements may be carried out by utilizing a high quality watt meter.
- 6.10 The average power rating of the laser printer in sleep mode operation shall be determined by computing the average value of five (5) respective separate power rating measurements. The result shall be rounded off to the nearest unit of a watt.

## Measurement of Default Time

- 6.11 Default time to sleep mode shall be measured from the last copy is finished to the time when the sleep mode of operation starts, by the use of a stop clock.
- 6.12 The default time for the sleep mode shall be determined by computing the average value of five (5) respective separate measurements.

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## 7. Energy Label

### General

- 7.1 Energy labels are classified into the following two types:
- (a) Verification label; and
  - (b) Information label.

- 7.2 A verification label indicates the appliance meets the energy performance standards as required by the scheme. It is a compulsory requirement for participant to affix this label to his registered appliances.
- 7.3 An information label contains information to guide the general public to contact the Authority regarding enquires about the scheme. The affixation of this label to registered appliances is optional.

#### **Label Location**

- 7.4 The energy label should be self-adhesive and affixed to the appliance at a prominent location. The participant should ensure that the verification label appears on every registered appliance on display or sale and the information on the label shall be legible.

#### **Colour Scheme and Dimensions**

- 7.5 The energy labels should be printed on self-adhesive material with white-coloured background and should have colour schemes and dimensions as shown in Annex 1. It should be printed in English and in Chinese.

#### **Paper Quality**

- 7.6 The Paper used for the energy label should be durable and possess good wear and tear characteristics. It should stick tightly on the appliance.

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## 8. Testing Facilities, Laboratories and Accreditation Bodies

- 8.1 The testing is carried out either by independent test institutes or by the manufacturers or importers themselves at their own test facilities. The Authority will accept the results and certificates issued by the test laboratory which fulfils one of the following criteria as specified in Clause 8.2, 8.3 or 8.4.
- 8.2 (a) The laboratory is accredited by the Hong Kong Accreditation Service (HKAS) for the relevant test under the Hong Kong Laboratory Accreditation Scheme (HOKLAS) or a scheme for which HKAS has concluded a mutual recognition agreement<sup>#</sup>; and the results are issued in a test report or certificate bearing the accreditation mark; **or**
- 8.3 The Authority will also consider the following arrangements:
- (a) Self-declaration by original manufacturer that the operations of their in-house laboratory followed principally the requirements of ISO/IEC 17025; **and**
  - (b) The manufacturer currently operating according to a recognized international quality system (such as ISO 9001); **and**
  - (c) The manufacturer's in-house laboratory had been successful in carrying out energy consumption tests on office equipment and where these tests had been evaluated and certified by internationally recognised third party certification organisations.

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<sup>#</sup> *HKAS has concluded mutual recognition arrangements with **fifty-eight** overseas accreditation bodies for testing laboratory accreditation, namely, **UKAS** of the United Kingdom, **NATA** of Australia, **AZLA, NVLAP, IAS and L-A-B** of the United States, **IANZ** of New Zealand, **RVA** of Netherlands, **SAC** of Singapore, **BMwa** of Austria, **BELAC** of Belgium, **DANAK** of Denmark, **FINAS** of Finland, **COFRAC** of France, **DAP, DACH and TAG** of Germany, **INAB** of Ireland, **ACCREDIA** of Italy; **NA** of Norway,, **ENAC** of Spain, **SWEDAC** of Sweden, **SAS** of Switzerland, **CNAS** of People's Republic of China, **TAF** of (Taiwan,China), **CAI** of Czech Republic, **INMETRO** of Brazil, **IAJapan, JAB and VLAC** of Japan, **KOLAS** of Korea, **SANAS** of South Africa, **SCC** of Canada, **NABL** of India, **BoA** of Viet Nam, **LA** of Lithuania, **SNAS** of Slovakia, **KAN** of Indonesia, **ISRAC** of Israel, **DSM** of Malaysia, **ema** of Mexico, **PNAC** of Pakistan, **PAO** of Philippines, **NSC-ONAC, DSS and DMSc** of Thailand, **TUNAC** of Tunisia, **TURKAK** of Turkey, **OAA** of Argentina, **ONARC** of Cuba, **NLAB** of Egypt, **EAK** of Estonia, **ESYD** of Greece, **LATAK** of Latvia, **PCA** of Poland, **SA** of Slovenia, etc. The list of mutual recognition arrangement partners may change from time to time and the up-to-date list is available from the HKAS website of [www.info.gov.hk/itc/hkas](http://www.info.gov.hk/itc/hkas). Partners to these arrangements recognise the accreditations granted by one another as equivalent.*

- 8.4 The tests results are issued by a laboratory which is accredited by HKAS (or is accredited by an accreditation body which has concluded a mutual recognition agreement with HKAS for testing laboratories) for laboratory testing of electrical and mechanical appliances other than testing based on technical methods stipulated in this scheme, if the laboratory can demonstrate their capability of carrying out tests on laser printers in accordance with the technical methods.

#### **Laboratory Accreditation**

- 8.5 The Government takes cognizance of the need to ensure acceptable and compatible quality standards of testing laboratories, and considers that they need to be accredited by some independent bodies.
- 8.6 The criteria of accreditation should be based on ISO/IEC 17025 and accreditation bodies should operate in accordance with **ISO/IEC 17011**.
- 8.7 The Authority will recognize accreditation granted by the HOKLAS and by overseas accreditation bodies which have concluded mutual recognition arrangements with HKAS for accreditation of testing laboratories. The Authority will consider accreditation by other bodies on a case-by-case basis.

#### **Energy Efficiency Verification Service**

- 8.8 An increasing number of countries now accept, as proof of product conformance, energy efficiency verification services provided by third-party organisation that has been accredited as a certification organisation. In accordance with this trend, the Authority will consider seriously test results that have been evaluated and verified against the energy efficiency standards of the scheme by reputable third-party certification organisations.

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## **9. Registration and Participation**

### **Registration Procedures**

- 9.1 All manufacturers, importers and the other parties involved in the appliance distribution network are welcomed and encouraged to participate in the scheme. For some known manufacturers and importers, invitation letters will be issued to them. However, any party may submit their applications for registration no matter whether they are invited or not.
- 9.2 The proforma letter of invitation is shown in Annex 2.

9.3 Applicant should submit formal application to

*Chief Engineer / Energy Efficiency A  
Energy Efficiency Office  
Electrical and Mechanical Services Department  
3 Kai Shing Street, Kowloon  
Hong Kong*

by means of an application letter through mail, facsimile or electronic mail.. In order to ensure effective implementation of the scheme, the applicant must be committed to fully comply with the duties, responsibilities and obligations set out in this scheme. The proforma letter of application as shown in Annex 3 details the aforesaid obligations and should be used for application. To facilitate the application process, the application form can be downloaded from EMSD website or on-line application can be used.

**Information/Documents to be Submitted for Registration**

9.4 Each make and model of an appliance participating in the scheme should be provided with a test report issued by a recognized laboratory. The test report should contain energy consumption test and performance test results. The details of the technical information to be submitted together with the application are listed as follows:

- (a) Information on the company  
Name, Address, Telephone number, Fax, E-mail address, Contact person, Importer, Distributor, etc.
- (b) Products to apply for participating in the scheme  
Names of products, types, brand names, model references, countries of origin
- (c) Parties which will be responsible for making and fixing the Energy Label
- (d) Commencement date to affix energy label on appliance  
Year \_\_\_\_\_, Month \_\_\_\_\_
- (e) Documentary proof that the applied appliance(s) comply with IEC 60950 "Information Technology Equipment – Safety" and/or the Electrical Products (Safety) Regulation of the HKSAR, where applicable
- (f) Detailed test reports with laser printer speed specified shall provide at least the following relevant technical data for the applied appliance:
  - Sleep mode energy consumption and power rating;
  - Default time to sleep mode; and
  - Provision of duplexing unit.

9.5 Company's name and chop should be stamped on all the documents provided. All photocopy test reports submitted to the Authority shall be certified true copy by appropriate organization.

**Acceptance of Registration**

9.6 On receipt of the application, the Authority will verify whether the appliance meets the energy efficiency and performance requirements based on the submitted data. The

accuracy of the submitted data, their inconsistencies and non-compliance will be dealt with in accordance with Section 11.

- 9.7 If the application is accepted, the participant will be notified of the result within 17 working days upon receipt of all necessary information requested. The participant will then be allowed to affix the energy label onto the 'registered' appliance. Both manufacturer and importer of the registered appliance should ensure that the energy label is correctly printed and affixed on the appliance in accordance with Section 7. The proforma letter of acceptance is shown in Annex 5.
- 9.8 If the application is rejected, the notification letter as shown in Annex 6 will also be given within 17 working days upon receipt of all necessary information requested.
- 9.9 The flow chart for registration is shown in Annex 7.

### **Participant's Duties, Responsibilities and Obligations**

- 9.10 The participant is obliged to:
- (a) submit application and information including test results in accordance with format and procedures set out in Section 9.3 – 9.5;
  - (b) conduct tests via recognized laboratories and to comply with the specified test methodology and classification scheme;
  - (c) produce and affix labels at his own costs;
  - (d) fully inform other sales agents in his distribution network once the particular make and model of an appliance is registered under this scheme;
  - (e) allow random/ad-hoc inspection to be conducted by persons authorized by the Authority on registered appliance at his premises;
  - (f) conduct re-test(s) at his own costs at some recognized laboratories, if non-compliance is found on his appliance. The result of re-test(s) shall reach the Authority within the prescribed period of time specified by the Authority;
  - (g) inform the Authority of any change in the technical information and data that were previously submitted to the Authority together with the application letter;
  - (h) accept the fact that if appliance fails to perform in accordance with the requirements as given in Sections 5 and 6 and this cannot be readily rectified, the Authority may order it be de-registered from the scheme; and
  - (i) remove within three months all energy labels from appliances which had been de-registered.
- 9.11 The details of appliances registered under this scheme will be kept in a register maintained by the Authority. The registration records will be regularly uploaded and maintained in the EMSD internet for public and interested parties for access and information.

### **Special Exemptions on the Compliance with the Technical Standards**

- 9.12 The participant shall not alter the registered base unit or laser printer model in any way

that will affect the laser printer's ability to meet the technical standards of the scheme except under the following circumstances:

- (a) The participant or his representatives may change the default time to sleep mode of the laser printer at the request of the end-users, but only up to a factory-set maximum of 240 minutes; or
- (b) The participant may disable the sleep mode feature of the laser printer at the request of the end-users.

### **Termination**

9.13 Under circumstances of poor performance such as:

- (a) (repeated) failure to fulfil obligations set out under Section 9.10; or
- (b) in any other case where the Director is of the opinion that registration of an appliance is contrary to the public interest

the Authority may de-register an appliance from the scheme with immediate effect by giving the participant notice in writing. Once an appliance is de-registered, no one is allowed to fix an energy label on it. However, participant will normally be given a grace period of three months to remove all labels from the de-registered appliances.

De-registration may occur even when there is no legal action taken under either the Trade Descriptions Ordinance or the Copyright Ordinance.

9.14 Participant who decides to discontinue participating in the scheme or to withdraw any registered model from the registered appliance list shall give at least three months' advance notice to the Authority.

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## **10. Legal Provisions**

10.1 This scheme is a voluntary scheme. However, a participant who abuses the scheme by giving false information on a label may contravene provisions of the Trade Descriptions Ordinance.

10.2 No one could take advantage of the scheme by using the label on his appliances without authorization of the Authority as that may constitute an infringement of copyright under the Copyright Ordinance.

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## **11. Compliance Monitoring and Inspection**

### **Purpose**

11.1 To uphold credibility of the scheme and to maintain continuous confidence of the consumers, compliance check on energy labels on those appliances participating in the scheme are needed. Also to avoid the unsatisfactory situation that the non-participating

parties taking advantage of the scheme by using unauthorized labels, the Authority may also carry out suitable form of inspection on those unregistered appliances which have not been registered under the scheme.

### **Scope**

- 11.2 The scope of inspection includes sample checking and testing the following items:
- (a) whether the energy label is positioned as required in clause 7.2;
  - (b) whether the energy label being displayed is of correct format in accordance with Section 7;
  - (c) whether the data submitted by the participants are correct by random re-testing; and
  - (d) whether unregistered appliances display unauthorized energy label.
- 11.3 The participants will be requested to take immediate remedial action and report the follow-up action taken if non-compliance is found on their appliances.
- 11.4 If a registered appliance is found not meeting the requirements specified in accordance with the technical standards stipulated in Section 5 during random testing, the Authority may request the participant to conduct separate performance tests at his own costs, in accordance with the test methodology as stated in Section 6 in one of the test laboratories agreed by the Authority. If non-compliance is confirmed and no remedial action is to be taken by the applicant, the Authority may order it be de-registered from the scheme. Failure to remove energy labels from the de-registered appliances after the Director has withheld his authorization for using such labels may contravene the relevant ordinances.

### **Inspecting Officers**

- 11.5 The Authority will authorize inspecting officers to carry out appliance compliance monitoring and inspection. The officers will carry proper identification cards which will be produced during their inspection operations. However, the officers will not inform the participants in advance of their intended inspection operation.
- 11.6 It is the participants' duty to allow the inspecting officers to gain access to their premises to carry out inspection.

### **Mode of Inspection**

- 11.7 Inspections will be carried out on registered appliances under the scheme on random basis. Based on the record of the registration, random inspection programmes will be developed.
- 11.8 In addition to the random inspections, the inspecting officers will carry out ad-hoc inspections in response to complaints. The items to be inspected in such a case will depend upon the nature of complaint and may include all types of inspection as stated in Section 11.2.

- 11.9 Inspections will normally be carried out at the retail outlets and appliance showrooms. Where necessary, inspection will also be done at warehouses.
- 11.10 The inspection results will be properly recorded for future analysis as well as on evaluation of the effectiveness of the scheme.
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## **12. Complaints and Appeal**

- 12.1 The Authority will be responsible for dealing with complaints from participants and other parties against matters related to the scheme.

### **Complaints Handling Procedure**

- 12.2 The Director shall ensure that complaints are properly recorded and handled without undue delay.
- 12.3 The Authority shall carry out preliminary investigation on complaints and reply to the complainants within a reasonable time. For complaints that require site inspection and laboratory test, the complainant shall be notified through an interim reply.
- 12.4 The Authority shall inform the complainant of the results or decisions made on the complaint.

### **Appeal Procedure**

- 12.5 A participant who is aggrieved by a decision or action taken by the Authority may appeal to the Director in writing stating the reason for the appeal.
- 12.6 The Director may decide to suspend the decision or action given by the Authority from the day on which the appeal is made until such appeal is disposed of, withdrawn or abandoned unless such suspension would, in the opinion of the Director, be contrary to public interest.
- 12.7 The Director may by notice to the appellant require that appellant to attend meeting with him or his representatives and provide documents and give evidence relevant to the appeal.
- 12.8 The Director shall notify the appellant of his decision and reasons for it. The decision will be final and binding.

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## **13. Maintenance of Scheme**

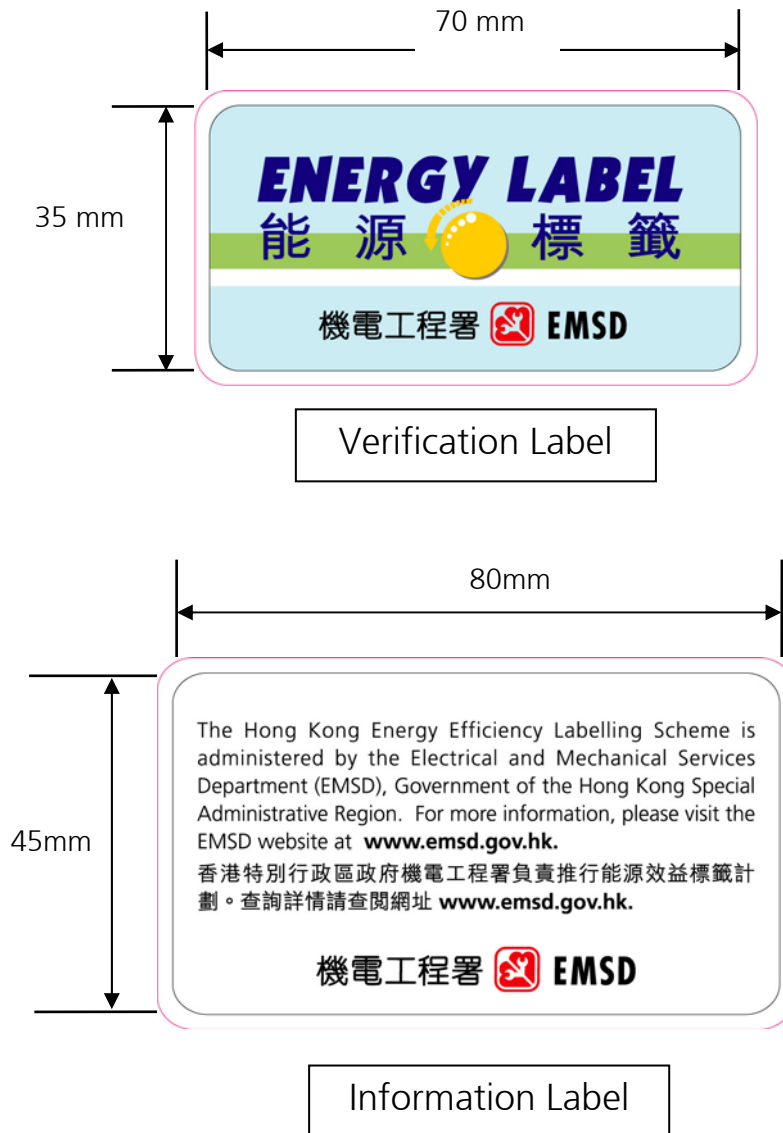
- 13.1 To ensure that the scheme can continue to operate effectively and efficiently after its introduction, a proper system of maintenance is needed.
- 13.2 The maintenance system consists essentially of:
- (a) Continuous updating of the lists of participants in the scheme as follows:
    - i) registered appliances with details such as registration number in the scheme, date of registration or de-registration if it occurs, energy efficiency data, performance data, make, model and other related information; and
    - ii) registered importers, manufacturers, local agents etc. in the distribution network with details such as address, date of registration or de-registration if it occurs, etc.
  - (b) Periodic review of the test methodology, and procedures for application registration and compliance monitoring, etc., to bring them in line with the latest needs of the manufacturers, importers and retailers, etc.
  - (c) Continuous evaluation of the effectiveness of the scheme and assessment of what changes are necessary.

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## **14. Future Development**

- 14.1 It is hoped that following the implementation of the scheme, the market will phase out appliances of low efficiency and public awareness of using energy efficient products will be much improved.
- 14.2 As part of the Government's ongoing efforts to promote the efficient use and conservation of energy, it is opportune to introduce a mandatory EELS by the inclusion of energy consuming products in phases. In the initial phase, refrigerators, room coolers and compact fluorescent lamps are being considered in the proposed mandatory EELS.

## Energy Label Format



Soft copies of these labels can be obtained from Energy Efficiency Office, Electrical and Mechanical Services Department.

## **Proforma Letter of Invitation**

Our ref. EEO/LB/24

Your ref.

Tel.

Fax.

Date

[Name and Address of  
Manufacturers/Importers/Agents]

Dear Sir/Madam,

### **Invitation of Application for Registration to Participate in Voluntary Energy Efficiency Labelling Scheme for Laser Printers**

Having gone through the necessary consultations and duly considered the views from various concerned parties, the government has decided to introduce a voluntary energy efficiency labelling scheme for laser printers to Hong Kong with effect from (\_\_\_\_\_). The details of the scheme<sup>①</sup> have been finalized and I enclose herewith a guide of the scheme for your reference.

Being one of the major laser printer manufacturers / importers / agents<sup>②</sup> in Hong Kong, you are invited to participate in the scheme so as to take part in promoting public awareness in energy conservation and environmental improvement to Hong Kong. If you are interested to participate in the scheme, please apply in accordance with the proforma letter of application (Annex 3) and submit details including technical information in accordance with the attached Annex 4 to the 'Chief Engineer / Energy Efficiency A' at the following address.

Energy Efficiency Office  
Electrical and Mechanical Services Department  
3 Kai Shing Street, Kowloon  
Hong Kong

Please be reminded to submit accurate test data to support your application. Under this Scheme, routine compliance monitoring and checking will be performed and if a registered laser printer is found to be non-compliant, we may consider deregistering the laser printer from the Scheme.

Should you need further clarification or information, you are most welcome to contact the undersigned or Mr. \_\_\_\_\_, at the telephone number \_\_\_\_\_.

Yours faithfully,

for Director of Electrical & Mechanical Services

(Note : <sup>①</sup> 'scheme' means 'The Voluntary Energy Efficiency Labelling Scheme for Laser Printers '

<sup>②</sup> delete as appropriate)

## **Proforma Letter of Application**

Your ref. EEO/LB/24  
Our ref.

Tel.

Date

Chief Engineer/Energy Efficiency A  
Electrical & Mechanical Services Department  
3 Kai Shing Street, Kowloon  
Hong Kong

Dear Sir/Madam,

### **Application for Registration to Participate in Voluntary Energy Efficiency Labelling Scheme for Laser Printers**

Our company is the (manufacturer/importer/agent\*) of \_\_\_\_\_ in Hong Kong. We support the introduction of the labelling scheme to Hong Kong and would like to be one of the participants in the scheme to promote energy efficiency.

I understand fully the obligations and duties stated in the scheme and will comply with all relevant requirements, in particular those specified below:

- i) conduct tests via recognized laboratories and to comply with the specified test standards;
- ii) produce and affix specified labels at my own costs;
- iii) allow random/ad-hoc inspection to be conducted by persons authorized by the issuing Authority on registered appliance at my premises;
- iv) conduct re-test(s) at my own costs at some recognized laboratories, if the results of inspection suggest inaccurate energy label information being displayed. The result of re-test(s) shall reach the Authority within the prescribed period of time specified by the Authority;
- v) inform the Authority of any change in the technical information and data that were previously submitted to the Authority together with the application letter; and
- vi) accept the fact that if appliance fails to perform in accordance with the required energy efficiency standards and performance as given in Section 5 and this cannot be readily rectified, the Authority may order it be de-registered from the scheme.

The details of information of those appliances which we intend to register with the Authority are shown in the attached document, (Annex 4) and are submitted herewith for your vetting.

Yours faithfully,

(Manufacturer/Importer/Agent 's Name and Company Chop)

\* \_\_\_\_\_  
*delete as appropriate*

## **Information to be Submitted to Energy Efficiency Office**

1. Information on the company:  
  
Name, Address, Telephone number, Fax, E-mail Address, Contact person, Importer, Distributor, etc.
  
2. Product to apply for participating in the scheme:  
  
Name of products, types, make, model references, countries of origin
  
3. Parties which will be responsible for making and fixing the Energy Label
  
4. Commencement date to affix Energy Labels on appliance  
Year \_\_\_\_\_, Month \_\_\_\_\_
  
5. Detailed test reports with laser printer speed specified providing at least the following relevant technical data for the applied appliances:
  - (a) Sleep mode energy consumption and power rating;
  - (b) Default time to sleep mode; and
  - (c) Provision of duplexing unit.
  
6. Documentary proof that the applied appliance(s) comply with the Electrical Products (Safety) Regulation of the Hong Kong Special Administrative Region.

*Note: Company's name and chop should be stamped on the all documents provided.  
All test reports submitted to the office should be certified true copy by appropriate organization.*

**Proforma Letter of Acceptance**

Your ref.  
Our ref. EEO/LB/24

Tel:  
Fax:

Date

[  
Manufacturers/Importers/Agents  
]

Dear Sir/Madam,

**Acceptance of Application for Registration to Participate in  
Voluntary Energy Efficiency Labelling Scheme for Laser Printers**

With reference to your letter of ref. \_\_\_\_\_ dated \_\_\_\_\_, I am pleased to inform you that your application to participate in the captioned scheme has been accepted.

I enclose herewith the registration certificates of laser printers registered. The registered laser printers are as follows :

<u>Brand/Make/Model</u>	<u>Registration No.</u>	<u>Effective date</u>
( _____ )	( _____ )	( _____ )

You are allowed to affix a specified energy label onto each and every appliance registered under the scheme. The contents of the energy label should be based on the information that you have provided in your application ref. \_\_\_\_\_ and dated \_\_\_\_\_.

Should you have any queries regarding the scheme, please contact this office.

Yours faithfully,

for Director of Electrical & Mechanical Services

## **Proforma letter of Rejection**

Your ref.

Our ref. EEO/LB/24

Tel.

Fax.

Date

[  
Manufacturers/Importers/Agents

]

Dear Sir/Madam,

### **Rejection of Application for Registration to Participate in Voluntary Energy Efficiency Labelling Scheme for Laser Printers**

With reference to your letter of application ref. \_\_\_\_\_ dated \_\_\_\_\_, I regret to inform you that your application for registration to participate in the scheme has not been accepted for the following reasons:-

1. \_\_\_\_\_ etc.

You are most welcome to submit new application again in future, when you have the necessary documents / information to support your application.

Yours faithfully,

for Director of Electrical & Mechanical Services

## **Flow Chart for Registration**

