



Curtis-Straus Product Safety Certification (CSPSC) Program



Certification Services Electrical Product Safety

Curtis-Straus operates electrical product safety listing and certification programs under the authority of U.S. Department of Labor: Occupational Safety & Health Administration (OSHA)'s Nationally Recognized Testing Laboratory (NRTL) Program and Standards Council of Canada (SCC) Certification Body Accreditation Program. The service allows applicants to qualify their products under safety standards recognized by OSHA and the SCC. The qualification extends only to the intended use of the product. Products qualified under the service shall be labeled with the Curtis-Straus certification mark and shall identify the limitations of the listing, if any. Curtis-Straus maintains a database of listed products available to the public. Products may be qualified under only the NRTL program or the SCC program or both. These programs are funded by the fees for service charged in accordance with a published fee schedule.

U.S. Department of Labor: Occupational Safety & Health Administration (OSHA)'s Nationally Recognized Testing Laboratory (NRTL) Program

Curtis-Straus is recognized by OSHA and provides independent evaluation, testing and certification of electrically-operated products based on product safety standards developed by U.S. consensus standards organizations. Electrical product certification is limited only to products evaluated and reviewed to those standards included in Curtis-Straus' recognition by OSHA. The program includes selection which includes the evaluation of samples, determination of characteristics by evaluation and testing, initial assessment of the production process and quality system, review and evaluation of the test reports, decision on certification and the licensing to use the mark, on-going surveillance through testing or inspection of factory samples as well as on-going surveillance of the production process.

Standards Council of Canada (SCC) Certification Body Accreditation Program

Curtis-Straus is a SCC Accredited ISO/IEC 17065:2012 Product Certification Body and provides independent evaluation, testing and certification of electrically-operated products based on Canadian standards. Electrical product certification is limited only to products evaluated and reviewed to those standards included in Curtis-Straus' accreditation by SCC. Applicants may process inquiries under the SCC accreditation scope in English and/or French. The program includes selection which includes the evaluation of samples, determination of characteristics by evaluation and testing, initial assessment of the production process and quality system, review and evaluation of the test reports, decision on certification and the licensing to use the mark, on-going surveillance through testing or inspection of factory samples as well as on-going surveillance of the production process.



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Certification Process

Curtis-Straus follows a certification procedure beginning with client contact and ending with a certificate and is maintained through on-going surveillance.

Application Packet Requirements

A complete application packet from the client is required to certify any product. Application packet materials are to be uploaded to our CSUpload system via the Curtis-Straus website. To obtain a user name and password please email certification@curtis-straus.com or request one through the web site.

Certification Agreement

Each applicant must have a certification agreement signed and on file with Curtis-Straus. The agreement can be obtained by contacting our department.

Application Form

The application form will contain information including (but not limited) to the following: manufacturer, applicant name and contact information, product model information, and the specific industry standard requested for certification. Please contact our department for a copy of the application form for the applicable program.

Technical Laboratory Test Report

This is the most important component of the application packet. Test reports must demonstrate that the product to be listed on the certificate complies with all the applicable standards and requirements. This test report must be signed and dated by the appropriate authorities of an approved testing laboratory.

Test Reports and Test Data Acceptance for Listing and Certification

Test reports and test data acceptance for NRTL listing

Curtis-Straus can only accept test reports for the purpose of NRTL listing which have been issued by Curtis-Straus qualified laboratories and Curtis-Straus qualified personnel. Subcontracted testing by the laboratory will not be accepted, unless the subcontracted laboratory and personnel have been approved by Curtis-Straus.

CB Scheme Report Acceptance

CB Scheme reports with a valid Certificate may be accepted if accompanied by a product sample or if a product sample is reviewed by a person housed at Curtis-Straus or an accepted BV Organizationally Encompassed Laboratory. The product sample must be physically examined to comply with OSHA program 8 rules.



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Test reports and test data acceptance for SCC certification

Curtis-Straus can only accept test reports for the purpose of certification which have been issued by Curtis-Straus qualified laboratories and Curtis-Straus qualified personnel or ISO 17025 laboratories accredited by a member of ILAC (<http://www.ilac.org>).

Administrative and Technical Review

After a complete application packet is received, an administrative review and a technical review will be completed prior to certification. Any findings from administration or the technical reviewer will be sent to the email address used to upload the documents.

Certification and Listing

Once an application has been deemed acceptable and meeting the specified standard limits and requirements and the factory is found to comply with the Initial Factory Inspection requirement, a certifier will certify the product and a certificate of compliance will be issued.

Evaluation Procedure

When an application is uploaded to our website an email is sent to our team indicating a new application has been submitted. The application is assigned, reviewed for administrative concerns then the reviewing body performs technical review. Any requests for information is sent to the client and given 60 days to respond. Once all information is satisfactory, the application is referred to the Certification Body with the recommendation for Certification. Certification Body reviews application and if satisfactory, grants certification. Curtis-Straus then issues Grant/Certificate to client.

Procedures for granting Certification

The process for granting the use of the mark includes the initial application process, evaluation, initial factory assessment and decision on certification. Authorization to use the mark will be attested in a Certificate and listing letter which together outline the use, rights and obligations of the applicant and Certification Body.

Procedure for Maintaining records, reduction of certification, extending certification

Maintaining Listing and Certification

Maintaining the use of the Curtis-Straus NRTL mark is predicated on continuing compliance with the requirements of the certification agreement which includes cooperation in the ongoing surveillance program defined in the test report and listing letter for each specific product. In accordance with OSHA and SCC's program, processes and directives, this maintenance includes an inspection of the run of production at factories for product evaluation purposes to assure conformance with the test standards.



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Reduction of Certification

Reduction of Certification will be determined after a review of any client communications that indicate that the Reduction of Certification may be warranted. An example of this may be when a client supplies information regarding modifications to a certified device. Curtis-Straus may, at that time, review the modification to determine if a Reduction of the Scope of Certification is necessary.

Extending of Certification

Extending Certification will be determined after a review of any client communications that indicate that the Extending of Certification may be warranted. An example of this may be when a client supplies information regarding modifications to a certified device. Curtis-Straus may, at that time, review the modification to determine if an Extension of the Scope of Certification is necessary.

Procedure for Withdrawal, Suspension, Cancellation or Refusal of Certification

In accordance with the regulatory guidelines allowed and in accordance with its responsibility under OSHA and SCC's program, processes and directives, Curtis-Straus shall maintain the right to suspend, withdraw or cancel any certification it has issued as follows:

Withdrawal of Certification

Withdrawal of certification shall apply to but shall not be limited to:

- Intentional misuse of certification
- Curtis-Straus being placed in a position of disrepute due to misuse, false advertisement, etc.
- Devices that are shown to be non-compliant or in continued violation of standards to which certification applies.
- General or specific violation of the license agreement.

Suspension of Certification

When certification is suspended, the supplier shall make no misleading claims as to the status of the certification. Upon the date of formal notice of suspension the supplier shall cease the use of the certificate. Under suspension, potentially defective certified products shall be subject to recall where appropriate.

Cancellation of Certification

Cancellation of Certification occurs when: A written request to cancel the certificate has been provided by the licensee.



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Refusal of Certification

Curtis-Straus reserves the right to refuse services for which it is not accredited to perform.

Changes to product standards

In the event that a standard is withdrawn or revised during the term of the listing agreement, Curtis-Straus will determine the date by which the use of the Certification mark under the standard shall terminate and shall notify the applicant of such date.

Fees and Payment

This section details all the financial obligations that our clients have with the certification department and the expected actions related to payment.

Fee Schedule

Please contact our admin for our current fee schedule.

Invoicing

Once an application form is submitted to our CSUpload system, the application is officially active in our system. A review will be completed, at which point the project will be invoiced. Clients are expected to remit payment after an invoice is received. In the case where projects are submitted but a technical review has not occurred, projects will not be invoiced.

Payment Methods

Payment of fees may be made by credit card (Visa or MasterCard), check, bank draft, money order, or wire transfer. Payment by credit card shall specify the card type, name on the card, account number of the card, and the expiration date. If paying by check your remittance must be denominated in U. S. dollars drawn on a U. S. financial institution and made payable to Curtis-Straus LLC. No checks will be accepted for processing if older than six (6) months. All fees are non-refundable once Curtis-Straus accepts the application for processing.



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Complaints and appeals

Complaints

Clients are encouraged to provide feedback to Curtis-Straus regarding any positive experiences, as well as any disputes, appeals or complaints that affect the client's experience with Curtis-Straus.

In the event of a complaint or dispute, the Curtis-Straus Quality Manager will review the complaint with the appropriate parties in and decide on the appropriate action to resolve said complaint. A resolution of the complaint or plan for resolution will be completed within 30 days of acknowledged receipt of complaint.

The client will be informed of the progress and conclusion of the complaint resolution and will be offered an opportunity to contribute suggestions and offer additional recommendations, if warranted. Procedures for handling complaints, etc., are available to clients upon request.

Appeals

In the event of an appeal regarding dismissal or denial of an application for Certification, the submitter will have the option of providing written justification for a reversal of said decision; this written justification must be provided within 10 business days of the date of the decision. Curtis-Straus will review and provide a ruling on this within 10 business days of the date of the request.