



MARK INTEGRITY PROGRAM

Displaying the UL Smart and Enhanced Mark on Certified Products

The following is intended to assist customers with understanding the requirements for displaying the Enhanced or Smart UL Certification Mark on products, and to define the process for procurement and surveillance. The responsibilities of UL customers and UL Representatives is also defined.

Why this requirement is important

The presence of the UL Certification Mark is the product manufacturer’s representation that a product meets all applicable requirements at the time it was shipped from the factory. A UL Certified product that does not display a proper UL Mark may be rejected by regulatory authorities, customs, and/or other entities that rely on the UL Certification Mark for product acceptance and confidence.

Scope

The UL Smart and Enhanced Certification Mark may be used on products that are Performance Verified by UL, and on products that are eligible for UL Listing and Classification. Products certified as Recognized Components are not included under the UL Smart and Enhanced Mark option.

Requirements

General:

The Smart and Enhanced UL Certification Mark and UL Badge system is designed to deliver clarity and acceptance in the market. The Mark and Badge system anticipates the changing marketplace needs and evolving nature of product safety. General information regarding UL Smart and Enhanced Marks and UL Badge can be reviewed at: markshub.ul.com.

Transitioning Marks



UL Smart and Enhanced Marks may be used on products in lieu of the UL Listed and UL Classified Marks, typically those that consist primarily of the “UL” in a circle and the word “Listed” or “Classified.”

Use of the UL Smart and Enhanced Mark is optional. A manufacturer may continue to utilize the UL Listed or UL Classified Mark. The UL Listed or UL Classified Mark, described in a manufacturer’s UL Follow-up Services procedure, may be used indefinitely. However, manufacturers are encouraged to transition to UL Smart and Enhanced Marks when they find value in transitioning to the UL Smart and Enhanced Mark. If a UL Smart and Enhanced Mark is desired, the composition of the UL Listed or UL Classified Mark described on the Listing/Classification Mark Data Page is no longer applicable, but still could be used, therefore no procedure revision will be made even if the UL Smart and Enhanced Mark is used.

UL File Numbers are always required to be included with UL Smart and Enhanced Marks. For custom labels the UL File Number will appear in a module of the UL Smart and Enhanced Mark. For standard labels, the UL File Number will not be part of the UL Smart and Enhanced Mark, however, the UL File Number will be located on the nameplate near the UL Smart and Enhanced Mark in addition to any other required ancillary information.

Control numbers, which may be specified in the UL Follow-up Services procedure, will generally not be used for UL Smart and Enhanced Marks. If a UL Listed or UL Classified Mark is used, the control number specified in the Follow-up Services procedure may be used, or at the customer’s discretion, be replaced with the Listee’s file number. One exception is for Multiple Listed

products. Multiple Listed products will require the use of a specified control number for both the UL Smart and Enhanced UL Marks and the UL Listed / UL Classified Marks.

Obtaining the UL Smart and Enhanced Mark

There are two types of UL labels, standard labels and custom labels.

Standard Labels

Standard labels are stocked by UL for select product categories only, and labels for these categories are ordered directly from UL. More information on standard labels can be accessed at www.ul.com. Note: Smart and Enhanced mark versions are not available for standard labels.

Custom Labels

The process for obtaining of a custom UL Smart and Enhanced Mark is defined in the following steps:

- The customer will log on to the UL Marks Hub (<https://markshub.ul.com/>) and create an account or log in to a previously created account. Access to the UL Marks Hub is limited to UL customers, regulators and retailers. All access requests are reviewed before being granted.
- Following the instructions provided on the UL Marks Hub, the customer will design a UL Smart and Enhanced Mark using the options available. If the product for which the UL Mark is being designed carries UL coverage for certifications in addition to product safety (such as sanitation or energy efficiency), additional modules that indicate this coverage may be added to the Mark. Additionally, if the certification includes coverage for Canada (Does not include ULC labels), the final design will include a second mark translated to French. The use of the UL Mark translated to French on a certified product is optional.
- Once designed, the label order is submitted to UL for review by a UL label services representatives through the UL Mark Hub.
- A UL label services representative will review the UL Mark, and verify that it is appropriate for the type of product it is intended for. This includes verification of coverage for any additional modules.



- Upon successful review, the customer will receive an email noting the approval of the Smart and Enhanced UL Mark, and the order status will be updated in the user's Marks Hub account. The email will include instructions for downloading high resolution images and art work of the approved UL Mark. The email also includes ancillary information, if applicable. Please read the attachments with care.
- The approved UL Smart and Enhanced Mark may be reproduced by the customer, if authorized in the Follow-Up procedure, or an authorized label supplied per the guidelines on www.ul.com.
- If a previously approved UL Mark is modified, such as by the addition of additional modules, the modified UL Mark will need to be resubmitted through the UL Mark Hub.

Verification of the UL Smart and Enhanced Mark during UL Surveillance

During Follow-Up visits and UL surveillance activities, it is necessary for the UL field engineer to verify that a custom UL Smart and Enhanced Mark appearing on a certified product has been reviewed and approved by UL label services. The UL field engineer will request to review the approval email from UL label services, or the approval confirmation in the Marks Hub, for the Enhanced or Smart UL Mark in question. As such, a customer is required to keep the information accessible at the manufacturer's site for verification during inspections and surveillance activities. For customers that have their UL Marks produced by an authorized label supplier, a copy of the approval

email will need to be provided to the authorized label supplier and maintained in their records.

The UL Smart and Enhanced Mark that is reproduced must match the approved Mark as shown in the approval information, and may not contain modules other than those that have been reviewed and approved.

The “UL in a Circle” should not be used on the packaging with products using the Enhanced or Smart UL Certification Mark. While it is preferred that the UL Badge (see markshub.ul.com for information) be used, the full Enhanced or Smart UL Certification Mark on the package with products using these marks is allowed. For Type L marks incorporating serial number, issue number, hologram, etc., duplication of these marks on packaging is not allowed.

Ancillary Information

Ancillary information is additional information that describes conditions of use of a product, ratings, product category, or other information that is necessary for regulatory acceptance of a product. This information, when required, is specified by the UL procedure and is to be provided adjacent to the UL Smart and Enhanced Mark. This information may include:

- Limitations of the certification (e.g. for Classified products)
- Specific or non-UL standards that the product is evaluated to
- The UL control number for multiple listed products

During inspections, the UL Field Engineer is to verify that the required ancillary information is present on the UL Marks used on products.

In the rare instances that products carry multiple certifications from multiple UL files, the ancillary information will need to include the product identification and file number of each certification. An example is shown below for a product covered under SAMPLE2 as a “Photovoltaic Panel, and covered under SAMPLE2 as a “Photovoltaic Panel for Hazardous Locations.”



Photovoltaic Panel

Photovoltaic Panel for use in
Hazardous locations(SAMPLE2)