

Frequently Asked Questions

1. What is the UL Follow-Up Service Procedure?

You will receive the UL Follow-Up Service Procedure shortly after the project is completed. This file provides instructions for the panels that shall be built in accordance with UL 508A. It also describes the responsibilities of the factory and UL Field Representative.

The UL Follow-Up Service Procedure file will consist of the following:

- Authorization Page: This shows the category coverage, applicant (owner of certification) and Factory.
- Index Page: Index.
- Section 1 Description: This contains any specific components that you are using which are not currently allowed by UL508A Supplement SA Specific Component Requirements Table or components that require "Procedure Description".

2. What is an Initial Production Inspection (IPI)?

Prior to shipping any panels with the UL Listing Mark, an Initial Product Inspection (IPI) is required at your facility. The IPI should be done on a completed panel with all the required markings.

The local UL Field Representative contacts you to come in and perform the required Initial Production Inspection of a panel when you are ready. They will perform an audit of the panel you built, and review/verify that the components are indeed UL Listed or Recognized and are allowed to be used in the panel based upon UL 508A and Supplement SA Specific Component Requirements Table.

For the Initial Production Inspection, it is helpful to provide a bill of materials for the panel along with the UL Category Control Number (CCN) and UL File Number for each component to the UL Field Representative, as assists in verifying the components that are located in UL508A Supplement SA Specific Component Requirements Table.

If you do not do a high volume of panels or your product is on "Hold" to be UL Labeled, please discuss with the UL Field Representative to understand your available options.

After the inspection is complete, your main contact should be your UL Field Representative. After successful completion of the IPI, you are free to label your panels.

3. How do I determine if components are acceptable for use within my Listed Industrial Control Panels?

The following steps shall be considered when determining suitability of components used within an Industrial Control Panel:

1. Determine whether the component is Listed or Recognized via UL Product iQ:
<https://iq.ulprospector.com/info/>.
2. If the component is Listed or Recognized, note the corresponding Category Control Number (CCN) and Standard.
3. Identify the CCN and Standard in Supplement SA (www.ul.com/UL508A-SupplementSA). Supplement SA Specific Component Requirements Table specifies what type of UL Listed or Recognized Components may be used “generically” in the construction of the panel, and what type of UL Listed or Recognized Components require procedure description.
4. Once identified, refer to the associated Standard clause reference and corresponding note in the Supplement SA Table. This is indicated in the last column heading under notes.
 - When nothing is entered in the Notes Column, any component from the product category may be used in the Industrial Control Panel.
 - Where the Notes or Standard clause give a selection criterion, any component meeting the selection criteria shall be used.
 - Where the Notes indicate “Procedure Describe”(or equivalent wording) and it is not in your procedure or “Construction shall be Described in Procedure” (or equivalent wording) and it is not in your procedure or if the UL Category Code is not in the Table and it is a non-industrial Category Code, you need to contact UL to have the component reviewed, tested (if applicable) and described in the Follow-Up Service Procedure.

In addition, certain components may only be used in certain circuits/applications, such as power or control circuits. Once you verify or find the component in the UL508A Supplement SA Specific Component Requirements Table, verify that it may be used in that circuit/that section of the standard.



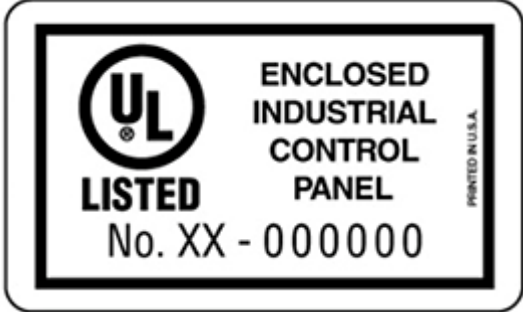

5. If the product is Listed and it is not in the SA table and the UL Product iQ indicates it is for industrial use you may use it when installed per manufacturer’s instructions.
6. If the product is Recognized and it is not in the SA table, contact UL to discuss procedure description for use within your Industrial Control Panel.

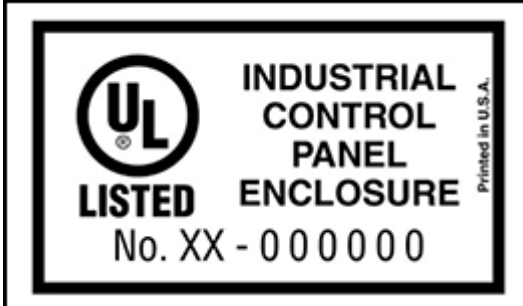
4. How do I order UL Listing Mark Labels?

You will need your UL Account Number to order Industrial Control Panel Labels.

The UL Industrial Control Panel Label needs to be ordered from UL via <https://connect.ul.com/Label-Application-Order.html> or by calling 1.877.854.3577 ext. 43030

UL Industrial Control Panel example labels:

NITW	OPEN INDUSTRIAL CONTROL PANEL	50000152	 The label is rectangular with a black border. It features the UL logo (a circle with 'U' and 'L' inside) followed by the word 'LISTED'. Below this, it reads 'OPEN INDUSTRIAL CONTROL PANEL' and 'No. XX-000000'.
NITW7	OPEN INDUSTRIAL CONTROL PANEL US/CAN	50000155	 The label is rectangular with a black border. It features the UL logo with a 'C' to its left, followed by 'US LISTED'. Below this, it reads 'OPEN INDUSTRIAL CONTROL PANEL' and 'No. XX-000000'.
NITW	ENCLOSED INDUSTRIAL CONTROL PANEL	50000153	 The label is rectangular with a black border. It features the UL logo followed by the word 'LISTED'. To the right of the logo, it reads 'ENCLOSED INDUSTRIAL CONTROL PANEL'. Below the logo, it reads 'No. XX - 000000'. On the far right edge, there is vertical text that reads 'PRINTED IN U.S.A.'.
NITW7	ENCLOSED INDUSTRIAL CONTROL PANEL US/CAN	50000156	 The label is rectangular with a black border. It features the UL logo with a 'C' to its left, followed by 'US LISTED'. Below this, it reads 'ENCLOSED INDUSTRIAL CONTROL PANEL' and 'No. XX 000000'.

NITW	INDUSTRIAL CONTROL PANEL ENCLOSURE	50000154	 <p>The image shows a UL Listed label for an Industrial Control Panel Enclosure. It features the UL logo (a circle with 'UL' inside), the word 'LISTED' below it, and 'INDUSTRIAL CONTROL PANEL ENCLOSURE' to the right. Below the logo, it says 'No. XX - 000000'. On the right side of the label, it says 'Printed in U.S.A.'.</p>
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Your certification includes US and Canada:

Your certification allows you to build Industrial Control Panels for the US and Canada. Therefore, you can order the combination label for the “enclosed” panels you build: 50000156. If you will be supplying panels only for the US, then order the “enclosed” label: 50000153. Please note the most common Labels ordered by panel are the Enclosed Industrial Control Panel Label for US and Canada (Label order number 50000156).

If you will label panels as cUL Listed for Canada it is required that all components that are in the SA Table also carry CSA (Canadian Standards Association) Certification or carry UL Certification for Canada.

The following statement will be called out in your file:

Components (cUL Labeled Panels) - The components shall bear a Canadian Certification mark, either a Canadian UL Listing (cUL), Canadian Recognition Mark (cUR), or CSA Certification Mark.

In addition, please read this link for markings of panels going to Canada:

https://collateral-library-production.s3.amazonaws.com/uploads/asset_file/attachment/12062/Canadian-Cert-Reqs.pdf

5. Is Short Circuit Current Rating (SCCR) required?

Article 409 of the National Electrical Code (NFPA 70) requires industrial control panels to be marked with a short circuit current rating (SCCR). As specified in the National Electrical Code (NEC), UL 508A Supplement SB (Standard for Industrial Control Panels) provides an accepted method for determining the SCCR of the control panel. As noted in Paragraph 49.5 of UL508A, a Short Circuit Current Rating is only required for Power Circuits. Not required for Control Circuits

To determine a Short Circuit Rating for an Industrial Control Panel, Refer to UL 508A Supplement SB, paragraph SB4.1.1. for full requirements and details.

A brief summary to determine a Short Circuit Current Rating is as follows:

1. Identify the components in the “power circuit” i.e. disconnect, terminal block, contactor, VFD, etc.
2. Lay the components out in a drawing as needed to help you.
3. Verify the Short Circuit Rating marked on each component. If a component does not have a marked Short Circuit Current Rating, then you can use the “Assumed” value in Table SB4.1.
4. On the drawing, label the Short Circuit Current Rating for each component.
5. From the drawing determine the lowest Short Circuit Current Rating and assign that rating to the panel.
6. Mark/Label the overall panel with a Short Circuit Current Rating.

If a High Fault Short Circuit Rating is required as defined in SB2.2, the standard describes components that can modify the available short circuit current due to the presence of current limiting components.

6. How do I get online access to myUL™ client portal?

Introducing myUL, a secure source for UL project files, product information, documents, and services that you can view and download. You can view your UL Follow-Up Service Procedure (FUS Procedure) online. To set this up go to:

<https://my.ul.com/home>

This also gives you "**free**" access to all UL Standards apart from any harmonized standard with CSA or the IEC, which are not viewable.

Once that is setup you will need to call Comm-2000 which handles the sale of UL Standards to get that access rights at 888-853-3503. Once that is complete, there will be an option in the myUL account under "My Documents" to access UL Standards electronically for free (limitations apply.)

- UL Certification Customers have free access to UL Standards, not including UL IEC Based Standards. UL Certification Customers may access published Standards materials by using the Standards Certification Customer Library (SCCL) at ULstandards.com. Not sure if your company already uses the Standards Customer Certification Library website? Then contact customer service at 1-888-853-3503.

7. What is UL's minimum requirement for calibration of inspection, measuring and test equipment (IMTE)?

A key element in determining compliance with UL requirements is the validity and accuracy of inspection, measurement, and test results. Equipment used to perform these activities must be calibrated to provide the necessary level of confidence in the results of the inspections, measurements and tests being conducted. See the following website for UL Calibration requirements:

https://services.ul.com/wp-content/uploads/sites/4/2015/08/ul_calibrationrequirements.pdf

8. What is UL's policy on record maintenance?

UL Label

You are required to keep track of the UL Labels applied to each panel with its serial number, location, and date of application.

Supplement Documentation

You are required to have your panel drawing number available during FUS inspection. UL recommends having a copy of the bill of material accessible on site to facilitate the inspector during inspections.

The retention policy of these records shall follow your own company policy.

9. What is UL's Traceability Requirements?

UL defines minimum requirements for material and components used in UL certified end products as part of its Follow-Up Services Procedures. See the following website for UL traceability requirements:

https://services.ul.com/wp-content/uploads/sites/4/2015/08/ul_traceability_requirements.pdf

10. When can I start using the UL Mark in Advertising?

Yes, you can start using the UL Mark in advertising. See the following website for guidelines:

<https://www.ul.com/marks/ul-listing-and-classification-marks/promotion-and-advertising-guidelines/>

11. What is a Manufacturer's Technical Representative (also known as an MTR)?

Each UL 508A Listed manufacturing location must maintain at least one (1) Manufacturer Technical Representative (MTR) as a condition of certification. This requirement will be included in your UL Follow-Up Inspection Instructions (FUII) which are to be readily available for review for both the UL Field Engineer and MTR to be verified during each surveillance audit, typically conducted on a quarterly basis.

All new UL 508A Listed Panel Shops must have a qualified UL 508A MTR within 30 days of completion of the client onboard training. New clients will receive access to the UL 508A MTR exam for four individuals. Exam access must be completed within 30 days, otherwise the free access expires and can no longer be used. After the 30-day free exam access period, any new exams administered will be subject to fees of the current price of \$350 USD per person per exam.

The individuals who successfully complete the UL Manufacturer Technical Representative qualification examination are known as that manufacturer's technical representative. A certificate will be provided for each MTR verifying their competency in the UL 508A standard and participation in the MTR program. The certificate will contain the name of the MTR and the qualification date.

The MTR's serve as resident resources who have demonstrated understanding of the body of knowledge related to the application of UL 508A standard and FUS Procedure (FUII) requirements. It is expected that the MTR will become the primary interface for UL Field Engineers and will be actively involved in the compliance assessment and noncompliance resolution of all general coverage Industrial Control Panels produced at the factory and intended to bear the UL Certification Mark.

12. What happens if a manufacturer's MTR is no longer with the organization?

Through staff turnover and other personnel events, staff initially trained at program entry often are no longer with the organization, potentially leaving the organization without formally trained or qualified staff for the UL 508A standard. In these instances, a new representative will be required to take the MTR Qualification Examination. Organizations should have a new MTR in place within 30 days. The UL Field Representative will verify that a qualified MTR is on staff during the next Follow-Up visit.

It is important to note that the MTR certification is exclusive to the individual. Should the individual change employers, the MTR certification follows the individual. UL encourages each manufacturing location to certify multiple MTR's.

13.What does the MTR Qualification Examination Entail?

The MTR qualification examination is administered online through the UL Learning Management System and is available on demand through any computer, laptop, or tablet with internet access. The examination is open book/open reference and consists of true/false and multiple-choice questions. The exam must be completed in one sitting within a 4-hour time limit. Allowable resources for use during the exam are:

- Print or electronic copy of the UL 508A standard
- Print copies of materials from UL 508A training workshops
- UL.com website
- Calculator, pen, pencil, and paper

Individuals are allowed two attempts to successfully complete the examination. If after two attempts a passing score is not achieved, the individual will be required to attend a UL 508A training session delivered by UL through scheduled public open registration training events, private on-site workshops, targeted training sessions or the UL 508A online training program. Upon completion of one of these UL 508A training formats, the individual's access to the MTR qualification examination will be reset allowing an additional two attempts to successfully complete the examination.

Upon successful completion of the UL 508A MTR qualification examination, the individual is qualified for a three-year period. The qualified MTR's name, employer name, and date of certification will be posted to a UL internal database. This database will serve as the primary method of validating MTR policy compliance during UL Follow-Up surveillance audits. At the end of the 3-year period, the individual must requalify by successful completion of the current UL 508A MTR examination.

14.Where do I find additional information on Industrial Control Panel?

Additional information can be found in the UL website for Industrial Control Panels and the Panel Shop Program:

<https://industries.ul.com/industrial-systems-and-components/industrial-control-products-and-systems/industrial-control-panels>