



# Follow-Up Services and Marks

*Thank you for choosing UL for your product certification needs.*

### We hope this package of information will:

- Help you prepare to obtain UL Marks that will be applied to your product once the investigation is completed
- Provide an introduction to UL's Follow-Up Services program
- Help you understand who is responsible for UL's Follow-Up Service and label fees

Two things have to happen before you will receive authorization to apply the UL Mark to your product(s). First, we must determine that your product is in compliance with UL's requirements.

Second, we must have the Applicant and Manufacturer agreements on file. The Mark may only be applied at authorized factories under the guidance of UL's Follow-Up Services (FUS) program, and it must be applied in accordance with the guidelines provided in the Global Services Agreement (GSA). In addition to describing UL's program terms and conditions, the GSA also provides information about your company's responsibilities when applying the UL Mark to your product.

Please review and understand the GSA and contact us immediately if you have any questions. Information about the GSA can also be found online at [ul.com/contracts](http://ul.com/contracts). As always, you can contact a UL Customer Service Professional with questions or to request a copy of your signed agreement.

### Follow-Up Services (FUS) Program

Throughout the lifetime of a UL certification, UL regularly audits a manufacturer's production facilities and products to determine continued compliance with UL requirements.

Once you have completed your project and have achieved UL certification, we will initiate our Follow-Up Services program at the locations you identify as being authorized to manufacture your product. UL's FUS program consists of periodic inspections at your manufacturing locations by a local UL Field Services Representative.

### IMPORTANT:

- All manufacturing locations are required to sign the GSA prior to receiving the first inspection and the authorization to apply UL's Certification Marks or to produce UL-Certified unlisted or recognized components.
- To aid UL in identifying the manufacturing locations and Listee details you may be requested to complete the UL Information Gathering Form. This form will be provided separately by Sales or Customer Service. Please return the form to UL at your earliest opportunity.
- An Initial Production Inspection (IPI) or a pre-production visit must be successfully completed before a manufacturing location can label or ship product(s), unless Follow-Up Services surveillance activities have already been established at the manufacturing facility.

Please visit our [Global Follow-up Services](http://ul.com/global-follow-up-services) website for additional information on Follow-Up Services. In addition, we have a tutorial called FUSstart for helping new customers become more familiar with UL's Follow-Up Services program. UL's FUSstart aims to smooth implementation of your FUS program by providing you with an important training tool before your product evaluation is completed and your initial production inspection.

### Preparing to Print the UL Mark for Your Product

In anticipation of a successful investigation and UL certification, we recommend your manufacturing location plan ahead for ordering UL Marks for your product.

Please ensure all requirements are met regarding the design and printing of the UL Mark. We recommend that you submit the initial design of the UL Mark to a UL label center for review prior to printing. When using a UL-authorized printer to manufacture your UL Marks, you may need to factor in a lead time of about 4 weeks for the printing of your order.

Please visit [Designing and Ordering UL Marks](http://ul.com/designing-and-ordering-ul-marks) for information about designing and ordering the UL Mark for your product. On this page, you will find information about the required elements

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of the UL Mark, how to find a UL-authorized label supplier to print your UL Marks, and how to contact UL Label Center Representatives if you have questions.

Please note that you may not apply UL Marks to any production until the investigation is completed and UL provides written authorization to apply the UL Mark.

### Unlisted Component Information

If you manufacture any UL-Certified Unlisted Components, they are not authorized to bear any UL Certification Marks. The Follow-Up Services procedure will describe the marking required to be applied to the Unlisted Component. If you have questions about this required marking, please contact the UL Engineer who is assigned to the project.

### Additional Markings Required by UL

UL requires that additional information be marked on your product, such as the Listee's company name, product designation, ratings, etc. Please contact your project engineer to obtain specific information about the markings that will be required on your product and to review such markings prior to printing the labels.

### Show the UL Mark on Promotional and Advertising Material

A UL product certification is a valuable marketing tool. It means your product has successfully met stringent standards for product safety compliance. For information about accurately promoting your UL product certification, please visit [Promotion and Advertising Guidelines](#) at [ul.com](#).

For more information regarding UL's certification processes, please review our [complimentary training programs](#).

Should you have any questions about this information, your project, or any of our services, please contact our Customer Service Department by telephone or email at one of the locations reference below. You may also log on to UL's website for additional information at <http://ul.com/>.

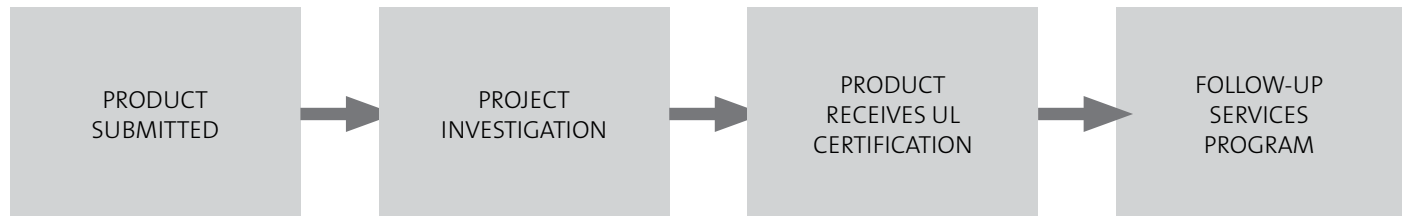
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## Follow-Up Services PROGRAM



## The Follow-Up Services Procedure

### Overview:

- Describes the authorized construction of a product after successful UL product evaluation (*Products that meet the requirements outlined in the Follow-Up Services Procedure are eligible to carry a specified UL Mark, which is the only way to identify a UL certified product*)
- Contains requirements used by the manufacturer and a UL field representative to assess ongoing compliance with UL requirements
- Sent to the manufacturer before the first Follow-Up Services inspection or Initial Production Inspection
- Applicant and manufacturer must understand the purpose of the Follow-Up Services Procedure, its requirements and the accuracy of contents
- The Follow-Up Services Procedure and subsequent revisions must be reviewed by the applicant for typos and accuracy

### Key Elements

- Procedure Authorization Page: Identifies the manufacturing facilities authorized by UL to apply UL Marks to products complying with UL requirements
- Listing Mark Data Page: Identifies the UL certified Mark elements (similar pages exist for Recognized Components and Classified products)
- Appendix: Contains instructions for the manufacturer and a UL field representative, outlining responsibilities and tests for UL certified products. Also describes tests required on Follow-Up Service samples forwarded to UL's facilities

- Section General: Contains instructions, construction details and marking information related to multiple products
- Follow-Up Inspection Instructions: Contains specific instructions and responsibilities applicable to UL's Follow-Up Services program. These instructions are the same for all manufacturers within a particular product category
- Procedure Sections: Normally numbered numerically, describing the product(s) evaluated by UL

## Follow-Up Services Factory Inspections

UL's Follow-Up Services program includes visits that will normally be unannounced and will occur about four times a year. The frequency of visits will depend upon compliance and product type or the volume of production at your manufacturing facility. During the visit, our Field Representative will use an inspection document titled the "Follow-Up Services Procedure" to verify that:

- The product that was evaluated by UL is the same product you are manufacturing (and it still meets compliance requirements)
- UL's Certification Marks and other markings required by UL are being properly applied

Follow-up service visits are conducted even when there is no UL production. This is called a production ready visit. Production ready visits are important so we can monitor the status of the manufacturing location to ensure it remains ready to produce UL-Certified products and that the applicable safety requirements will be met when the facility resumes production of those products.

Please review the [UL Mark Surveillance Requirements](#) for more information.

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## Follow-Up Services and Marks

### Follow-Up Service Fees:

- **Follow-Up Service Inspection Fee:** This fee is determined by the product type, and it may vary depending on the country or region of your manufacturing location. If your manufacturing process takes places across multiple locations, a “split inspection” will be conducted, and the Follow-up service fee will apply to each manufacturing location inspected. UL can provide the specific fee when you provide the exact location of the manufacturer(s). *(Production ready visits (non-production visits) are billed the same fee as standard production visits.)*
- **Annual Fee (AF):** The AF is billed at the end of each January, and it covers the costs associated with maintaining client data, mailing pertinent and relevant information, supporting field office staff that assist with technical questions, printing company information in our product directories, supplemental standards development, and other necessary administrative costs related to the services UL provides. This fee also covers costs associated with making sure client product information is available in UL’s online/searchable directories. These directories make it easier for buyers and specifiers to identify compliant products and source products. The Annual Fee is a flat yearly rate, and it is charged for each applicant/manufacture combination. Customers new to UL will receive a pro-rated AF based upon the month their certification is achieved. More information about the AF is available at: [ul.com/Accounting and Billing FAQ](https://ul.com/Accounting-and-Billing-FAQ).
- **Follow-Up Testing:** For some product types, we require follow-up product testing at a UL laboratory. There may be additional fees for the cost of the tests performed.
- **Variation Notice (VN) Fee:** If the product is determined to be non-compliant with the follow-up service procedure applicable standard, or other requirement during the follow-up service factory inspection, the UL Field Representative will document the nonconformance with a Variation Notice (VN). A VN fee may be charged for the additional UL services required to follow up on all VN items to verify resolution and protect the integrity of the UL Mark.
- **Customer Corrective Action Plan (CCAP) and Fee:** CCAP is the method UL uses to help customers bring products and / or systems back into compliance with UL requirements. If variations are systemic or are not adequately resolved, there may be additional follow-up inspections required and associated fees, as part of the CCAP resolution.

**All fees are ultimately the responsibility of the Applicant.** Fees are subject to increase on an annual basis, and they may vary depending on the geographic location of the manufacturer. Invoices may be sent to an alternative location upon request. Please contact your local UL Sales or Customer Service Professional for information regarding fees and estimates, to update the default billing, or to add a Purchase Order (PO) to your invoices.