

Lighting Global Conditional Pass Policy

Version 1.0

October 2015

This document outlines the treatment of products that do not fully meet the Lighting Global Quality Standards due to an easy-to-fix issue, an issue that can be addressed without retesting, or a minor failure from a selected list of items, including certain minor failures associated with auxiliary appliances. In cases where a product does not fully meet the Quality Standards due to one of these issues, we typically use the term “conditional pass” to describe their status when reporting results to the manufacturer. A conditional pass gives the manufacturer an opportunity to make required changes in the product, packaging or documentation to meet the Quality Standards. Conditional passes may be divided into three categories:

- Conditional Pass Pending Clarification
- Conditional Pass with Option for Temporary Support
- Conditional Pass Pending Correction

Each of these categories is treated differently. The specific failures that belong in each category are listed following the description of the category. Each category is summarized in Table 1 and described in detail below.

Table 1. Summary of three conditional pass categories

Conditional Pass Pending Clarification	Conditional Pass with Option for Temporary Support	Conditional Pass Pending Correction
Requires clarifying information prior to determining status or receipt of program support	Product may receive program support while the issue is being addressed	Issue must be fixed prior to receiving program support, but can be fixed solely by changing packaging and advertising materials
<ul style="list-style-type: none"> • Documentation of recommended overcharge or deep discharge protection voltage • Proof of AC-DC charger approval 	<ul style="list-style-type: none"> • PV module fails IP3x ingress protection requirement • Product does not meet water ingress protection levels, but issue may be addressed by including an appropriate warning label • Minor failures in auxiliary appliances as defined below 	<ul style="list-style-type: none"> • No consumer-facing warranty • Warranty is not ≥ 12 months • A consumer-facing specification is $> 15\%$ above the average measured value • Product includes an auxiliary appliance or charger that does not meet the Quality Standards

Conditional Pass Pending Clarification

In some cases, products will be given a “conditional pass” when the test lab requires more information to determine whether the product meets the Quality Standards. In these cases, if the manufacturer can provide the required clarifying information or documentation, the product’s status can change from “conditional

pass” to “pass,” and the product can receive a Specifications Sheet, Verification Letter, be posted on the Lighting Global website, and be potentially eligible for further program support.¹

Examples of issues resolved with clarifying information include:

- A product has overcharge or deep discharge protection for its battery, but the voltage threshold is outside of the default range specified in the most recent version of the Lighting Global Quality Standards. The manufacturer may provide documentation proving the tested threshold is within the battery supplier’s recommendations.
- A manufacturer may provide documentation confirming that their AC-DC charger has approval from a recognized consumer electronics safety regulator.

Conditional Pass with Option for Temporary Support

In cases where the product does not meet the Quality Standards due to one of the specified minor issues, the product will be given a conditional pass that may be resolved in a two-step process. As described below, the product may be eligible for temporary program support during the time the issue is corrected.

1. The manufacturer must provide an acceptable plan for how they will address the issue.

- a. The plan must include a timeline and detailed description of how the issue will be corrected across the product line. This plan must be delivered within two weeks of receiving the test results.
- b. If the plan is satisfactory and the manufacturer confirms it will be implemented within a short time frame (approximately 1 month), the product can receive a Specifications Sheet, Verification Letter, be posted on the Lighting Global website, and be potentially eligible for further program support.
- c. This support is temporary and may be revoked if
 - i. the issue is not addressed within the agreed time period,
 - ii. the Lighting Global QA team is unable to access product samples for re-testing during the specified period despite making a good faith effort, or
 - iii. the product does not pass subsequent tests.

2. Products will be re-tested to confirm the required change has been made.

- a. Following the agreed time period, Lighting Global will obtain samples of the product through either market or warehouse random sampling to retest the issue. The sampling method will be chosen at the discretion of Lighting Global.
- b. Aspects that failed must be re-tested using the sample size required in the QTM (n=6 for most tests).
- c. Sample procurement and testing costs will be the manufacturer’s responsibility to pay.
- d. If the new test results indicate the product fully meets the Lighting Global Quality Standards, the product’s status can change from “conditional pass” to “pass,” and the product will maintain program support for up to 2 years from the date of the receipt of the original test results.
- e. If the test results indicate the product does not fully meet the Lighting Global Quality Standards, the product will lose its status with regard to the Quality Standards immediately

¹ Note that firms would need to meet additional requirements and pass a World Bank Group due diligence check in order to qualify for Lighting Global Associate status. Regional and country-level programs may have additional entry requirements as well.

and will be removed from the Lighting Global website.² To re-list a product, the product may be re-submitted through the QTM pathway for targeted or full retesting.

Issues that qualify for temporary support following submission of an acceptable plan include the following. Issues that are not listed below are not eligible for temporary support. Products may have up to two issues to qualify for temporary support.

- Does not meet the IP3x ingress protection requirement for PV modules
- Does not meet required water ingress protection levels, but may be able to address this issue by including an appropriate warning label
- Has a minor failure in an auxiliary appliance
 - Minor failures in auxiliary appliances are defined as follows:
 - Truth-in-advertising violations within 20% of the measured values (the Quality Standards dictate a deviation of no more than 15%)
 - Battery protection voltage set points fall outside recommended ranges to prolong battery life, but are still within ranges necessary to protect the safety of the user³
 - A switch or connector that is not essential to the primary function of the appliance fails a durability test
 - A portable appliance fails the drop test, but does not result in a dangerous failure
 - The appliance does not meet the water ingress requirements
 - The following are **not** considered “auxiliary appliances”:
 - Core components of the system (including the solar module, charge controller, battery, ports, cables and connectors)
 - Main lighting appliances
 - Televisions
 - Any appliance that is marketed as the core functionality of the device (not as a peripheral or additional function). For example, if a kit is marketed primarily as a barbershop start-up system, with lights and electric razors, the electric razors would be “core” appliances, not “auxiliary.”

Conditional Pass Pending Correction

In cases where the product does not fully meet the Quality Standards due to an easy-to-fix issue related to the warranty or truth-in-advertising, the product will be given a conditional pass and the manufacturer will have the opportunity to correct the issue and prove that they have made the required change in the product to meet the Quality Standards. Once proven, the product’s status is changed from “conditional pass” to “pass,” and the product can receive a Specifications Sheet, Verification Letter, be posted on the Lighting Global website, and be potentially eligible for further program support.

Manufacturers should provide the Lighting Global team with an acceptable plan to address the issue. Typically, plans must include details regarding changing all marketing and advertising materials (product

² If the original issue(s) was corrected, but a new issue is identified during re-testing, the product will still lose the temporary program support.

³ Battery protection voltage set points that protect the safety of the user are defined as:

- Lead-acid: LVD down to zero; OVP up to 2.60 V.
- Li-ion: LVD down to 2.50 V or the undervoltage protection specification from the battery data sheet; OVP up to 4.26 V or the overvoltage protection specification from the battery data sheet
- LiFePO4: LVD down to 2.00 V or the undervoltage protection specification from the battery data sheet; OVP up to 3.85 V or the overvoltage protection specification from the battery data sheet
- NiMH: LVD down to zero; OVP up to 1.50 V

packaging, instructions, website, posters...) to consistently reflect the measured results from laboratory testing that has been accepted by Lighting Global or present the consumer facing warranty. To address truth-in-advertising issues, manufacturers may choose instead to improve the product to match the advertised values. A change to the product would require that the product be re-tested for verification (targeted re-testing may be a possibility).

Meeting the Lighting Global Quality Standards and accessing program support will not be possible until the Lighting Global team can confirm these changes are being made. The method of confirmation will be dependent on the issue, at the sole discretion of Lighting Global.

Easy-to-fix issues include the following:

- No consumer-facing⁴ warranty
- Warranty is not ≥ 12 months
- A consumer-facing specification is $> 15\%$ above the average measured value
- Product includes an auxiliary appliance or charger that does not meet the Quality Standards, and the manufacturer decides to no longer include this appliance or charger with the system

⁴ Consumer-facing means that the end user has access to the information via the packaging, user's manual, etc., prior to the time of purchase. Posting warranty information on a website, while useful, does not provide sufficient notice to consumers as many end-users do not have access to the Internet.