

Performance Reporting Requirements

Draft Policy – Open for comment

Version 1.0

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This document provides guidelines for performance reporting requirements for all products that meet the Lighting Global Quality Standards. The performance reporting framework provides buyers throughout the supply chain with information to make purchasing decisions, while allowing manufacturers and suppliers the ability to provide this information in innovative and product-specific ways.

Background:

In 2013, stakeholder feedback regarding the Lighting Global Quality Standards and Performance Targets identified two key issues:

- The role of the Performance Targets in the Lighting Africa/Asia/Global programs is not well understood by many stakeholders and is often misconstrued as a minimum level of performance intended for broad application, and
- It is difficult to set appropriate Performance Targets for a wide range of products and contexts because of people's range of unique individual lighting needs and diversity in income and expectations.

In response to this feedback, and in line with the original intention of the Performance Targets, Lighting Global decided to initially deemphasize the role of the Targets and has now completely eliminated the Targets from all program activities. Though the program eliminated the Performance Targets, evaluating and communicating product performance is still critical to supporting the off-grid lighting market. A key priority for the Quality Assurance framework is ensuring that buyers across the supply chain have the information they need to assess performance. The truth-in-advertising criteria in the Standards can protect consumers, but only if there are basic, comparable levels reported on packages.

Draft framework for Performance Reporting

As part of the transition away from Performance Targets in the market, Lighting Global will implement a new policy on performance reporting requirements. The performance reporting requirements will be included as part of the Quality Standards so that any product supported by the program will need to adhere to the reporting policy.

Lighting Global plans to implement a new policy with regard to reporting performance metrics that is consistent with the following guidelines:

1. All manufacturers are required to accurately present performance metrics on product packaging and other relevant consumer-facing materials to enable retail buyers and distributors to compare products and make educated choices. The required performance metrics are
 - light output (or brightness) in lumens, and
 - daily solar runtime in hours per day.

For products that provide multiple brightness settings, these metrics **must be reported for at least the brightest setting**. Performance metrics for other settings may be reported, and at least one other of these settings will be verified during QTM testing. Reported metrics for all settings are subject to verification through QTM, MCM or renewal testing. As with all truth-in-advertising aspects, the reported metrics must be no more than 15% greater than the values determined through QTM testing as described in the latest edition of IEC/TS 62257-9-5.

In cases where manufacturers or distributors choose to provide comparative measures of brightness, comparisons must be standardized to reflect the light output as reported in lumens. Allowable equivalents include:

- 1 candle or 1 kerosene wick lamp = 10 lumens
- 1 hurricane lamp = 40 lumens¹

For example, a 45-lumen product could advertise that it is “brighter than 4 candles” or “as bright as a hurricane lamp.” Other standardized comparisons may be included in consultation with the Lighting Global team.

2. Products that offer and advertise mobile phone charging or other auxiliary services must add an informational element in the consumer-facing packaging (text or graphic) that describes the effect of mobile phone charging on product performance. This does not need to be quantitative, but is intended to ensure that the consumer is aware of the tradeoff between using the available stored energy for lighting or other services.
3. Products should include reference to the chemistry of the storage battery included in the system using terms commonly understood within the industry. The following are examples of terms that would be acceptable. This is not a comprehensive list:
 - Lithium-ion or Li-ion
 - Lithium iron phosphate or LiFePO₄
 - Nickel-metal hydride or NiMH
 - Sealed lead-acid or SLA

¹ These values are based on a range of literature sources, including:

- Mills, E. (2003). Technical and economic performance analysis of kerosene lamps and alternative approaches to illumination in developing countries. Lawrence Berkeley National Laboratory. <http://evanmills.lbl.gov/pubs/pdf/offgrid-lighting.pdf>
- van der Plas, R. and A. de Graaff. (1988). A comparison of lamps for domestic lighting in developing countries. Industry and Energy Department Working Paper, Energy Services Paper No. 6.
- Nieuwenhout, F., P. van de Rijt, and E. Wiggelinkhuizen. (1998). Rural lighting services: A comparison of lamps for domestic lighting in developing countries. Energieonderzoek Centrum, Netherlands.

Note: the hurricane lamp refers to an unpressurized lamp; pressurized mantle lamps can provide upward of 500 lm of light.

4. As noted in the Quality Standards, products must offer and present a consumer-facing warranty. As per the existing requirements outlined in the Lighting Global Quality Standards, the warranty must meet the following conditions:

- The minimum warranty period is one year from the time of purchase by the end-user.
- The warranty must cover the entire product, including the battery.
- The warranty must cover, at a minimum, manufacturing defects that impede operation under normal use and protection from early component failure.
- The consumer-facing warranty must explain how the consumer can access the warranty (return to point of purchase/distributor/service center, call or SMS a number, etc.), how the warranty will be executed (repair, replacement, etc.) and should advise the customer to inquire about the warranty terms prior to purchase.
- Full terms of the warranty must be available to the consumer in writing in a way that enables the end user to verify and understand the terms of the warranty prior to purchase. The written information should be in a regionally appropriate language. Consumer-facing warranties could be included on the product box or on a warranty card that is easily accessed prior to purchase.

Note that this is a *Minimum* Standard and it is up to the discretion of manufacturers and distribution partners to exceed the basic protection offered in these terms to differentiate their products from others that are available in the market.

5. The manufacturer may choose how to present the required performance metrics, mobile-charging information and warranty terms, so long as the presentation adheres to the guidelines above and the design requirements below:

- The following items are required:
 - All information must be presented in a clear, unambiguous manner. No elements should be misleading.
 - The information should have at least the same style and prominence as the other messages on the packaging.
 - The label /information should be sized such that:
 - The text is at least 10 point font
 - Any graphics are clearly visible
 - There should be sufficient contrast between the text / graphics and background to be clearly legible.
 - The information should be placed on the outside of the package in at least one prominent location. The “bottom” of box package is not prominent. All information should be available to customers prior to sale.
- The following are strongly suggested:
 - The text and graphic elements should be simple and understandable.
 - The information should be presented graphically and/or using an appropriate language for the region(s) where the product will be sold.

6. The timeline for manufacturers to implement these requirements will be six months from the time that they are announced. This means that all products that meet the Lighting Global Quality Standards must be shipped for sale with packaging that meets these requirements within six months of the announcement. Once the initial six-month period has elapsed, products that newly meet the Quality Standards will need to implement the requirements on their packaging within three months of meeting the Standards.

Conclusion

This performance reporting policy is intended to ensure that all those making purchasing decisions in the market have access to the necessary information to make well-informed decisions. Further, the policy is designed to allow manufacturers and other suppliers with the ability to provide this critical information in whatever way best suits their product design, product attributes and marketing plans.

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