

Certification NEWS

CPSC's First Visit

On September 1st, CSA International welcomed Hal Stratton, Chairman of the U. S. Consumer Product Safety Commission (CPSC), to its Cleveland offices and testing laboratories. The visit was an opportunity for the Chairman and his Senior Legal Counsel, Jeffery Troutt to take a first-hand look at CSA International's product testing and certification capabilities and to learn more about the important role the organization plays in the process of bringing consumer products to American retailers.

"The Consumer Product Safety Commission and CSA International share a common goal of helping to promote and protect the safety of consumers by developing voluntary standards with industry, issuing product recalls, investigating product hazards and educating consumers," said Randall W. Luecke, President, CSA International. "Today's visit by Chairman Stratton provides us with an excellent opportunity to demonstrate the capabilities of CSA International and to explore new avenues of cooperation with the CPSC on important issues such as harmonized standards, anti-counterfeiting initiatives, and improved methods of certification and consumer product testing."

The CPSC is committed to protecting consumers from products that pose a fire, electrical, gas, chemical, or mechanical hazard or can injure children. As Chairman



Randall W. Luecke, President, CSA International and Hal Stratton, Chairman of the U.S. Consumer Product Safety Commission

of the CPSC, Mr. Stratton is responsible for helping protect the public against unreasonable risks of serious injury or death from more than 15,000 types of consumer products under the federal agency's jurisdiction.

"We are pleased to work with CSA International and other voluntary standards organizations to make sure that products are as safe as possible," said Chairman Stratton.

Need for Speed

Manufacturers demand fast, flexible and friendly service from their certification provider, and CSA International is determined to fill the bill.

During the summer months, CSA International's Cycle of Service initiative focused on three critical areas of improvement.

The first priority was to launch the new and improved Gateway to more clients. "The new functionality, along with much improved system availability, is going a long way toward achieving true client satisfaction," says Claude Marchildon, Director, Cycle of Service. "The Gateway already exceeds the functionality of our competitors' offering and that gap will swing further in our favour as we add applications."

The second priority was to pilot Global Scheduling processes and tools for Hazloc certifiers and their clients. "The goal is to reduce certification time by providing our clients location alternatives at the quotation stage," says Mr. Marchildon. "We plan to take the learnings from the June pilot and apply them across the organization one product group at a time over the next several months."

The third priority, expand CSA's Client Services Center to include representatives in both U.S. and Canada. Recently introduced technology enhancements and ongoing training allows the flexibility to route incoming service requests and phone calls to multiple locations. That results in faster, more effective processing of CSA's clients' requests.

Contact: **Claude Marchildon, 416.747.4191, claude.Marchildon@csa-international.org**

CSA International President Poised for Growth

Opening a new chapter in CSA's story of certification and testing success, Randall W. Luecke has been named President, CSA International. In this newly created position, he will develop new client relationships in different markets worldwide, generate business growth, and enhance the organization's service and operational activities.

As Mr. Luecke continues to focus on delivering fast, flexible and high-quality service to clients, he will also lead CSA's global efforts to remove barriers, streamline the certification and testing processes, and expand services for clients with offshore product development, production or suppliers in Asia and Europe.

"CSA International has benefited from Mr. Luecke's extensive background in business, operations and finance," says Rob M. Griffin, President and CEO,



Randall W. Luecke, President, CSA International

CSA Group. "Under his excellent management and proven leadership, CSA International has shown impressive growth in operations."

Mr. Luecke joined CSA in 1994 as Vice President, Administration, Treasurer in Cleveland, Ohio. In 2000, he moved to Toronto as Vice President Finance and in 2002 was promoted to the position of Vice President, Certification. Prior to joining CSA Group, he was Executive Vice President & Chief Operating Officer for Saint Alexis Hospital Medical Center, Senior Manager at Deloitte & Touche, National Health Care Director at KMG Main Hurdman, and Senior Auditor & Consultant at Ernst & Whinney.

Mr. Luecke now works primarily from CSA International's Cleveland, Ohio offices but also maintains an office in Toronto.

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New Service for Retailers

CSA International opened its new OnSpeX Test Center in Cleveland, Ohio with a ribbon cutting ceremony officiated by Randall W. Luecke, President, CSA International. OnSpeX is a newly launched division of CSA International providing consumer product evaluation, inspections and advisory services for retailers and manufacturers.

“Today’s celebration marks the beginning of a new chapter in our worldwide capabilities and service offerings,” said Mr. Luecke. “In opening the OnSpeX Test Center, we are now fully able to provide retailers and consumer product manufacturers with a broad range of performance testing and quality management services, delivered by experienced technical specialists. These



David S. Grubbe, Chair of the CSA International Board of Directors, Rob M. Griffin, President and CEO, CSA Group and Randall W. Luecke, President, CSA International pictured at the official opening of the OnSpeX Test Center



services will provide our clients the edge they need to source durable, quality, consumer-friendly products.”

OnSpeX was featured at the National Hardware Show and at the Golden Hammer Awards Event, held in Las Vegas, May 10 – 12. The event attracted representatives of the hard lines industry and leading retailers, including Home Depot, Lowe’s, Costco, Ace Hardware, DoitBest, Truserve and Orgil.

The OnSpeX division was developed after consultation with retailers and CSA clients who wanted more than just another testing service. OnSpeX is a provider of consumer product testing, inspections and advisory services for retailers and manufacturers in two broad categories: Accelerated Product Evaluation Program, and Quality Assessment & Advisory Services.

“Other players in this market do a little bit of everything, testing all kinds of products, but we’ve decided to leverage our core competencies developed over an 85-year history and focus on hard line areas, such as gas, electric and plumbing products,” adds Mr. Luecke.

For more information, visit www.onspex.com or call toll free 1 888.CPE.3335
Canada 416.747.2282

Agreements Spur Efficiency, Protect Integrity and Enhance Collaboration

Following eight months, after signing a new agreement on acceptance of electrical components for selected end-products and an expanded Memorandum of Understanding (MoU), CSA and Underwriters Laboratories Inc. (UL) successfully completed Phase I and Phase II of the agreement.

This agreement marked the culmination of cooperative discussion and collaboration by CSA and UL in concert with the National Electrical Manufacturers Association (NEMA) and Electro-Federation Canada (EFC) and their members. “We congratulate our colleagues at UL, as well as NEMA and EFC and industry partners, for their contributions to the negotiations of this important agreement and the continued commitment to implement each phase of its scope,” says Grant Carter, Vice President, Marketing & Communications, CSA Group.

The agreements, which are designed to assist manufacturers in getting their products to the Canadian and U.S. markets more quickly, are the result of several months of negotiation between UL and CSA International, with support from National Electrical Manufacturers Association (NEMA), Electro-Federation Canada (EFC) and major electrical manufacturers.

Based upon a request from NEMA, UL and CSA International have expanded the scope of the MoU to include Transfer Type Switches. Further work is currently under way to expand the MoU to include the acceptance of high-current-capacity short-circuit follow-up test (re-testing) reports conducted on Circuit Breakers and Series-Rated Circuit Breakers.

“The successful implementation of phase two reflects our continuing commitment to work with our industry partners to deliver product certification efficiencies while ensuring certification process integrity is not diminished. Implementing Phase Two has been particularly demanding and the CSA and UL staff members who steered this agreement through some difficult challenges are to be commended for their unwavering focus,” says Grant Carter.

With the completion of the second phase of the component agreement, UL and CSA now accept numerous component categories for use in low voltage distribution equipment and industrial control equipment certified in accordance with U.S. and Canadian safety requirements.

For more information on the components and end-products covered by the expanded MoU and the component acceptance agreement, visit www.csa-international.org/components.

BenQ Banks on CSA

Where do technology leaders go when they need to get their products to market quickly, reliably and affordably?

For BenQ, ranked among “the Top 100 IT” companies by Business Week, the answer was resoundingly CSA International, after the firm was disappointed by another leading testing and certification agency.

Although CSA International has served the BenQ account for over a decade, the company was using the other agency for growing amounts of business. Now BenQ has decided to switch its listings to CSA. Why?

“We want to go with one organization with good services, reasonable prices and high quality certification. CSA International is BenQ’s most appropriate choice,” declares Ray Huang, Senior Manager, Products Regulatory Laboratory at BenQ Corp.

Based in Taiwan, BenQ is exporting to North America screens with the CSA-C/US Mark and successfully competing for market share. The company’s product portfolio has

dramatically expanded from switching type power supplies, display monitors and computer peripherals to a wide range of communications, display, imaging and storage products.

“We are delighted that this world leader in technology has demonstrated their confidence in CSA International,” says Randall W. Luecke, President, CSA International. “We are well-equipped to handle their requirements, no matter where in the world their products are sold.”



Ms. Suzanne Kiraly, Director, International Services, CSA International, Mr. Randall W. Luecke, President, CSA International, Mr. Ray Huang, Sr. Manager/Product Regulatory Laboratory/BenQ Corporation, Mr. Fred Mark, Director, Far East Operations, CSA International and Mr. Jupiter Huang, Engineer, CSA International

First in Fuel Cells

Certification of Stationary Fuel Cell Power System

For decades, certification has helped new technologies win acceptance in the marketplace. Fuel cells are the latest example, and CSA International is helping manufacturers get breakthrough innovations up and running in the growing field of clean electric power generation.

Earlier this year, CSA certified the first ever fuel cell power systems to the new ANSI/CSA America FC 1-2004, standard. The standard covers the operation, construction and performance of packaged stationary fuel cell power systems.

“Certification for our Direct FuelCell (DFC) power plants is an integral part of our cost reduction program as it reduces the time, expense and complexity of getting our clean and efficient distributed generation products installed at customer sites,” said R. Daniel Brdar, Vice

President of Product Development of FuelCell Energy Inc., a leading manufacturer of stationary fuel cell power plants for distributed generation. “The streamlining of all facets of delivery and operation of our DFC products will enhance our ability to develop sustainable markets in the U.S. and throughout the world.”

FuelCell Energy currently has 30 DFC power plant installations worldwide and has generated more than 33 million kilowatt hours at customer sites.

“As the leader in certification and testing of new fuel cell technologies in North America, we are committed to enhancing service offerings to meet the emerging certification requirements of companies such as FuelCell Energy,” said Randall W. Luecke, President, CSA International.

Bringing Service to the Next Level

Marc Beisheim joins CSA International as the new Senior Director, Service Delivery. As in a number of recent improvements to the organization, the addition of this key position once again demonstrates the desire to meet and exceed all client expectations regarding service.

Marc joins CSA following a seven-year tenure as General Manager of NEMKO in Ottawa, Canada. Marc brings to this position experience in testing, inspection and certification services in support of global market access as well as significant experience regarding change management.

“In my capacity as Senior Director, Service Delivery, my most important role will be as a team builder, ensuring we all have a common understanding and a common purpose that connects our individual efforts within service delivery. I look forward to working with my colleagues at every level of the organization to achieve this,” says Mr. Beisheim.



Retailer Recognition Gains Momentum

Do it Best Corp. has become the latest in a long string of retailers who recognize the value of products bearing the CSA certification mark.

One of the U.S. hardware industry's largest cooperatives, Do It Best Corp. now formally recognizes the CSA certification mark and accepts it as evidence of CSA's verification of electrical, mechanical and gas-fueled products. Do it Best Corp., formerly Hardware Wholesalers, comprises approximately 4,200 member-owned stores in the United States and is in over 45 countries.

“Do it Best Corp. is committed to helping its members grow by providing an increased selection of certified electrical, mechanical and gas-fueled

products,” said Dave Cole, Merchandise Manager, Do it Best Corp. “CSA International is a trusted partner and we are confident that products bearing CSA certification mark have been rigorously examined and tested to standards that are constantly reviewed and adjusted.”

“This new acceptance by Do it Best Corp. is further evidence of our commitment and determination to provide American retailers, manufacturers and consumers with a choice when it comes to certified products,” says Grant Carter, Vice President, Marketing and Communications, CSA Group.

Successful Seminars in China

CSA International continues to expand its activities in the Far East by promoting its local testing on various gas appliances. As part of this initiative, CSA-Shanghai and the partner laboratory (CGAC) organized a two-day seminar in the city of Tianjin, in northern China. The seminar attracted numerous members of the local manufacturing community.

Due to high demand, another seminar was organized for the city of Foshan, involving the CSA-Guangzhou office and CGAC. Hong Kong's CSA representative Fred Mark and Irvine's Steve Dudden, Manager, Certification & Testing, were on hand to promote gas certification and answer technical questions.

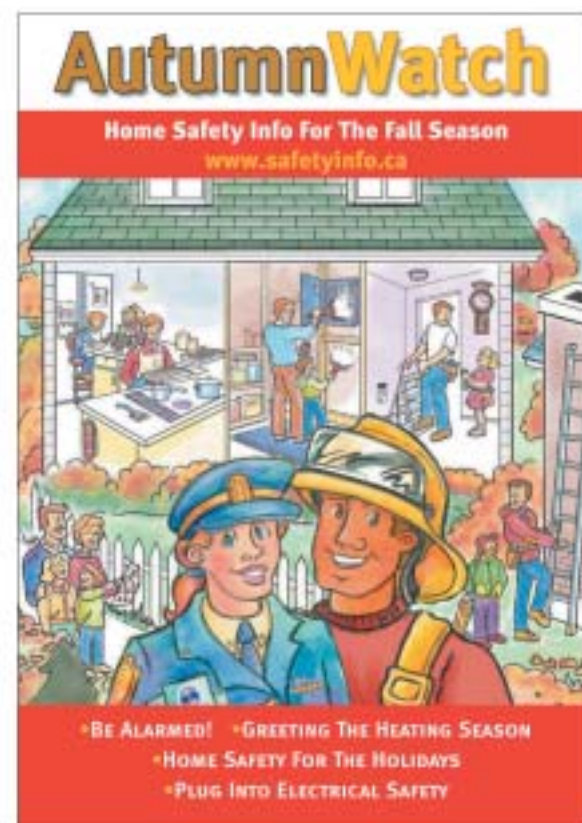
“Manufacturers were delighted with the expanded CSA services” says Mr. Dudden, “and as a result, CSA is getting more requests for testing in China and a number of projects are in process.”

A Safer Fall

CSA International is continuing to participate in a public safety awareness campaign spearheaded by the Technical Standards & Safety Authority in cooperation with the Fire Marshal's Public Fire Safety Council.

One of the initiatives of the program is the AutumnWatch fall safety booklet which includes a two-page feature describing how to select and properly wear CSA-certified hockey helmets, as well as why to look for the CSA mark on carbon monoxide alarms. The booklets and other safety tips and links can be found at <http://www.safetyinfo.ca>.

Under the program, 250,000 AutumnWatch kids' activity books are being distributed and several Ontario Fire Marshal open houses and special events are planned. These include Fire Prevention Week in October; CO Awareness Week in November; and Holiday, Electrical and Kitchen Safety in December.



Upcoming EVENTS

FALL & WINTER



CSA LEARNING
CENTRE

CSA Learning Centre offers seminars on the following topics:

The CSA Learning Centre offers convenient access to the combined training resources of the entire CSA Group.

- Accident Investigation
- Safeguarding of Machinery (in collaboration with IAPA)
- Respiratory Protection Series *
- Fall Protection Series
- CE Code Essentials *
- Bonding and Grounding of Electrical Equipment
- CEC/NEC — A Comparison of Requirements *
- Code for Power Press Operation
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- EMI — Electrical Disturbances
- Office Ergonomics
- Emergency Preparedness
- Oil and gas Pipeline — based on CSA Z662
- Infection Control During Construction & Renovation in Healthcare Facilities
- QMI — The ISO 9001:2000 Training Series *
- QMI — The OHSAS 18001 Training Series *
- QMI — The ISO 14001 Training Series *
- QMI — Medical Devices - ISO 13485:2003 - Essentials Course
- QMI — ISO 9001:2000 - Process Auditing Course *
- QMI — ISO 9001:2000 - Customer Satisfaction *

* available in French and English

To register or obtain information about discounts, content, in-house training or other details call (416) 747-4017 in the Toronto area or 1-800-463-6727, e-mail seminars@csa.ca or visit the Web site at www.csa-international.org.

Conferences and Tradeshows

October

3-6/04

OBOA (Ontario Building Official Assoc.)
Booth # 14 - Four Points By Sheraton Hotel

5-7/04

Global Gaming 2004
Booth 1145,
Las Vegas Convention Center

5-7/04

ISA 2004 (The Instrumentations, Systems and Automation Society)
Booth# 2253 - Reliant Center,
Houston, TX

14/04

ISH North America 2004
Booth# 1548,
Boston Convention & Exhibition Center

16-19/04

NECA 2004 Show
Booth #1422,
Los Angeles Convention Center

25-26/04

EPE/ASPE
Booth # 1348 - Cleveland
Convention Center

November

01-05/04

Fuel Cell Seminar 2004
Booth # 629, Henry B. Gonzalez
Convention Center

02-04/04

Win-Door North America
Booth#512, Metro Convention
Center, South Building

January 2005

10-12/05

MDM (Medical Design & Manufacturing)
Booth # 1431, Anaheim
Convention Center

February

07-09/05

AHR 2005 (Air Conditioning, Heating and Refrigeration)
Booth 3216, Orange County
Convention Center

23-26/05

HPBA (Hearth, Patio & Barbecue Expo 2005)
Booth # 1409 - Georgia World
Congress Center

May

10-12/05

KBIS (Kitchen, Bath Industry Show)
Booth # 6587, Las Vegas
Convention Center

June

06-09/05

Supercomm 05
Booth # 73008, McCormick Place,
Chicago

August

08-12/05

IEEE 2005 (International Symposium on Electromagnetic Compatibility)
Navy Pie, Chicago, Ill

Certification NEWS

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For more information about Certification News, contact:

CSA Corporate Communications,
178 Rexdale Boulevard,
Toronto, Ontario, Canada M9W 1R3.
Telephone (416) 747-4126
Fax (416) 747-4292

MANAGING EDITOR:
Borjana Bulajic

EDITOR:
Jeff Messinger,
jeff.messinger@csagroup.org

WRITER:
Deirdre Davey

DESIGN/PRODUCTION:
The Perfect Page

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JEFF MESSINGER
CSA MARKETING & COMMUNICATIONS
178 REXDALE BOULEVARD
TORONTO, ON CANADA M9W 1R3
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CSA Introduces New Sanitation Marking

Inspectors will soon start seeing a new marking on commercial food preparation equipment: the CSA Sanitation Marking. Based on the widely recognized and respected CSA Mark, the new marking includes the distinctive 'Sanitation' indicator and the applicable NSF/ANSI standard.

CSA International was recently accredited by ANSI to test and certify gas and electrical commercial food service equipment to NSF International (NSF)/ANSI sanitation requirements. Manufacturers can now call on CSA to

perform both sanitation and product safety testing. CSA's new sanitation program covers a wide range of product categories, including commercial cooking, refrigeration and powered food preparation equipment, as well as materials used in their construction.

CSA also offers the familiar Blue Star Mark to signify gas-fired product compliance with U.S. standards — the most recognized, trusted and requested gas appliance certification mark in the U.S. — and the CSA C/US Mark for electrical components and end-products for the U.S. and Canada.



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