

**ELECTRICAL & ELECTRONICS  
RETAILER BRAND SOLUTIONS**



# **RETAILER BRAND SOLUTIONS**

**AT EVERY STEP OF YOUR PROJECT,  
WE ARE COMMITTED TO ADDING VALUE TO YOUR WORK**



# ELECTRICAL & ELECTRONICS SERVICES

Electrical and electronic product manufacturers and retailers are under increasing pressure from clued up consumers who know about sustainability, energy efficiency and green issues. Partner with SGS to deliver well designed, desirable goods that are trusted for real life whilst ensuring quality, safety and sustainability for retailers and consumers.

## SOLUTIONS

- Hazardous substances
- Product safety
- Functional safety
- EMC (Electromagnetic Compatibility Compliance)
- Audit & certification
- Performance & reliability
- Product inspection
- Sustainability (ErP - Energy related Products, Ecodesign, Energy Efficiency, PEP - Product Environmental Profile, etc.)

## CLIENT SPECIFIC SOLUTIONS

- Retail programmes
- Technical assistance

## NEW MARKETS AND PRODUCTS

- Electro medical devices
- Wireless devices & applications
- Micro & nanotechnology products
- Photovoltaic modules

## COVERING ALL CONSUMER ELECTRONICS

- Household appliances
- Lamps & Luminaires
- Batteries
- Power supplies
- IT & Telecommunications
- Audio/Video equipment
- Power tools
- Automotive parts



## TO YOUR ADVANTAGE

We identify the applicable regulations and standards for each of your specific products and target markets.

SGS supports you to reduce risks, improve efficiency and ensure compliance to contractual or regulatory requirements in all your manufacturing, sourcing, distribution and retailing operations.

## THINKING SUSTAINABLY

Across our global network of sustainability experts we can support your company in its strategy by offering a range of services covering the environmental, safety and social aspects of sustainability:

- Restricted substances management
- Social responsibility solutions
- Ecodesign services

At every step of your project, we are committed to adding value to your work by providing:

- rapid turnaround times
- value based pricing
- cost effectiveness
- technical assistance
- key account management
- local support
- timely accurate reporting and
- proactive feedback

Avoid golden sample failures. Our expertise and services will give you reliable proof of quality and prepare you for consumer protection organisations that want to test your products.

Our comprehensive services support ensure that your products comply with regulations, standards and contractual specifications. This allows you to demonstrate due diligence at an early stage in your supply chain, reducing delays and enabling a faster time to market.



# TESTS THAT WORK FOR YOU

## PERFORMANCE TESTING

Performance testing includes a minimum of three tests:

- Functionality
- Handling
- Durability/endurance

## SAFETY

- Surveillance scening
- Fault analysis
- Full compliance – against relevant legal requirements

## EMC/R&TTE

- Pre-compliance
- Diagnostics
- Full compliance

## FITNESS FOR USE (FFU)

- Functionality
- Handling
- Durability
- Artwork (user manual, label rating, packaging).

## RELEVANT INSPECTIONS

On production samples.

- During Production Inspection (DUPRO)
- Final Random Inspection (FRI)
- Loading supervision (optional)

## BENCHMARKING

How does your product perform against your competitors'?

- Functionality
- Handling durability/endurance
- Quality

## TECHNICAL DOCUMENT REVIEWS

Ensure your paperwork is complete and up-to-date, save time and expenses in the event of defects and warranty claims:

- Protocol service
- Technical file assessments

## OTHER RELATED SERVICES

Our portfolio of services is designed for retailers and importers. It includes consultancy services, CE seminars for EU Directives and IEC international standards, on-site staff training and individual awareness of new directives and regulations, including:

- RoHS II
- REACH/SVHC
- WEEE
- EuP/ErP
- Energy Efficiency

## PRODUCT CATEGORIES

The types of products covered by our services include small and medium household products, such as:

- Kitchen appliances
- Personal care
- Audio/visual
- Lighting
- IT
- Power tools
- Toys

Large household goods, such as:

- Washing machines
- Refrigerators
- Dishwashers

## THE MARK OF SUCCESS

The SGS test mark is a quality mark you can trust. Successful applications are assured that the product meets all relevant quality requirements.

It allows you to demonstrate your commitment to product safety and assures the product's efficiency to consumers. Independent testing and validation demonstrates that a product meets, or exceeds, key purchasing criteria and gives your customers reassurance and peace of mind when choosing to buy.

No more golden sample failures and retailers have reliable proof that all products are the same quality as the initial samples.

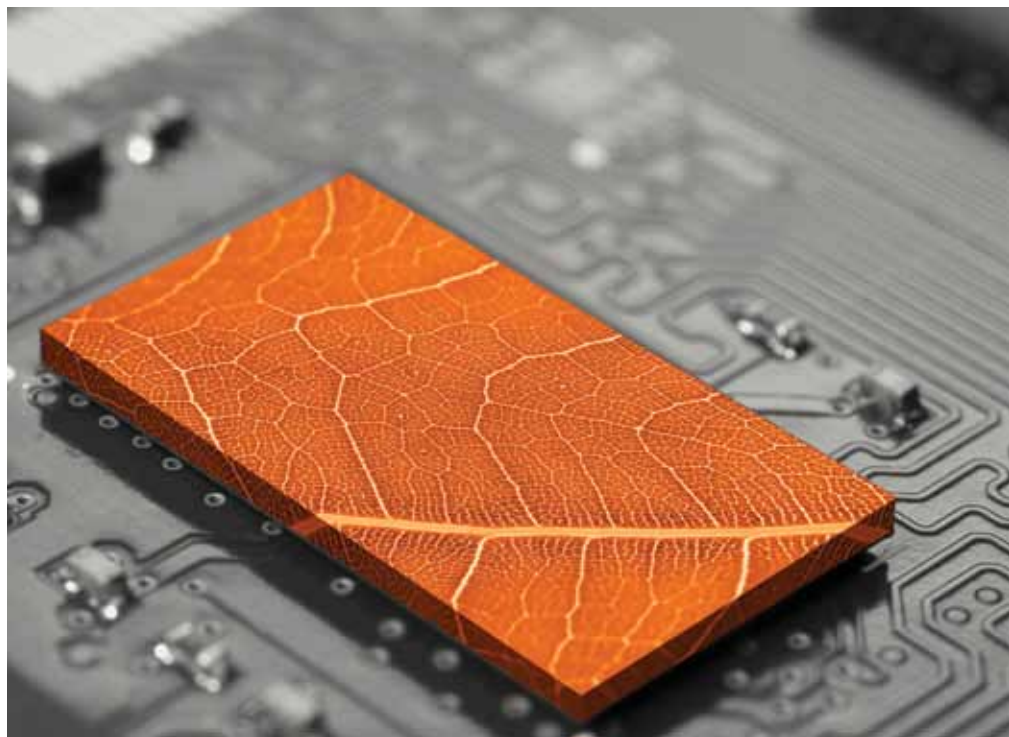


## OTHER KIND OF BENCHMARK

The Ecodesign Benchmark aims to provide designers with the metrics needed to include environmental requirements into new product design specifications. This service evaluates the environmental footprint of an existing product against another brand, in order to define good design practices. It can also be used to set minimum environmental performance targets.

The deliverable provides design teams with guidelines and technical design recommendations. These enable them to comply with environmental regulations, market requirements, industry standards and/or to develop products with a lower environmental footprint than other brands. All without increasing the unit cost, or compromising performance. The benchmark covers energy efficiency, mechanical parts, electronic design and packaging design. It also includes a screening life cycle assessment, a measurement of recyclability and the ease of dismantling for recyclers.

This is a pragmatic approach for designers to successfully implement Ecodesign into the product development process.





# WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. We are recognized as the global benchmark for quality and integrity. With more than 85,000 employees, we operate a network of more than 1,800 offices and laboratories around the world.

Independent and innovative, our Electrical & Electronics experts use state-of-the-art facilities and technology to deliver tailor made added value services that support improve your business.

We strive to deliver outstanding value at every step in your project by providing:

- Rapid turnaround
- Value based pricing
- Technical assistance
- Key account management

Our expertise in compliance management will support you make the right choices for different national markets, while carrying out the necessary testing and certification quickly and professionally.

## GLOBAL REACH WITH A LOCAL TOUCH

With a presence in nearly every single region around the globe, our experts speak the local language, understand the culture of the local market and operate globally in a consistent, reliable and cost effective manner.

**SGS IS THE WORLD'S LEADING INSPECTION, VERIFICATION, TESTING AND CERTIFICATION COMPANY.**

## CONTACT US

SGS is your global partner to provide you with tailored services and consulting solutions that meet your needs, objectives and budget.

For more information on how our E&E services can support you, please visit us at [www.sgs.com/ee](http://www.sgs.com/ee) or contact us at [ee.global@sgs.com](mailto:ee.global@sgs.com).



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WHEN YOU NEED TO BE SURE

