

## **TCO Certified Application Process & Clarifications for Computer Certifications**

This document covers the individual TCO Development Criteria documents for: Notebooks, Desktops, All-in-One PC and Tablet computers.

All relevant documents (Criteria documents, Price List, Application form, etc.) can be downloaded from the TCO Development webpage at: [www.tcodevelopment.com](http://www.tcodevelopment.com)

The following points help clarify step by step the application process for certification and maintaining the certificate.

### **1. Send the product for testing and the Environmental and Socially Responsible Manufacturing documents for review**

A sample of the product must be tested and comply with all applicable usability requirements in the latest TCO Certified product criteria document. The sample shall be representative of those intended for mass production (prototypes are accepted). All declarations in the Environmental and Socially Responsible Manufacturing section must pass a review by a TCO Development approved an Environmental verifier and a Social reviewer. It is the responsibility of the applicant or brand owner to make sure that documents sent for Social review are not being reviewed by 2 different Social reviewers at the same time when the brand is testing models at different test houses.

Only one social review is necessary annually and per brand.

The list of Accepted Test facilities is found on the TCO Development webpage. Companies are competitors and have their own pricing policies.

### **2. Sign an agreement with TCO Development**

If The Company wishing to TCO Certify a product is new to TCO Development, then a signed agreement between TCO Development and The Company in question must be established before their application can be registered. On request, TCO Development will send 2 copies of the agreement which have already been signed by TCO Development's CEO. A responsible person authorized to sign for the company shall sign both copies and return only one copy to TCO Development. To receive the agreement, please first provide us with the relevant company information (full company name, address, telephone number, website, name of contact person with e-mail address, name of CEO or other responsible person who shall sign the agreement). If you would just like to read through the agreement first, then a pdf copy can be sent to you before an official copy for signing is issued.

### **3. Send the application to TCO Development**

When the product has passed all the tests and you have received the test and verification reports from the test facility, you can apply for the product to be TCO Certified either directly to TCO Development or ask the test facility to apply for you. If an agent is applying on a client's behalf for the first time then a power of attorney from the applicant company shall be submitted (a scanned copy is acceptable).

**An application to TCO Development shall include the following Application documents depending on the product type to be certified:**

- Application form (available for download at the TCO Development webpage).
- Applicable verification and test reports for
  - Low Emission
  - Energy saving (see exemption for Tablet Computers in the Criteria document)
  - Visual Ergonomics
  - Work load Ergonomics Declaration
  - Acoustic Noise
  - Environmental
  - Socially responsible manufacturing
  - TCO Certified Edge verification (when applying for TCO Certified Edge certification compliance)
  - Safety certificate issued by a test facility within the CB scheme. If applicable a copy of the Safety Certificate for the External Power Supply
- Copies of the Computer product and External Power Supply marking labels
- Type Designation Key explaining open symbols which are to be replaced by an asterisk (\*)

**Product Family name clarification**

If there are several models that are covered under one Product Family name then a representative model shall be sent for testing. The sample shall be the configuration that is judged to be the worst-case setup. A Product Family may include different configurations that have no significant impact on the TCO Certified criteria. To help judge this, the test facility shall also receive an excel file that lists the different model names covered by the Product Family name and all the technical differences. This Excel file shall also be a part of the certification application to TCO Development.

TCO Development offers discounts to Product Family certifications for some product groups. Please see the latest price list.

**Test reports clarification**

TCO Development require copies of the test facility issued verifications and test reports with applications.

Asterisks (\*) in the Model name may only be shown on the verification page and application.

**Note!** A full CB report does not need to be submitted, the verification pages are satisfactory.

**Remember that the test report shall also include the following information:**

- The aspect ratio and resolution
- If the product has height adjustment and a pivot stand or no stand at all
- Graphic card details: name, type designation and manufacturer of the graphics card
- Photos of the test product: Front & Rear, Open Panel (with visible panel marking label) and one close up of the Panel Marking label (legible).
- Photo of the External Power Supply with legible marking label.

**Panel name clarification:**

The test report shall always show the full panel brand and type number of the actual panel tested. This includes the suffix, all dots and brackets. An Asterisk (\*) in the panel name may only be shown on the verification page and application.

### **Asterisk (\*) in the Model, Panel and External power supply name clarification**

Some clients wish to use an Asterisk in the product Model, Panel and External power supply names since differences in the configurations do not affect TCO Certified criteria. In these cases a type designation key shall be sent to the test facility for verification. It is the test facility's responsibility to review any type key for the model or panel so as to guarantee that all possible configurations are covered by the test report and will comply with all TCO Certified criteria.

#### **Some important details to remember when creating a type key**

- Only the number of asterisks covered by the verifications is accepted; this means that if the Application Form includes 2 asterisks, but the Verifications only 1 asterisk, then TCO Certification will only write 1 asterisk on the Certificate.
- A type designation key is required to show all the different configurations involved. No general explanations such as \* can be A-Z" will be accepted.
- A Maximum of 2 asterisks may be used in the product Model name. It is also permitted to use asterisks in the suffix of the Panel and External power supply names. No asterisks may be included in the Sales names.
- An asterisk shall cover at least 2 different configurations.
- If the company wishes to update an already certified product Model name with new or additional configurations, this is possible as long as the original Model name is not extended.  
Example: ABC may become A\*C (\* = B or D). ABC may not become ABC\* (\* = blank, D or E).

**Note!** If different test facilities are used for the testing and environment and social review, then it is the responsibility of the applicant to inform the test facility of their intent to use any asterisks in the application, so that the model numbers on the test, environment and social verifications are identical to those on the Application Form.

### **OEM procedure clarification**

If the application is Original Equipment Manufacturer (OEM) based, then only copies of the issued verification pages without full test reports shall be submitted together with the other Application documents listed above to TCO Development.

To qualify the computer as an OEM product the applicant must sign a "Declaration of Identity" (DOI) that states that the model is completely identical to the original TCO Certified product except for Brand and Model name. This statement is verified by a TCO Development test facility reviewer. It is the responsibility of the reviewer to issue only verification documents that confirm the applicant's claim (it is not enough to only submit a copy of the DOI to TCO Development). No full test report shall be issued since no original test report values may be copied into an OEM report.

A DOI shall contain a formal assurance that the products are identical and shall be signed by the responsible person at the applicant company. If there is any deviation, e.g. a technical or used plastic difference compared to the basic model, then this shall be mentioned in the DOI and the test facility will make the judgement if a re-test or additional environmental templates are necessary.

**Note!** The OEM product must be based on an original product that is TCO Certified and the documents used as the basis for the OEM verifications shall not be more than 2 years old.

For an OEM application the following documents shall be completed by either the Brand owner or Applicant (depending on which is requested to sign the Environment or Social template in the mandate) and sent to the test facility for review & verification:

**For TCO Certified -Notebooks, -Desktops, -AIO and -Tablet computers:**

- To the Environmental verifier and Social reviewer for verification:
  - A.1.1 (TCO Certified Document)
  - A.6.2.1 (Environmental management system) – if another manufacturing plant is used
  - A.6.5.1 (Lifetime extension)
  - A.6.6.3 for Notebooks & Tablets, A.6.6.4 for Desktops & A.6.6.2 for AIO computers (Take-back system)
  - A.7.1 (Supply chain responsibility)
  - A.7.2 (Senior management representative)
  - A.7.3 (Conflict minerals)
- To the Test facility & Environmental Verifier for verification:
  - A copy of the marking label/rating label \*
  - A “Declaration of Identity”\*
  - Specified type key if used\*

**\* These documents shall be sent to TCO Development together with the Application Form and test facility verification reports for Emissions, Energy, Visual Ergonomics and Environment and Social.**

**Send the application in one of the three following ways:**

- As a PDF file to: certification@tcodevelopment.com
- By regular post to: Certification team  
Linnégatan 14  
SE-114 94 Stockholm, SWEDEN

**Note!** If the applicant has invoices that are 40 days overdue TCO Development reserves the right to not expedite the application. The applicant will be notified about the situation.

#### **4. We send you the certificate**

TCO Development will check to see if the application is complete. If it is incomplete, TCO Development will contact the applicant, agent or representative handling the application with advice about what is missing. Once the application is satisfactory TCO Development will issue a certificate and send a copy by e-mail to the recipient indicated on the application form. This is normally done within a week. The original certificate will be kept at TCO Development unless you state on the application form under ‘Other information’ that you wish to receive the certificate in paper form as well. In this case the original invoice will be sent by regular post to the invoice address given on the Application Form within a week of the certificate being issued (an extra administrative fee may be charged for this).

#### **Displaying the TCO Certified clarification**

The TCO Certified logo must be at all-times reproduced in a quality that allows the text to be legible. The minimum size for the trademark TCO Certified is 7.5 mm x 12mm. This minimum measurement is also valid if the logo is placed on the packaging. The Colour of the logo may only be reproduced as; the standard colour version (Green surround & blue writing on white or transparent background), a Black & White or a Greyscale version.

## 5. Updating a TCO Certified certificate

The certificate may be updated free of charge once within 30 days of the original issue date. After this one time, updates will be charged. This offer includes adding of Sales names (up to the first 5 sales names for each model can be free of charge), update of the Type Designation Key and Critical Components.

When adding sales names it is enough to complete the application form stating the sales name to be added. Update of type key requires the application form and an updated Type Designation Key.

### Update of critical component clarification

According to the agreement signed between TCO Development and The Company, it is the applicant's responsibility to ensure that all manufactured TCO Certified products consistently fulfil the criteria. If critical components in the product are changed from the original tested configuration it may be necessary to verify that the product still fulfils all criteria.

The decision of how to verify compliance with the TCO Certified criteria is made by the applicant. However, the table below is a list of so-called critical information that is considered to have an impact on the TCO criteria. If a critical component shown on the certificate is changed, it is necessary to re-test some of the parameters. The certificate will also need to be updated.

#### TCO Certified computer products

Critical component / Critical information	Area of Criteria	Retest	Comments
LCD panel <sup>1)</sup>	Emission	Yes	
	Energy	Yes	
	Environment	Yes	A.6.4 <sup>3)</sup>
	Visual ergonomics	Yes	
	Work load ergonomics	No	
	Electrical safety	No	Covered
External power supply <sup>1)</sup>	Emission	Yes	
	Energy	Yes	
	Environment	Yes	A.6.4 <sup>3)</sup> If the plastics/flame retardant is changed.
	Visual ergonomics	No	Minimum impact
	Work load ergonomics	No	
	Electrical safety	Yes	Copy of certificate required
New plastics/flame retardants <sup>2)</sup>	Environment	Yes Yes	A.6.4 <sup>3)</sup>
	Environment	Yes	Submit a copy of the ISO14001 certificate or EMAS registration
New manufacturing plant <sup>2)</sup>	Environment	Yes	Submit an updated factory list
	Socially responsible manufacturing	Yes	
Additional sales market(s)	Environment	Yes	A.6.6.3 Notebooks & Tablets A.6.6.4 Desktops A.6.6.2 AIO PCs (Only if new market lacks take-back)

<sup>1)</sup> The LCD Panel and the External power supply model names will be shown on the certificate. If any of these components are changed or extended the certificate shall be updated.

<sup>2)</sup> If any of the Environmental parameters are changed the Environment file kept with the test facility must be updated. Normally the certificate will not be updated.

<sup>3)</sup> All Environment requirements A.6.4.1-A.6.4.5

**Note!** For information on updating Model names please see the Asterisk clarification under point 3.

## **6. Prolonging a certificate**

At some occasions every year, TCO Development will contact the certificate owner to verify their wish to prolong the certificates that are reaching the end of their validity or to archive them. If the certificate owner wishes to prolong the certificate another year, then they will need to fill in and sign the Prolongation Form and pay the annual fee (see recent price list). If an answer is not received or the certificate owner makes it clear that the certificate is not to be prolonged, then TCO Development will archive the certificate and it will no longer be seen on the TCO Web data base. It is a violation to the license agreement with TCO Development to continue to market a product as certified with TCO Certified if the certificate is archived. However, it is not necessary to remove the product from the market (shelves at retail shops).

**Note!** TCO Development charge a fee if the certificate is to be re-activated.

## **7. Upgrading a certificate**

It is possible to upgrade a valid certificate to the latest version of TCO Certified. The test facility will advise you on which tests need to be complemented with extra testing and which may only be necessary to issue a verification page of conformity (in case the test procedure has not been changed in the newer version of the criteria document).

An upgrade of a certificate can usually be obtained at a reduced price from TCO Development. Please see our latest Price List on the web for details. When a certificate is upgraded the original certificate is cancelled. If a license holder wishes to keep both certificates it is necessary to pay full price for the new certificate.

## **8. Certification according to previous Criteria document versions**

From the date when a new generation of TCO Certified is officially launched it will no longer be possible to certify according to the previous generation. Certificates according to the old generation may be prolonged up until 2 years after the launch of the new generation and after that date all certificates according to the old generation will be automatically cancelled.

Before a new TCO Certified generation replaces another, there is a pre-test period of about 3-6 months; there it is possible to verify the product complies with the new criteria document. However, new generation certificates will not be issued during the pretest period until the final version of the new criteria document is launched. Until then the product may be certified to the current generation certification and be later upgraded to the new generation after the launch date.

**Note!** Subsequent versions such as, TCO Certified Notebooks 5.1, 5.2, 5.3 etc., might be released, but these are to be considered only as updates within the generation with improved clarification of the mandates and test methods. These updates are not to be considered stricter whilst they share the same number before the decimal.

## **9. Applying for TCO Certified Edge**

To apply for a TCO Certified Edge certificate it is necessary that the product is certified according to the main TCO Certified criteria document and that the product has fulfilled at least one TCO Certified Edge criterion. A verification of TCO Certified Edge compliance (and a test report if testing is necessary) is issued by a TCO Development approved Test facility or Environment reviewer. Please visit [www.tcodevelopment.com](http://www.tcodevelopment.com) for more information about TCO Certified Edge criteria or contact TCO Development if you have a proposal for the development of a TCO Certified Edge criterion for us to consider.

## **10. Support**

If you want to certify your products and are looking for support in the interpretation of the Criteria Document, then TCO Development has verification partners all over the world who can explain the content of the document and the application process

If you require more information or assistance with your application please contact:

[Certification@tcodevelopment.com](mailto:Certification@tcodevelopment.com)