



**BUREAU  
VERITAS**

# CERTIFICATE OF COMPLIANCE

The product(s) listed below are authorized to be labeled with the Bureau Veritas Consumer Products Services Inc. mark as shown in the following box when made in accordance with the Description and under the conditions set forth in the Certification Listing Agreement and Test Report(s) listed below.



File Number:	TLCA	Work Order:	U1432
Date:	October 15, 2020		
Participant Company:	Crestron Electronics Inc		
Participant Address:	15 Volvo Drive, Rockleigh, NJ 07647, USA		
Manufacturing Facility Code:	EEB		
CANADA Standard:	CSA C22.2 No. 62368-1-14		
USA Standard:	UL 62368-1: 2014 2nd Ed		
Product(s) Listed:	M201946002 SKU :HD-MD4X4-4KZ-E		

Authorized by:  **Scott Lambert, Certifier**

The 'C' and 'US' indicators adjacent to the BUREAU VERITAS CONSUMER PRODUCTS SERVICES INC. Mark signify that the product has been evaluated to the applicable CSA and ANSI/UL Standards, for use in Canada and the U.S., respectively. The Mark indicates the product has been certified under the Certification Services Product Safety Certification Program (CSPSC). This program has been recognized by the U.S. Occupational Safety and Health Administration (OSHA) to comply with there Nationally Recognized Testing Laboratory (NRTL) program. The program follows system 5 as defined in ISO/IEC Guide 67. This Document is the Property of BUREAU VERITAS CONSUMER PRODUCTS SERVICES INC. and is not transferable. BUREAU VERITAS CONSUMER PRODUCTS SERVICES INC. 's responsibility and liability are limited to the terms and conditions of the agreement. BUREAU VERITAS CONSUMER PRODUCTS SERVICES INC. assumes no liability to any party, other than to the Client in accordance with the agreement, for any loss, expense or damage occasioned by the use of this report. This document may only be copy or distributed in its entirety. This document is not valid until signed and dated





## LISTING LETTER

This document with certificate serves as authorization to apply the Bureau Veritas Consumer Products Services Inc. Listing Mark to the above products which are identical to the units which were submitted for investigation. It is subject to the terms of the "CSPSC Certification/Listing Agreement" executed between Bureau Veritas Consumer Products Services Inc. and your company. The investigation is detailed in Bureau Veritas Consumer Products Services, Inc. test report LIT14201432 NRTL.

Invitation: Bureau Veritas Consumer Products Services Inc.'s certification system maintains an Impartiality Committee open to all concerned parties which participates in development of the practices of the Body. Contact [NRTL@us.bureauveritas.com](mailto:NRTL@us.bureauveritas.com) to join the committee.

Products produced which bear the Bureau Veritas Consumer Products Services Inc. Listing Mark shall be identical to the sample submitted for evaluation and found to comply with recognized standards. Your manufacturing facility will be subject to at least two follow-up service inspections a year and if changes in construction are discovered, authorization to use the Bureau Veritas Consumer Products Services Inc. Listing Mark may be withdrawn and products which bear the Bureau Veritas Consumer Products Services Inc. Listing Mark may have to be revised to bring them into compliance with the standard. You shall make any changes to the product agreed to as a result of our findings letter.

You shall notify the Bureau Veritas Consumer Products Services Inc. immediately if your Company obtains information which reasonably supports the conclusion that a product distributed in commerce (1) fails to meet a product safety standard, (2) contains a defect which could create a substantial product hazard, (3) creates an unreasonable risk of serious injury or death.

Although Bureau Veritas Consumer Products Services Inc. uses sources other than company reports to identify potentially hazardous products, reporting by companies under this procedure can provide the most timely and effective source of information about such products. This is because firms often learn of potential product safety problems at an early stage. For this reason, companies involved in the manufacture, importation, distribution, or sale of consumer products shall develop a system for maintaining and reviewing information about their products that might suggest a product defect or unreasonable risk of serious injury or death. Such information includes consumer complaints, warranty returns, insurance claims or payments, product liability lawsuits, reports of production problems, product testing or other critical analyses of products, and the like.

Reporting a product to the Bureau Veritas Consumer Products Services Inc. does not automatically mean that the Bureau Veritas Consumer Products Services Inc. will conclude that the product creates a substantial product hazard or that corrective action is necessary. Bureau Veritas Consumer Products Services Inc. staff works with the reporting firm to determine if corrective action is appropriate.

A company should file its report with the Bureau Veritas Consumer Products Services Inc. Certification Manager. The report may be filed by mail, telephone (978-486-8880), fax (978-486-8828) or email (NRTL@us.bureauveritas.com). A company should assign the responsibility of reporting to someone with knowledge of the product and of the reporting requirements of this procedure. He or she should have the authority to report to Bureau Veritas Consumer Products Services Inc. or to quickly raise the reporting issue to someone who does.

Reporting firms should be prepared to provide the information described below. However, no company should delay a report because some of this information is not yet available. The following information should be transmitted:

1. Description of the product.
2. Name and address of the company, and whether it is a manufacturer, distributor, importer or retailer.
3. Nature and extent of the possible product defect or unreasonable risk of serious injury or death.
4. Nature and extent of injury or possible injury associated with the product.
5. Name, address and telephone number of the person informing Bureau Veritas Consumer Products Services Inc.
6. A timetable for providing information not immediately available.

This procedure requires firms to report "immediately." This means that a firm should notify the Bureau Veritas Consumer Products Services Inc. within 24 hours of obtaining information indicating that a product defect exists which creates an unreasonable risk of serious injury or death.

Bureau Veritas Consumer Products Services Inc. encourages companies to report potential substantial product hazards even while their own investigations are continuing. However, if a company is uncertain whether information is reportable, the firm may spend a reasonable time investigating the matter. That investigation should not exceed ten working days unless the firm can demonstrate that a longer time is reasonable in the circumstances. Absent such circumstances, Bureau Veritas Consumer Products Services Inc. will presume that, at the end of ten working days, the firm has received and considered all information which would have been available to it had a reasonable, expeditious, and diligent investigation been undertaken.

Bureau Veritas Consumer Products Services Inc. considers a company to have obtained knowledge of product safety related information when that information is received by an employee or official of the firm who may reasonably be expected to be capable of appreciating the significance of that information. Once

that occurs, under ordinary circumstances, five working days is the maximum reasonable time for that information to reach the chief executive officer or the official assigned responsibility for complying with the reporting requirements.

#### Identifying a Defect

A defect could be the result of a manufacturing or production error; or it could result from the design of, or the materials used in, the product. A defect could also occur in a product's contents, construction, finish, packaging, warnings, and/or instructions.

Not all products that present a risk of injury are defective. A kitchen knife is one such example. The blade has to be sharp to allow the consumer to cut or slice food. The knife's cutting ability is not a product defect, even though some consumers may cut themselves while using the knife.

In determining whether a risk of injury associated with a product could make the product defective, the Bureau Veritas Consumer Products Services Inc. considers the following:

- A. What is the utility of the product? What is it supposed to do?
- B. What is the nature of the injury that the product might cause?
- C. What is the need for the product?
- D. What is the population exposed to the product and the risk of injury?
- E. What is the Bureau Veritas Consumer Products Services Inc.'s experience with the product?
- F. Finally, what other information sheds light on the product and patterns of consumer use?

If the information available to a company does not reasonably support the conclusion that a defect exists, the firm need not report to Bureau Veritas Consumer Products Services Inc. under the defect reporting provision. However, since a product may be defective even when it is designed, manufactured, and marketed exactly as intended, a company in doubt as to whether a defect exists should still report. Additionally, a firm must report if it has information indicating the product creates an unreasonable risk of serious injury or death.

If the information obtained by a company supports a conclusion that a product has a defect, the company must then consider whether the defect may be serious enough that it could create a substantial product hazard. Generally, a product could create a substantial hazard when consumers are exposed to a significant number of units or if the possible injury is serious or is likely to occur. However, because a company ordinarily does not know the extent of public exposure or the likelihood or severity of potential injury when a product defect first comes to its attention, the company should report to Bureau Veritas Consumer Products Services Inc. even if in doubt as to whether a substantial product hazard exists.

Any one of the following factors could indicate the existence of a substantial product hazard:

1. Pattern of defect. The defect may stem from the design, composition, content, construction, finish, or packaging of a product, or from warnings and/or instructions accompanying the product. The conditions under which the defect manifests itself must also be considered in determining whether the pattern creates a substantial product hazard.
2. Number of defective products distributed in commerce. A single defective product could be the basis for a substantial product hazard determination if an injury is likely or could be serious. By contrast, defective products posing no risk of serious injury and having little chance of causing even minor injury ordinarily would not be considered to present a substantial product hazard.
3. Severity of risk. A risk is considered severe if the injury that might occur is serious, and/or if the injury is likely to occur.
4. Likelihood of injury. The likelihood is determined by considering the number of injuries that have occurred, or that could occur, the intended or reasonably foreseeable use or misuse of the product, and the population group (such as children, the elderly, or the disabled) exposed to the product.
5. A substantial product hazard also exists when a product does not comply with an applicable product safety rule, and the failure to comply creates a substantial risk of injury.

The label bearing the mark may be purchased from Bureau Veritas Consumer Products Services Inc. or produced by the participant providing an acceptable label control procedure is on file with Bureau Veritas Consumer Products Services Inc. Requests to change the labeling must be approved in writing by Bureau Veritas Consumer Products Services Inc. Reference to the Bureau Veritas Consumer Products Services Inc. Listing Mark may be made only in connection with currently listed products. Requests to enlarge or reduce the mark are generally honored, but it cannot be changed in any other way. 100% black is the only acceptable color for the Bureau Veritas Consumer Products Services Inc. Listing Mark. The File Identifier must be displayed with the mark unless prior authority has been given to omit the File Identifier. All printed reference to the Bureau Veritas Consumer Products Services Inc. listing mark in advertising or promotional material must be submitted to Bureau Veritas Consumer Products Services Inc. for approval prior to distribution.

In order to be considered listed, each product must bear the certification mark either as a label or if the product is too small, on the packaging as approved in the evaluation process.

Upon request the participant shall supply quantities and ship dates for the listed product within 30 days of the request. Failure to supply this information may result in the de-listing of the product.

This procedure may be modified or amended at any time by Bureau Veritas Consumer Products Services Inc. with notice to the participant.

*French Version Available : Cette lettre est à l'origine fournie en anglais. Pour une lettre française de langue svp contactez-nous et nous publierons une reproduction en français.*