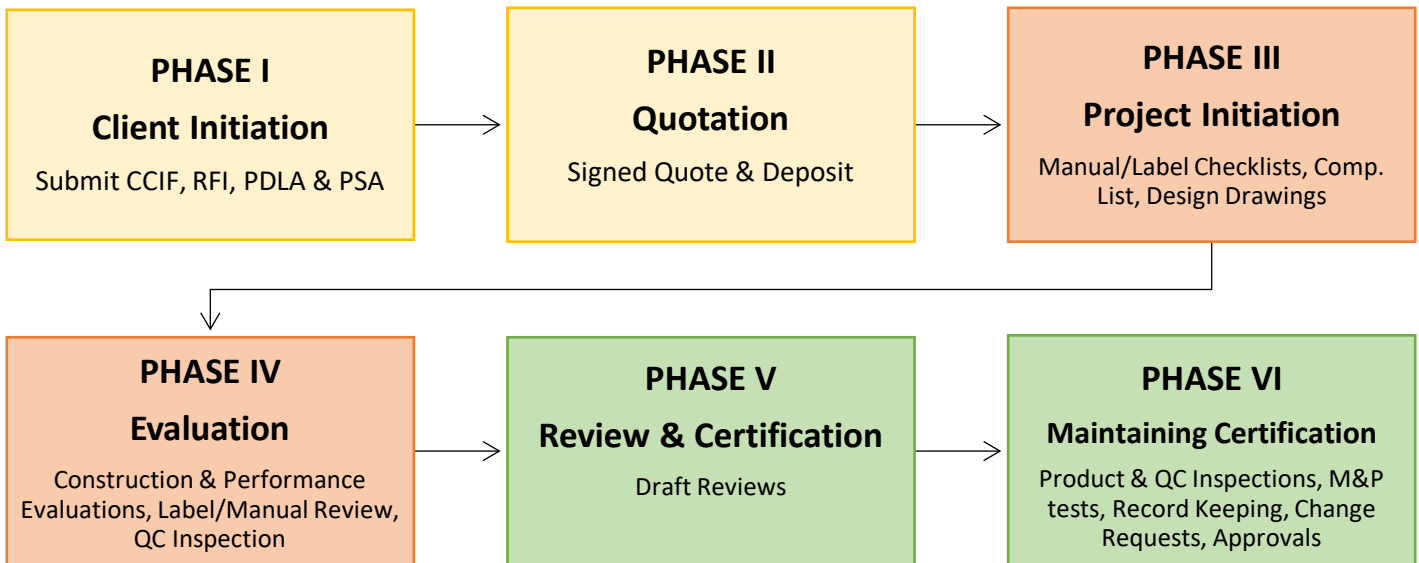




OMNI-Test Laboratories, Inc.

CLIENT CERTIFICATION GUIDE

This guide was developed to assist clients through the OMNI-Test Laboratories, Inc. (OTL) process of granting certification. It is a step-by-step flowchart detailing the criteria needing fulfillment to bring your product from the development stage to the Canadian or United States market. If the guide is followed, faster turnaround times and more efficient communication can be accomplished.



LET'S GET STARTED!



PHASE I: CLIENT INITIATION

1. After initial communication has commenced, an OTL staff member will supply you with the CCIF, "Client Contact Information Form" (A-SFAL). Please complete this form to the best of your ability. Completion of this form is valuable to OTL in several ways, including, but not limited to:
 - a. Legal information for financial purposes
 - b. Main point of contact that will communicate heavily through the certification process.
 - c. Other valuable points of contact
 - d. Manufacturing facilities and distribution sites for inspection (surveillance to maintain listing) purposes.

Step 1 is not applicable for existing clients, unless CCIF information has been updated.

2. Another document provided is the RFI, or 'Request For Information' form (A-SFDV). This form gathers the information OTL needs to provide you with an accurate quote.

Step 2 is not applicable if all quote generating information is provided via communication (email, phone call)

3. The last part of Phase I are contractual agreements.
 - a. PDLA – Product Documentation Listing Agreement (A-SFJ)
 - i. This contract agreement is regarding the rules and policies to maintain a listing with OTL.
 - b. PSA – Professional Services Agreement (A-SFH)
 - i. This contract agreement is regarding the rights and responsibilities of both OTL and the client.

Step 3 is not applicable for existing clients, see quote for updates to PDLA & PSA and all other certification documents.

PHASE II: QUOTATION

1. After all initiation documents have been completed, the quotation phase starts. Members of the OTL technical team will use the data provided to us via your RFI form and generate a quote.
2. OTL has several factors that require client representative input or approval, some of these factors are (but not limited to):
 - a. Approval for contracted or subcontracted work
 - i. OTL requires approval to use outsourced services if OTL does not currently have the resources to perform a specific portion of the evaluation.
 - b. If the client would like to certify its product to a non-standard method, approval from client must be given.
3. The quote is provided to the client. Before work (evaluation) can commence, a deposit must be sent to OTL:
 - a. For existing clients: 50% deposit
 - b. For new clients: 100% deposit



PHASE III: PROJECT INITIATION

1. Project initiation occurs once OMNI has been provided the deposit.
2. A member of the OTL technical staff will email the client representative regarding the initiation of the project.
3. This email contains documents that are essential to the completion of the certification. The client must fill and complete:
 - a. Manual/Label checklists:
 - i. Standard specific – each standard you wish the product to be certified to has requirements for both manuals and labels.
 - ii. OMNI general requirements for labels and manuals (A-SFDW) – this document is additional requirements from OTL.
 - b. For EPA certifications the OTL checklist for manuals, labels, QAP, and record keeping (S-SFKF).
 - c. Component list template:
 - i. The document captures all critical components of the product. Please list the component title, specs, limitations, component certification, etc.
 - d. Standard specific construction evaluation. Provided by request.
 - i. The construction evaluation is the evaluation document OTL uses to confirm all materials, components, assembly, and construction used are compliant to the standard the product is being certified to. It mirrors the construction evaluation of the testing standard(s). OTL will provide if available and requested.

OTL highly recommends the client to purchase and review the standard(s) the product is being certified to. Reviewing the construction and performance evaluation clauses can improve the likelihood of the product being compliant without the need for retesting or modification. Providing OTL a prototype that has already been confirmed by the client for compliance ensures a more efficient evaluation & certification process.

4. The project initiation email will also request several documents to be submitted to OTL:
 - a. Draft label & manual
 - i. These can be provided after the client completion of the manual & label checklists.
 - b. Design drawing package
 - i. Drawings are required for the construction evaluation to occur (the first part of Phase IV - Evaluation)
 - ii. Highly recommended: please provide drawings in order of priority and/or label each drawing with design name.

Priority drawings examples: overall dimensions, firebox, flue, catalyst, catalyst compartment, heat shields, air controls, secondary air, firebox door & glass, legs/pedestal, baffle, refractory brick/insulation, door handles/material, ash pan, gaskets, etc.

Including the part name in the filename is also preferred.

- c. Component list with attached spec sheets for each critical component.
 - i. Provide as much as you can on each component.
5. At any point during this phase, the prototype unit(s) must be sent to OTL (13327 NE Airport Way, Portland, OR, 97230)
 - a. Not applicable if OTL is performing offsite testing, virtual witness testing, or OMNI-DAPT.



PHASE IV: EVALUATION

1. Evaluation has four parts:
2. Construction Evaluation
 - a. The evaluation phase starts with the construction evaluation. This evaluation confirms the components, material, assembly, and construction are compliant with the standard the product is bring certified to. Using the drawing package and component list, OTL technical staff evaluate the product to all construction requirement clauses.
3. Performance Evaluation
 - a. After the construction evaluation is completed and the product complies, OTL technical staff will perform the applicable test methods from the standard the product is being certified to.
4. Manual & Label Review
 - a. This part of the phase is confirming your manual and labels contain all the applicable warnings and required information from the testing standard.
5. Manufacturing Facility Inspection Confirmation
 - a. The last part of the evaluation is confirmation the manufacturing facility and management system has been inspected.

For existing clients, if an inspection has been performed at the manufacturing facility within the last year, this inspection can be used as evidence to complete this part of the phase.

PHASE V: REVIEW & CERTIFICATION

1. After evaluation has been completed and the product has been evaluated to be compliant, the project is ready for review and (eventual) certification. This phase has less client input than the rest of the phases, but you still play one important role.
2. Once OTL management has confirmed the evaluation during the review, a draft eReport is sent to the client representative.
3. Once the client approves of the draft, OMNI management finalizes the eReport and certificate.
4. Your product is now certified! Congratulations!
5. To maintain your certification, follow the guidelines in the next phase (Maintaining Certification)

Want to get your certification faster? Follow the tips below:

1. Always remain in constant contact with OTL staff. If you do not respond to emails, OTL cannot usually complete a certification. Many failures can happen along the way, but if you remain in contact these can be alleviated.
2. During the client initiation and quoting phase
 - a. provide as much details as possible about your company and the product being certified.
3. During the project initiation phase
 - a. Review the testing standard the product is being certified to.
 - b. Complete the manual & label checklists as soon as possible.
 - c. Provide OTL the drawings, component list and any other product documentation as soon as possible.



PHASE VI: MAINTAINING CERTIFICATION

To maintain your certification, the following must be performed:

1. Annual certification maintenance fees must be paid at the beginning of each year. Refer to OTL annual certification maintenance fee document. This will be provided to you by the OTL finance department annually.
2. Required Manufacturing & Production tests
 - a. These tests are located at the end of your Evaluation Report. This section details the tests required during production, as mandated by the testing standard the product is certified to.
3. Annual inspections on product and quality control (management system). Refer to annual certification maintenance fees.
 - a. Product Inspections
 - i. For each product certification listing the client maintains, a single inspection must occur at least annually.
 - ii. An OTL inspector will inspect the product using the eReport and supplemental data from the evaluation to confirm the production line remains compliant.
 - iii. EPA certifications have unannounced product inspections.
 - b. QC (management system) Inspections
 - i. OTL inspects the management system of the manufacturing facility. The inspector reviews all applicable procedures and records associated to the certified production.
 - ii. If the manufacturing facility is ISO 9001 certified, OTL may elect to waive the QC inspection as OTL models its QC inspection after ISO 9001. If the waiver is applied, QC inspection must still take place every 3 years.
4. Monthly or Quarterly production reports sent to OTL.
5. Would you like to modify a portion of your certification? Submit a change request detailing the modification.
 - a. New revisions of manuals or labels.
 - b. Swapping out a component for a similar spec component.
 - c. Modifying the design of the product
 - d. Requests for additional model names
6. If your product is involved in an incident report (personal injury, property damage, or recall), OTL must be notified regardless of if you think your product is at fault or not.
7. Would you like to advertise with the 'OTL' mark or OMNI information? Great! But first, you must seek approval from OTL. Email OTL and we will be able to quickly approve via email if all statements are correct.