



# Energy labelling requirements at the points of sale

**Webinar for dealers**

**February 10<sup>th</sup>, 2026**





# Agenda

- Opening remarks and introduction
- Forewords:
  - Background and legal developments: European Commission
  - Consumers' perspective: AltroConsumo Italy
  - Retailers' perspective: APED Portugal
- Introduction to the energy label
- Energy labelling requirements for dealers
- Practical good and bad examples
- EPREL database
- Market surveillance
- Questions and Answers



# POLL 1

The type of your organisation:

➤ Dealer

➤ Supplier

➤ Dealer & supplier

➤ Wholesaler

➤ Other stakeholder



# SPEAKERS

## Moderator

Ms. Joana Fernandes, ADENE, Portugal

## Guest speakers

Mr. Niels Ladefoged, European Commission

Ms. Silvia Bollani, AltroConsumo, Italy

Ms. Teresa Castelo Branco, APED, Portugal

## Speakers

Mr. Franz Zach, AEA, Austria

Mr. Juraj Krivosik, SEVEn, Czechia

Ms. Elisabeth Dreier, vores bureau, Denmark



# The energy label

**Mr. Niels LADEFOGED** – DG ENER, European Commission

Deputy Head of Unit for Buildings and Products and team leader for Products in DG ENERGY

# From the consumers' perspective

**Ms. Silvia BOLLANI** – AltroConsumo, Italy

Comparative testing and survey coordinator



**COMPLIANCE**SERVICES





SUPPLIER'S NAME



**XYZ** kWh/annum

# Compliance Services Dealers' webinar: CONSUMER'S PERCEPTION On ENERGY LABEL

10° February 2026



# The largest consumer organization in Italy

SINCE 1973

+ 38 millions  
site visits  
[altroconsumo.it](http://altroconsumo.it)

2 millions  
FAN's

260.000  
members

+ 300  
professionals  
who work for  
citizens and  
businesses

- Protecting the community every day, basing its actions on the values of **independence, scientific research, and critical thinking.**
- Informing and supporting people in their purchasing decisions. **Defending and promoting rights** with a wide range of products and services.
- Working to **improve the market and society**, promoting dialogue and collaboration with businesses, institutions, and the nonprofit sector.

# ALTROCONSUMO PART OF EUROCONSUMERS

## MISSION

To promote and defend consumer interest, solve their problems, help and inform them about their fundamental rights:

- The right to **buy**
- The right to be **informed**
- The right to **education** and **justice**
- The right to **healthcare** and **sustainable environment**

## VALUES

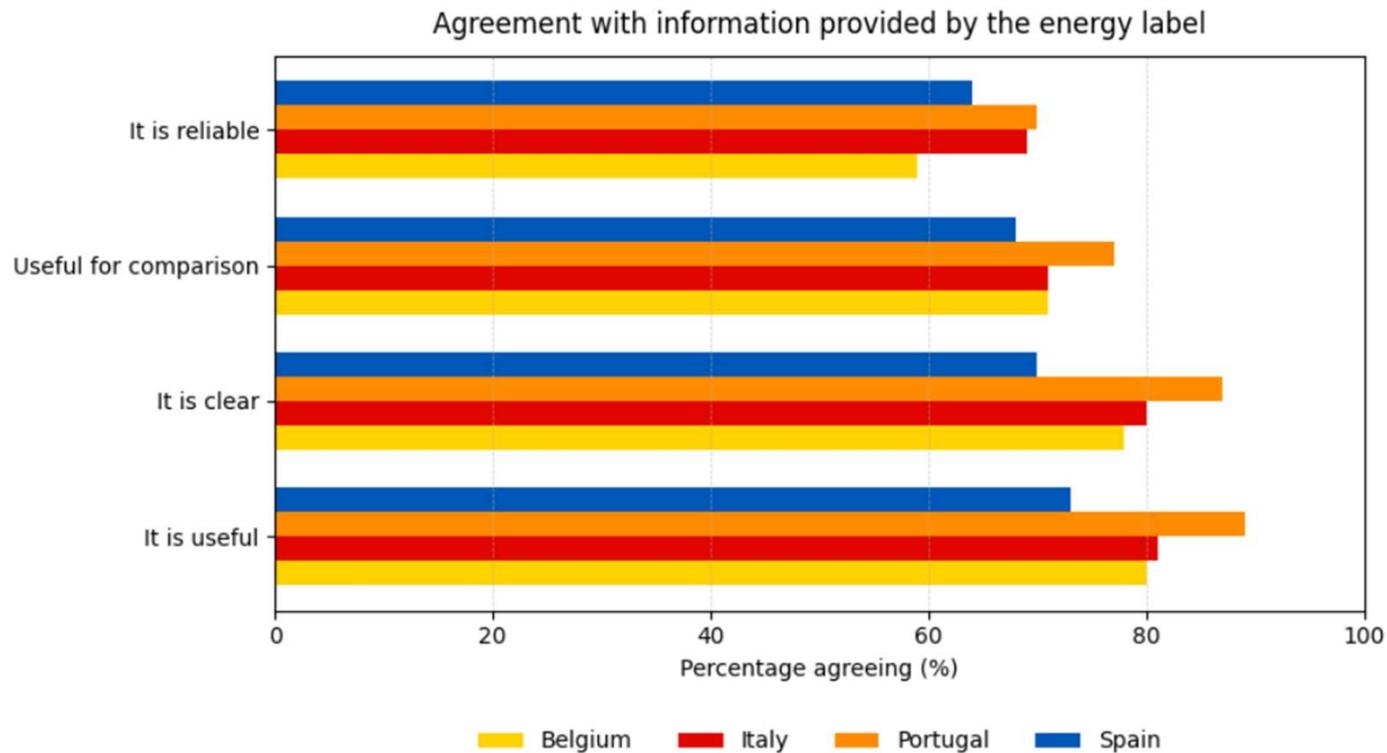
- Proximity
- Independence
- Expertise



More than 6  
million people  
worldwide

# CONSUMERS RECONGNIZE AND TRUST ENERGY LABEL

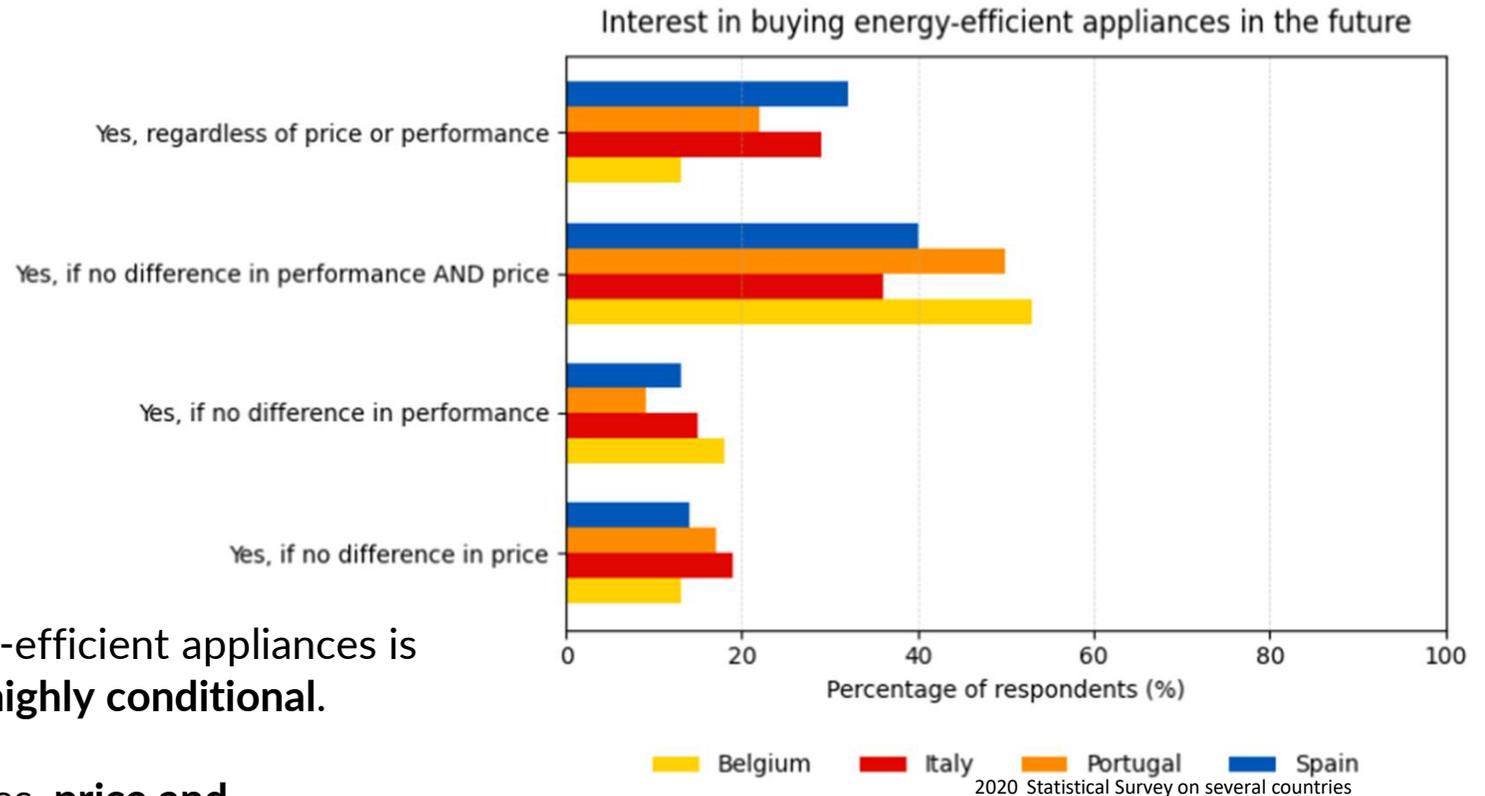
A 2020 Statistical survey on 4 Euroconsumers countries



**Recognized, but not fully known.**

Consumers trust energy label and use it for a better choice even if not always understand what it communicates.

## ...NOT ALWAYS, WHEN BUYING



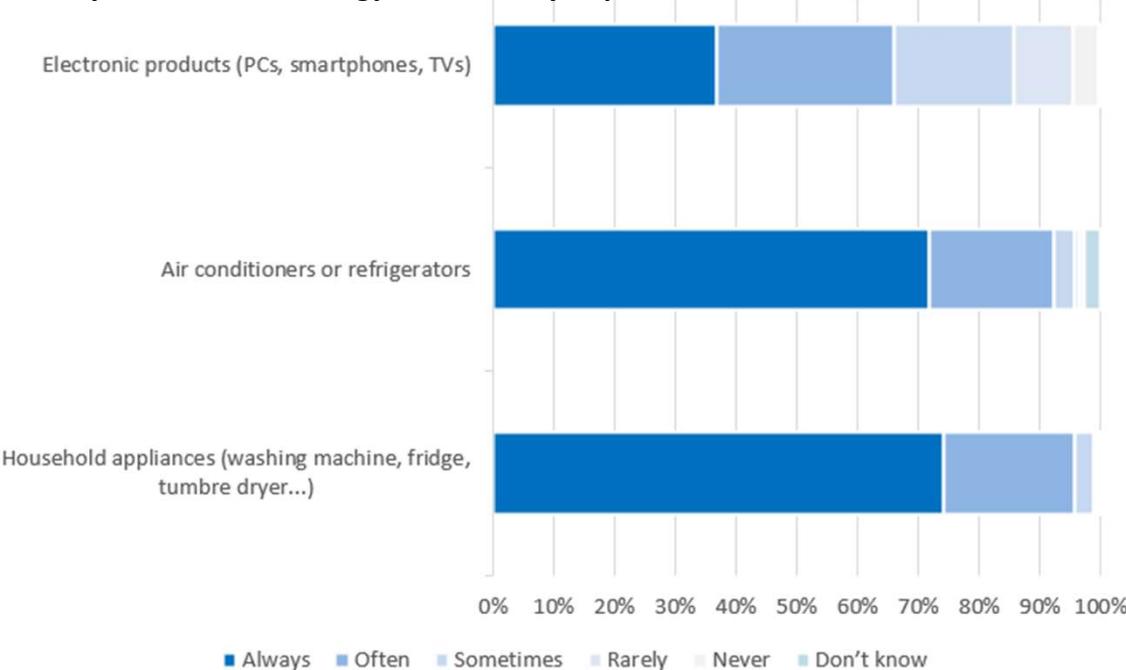
Interest in energy-efficient appliances is widespread, but **highly conditional**.

Across all countries, **price and performance** remain key decision drivers (2020 data)

# ENERGY EFFICIENCY LABEL PERCEPTION TODAY

2026 survey to more than 1000 Altroconsumo fans

Do you look at the energy label when you purchase...

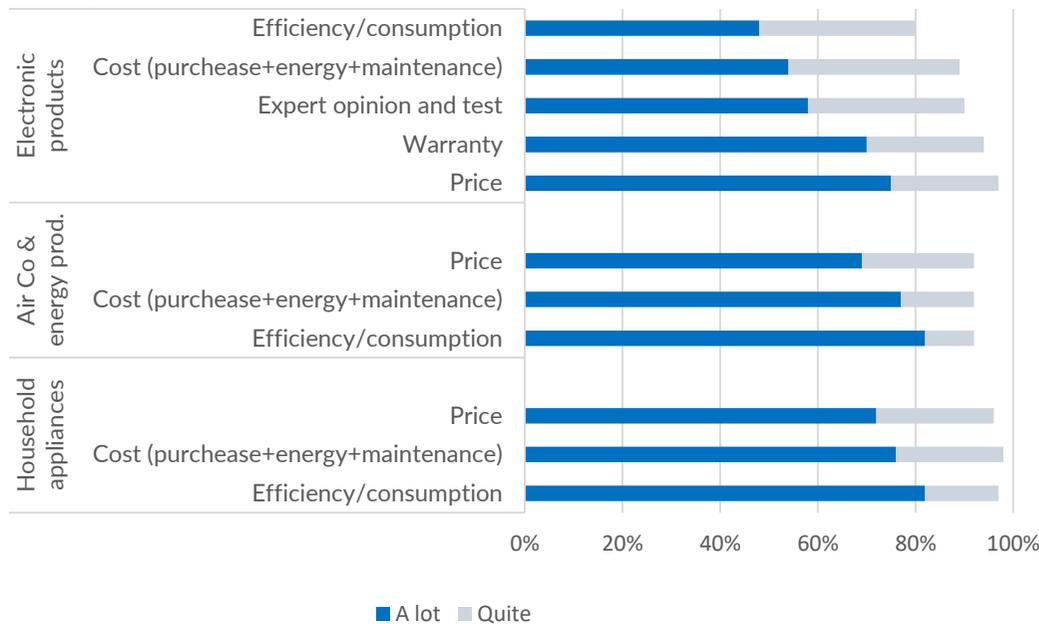


**High awareness, uneven use**  
The energy label is widely recognized, but its influence varies by product category:

- Energy labels are widely checked for major appliances.
- Attention drop for electronic products.
- The energy label matters more on energy-intensive products

# AN IMPORTANT PURCHASING LEVER

Main driver of purchase



Willingness to buy energy-efficient appliances is greater for energy-intensive products: **energy label matters more than price**

For electronic products, less important, but still .

## KEY TAKE AWAY...

- **Clear and useful, but not fully known and trusted**  
Consumers anyhow value the label as an important comparison tool
- **Willingness to buy is related to energy label**  
Most consumers consider energy-efficient key element in the purchase decision
- **While in 2020 price was a barrier, today efficiency / consumption are more important**  
Energy label information is the first factor considered when purchasing a high energy-consuming product.

# From the retailers' perspective

**Ms. Teresa Castelo BRANCO** – APED Portugal

Sustainability Project Manager



**COMPLIANCE**SERVICES



# Compliance Services Webinar Energy labelling requirements for dealers

## Labelling impact from the retailer point of view

10 February 2026

# APED – Portuguese Association of Distribution Companies

Associates

**226**

Employees

**152.350**

Stores

**4.834**

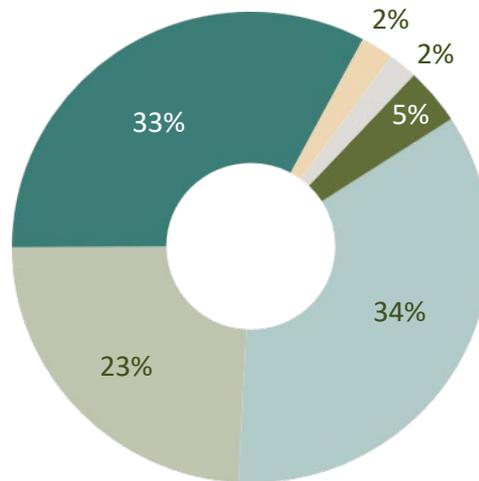
Area of sales

**4.337** milhões de m<sup>2</sup>

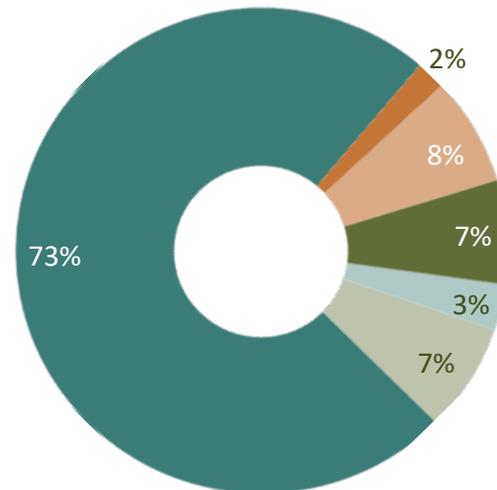
Annual Turnover (2024)

**34.473** milhões de €

Distribution of associate companies per sector



Distribution of turnover per sector



- Food and beverages
- Sports
- Electronic appliances
- Furniture/DIY
- Textiles/Shoes
- Others

## 1. Why energy labelling Matters for Retailers

- 1 Energy labelling ensures **transparency** and **clarity** for the consumer, helping them to easily understand and compare the energy performance of products **and to make more conscious and informed purchasing decisions.**
- 2 When information is clear and reliable, it increases **trust** in the retailer, **improves the shopping experience**, both in physical stores and online, and reduces the likelihood of complaints or returns.
- 3 Energy labeling is a legal obligation in the European Union therefore, companies have the **responsibility and (interesse) to comply** with it.
- 4 By making energy-efficient products more visible and understandable, energy labeling tends to **positively influence purchasing behavior**, increasing the likelihood of sales and contributing to a **stronger and more lasting relationship between consumer and brand.**

## 2. Challenges and Opportunities for Retailers

- 1 **Risks of non-compliance**, and the impact on consumer confidence if the information is unclear or incorrect, not to mention the rework and extra costs this can generate.
- 2 Recent updates have **confused** both retailers and consumers, at least during the transition periods. It is **hard to follow constant updates in terms of regulation**, as well as ensuring compliance with the labelling update/replacement schedule. Short periods of time for the modifications both instore and online. It would very useful if only one website would compile all information for all types of products already covered by a new energy label.
- 3 When labeling is **clear and transparent**, it creates a simpler and more reliable shopping experience, helps consumers make informed choices, makes efficient products more attractive.



# Introduction to the energy label

**Mr. Franz Zach - AEA, Austria**

Project coordinator of Compliance Services and Senior Expert Energy Economics

# The energy label - push/pull

- First introduced in 1994
- Level of awareness: 93 % of the consumers\*
- 75 % of consumers use the energy label when purchasing products\*

## Push factor

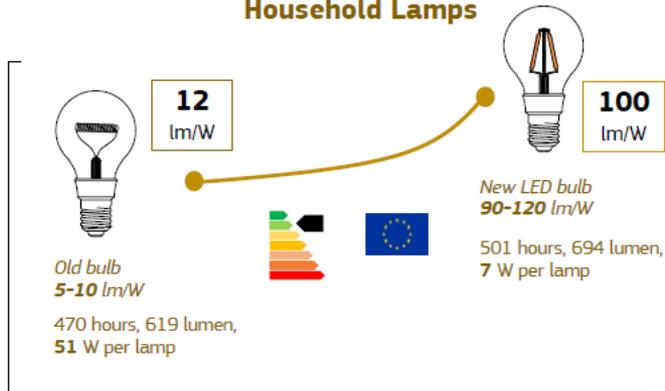


## Pull factor

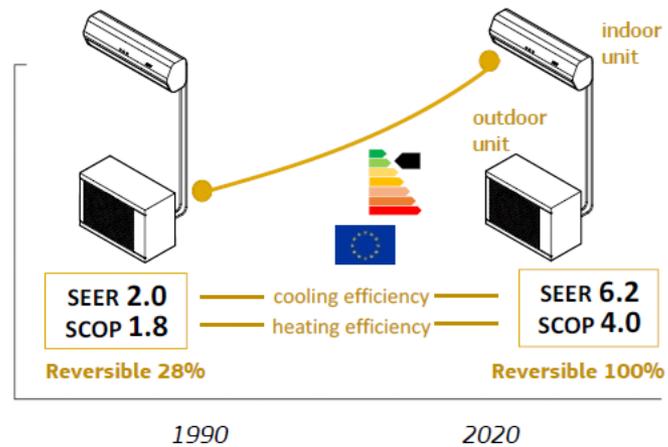
➤ EC website: [Understanding the Energy Label - Energy Efficient Products](#)

# Impact of energy labels and EU efficiency policies

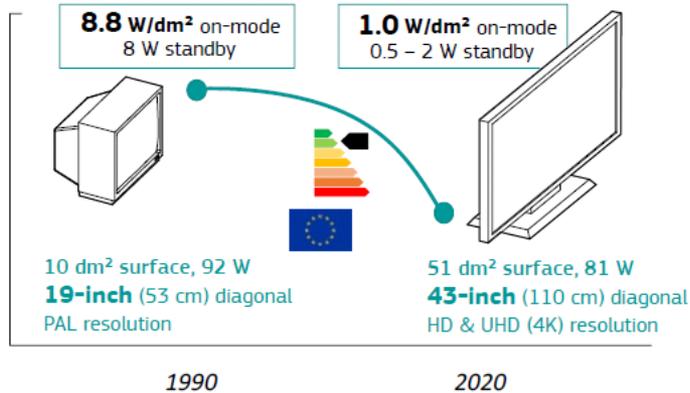
## Household Lamps



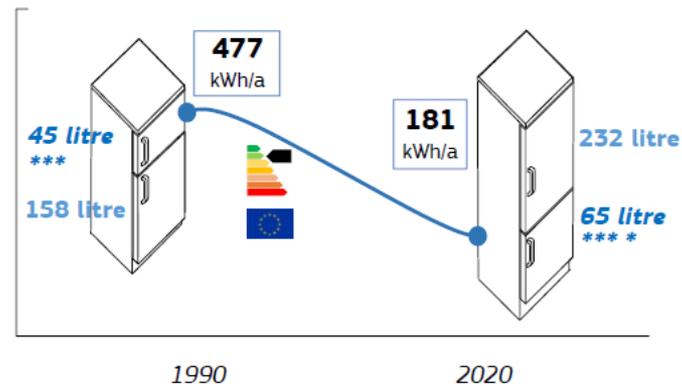
## Room Air Conditioners <12 kW



## Televisions



## Refrigerator - Freezer





## The legal basis

### ► Framework: (EU) 2017/1369

► Framework regulation for the energy labelling of products

### ► Product-specific regulations

- Define specific criteria for 19 product groups.
- Contain specific requirements on energy efficiency + depending on product on noise, air pollutants, etc.
- Include obligations for suppliers, dealers, and installers
- Find all product categories and their product-specific regulations here:

[Product List - Energy Efficient Products - European Commission](#)



## If in doubt if a product is in scope of energy labelling

➤ **Ask the manufacturer or the importer.**

➤ **Investigating the product-specific energy labelling regulations.**

In each product-specific regulation, please look into articles 1 and 2.

These two articles describe the scope of the regulations and also define which kinds of product types the regulation does not apply to.

➤ **Search products in the EPREL product database for product groups and specific product models.** Suppliers are required to register products in EPREL before they are placed on the EU market. Please contact the supplier if the product model is not registered.

➤ **Ask us via the Compliance Services project's ServiceDesk tool**



## Key elements relevant to dealers

➤ Energy label

➤ Product information sheet (PIS)

➤ EPREL database

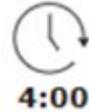


## The energy label

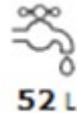
- New energy labels always have an A-G scale and another design than old ones.
- Energy labels are the same across all of the EU.
- Whether the energy label is an old or new one depends only on the age of the EU regulation, not on the age of the product.
- A low class (E-G) does not always mean the product consumes more energy than most others, e.g. almost all TVs are in E-G.
- Below the A-G scale, the energy consumption is indicated (often per 100 cycles, but not always).
- Below this, a selection of important properties of the product is shown, depending on the product group (next slide).

# Often occurring icons

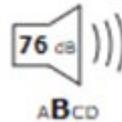
➤ Runtime of the programme



➤ Water consumption



➤ Noise in dB



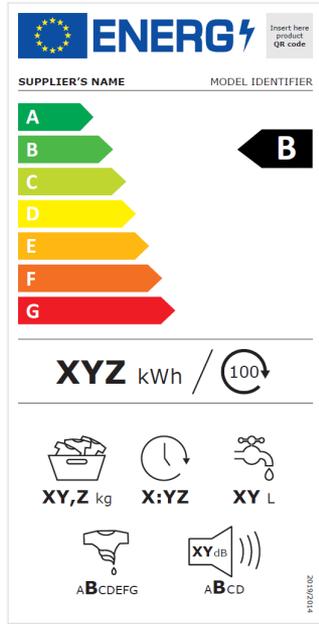
➤ Repairability (growing importance)



➤ For many icons, there is no indication of a class, whether the value is good or bad, can only be seen by comparing

# Examples of energy labels (1/3)

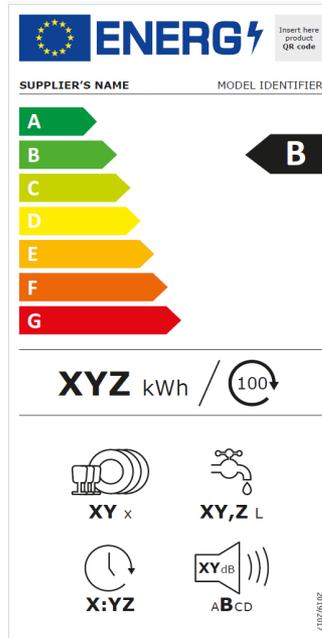
## Washing machine



 Capacity in kg  
12,0 kg

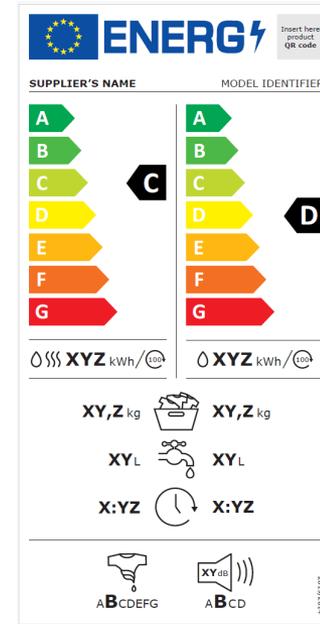
 Spin drying efficiency  
ABCDEFG

## Dishwasher



 Capacity in place settings  
14 x

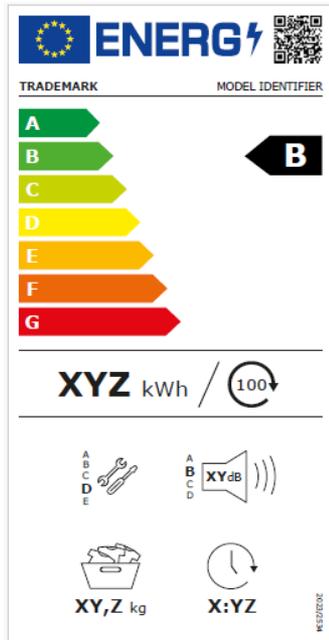
## Washer-dryer



Left side: Washing and drying  
Right side: Washing only

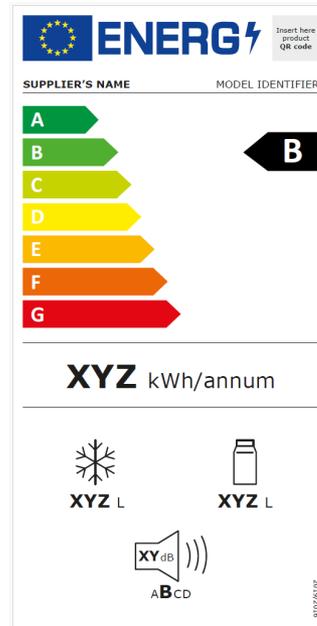
# Examples of energy labels (2/3)

## Tumble dryer



Condensation efficiency, i.e. how much of the water goes to the container); no drying efficiency!

## Household refrigerator



197 L

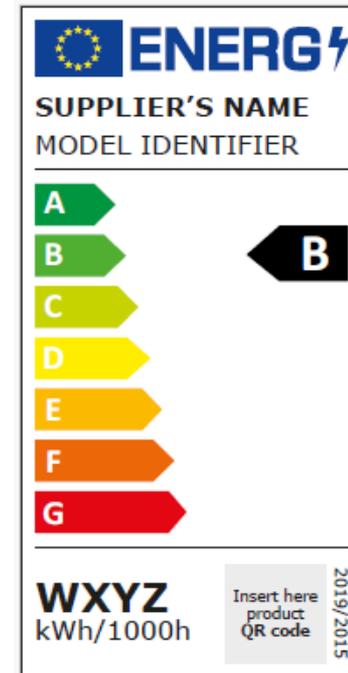
Volume of frozen compartments



344 L

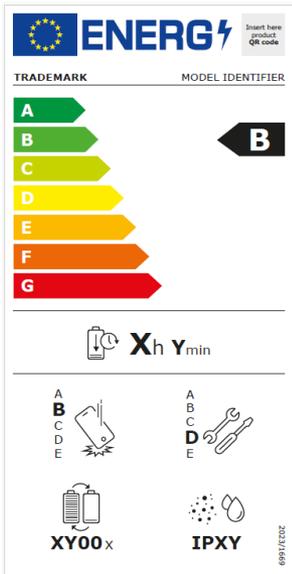
Volume of chill compartments

## Light source



# Examples of energy labels (3/3)

## Smartphones, tablets



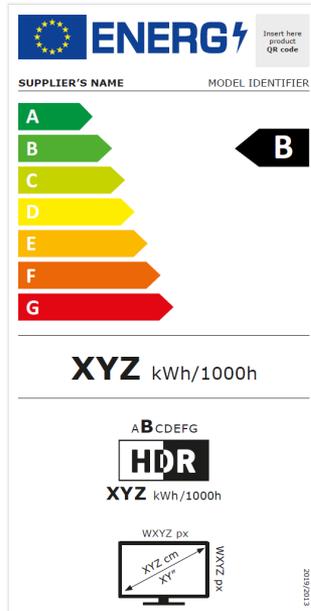
Instead of energy consumption:  
Battery runtime before recharge

A  
B  
C  
D  
E Resistance against falling

Number of charging cycles  
until only 80% capacity remains  
1100x

Resistance to dust (1st digit: 0-6)  
Resistance to water (2nd digit: 0-8)  
IP68

## TVs, monitors



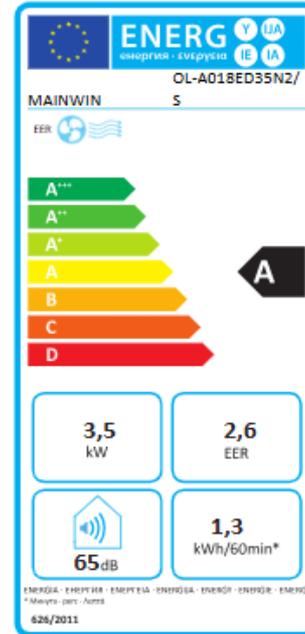
Main part of label: SDR

ABCDEF HDR Energy class and  
consumption for HDR  
64 kWh/1000h

3840 px  
2160 px  
139 cm  
55" Screen width and pixels

30

## Air conditioners



No A-G scale yet

EER: Efficiency in cooling mode

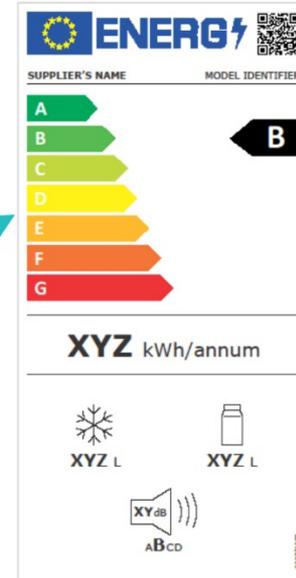
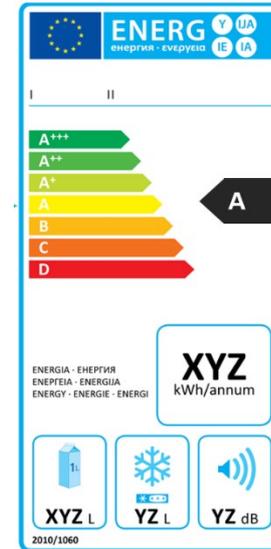
# New generations of energy labels

## ► Why the change?

- The A+ scale (A+++ to D) was **less transparent**, prompting the EU to **rescale** the energy label.

## ► What's new?

- **A-G Scale** replaces the A+ - A+++ ratings.
- **More ambitious and more information**
- **QR Code** is included for additional product details, leads to the EPREL database.
- Introduction occurring in **stages**, with a period where partly old and partly new energy labels appear in stores for different product categories.



# Product information sheet (PIS)

► Provides more detailed technical information about the product, supplementing the energy label.

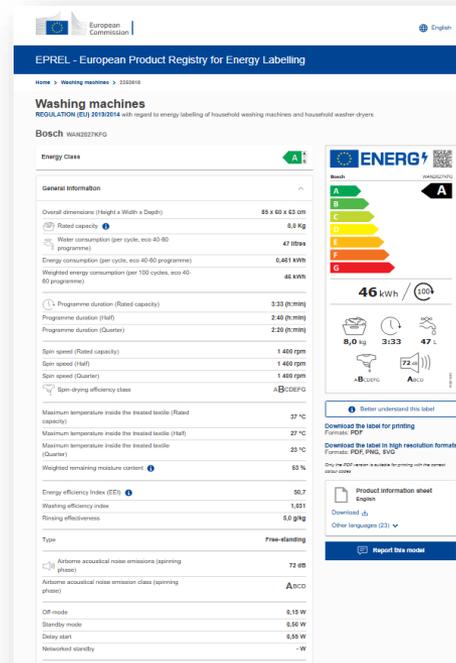
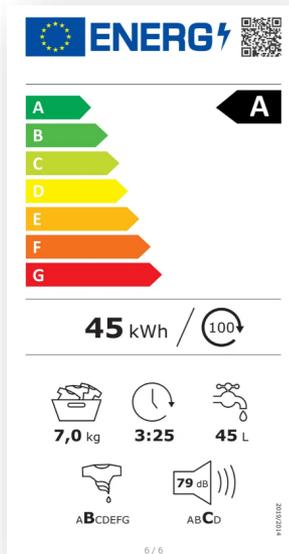
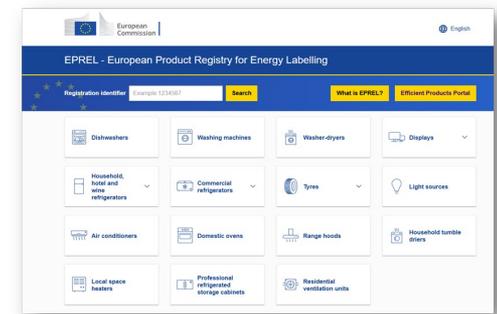
- In the new regulations, the **"Product Fiche"** is now called the **"Product information sheet" (PIS)**.  
(In some languages, there is no change.)

| Product information sheet                              |        |   |              |
|--|--------|---|--------------|
| COMMISSION DELEGATED REGULATION (EU) 2019/2016         |        |   |              |
| Model identifier:                                      |        |  |              |
| Supplier's name or trademark:                          |        |  |              |
| Type of refrigerating appliance                        |        |   |              |
| Low-noise appliance (Yes/no)                           | No     | Design type: (built-in/freestanding)  | Freestanding |
| Wine storage appliance: (Yes/No)                       | No     | Other refrigerating appliance: (Yes/No)   | Yes          |
| General product parameters:                            |        |   |              |
| Overall dimensions, height mm                          | 840    | Total volume (dm <sup>3</sup> or L)   | 82           |
| Overall dimensions, width mm                           | 475    |   |              |
| Overall dimensions, depth mm                           | 450    |   |              |
| EI   | 99,5   | Energy efficiency class   | E            |
| Airborne Acoustical Noise emission (dB(A) re 1 pW)     | 38     | Airborne acoustical noise emission class (a)  |              |
| Annual energy cons. kWh/a                              | 124,83 | Climate class   | N/ST         |
| Ambient conditions for which the appliance is suitable | 16     | Maximum ambient temperature (°C), for which the refrigerating appliance is suitable | 38           |
| Winter setting: (Yes/No)                               | No     |   |              |
| Compartment Parameters:                                |        |   |              |

# The EPREL database

EPREL = European Product Registry for Energy Labelling

► Database for all products with energy labels, accessible also for customers (e.g. via the energy label's QR code)



# When new regulation applies

➤ **Transition period:** A designated period between the publication and application of a regulation.

➤ Ensures manufacturers, importers, distributors, and dealers can:

- Adjust products and documentation.
- Maintain smooth production and sales operations.

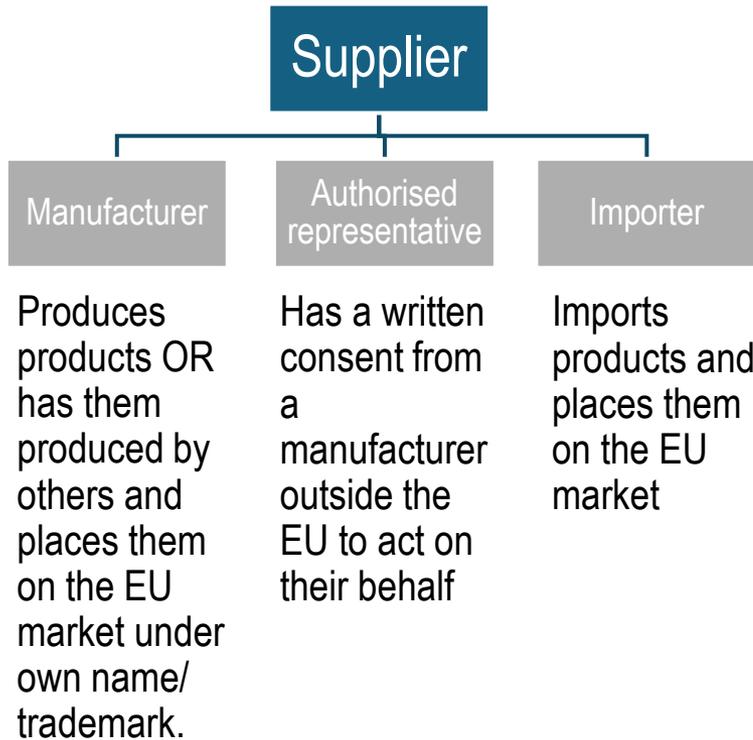
➤ During this period, products can still be placed on the market according to the previous legislation.

➤ After the transition period, products can only be placed on the market according to the new legislation.



Compliance Services website:  
Example for tumble [dryers](#):

# Define your role



## Distributor/ wholesaler

Makes products available on the market and is not an importer or manufacturer  
A wholesaler is a middle link in the supply chain and may have the obligations of the dealers and/or suppliers.

## Installer

Is installing, setting up, fitting, etc. products on the EU market.  
In most cases the installer is also a dealer.

## Dealer

offers for sale, hire, or purchase, or displays products to customers or installers in the course of commercial activity.  
In some cases, the dealer is also a supplier.

### Please note!

You can have several roles and therefore must meet requirements of several roles.

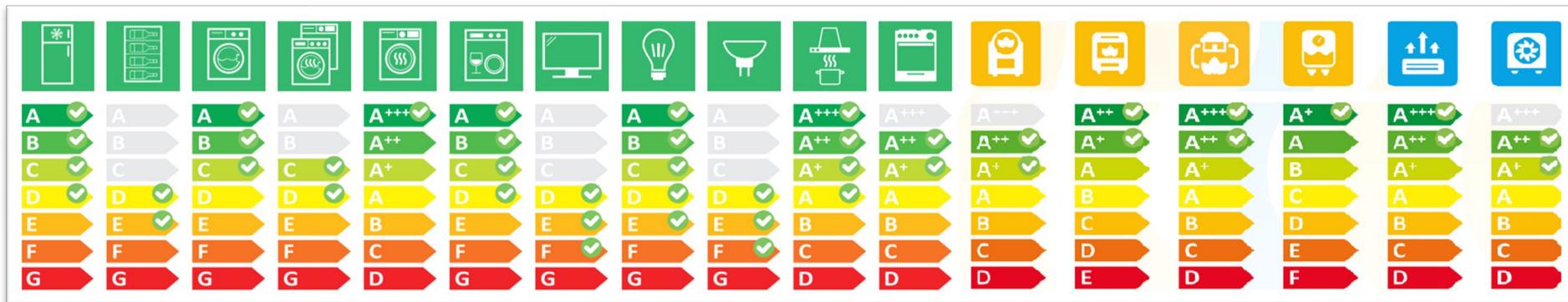


## Market places

- ▶ If they sell the products directly to the end-users, they have the obligations of the dealers.
- ▶ If they promote offers from the dealers/traders and/or links to dealers/traders' websites regarding energy labelled products, they should enable the dealers/traders to provide information concerning the energy labelling of the products.

# Inform your customers

- **Energy labels:** Save money, save the environment, ensure energy security
- **Transparent** method, adapted by **all suppliers**, with market **surveillance**
- Also important for **public procurement**: Only products in the two highest significantly populated energy classes shall be subject to incentives
- **Scale of classes** (e.g. A to G or A+++ to D) varies among categories



➤ Chart: Label2020, Jan. 2023



# Energy labelling requirements

**Juraj Krivosik** - SEVEN, The Energy Efficiency Center, Czechia  
Executive director and senior expert on energy labelling and ecodesign



## Your obligations

▶ As a dealer, you are required to display the energy label to your customers and provide the information from the product information sheet (PIS). The requirements vary depending on whether you:

- Sell the product in a physical shop.
- Sell the product online.
- Feature the product in advertisements or other materials.



# Requirements for physical shops



## Your responsibility

- Ensure that **all** products subject to energy labelling requirements have an energy label visible **on the front or top of the product**.
  - Depending on the product, there can be a different instruction in the product-specific labelling regulation where to put it.
- Request an energy label from the supplier if the label is not provided with the product in the packaging.
  - The new energy labels can also be printed directly from EPREL (but do ensure correct size and colours).
- Ensure the energy label's model designation matches the product.
- Provide PIS upon customer request.

**Second-hand or used products** are not in the scope of the energy labelling requirements, but there are exceptions, e.g. if a second-hand or used product is imported to the EU. See [Blue Guide](#) for more details.



# Physical shops – Summary of common mistakes



**No energy label on the product**



**Incorrect size or in black and white**



**Incorrect placement of the energy label**



**Both the old and the new energy label displayed at the same time**

## Physical shops - most common mistakes

### ➤ No energy label on the product

All products in scope of an energy labelling regulation must have an energy label.

### ➤ Incorrect size or in black and white

The energy label must have the correct size and be in colour.

The size of the energy label and specific placement instructions may vary depending on the product, so please look into the [product-specific regulations](#).





## POLL 2

**Is it permitted to display the energy label inside the product, provided that the energy label is visible, for example on the inside of an oven or a washing machine?**

➤ Yes

➤ No

➤ I do not know/I do not want to answer

**The correct answer is: No**

## Physical shops – most common mistakes

### ▶ Incorrect placement of the energy label

It is not permitted to place the energy label inside the product – not even for integrated appliances, or at the back



### ▶ Showcase windows

Products displayed in the store's showcase windows must also have an energy label.

## Physical shops – most common mistakes

### ▶ Printed or hand-made energy labels

Avoid hand-made energy labels.

Be careful when printing the energy labels yourself, as it could result in poor-quality prints.



### ▶ Damaged energy labels or QR codes

Ensure the QR code on the energy label is intact and fully readable. Energy labels with cut-off or damaged edges, or those covered with adhesive tape, are unacceptable.

Request an energy label from the supplier, who is responsible for providing the energy labels within **five working days** or use **EPREL**

## Physical shops – most common mistakes

### ➤ Confusing the consumers

Only one energy label per product is permitted.  
Do not display any documents near the product or energy label that could resemble an energy label and potentially confuse consumers. Additionally, outdated energy labels must not be shown under any circumstances.



### ➤ Products in packaging in the shop

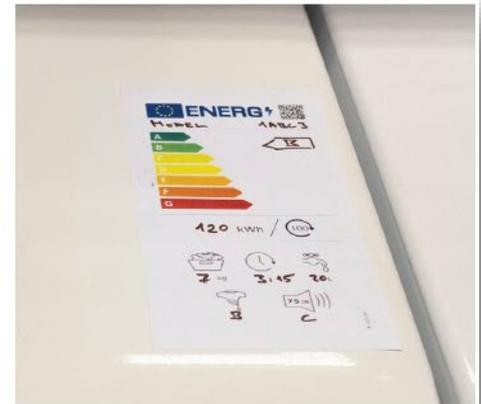
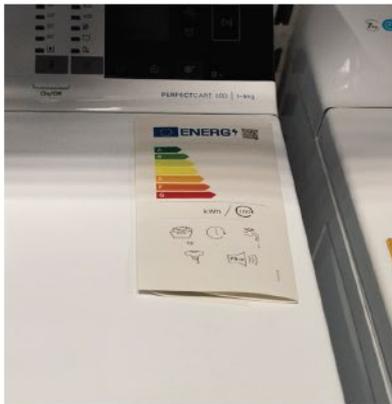
Products sold in packaging must have an energy label as well.

- Note: For light sources and TVs, the energy label must be printed directly on the packaging by suppliers.



# Examples of wrong energy label display

Empty energy labels, damaged, destroyed, hand-written, hidden, in the back, ...





# Online sales

- ▶ **Results from an e-shop monitoring checks**
- ▶ **Requirements for online sales**



# Results from an e-shop monitoring check

## ► The assessment: January 2026

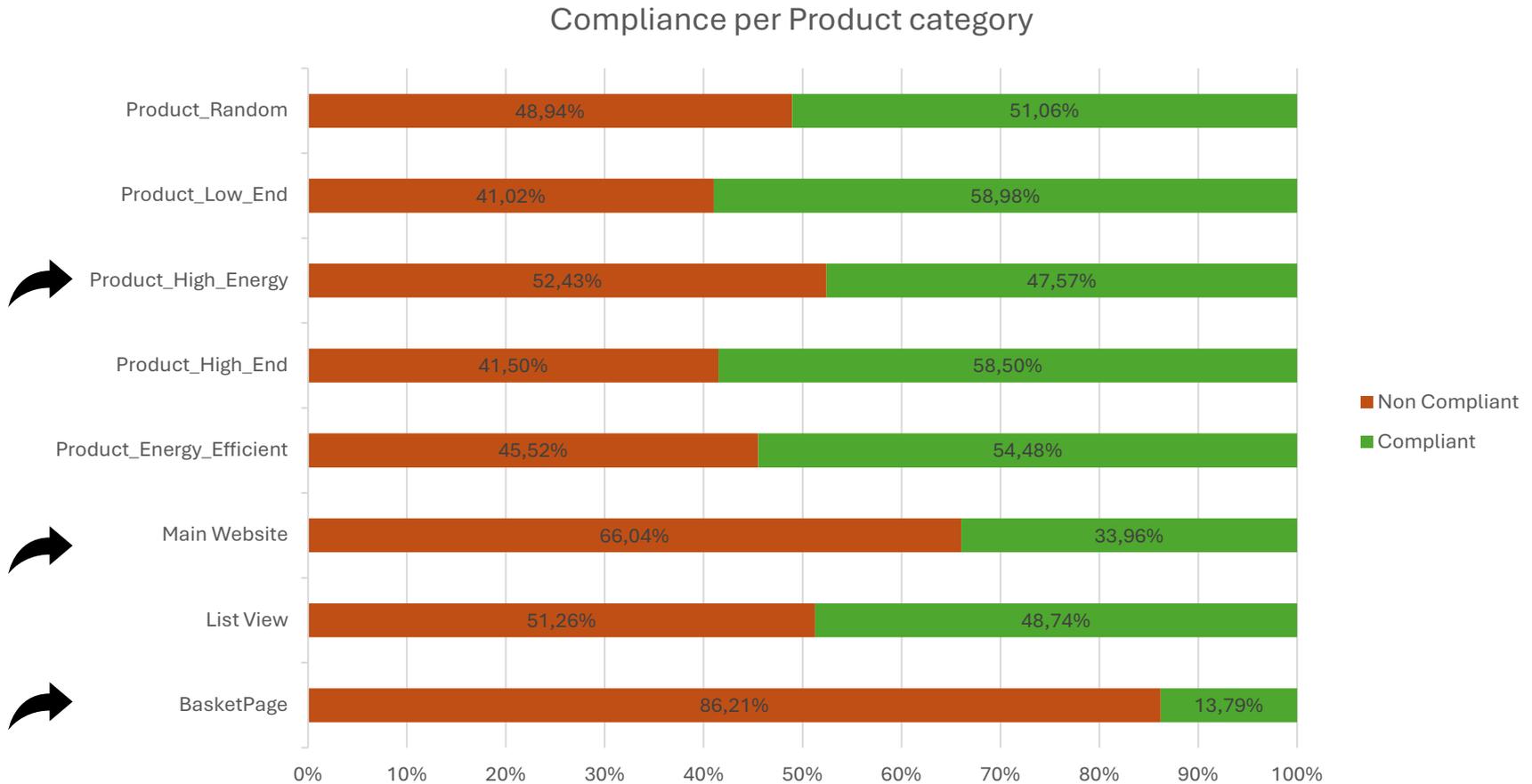
- 7 countries in the EU: AT, BE, CZ, DK, FR, PT
- 36 e-shops in total
- 3 product groups: smartphones and slate tablets, tumble dryers and heating and cooling products
- A total of 377 product models assessed

## ► Objectives:

- Identify the most common mistakes and most problematic product groups
- Provide more targeted support through the project's services

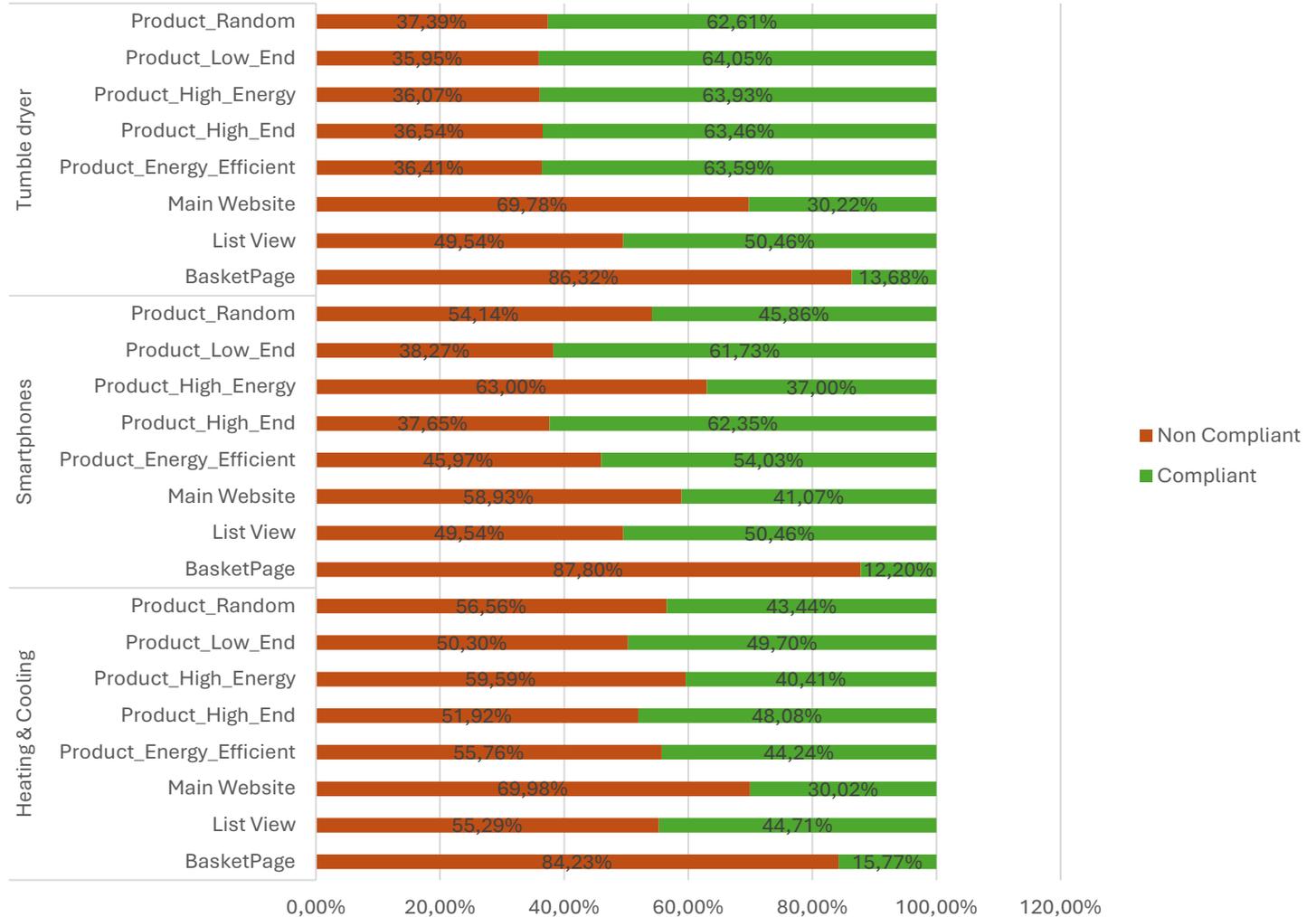
## ► Specific results will not be made public

# Online sales – results of monitoring I.



# Online sales – results of monitoring II.

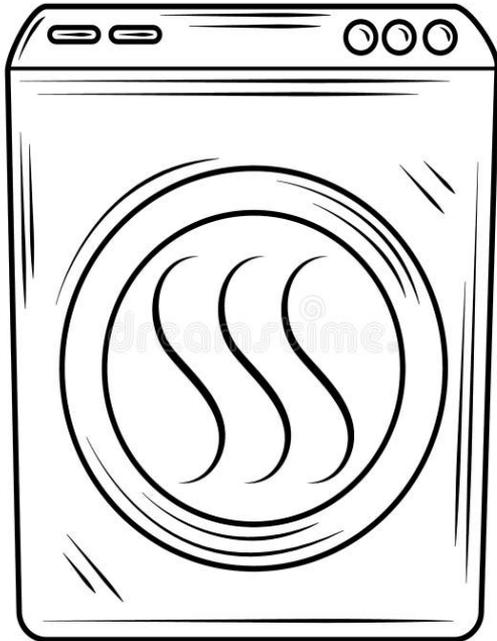
Compliance per Product per Category



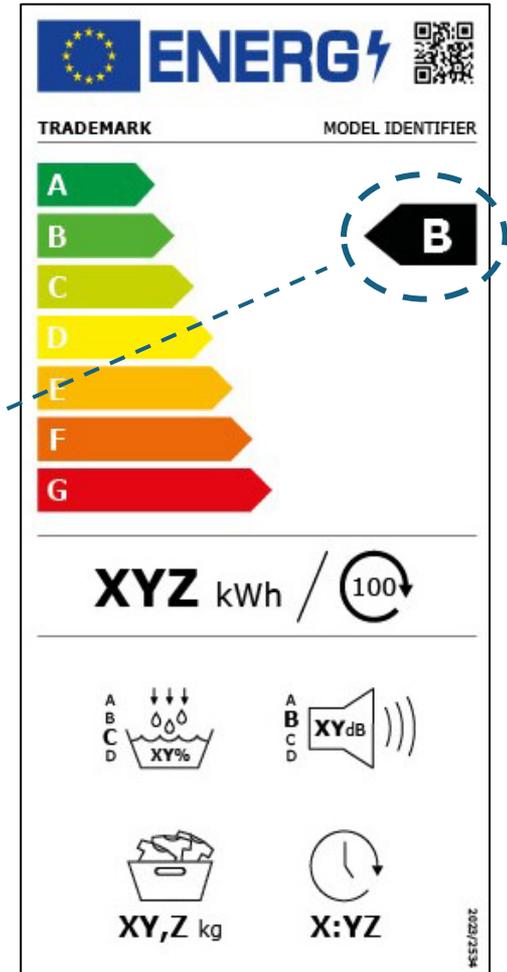


# Requirements for online sales

# Online sales – key elements



PRODUCT INFORMATION SHEET



## Online sales - requirements

- The energy label and the PIS must be shown in proximity to the price (if no price, then name/picture) of the product.
- It is permitted to show an energy arrow instead of the full energy label, and a link instead of the full product information sheet, provided that the full energy label or PIS appears when the arrow or link is clicked on or hovered over.
- The energy arrow and PIS must open with only one click. For the PIS, you can also set a link directly to EPREL.
- The link to the PIS must be named “Product information sheet” (in the local language - as in legislation)



PRODUCT INFORMATION SHEET

## Online sales - requirements

- The energy arrow must follow a specific layout, and you must ensure it is clearly visible and legible.
- The letter inside the arrow must be the **same size** as the price.

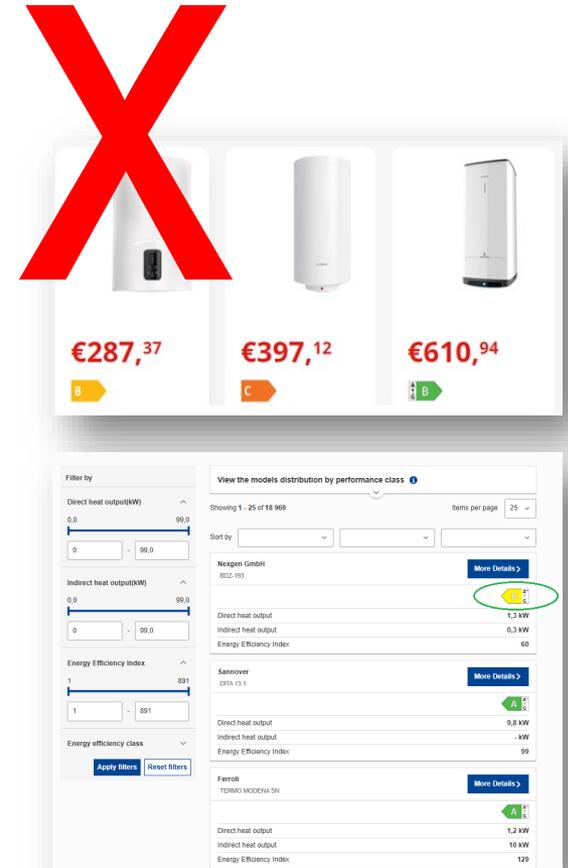


# Online sales - requirements

- Use the new design of the energy arrow - not the one shown in the regulation (following a decision of the EU Court of Justice), with the scale of classes
- New regulation: The energy arrow for smartphones, slate tablets and tumble dryers must point to the left. The EC website for downloading material and EPREL only includes energy arrows pointing to the left.

You can download the energy arrows here:

<https://circabc.europa.eu/ui/group/7f4824e3-f72c-4126-b6b8-842a4443a4ca/library/17bc1987-e20e-49d5-a847-f7e28070c23b/details>





## Poll 3

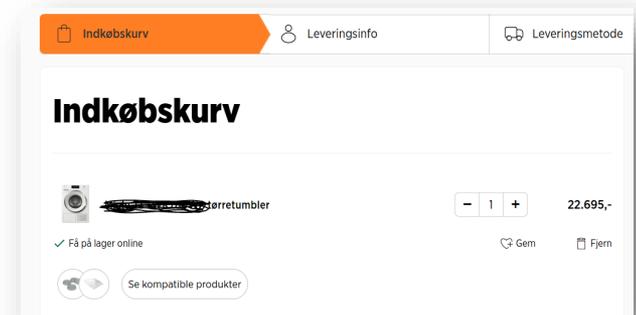
➤ Once the consumer has added the product to the basket:  
Must the products in the basket (before final purchase) be displayed with an energy arrow and a link to the PIS?

- No, since the purchase process is finished
- No, only the energy arrow must be present
- No, only the PIS must be present
- Yes
- I do not know/I do not want to answer

➤ **The correct answer is: Yes**

# Online sales

- The energy arrow and the link for PIS must be displayed on **every subpage of an online shop where a product is mentioned**, including the front page, the product lists and the basket.
  - Because each subpage can play a role in the consumer's purchase process
- You are always welcome to show the full energy label and the full PIS instead of the energy arrow and a link to the PIS.



## Online sales – most common mistakes

- The font size of the energy class letter in the energy arrow is too small

The font size of the letter in the energy arrow must be **identical** to the size of the price.

- The energy arrow is not close to the price

- The energy arrow points to the right

For smartphones, slate tablets and tumble dryers, the energy arrow must point to the left.



## Online sales – most common mistakes

### ▶ When you click or mouse over the energy arrow, the energy label for the product is not shown

When you click or mouse over the energy arrow, the energy label for the product is not shown.

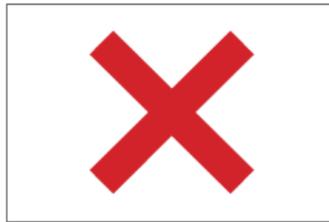
It is important that the energy label and the PIS are shown by only one click or mouseover.

### ▶ The old energy arrow is displayed

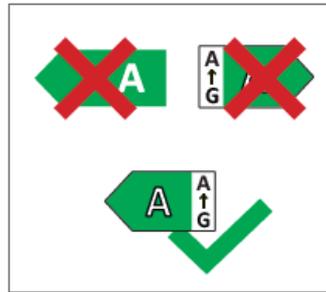
Use only the new layout of the energy arrow (with scale of classes).



# Online sales – Summary of common mistakes



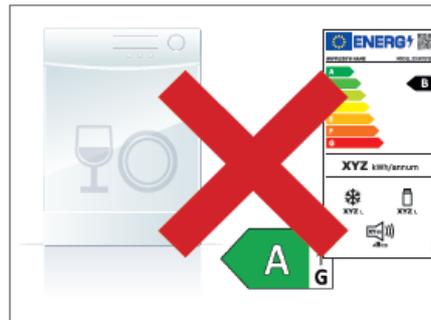
The energy arrow is not displayed



Wrong energy label and wrong direction



The font size in the energy arrow is too small



Missing or incorrect energy label



Incorrect naming of the PIS



# Requirements for advertisements, etc.

# Advertisement – requirements I.

- The energy arrow must be displayed.
- The size shall be such that it is clearly visible and legible.
- If the price is shown, the size of the letter inside the energy arrow must be **at least as large** as the price.



- Upon request, the customer must be able to receive a printed copy of the energy label and the PIS.
- Only materials in black and white may use a black and white version of the energy arrow.
- Telemarketing: Inform the customer about the product's energy efficiency class and range (energy arrow), and provide access to the full energy label and the PIS either via a free-access website or, upon request, as a printed copy





# EPREL



**Elisabeth Dreier** – vores bureau, Denmark  
Senior expert on energy labelling and ecodesign

# What is the EPREL database?

EPREL = European Product Registry for Energy Labelling

➤ **Database** for all energy-labelled products

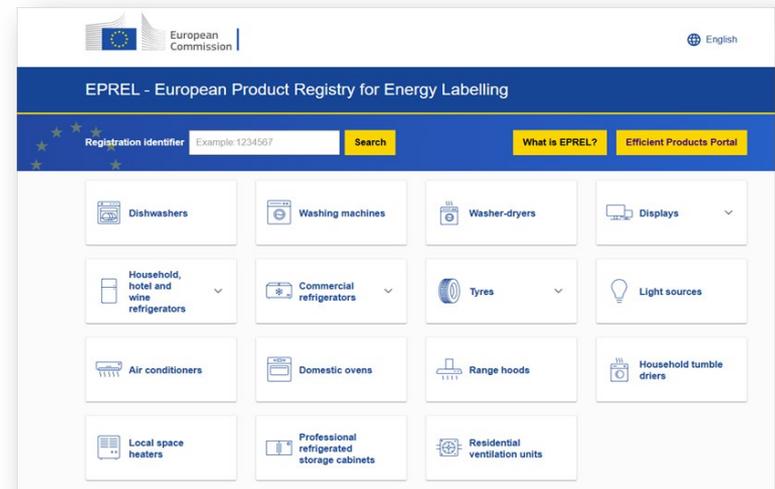
➤ **Mandatory:** Suppliers must verify their organisation, register their products and upload data before placing products on the market

➤ **Public part (accessible to everybody)**

➤ Designed to provide consumers, retailers, etc. with detailed information and supplier contacts

➤ **Compliance part (only accessible to Authorities)**

➤ Provides Market Surveillance Authorities with access to non-public product documentation







## Advantages of using EPREL

### ➤ You can download or print the energy label and the PIS

This is important because customers have the right to request the PIS.

### ➤ Please note!

If you print an energy label from EPREL to place it on the product in the store, please ensure that the colours and the size match the original energy label, as any deviation may result in a fine issued by your national authority.

### ➤ When you examine a specific model (via the details button), you will get additional information about the product



# Important notes on EPREL

- **Everyone can report errors in registrations in EPREL via the public interface**
- **Dealers can download energy labels and PIS if missing or lost**  
Make sure that the quality of the print is sufficient
- **Manufacturers have the obligation to provide EPREL IDs for products.**

# EPREL information on distribution of models

View the models distribution by performance class 

## REGULATION (EU) 2019/2017 with regard to energy labelling of household dishwashers

Distribution of the selected 12 881 models out of a total of 12 881 models

| Class    | Entries | %    |
|----------|---------|------|
| <b>A</b> | 1 274   | 9,9  |
| <b>B</b> | 1 277   | 9,9  |
| <b>C</b> | 2 241   | 17,4 |
| <b>D</b> | 3 058   | 23,7 |
| <b>E</b> | 4 362   | 33,9 |
| <b>F</b> | 543     | 4,2  |
| <b>G</b> | 126     | 1,0  |



# Market surveillance



# How to prepare for market surveillance

Note: EU-level legislation, but Member-State-level surveillance.

Your national market surveillance authority (MSA) verifies:

- Whether products, suppliers and retailers on the EU market comply (among others) with the energy labelling and ecodesign requirements.

MSAs have several methods for market surveillance activities:

- Physical inspections: product testing, shops, etc.
- Document inspections: technical documentation, advertisements, etc.
- Online inspections: web-shops, etc.
- Inspections at the borders, documents, package design, etc.



# Enforcement



## You have the responsibility

- **Online sales:** To display the energy label/energy arrow and link for PIS/PIS in the prescribed format and location
- **Advertisement:** To display the energy label/energy arrow and to provide the PIS upon request
- **Physical shops:** To make sure the energy label is displayed, and the PIS is available if the consumers request it

## MSAs have several methods for enforcement

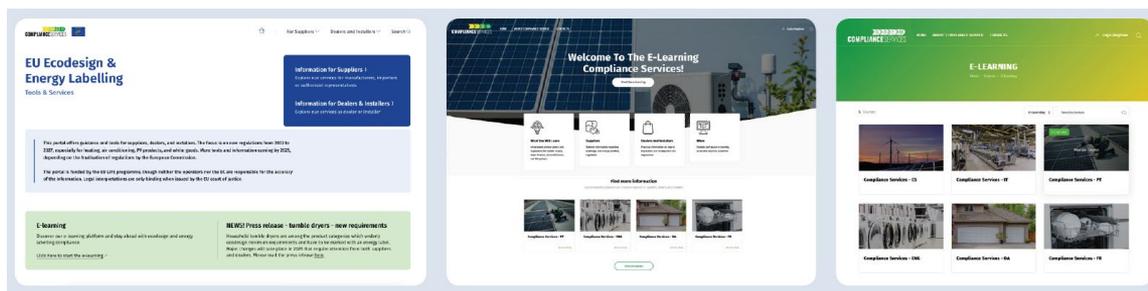
- Demand additional or missing information (energy label, energy arrow, PIS) or its correction
- Apply fines if information is not correct or missing
- Remove products from the EU market (E.g. in case of severely wrong declarations on the energy label with no supplier remedy action)



# About the project / how we can help you

Visit our project webpage:

- Guidelines (horizontal/product-specific)
- Quick Guides and library
- Webinars' presentations
- Helpdesk service, FAQs
- E-learning (product policy, tumble dryers, smartphones and tablets, and more)
- Sections in: English and Czech, Danish, French, German, Italian, Portuguese





# Quick Guides

- 1 Requirements for physical shops
- 2 Requirements for online sales
- 3 Requirements for advertisements
- 4 Sizes of the energy labels in physical shops

Quick Guide Dealers

 **How to apply energy labels correctly in the shop**

*As a dealer, it is your responsibility and a legal requirement to place an energy label on the energy-related products displayed in the shop.*

Quick Guide Dealers

 **Minimum sizes for energy labelling in the shop**

*There are requirements stating that the energy label must be visible and legible for customers in your shop. Here you can find an overview of how small the energy labels may be when you place them on products in the shop.*

Quick Guide Dealers

 **How to ensure compliance when selling online**

*It is a legal requirement to display an energy label and a Product information sheet for energy-related products offered for sale on the internet.*

Quick Guide Dealers & Suppliers

 **How to ensure compliance in advertisements and promotions**

*As a dealer or a supplier, it is your responsibility and a legal requirement to provide information on energy labelling when you market a product via advertisements, promotion, and similar materials where it is not possible to purchase the product directly.*

# ComplianceServices newsletter

Please sign up to the project newsletter to obtain future project materials and guidelines, webinar invitations, updates on new energy labelling and ecodesign legislation:

The screenshot shows the top navigation bar with the ComplianceServices logo, a home icon, and links for 'For Suppliers' and 'Dealers and Installers'. A search icon is also present. Below the navigation is a blue button that says 'Sign up for the project newsletter'. Underneath is a green box with the heading 'Subscribe to our newsletter!' and the text 'Receive regular occasional updates on the project activities - please fill in your email address:'. There is an input field for the email address. Below the input field is a checkbox with the text: 'I agree that the email will be used exclusively to send me the Compliance Services project newsletter and relevant updates about project-related activities and events. Personal data will not be shared with third parties and will be retained only for as long as necessary to fulfill these purposes or until I withdraw my consent. I have the right to request restriction or deletion of my personal data at any time. Contact the project at [project@product-compliance-services.eu](mailto:project@product-compliance-services.eu) to request these rights or for any questions. [Data Privacy](#).' At the bottom right of the green box is a black 'Submit' button.

## Newsletter

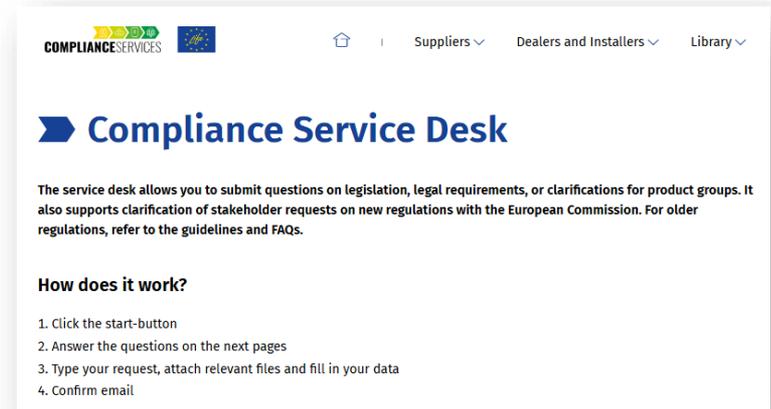
The collage displays four newsletter preview cards. Each card has the ComplianceServices logo at the top. The first card is titled 'Newsletter n. 1 • April 2025' and has the heading 'Welcome to the Compliance Services project's first newsletter!'. The second card is titled 'Newsletter n. 2 • June 2025' and has the heading 'Welcome to the #ComplianceServices project's second newsletter!'. The third card is titled 'Newsletter n. 3 • September 2025' and has the heading 'Welcome to the #ComplianceServices project's third newsletter!'. The fourth card is titled 'Newsletter n. 4 • October 2025' and has the heading 'Welcome to the #ComplianceServices project's fourth newsletter!'. Each card contains a brief summary of the newsletter's content, including mentions of energy labelling, ecodesign, and specific product categories like tumble dryers and smart home devices.

<https://www.product-compliance-services.eu/sign-up-for-the-project-newsletter>



# ComplianceServices ServiceDesk

Submit your individual question on proper energy label use via our ServiceDesk tool:



## ServiceDesk

<https://www.product-compliance-services.eu/compliance-service-desk>



# Links

## Project website

[www.product-compliance-services.eu](http://www.product-compliance-services.eu)

## ServiceDesk:

[www.product-compliance-services.eu/compliance-service-desk](http://www.product-compliance-services.eu/compliance-service-desk)

## Email

[project@product-compliance-services.eu](mailto:project@product-compliance-services.eu)

## LinkedIn

<https://www.linkedin.com/company/product-compliance-services>

## Newsletter

<https://www.product-compliance-services.eu/sign-up-for-the-project-newsletter>

## E-learning

<https://elearningcomplianceservices.adene.pt/>

# We will share with you per email

- Webinar presentation
- Quick Guides for dealers
- Q&As



Compliance Services project is funded by the LIFE programme under contract n. 101120843.

Co-funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or CINEA. Neither the European Union nor the granting authority can be held responsible for them



# Questions and Answers



Please note that all questions and answers from the webinar will be made available in a separate document, distributed to all webinar participants and also online here:

<https://www.product-compliance-services.eu/library/tools-and-materials-available-for-download>



## Poll 4

➤ Thank you!

➤ Please provide your feedback on the webinar



coordinated by

European organisations



AUSTRIAN ENERGY AGENCY



ASSOCIATION OF THE EUROPEAN HEATING INDUSTRY



EUROPEAN HEAT PUMP ASSOCIATION



SOLAR HEAT EUROPE/ EUROPEAN SOLAR THERMAL INDUSTRY



SOLARPOWER EUROPE



ENVIRONMENTAL COALITION ON STANDARDS

National organisations



ADEME  
Agence de l'environnement et de la maîtrise de l'énergie  
France



ADENE  
Agência para a energia  
Portugal



ALTROCONSUMO  
EDIZIONI srl  
Italy



APED  
Associação Portuguesa de Empresas de Distribuição  
Portugal



ENERGISTYRELSEN  
Danish Energy Agency  
Denmark



SEVEN  
The Energy Efficiency Center z.u.  
Czechia



VORES BUREAU  
Denmark

The Compliance Services project is coordinated by the Austrian Energy Agency.



**Compliance Services project** is funded by the LIFE programme under contract n. 101120843.

**Co-funded by the European Union.** Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or CINEA. Neither the European Union nor the granting authority can be held responsible for them.

The information provided in this document reflect the project's understanding and as such is not legally binding. A binding interpretation of European Union law is the sole competence of the European Court of Justice. Any advice or instruction provided here cannot go beyond or substitute the requirements of the Energy Labelling and Ecodesign Regulations or the individual delegated acts, which are binding in their entirety and directly applicable in all Member States.

[WWW.PRODUCT-COMPLIANCE-SERVICES.EU](http://WWW.PRODUCT-COMPLIANCE-SERVICES.EU)