



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.

The energy label is being strengthened

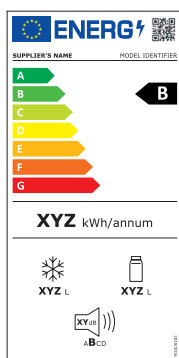
For more than 30 years, the energy label has helped consumers choose the most energy-efficient products. However, the current energy scale (A+++–D) has become ineffective. For this reason, the EU has decided to tighten the requirements and rescale the energy label. The new energy label uses the A–G scale and will, over the coming years, be introduced in stages across all product groups. As a result, there will be a period during which consumers may encounter two types of energy labels in shops.

Which products must be energy labelled?

It is a legal requirement to display the energy label when products in scope of an energy labelling regulation are exhibited in a shop. However, this does not apply to the sale of second-hand or used products. But there are exceptions, e.g. if the second-hand or used product is imported to the EU. See [Blue Guide](#) for more details.

The layout of the new energy label

The appearance of the new energy labels is similar to that of the current energy labels. The main difference is the new A–G scale and a QR code that directs consumers straight to [EPREL](#), where they can find the *Product information sheet* and other information.



The following applies to both the old and the new energy label:

- The energy label must be displayed in full and in its original colours.
- Different size requirements apply to the individual products (please see the Quick Guide: Minimum sizes of energy labels).

It is your responsibility as a shop owner to:

- Ensure that all products subject to energy labelling requirements have an energy label visible on the front or top of the product. However, 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.
- Ensure the energy label's model designation matches the product.
- Provide the *Product information sheet* (PIS) upon customer's request.
- Note that every product has to have an energy label inserted inside the product packaging – so that it can be taken out of it and properly shown to customers for the units displayed in shops.

Products displayed in their packaging must carry an energy label – with the exception of light sources, televisions and electronic displays, where the supplier is always required to print or affix an energy label on the packaging.

Market surveillance

When selling or promoting energy labelled products, you may be selected for inspection by your national market surveillance authority (MSA). In case of detected non-compliance, the MSA will require you to take all appropriate corrective actions to achieve compliance with the applicable requirements.

A fine or a removal of the product from your shop could be a consequence. The specification of the concrete enforcement measures lies within the responsibility of the EU member states and is done by the specific MSA.

Find more information



The Compliance Services website

www.product-compliance-services.eu/dealers-and-installers/dealers-general-guidelines/your-obligations/physical-shops



Write to the Compliance ServiceDesk

www.product-compliance-services.eu/compliance-service-desk

See the most common mistakes on the back of this sheet.

Avoid the most common mistakes



No energy label on the product

All products must carry an energy label.



Incorrect size or in black and white

The energy label must be in the correct size and in the correct colours. Please see the Quick Guide for minimum sizes.



Incorrect placement of the energy label

It is not permitted to place the energy label inside the product – not even for integrated appliances or products with a glass door.



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

It is not permitted to display both energy labels on the same product simultaneously.

May you print energy labels on your own?

Yes, but be aware that the print quality must be sufficient. We recommend asking the supplier to send you the energy labels instead. The supplier must be able to deliver the energy labels to you within five working days.

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.

Do products stored in a warehouse need to be energy labelled?

No, if customers do not have public access to your warehouse, the products stored there do not need to be energy labelled.

Showcase windows

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

Do professional products need to be energy labelled?

Professional refrigerators, freezers, chest freezers and fridge/ freezer units with a direct sales function must be energy labelled. Other professional products, such as washing machines, do not require energy labelling. It is recommended to clearly indicate that the products are intended for professional use.

May you attach a tag with the price on one side and the energy label on the other?

No, the energy label must always be visible to the customer.

Contact



Project website

www.product-compliance-services.eu



Service Desk

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