

# Mark Integrity Program

## Displaying the smart and enhanced UL Mark on certified products

The following is intended to assist customers with understanding the requirements for displaying the smart or enhanced UL Certification Mark on products and to define the process for procurement and surveillance. The responsibilities of UL Solutions customers and UL Solutions representatives are also defined.

### Why this requirement is important

The presence of the UL Certification Mark is the product manufacturer's representation that a product meets all applicable requirements at the time it was shipped from the factory. UL Certified product that does not display a proper UL Mark may be rejected by regulatory authorities, customs and/or other entities that rely on the UL Certification Mark for product acceptance and confidence.

### Scope

The smart and enhanced UL Certification Mark may be used on products that are performance verified through

UL Solutions and on products that are eligible for UL Solutions Listing and Classification. Products certified as Recognized Components are not included under the smart and enhanced UL Mark option.

### Requirements

#### General:

The smart and enhanced UL certification Mark and badge system is designed to deliver clarity and acceptance in the market. The UL Mark and badge system anticipates the changing needs of the marketplace and the evolving nature of product safety. You can review general information regarding smart and enhanced UL Marks and badges at [markshub.UL.com](http://markshub.UL.com).



Use of the smart and enhanced UL Mark is optional. A manufacturer may continue to utilize the UL Listed or UL Classified Mark. The UL Listed or UL Classified Mark, which is described in the manufacturer's UL Solutions Follow-Up Services Procedure, may be used when described. However, manufacturers are encouraged to transition to smart and enhanced UL Marks when they find value in making such a switch. If a smart and enhanced UL Mark is desired, the composition of the UL Listed or UL Classified Mark described on the Listing/Classification Mark data page no longer applies but still could be used; therefore, no procedure revision will be made even if the smart and enhanced UL Mark is used.

UL Solutions file numbers must always be included with smart and enhanced UL Marks. For custom labels, the UL Solutions file number will appear in a module of the smart and enhanced UL Mark. For standard labels, the UL Solutions file number will not be part of the smart and enhanced UL Mark; however, the UL Solutions file number will be located on the nameplate near the smart and enhanced UL Mark in addition to any other required ancillary information.

Control numbers, which the UL Solutions Follow-Up Services Procedure may specify, will generally not be used for smart and enhanced UL Marks. If a UL Listed or UL Classified Mark is used, the control number specified in the UL Solutions Follow-Up Services Procedure may be used or, at the customer's discretion, be replaced with the Listee's file number. One exception is for Multiple Listed products. Multiple Listed products require a specified control number for both the smart and enhanced UL Marks and the UL Listed/UL Classified Marks.

## Obtaining the smart and enhanced UL Mark

There are two types of UL Solutions labels: standard labels and custom labels.

### Standard labels

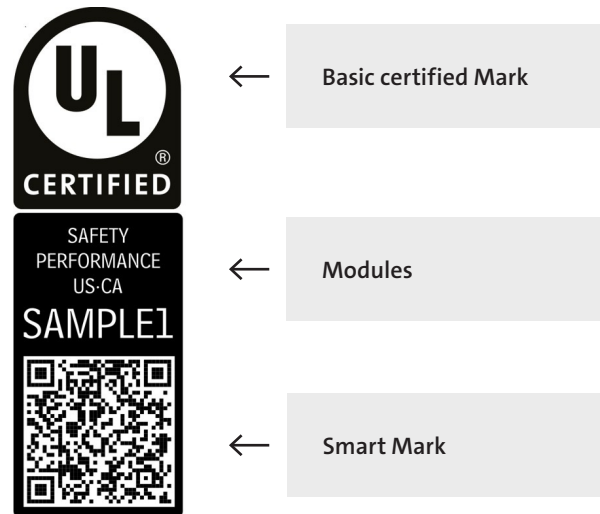
UL Solutions stocks standard labels for select product categories only, and labels for these categories are ordered directly from UL Solutions. Access more information on standard labels at [www.UL.com](http://www.UL.com). **Note: Smart Mark versions are not available for standard labels.**

### Custom labels

The following steps detail the process for obtaining a custom smart and enhanced UL Mark.

- The customer will log on to the UL Solutions Marks Hub ([markshub.UL.com](http://markshub.UL.com)) and either create an account or log in to a previously created account. Access to the UL Solutions Marks Hub is limited to UL Solutions customers, regulators and retailers. All access requests are reviewed before being granted.

- Following the instructions provided on the UL Solutions Marks Hub, the customer will design a smart and enhanced UL Mark using the options available. If the product for which the UL Solutions Mark is being designed carries UL Solutions coverage for certifications in addition to product safety (such as sanitation or energy efficiency), additional modules that indicate such coverage may be added to the Mark. Additionally, if the certification includes coverage for Canada (not including ULC labels), the final design will include a second Mark translated into French. The use of the UL Mark translated into French on a certified product is optional.



- Once designed, the label order is submitted to UL Solutions for review by a UL Solutions label services representative through the UL Solutions Mark Hub.
- A UL Solutions label services representative will review the UL Solutions Mark and verify that it is appropriate for its intended product type. This includes verification of coverage for any additional modules.
- Upon successful review, the customer will receive an email noting the approval of the smart and enhanced UL Mark, and the order status will be updated in the user's Marks Hub account. The email will include instructions for downloading high-resolution images and artwork of the approved UL Solutions Mark. The email also includes ancillary information, if applicable. Please read the attachments with care.
- The approved smart and enhanced UL Mark may be reproduced by the customer if authorized in the UL Solutions Follow-Up Services Procedure or an authorized label supplied per the guidelines on [www.UL.com](http://www.UL.com).
- If a previously approved UL Solutions Mark is modified, such as by adding more modules, the modified UL Solutions Mark will need to be resubmitted through the UL Solutions Mark Hub.

## Verification of the smart and enhanced UL Mark during surveillance

During surveillance or visits by the UL Solutions field engineering team, UL Solutions field engineers must verify that a custom smart and enhanced UL Mark appearing on a certified product has been reviewed and approved by UL Solutions label services. UL Solutions field engineers will request to review the approval email from UL Solutions label services or the approval confirmation in the Marks Hub for the enhanced or smart UL Mark in question. As such, customers must keep the information accessible at the manufacturer's site for verification during inspections and surveillance activities. Customers whose UL Marks are produced by an authorized label supplier will need to maintain a copy of the approval email in their records and provide it to the authorized label supplier.

The reproduced smart and enhanced UL Mark must match the approved Mark as shown in the approval information and may not contain modules other than those that have been reviewed and approved. The "UL in a circle" should not be used on the packaging of products using the enhanced or smart UL Certification Mark. While it is preferred that the badge (see [markshub.UL.com](http://markshub.UL.com) for information) be used, the full enhanced or smart UL certification Mark on the package with products using these Marks is allowed. Duplicating Type L Marks incorporating a serial number, issue number, hologram, etc., on packaging is not allowed.

## Ancillary information

Ancillary information is additional information that describes conditions of use of a product, ratings, product category or other information necessary for regulatory acceptance of a product. This information, when required, is specified in the UL Solutions Follow-Up Services Procedure and is to be provided adjacent to the smart and enhanced UL Mark. This information may include:

- Limitations of the certification, e.g., for UL Classified products
- Specific or non-UL standards that the product is evaluated to
- The UL Solutions control number for Multiple Listed products

During inspections, the UL Solutions field engineering team is to verify that the required ancillary information is present on the UL Marks used on products.

In the rare instances that products carry multiple certifications from multiple UL Solutions files, the ancillary information will need to include the product identification and file number of each certification in close proximity to the UL Mark on the product. An example is shown below for a product covered under SAMPLE2 as a photovoltaic panel, and under SAMPLE2 as a photovoltaic panel for use in hazardous locations.



Photovoltaic Panel

Photovoltaic Panel for use in  
Hazardous locations (SAMPLE2)



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