

Frequently Asked Questions

General Information:

1. *What are the advantages of putting the SAVE UP label on our products?*

Using the **SAVE UP** label will give you access to new markets. From 2024, the Punjab government departments are required to only procure fans, motors and air conditioners that meet the **SAVE UP** criteria and are registered as **SAVE UP** products.

In addition, by displaying the **SAVE UP** label on your eligible products and publicity materials, you will be able to market your highest efficiency products directly to your customers. With the backing of the **SAVE UP** label, your product not only gains a competitive edge but also stands out as a trusted, energy-efficient choice.

2. *What is the difference between the SAVE UP and NEECA labels?*

Both labels tell consumers about the energy efficiency of products so that they can make informed purchasing decisions. PEECA's **SAVE UP** label is voluntary and only signifies the highest efficiency products. The NEECA label is mandatory and shows several levels of performance through the use of stars (more stars = more efficient).

Products covered by both schemes can carry both the NEECA and the PEECA **SAVE UP** label.

NEECA's label has national coverage, whereas the **SAVE UP** Label is specific to the province of Punjab.

3. *Do NEECA and PEECA share the same testing methods and metrics for determining energy efficiency?*

Yes, both programs employ identical test methods and energy efficiency metrics. If you are already registered with the NEECA, you may use the same laboratory test reports to register your models for the **SAVE UP** label.

4. *What if our products are sold outside the Punjab?*

PEECA accepts applications from companies operating throughout Pakistan, and **SAVE UP** labelled products can be sold outside the Punjab. However, you may need to ensure compliance with energy efficiency programs in other provinces.

5. *If I have been approved for the SAVE UP label, do I still need to meet NEECA's requirements?*

Yes, national compliance requires adherence to NEECA's standards.

Marketing:

6. *Will PEECA promote awareness of their SAVE UP label to consumers?*

Recognizing that consumer awareness is crucial for the success of any energy efficiency initiative, PEECA plans to initiate comprehensive outreach and marketing campaigns. These campaigns will focus on educating the general public about the importance of energy efficiency, the benefits of choosing **SAVE UP** labelled products, and how to identify genuine **SAVE UP** labelled appliances.

7. *Can I use the SAVE UP label on promotional materials and our website?*

Yes. You are encouraged to highlight your **SAVE UP** products in your marketing and advertising materials and post relevant information on your website. Moreover, your **SAVE UP** products will be listed on the PEECA website, which is visited by consumers and businesses looking for energy-efficient solutions. See the brand guidelines for further details.

8. *What support will PEECA offer for product promotion?*

Upon successful verification and labelling, PEECA will provide manufacturers with a pamphlet detailing the information about the endorsement label and energy efficiency. Manufacturers can then print and include this pamphlet with their appliance packaging, enhancing its marketability by offering customers

clear information about the product's energy-efficient credentials. This initiative by PEECA further strengthens the trust between consumers and manufacturers regarding energy efficiency.

9. *What is name of PEECA Endorsement label?*

Name of registered label is “**SAVE UP**”. It is always capitalized.

10. *What is the CR code on the SAVE UP label?*

The CR code connects to the list of products on the PEECA website approved to display the **SAVE UP** label. Consumers can use this to verify that only approved products are labelled.

11. *Do all appliances have same label?*

Yes, the **SAVE UP** label is the same for all products, although the criteria vary for each product.

Registration Process:

12. *What is the process for registering with PEECA as a supplier?*

You'll first need to go to PEECA's website, then open the **SAVE UP** tab, download “Supplier Registration Form” fill the form and submit it to PEECA (Email/Courier).

After your submission, PEECA will review your application. You'll be notified of the outcome and, if successful, you will be registered and will be eligible to apply for product registration. A detailed list of required documents can be found in the registration guidelines on the PEECA website.

13. *What is the process for registering our appliances with PEECA?*

You'll first need to go to the PEECA website, then open the **SAVE UP** tab, download “Product Registration Form” complete a simple registration form for each of your eligible models (or families of models) and submit to PEECA (Email/Courier).

After your submission, PEECA will review your application. You'll be notified of the outcome and, if successful, your products will be listed on the website. A detailed list of required documents can be found in the registration guidelines on the PEECA website.

14. *How do we go about getting the SAVE UP label on our products?*

Register your model with PEECA **SAVE UP** Label, submit the energy efficiency specifications for review, and you will be notified when PEECA have approved your model registration. Your model will then be eligible to display the **SAVE UP** label and listed on the website as a **SAVE UP** product.

15. *How long does the model registration process take?*

PEECA needs to approve each model registration individually. The time required to do this may vary based on the quality of the evidence supporting the application and the number of applications PEECA is processing. Typically, you can expect a response within 72 hours of your application.

16. *Is there a fee for registering our products on the PEECA portal?*

There is no registration fee.

17. *Can we update the information of our registered products on the portal?*

Yes, if you need to update the information of a registered product, you can do by contacting the PEECA support team for assistance. If major changes are made that affect the product's energy efficiency, a review may be necessary.

18. *Can we withdraw our application if we decide not to proceed?*

Yes, you can withdraw your application at any stage of the process by contacting the PEECA support team for assistance.

Eligibility and Standards:

19. *What standards must products meet to be eligible for the SAVE UP label?*

Energy-efficient fans, motors, and air conditioners that comply with PEECA criteria are eligible to display the **SAVE UP** label. Please refer to the specific criteria provided on the PEECA website for each category of appliances.

20. *What happens if our appliance doesn't meet the energy efficiency standards?*

If your appliance does not meet the required standards, it won't be eligible for the **SAVE UP** Label. However, PEECA encourages continuous improvement and re-application when you've made necessary changes to improve the energy efficiency of your product.

21. *Are imported products eligible for label?*

Imported products can qualify for the **SAVE UP** label, provided they meet all the necessary energy efficiency standards set by PEECA. The application process for imported products is the same as for locally-manufactured products.

22. *Are there different tiers or levels within the SAVE UP label, or is it a single standard?*

The **SAVE UP** label indicates that the model meets PEECA's relevant energy efficiency requirement for this product type. This is a single performance requirement and there are no grades or rating scales.

Testing and Compliance:

23. *Does PEECA check that labelled models meet the performance required by the SAVE UP label?*

Yes, PEECA tests samples of models in independent laboratories to ensure that products which display the label perform as claimed. You can find detailed information on testing procedures in the guidelines provided on the PEECA website.

24. *Can a product lose its SAVE UP label status after it's been granted?*

Yes, a product can lose its **SAVE UP** label if it is found to no longer meet the required energy efficiency standards during subsequent inspections, or if significant changes have been made to the product without notifying PEECA.

25. *Can we use third-party testing to certify the energy efficiency of our products?*

Third-party test results may be acceptable as part of your application. However, PEECA reserves the right to conduct its own testing to verify energy efficiency claims. Please refer to the guidelines on the PEECA website for specific details about the testing and certification process.

26. *As a consumer, how can I verify if an appliance has an authentic SAVE UP label?*

You can verify the authenticity of the **SAVE UP** label by checking the product listing on the official PEECA website. Each certified product is listed there with its specific model number and manufacturer details. The QR code will take you to the PEECA list of approved **SAVE UP** products.

Products Updates and Management:

27. *What happens if we update or change our appliances after registration?*

If you make significant changes to your appliances that could affect their energy efficiency, you'll need to inform PEECA and may need to re-apply for the **SAVE UP** label for those updated products.

28. *How long is the SAVE UP label valid for our appliances?*

The **SAVE UP** label is valid as long as the appliance model remains unchanged and continues to meet the energy efficiency standards. If you make significant changes to the model, a new application for the **SAVE UP** label will be required.

29. How often are the listings on the PEECA website updated?

The listings on the PEECA website will be updated regularly to reflect newly approved products and any updates or changes to existing products.

30. What happens if we want to discontinue a product that has received the SAVE UP label?

If you no longer supply a **SAVE UP** labelled product, please inform PEECA so they can update their records and remove the product from the portal.

31. Can retailers and distributors apply for the SAVE UP label for the products they sell, or is it only for manufacturers?

The **SAVE UP** label is typically applied for and awarded to the suppliers of appliances, including manufacturers and importers. Retailers and distributors selling products from these suppliers are then able to market these products using the **SAVE UP** Label.

Support and Feedback:

32. Who do we contact if we have questions or issues with the registration process?

PEECA has a dedicated customer service team ready to assist you with any queries or issues. You can reach out to them via the contact details provided on the website.

33. How does PEECA handle complaints or disputes about the registration process or SAVE UP label?

PEECA has a dedicated team to handle complaints or disputes. If you have any issues with the registration process or the **SAVE UP** Label, please contact PEECA's customer support team through the provided channels on the website.