
The Voluntary Water Efficiency Labelling Scheme on Washing Machines

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CONTENTS

Section	Title	Page
1.	Purpose	2
2.	Background	2
3.	Scope	3
4.	Definitions	3
5.	Scheme Participation and Testing Requirements	6
6.	Water Efficiency Grading	6
7.	Water Efficiency Label	8
8.	Testing Laboratories and Certification Bodies	8
9.	Application for Registration	10
10.	Legal Provisions	15
11.	Compliance Monitoring and Inspection	16
12.	Complaints and Appeals	19
13.	Maintenance of Scheme	20
 Annexes		
1	Water Efficiency Label	
2	Proforma Letter of Application	
3	Information/Material to be submitted to the Water Supplies Department	
4	Flow Chart for Registration	
5	Requirements for Washing Performance and Spin Extraction Performance	
6	Supplementary Application Form of WELS	

1. Purpose

This document is intended to give a detailed description on the Voluntary Water Efficiency Labelling Scheme (WELS) on Washing Machines.

2. Background

2.1. The voluntary WELS is one of the water conservation initiatives that the Government of the Hong Kong Special Administrative Region (HKSAR) has adopted. The WELS would cover common types of plumbing fixtures and water-consuming appliances. Products participating in the WELS will incorporate a water efficiency label that serves to inform consumers the water consumption level and efficiency rating. Consumers should then be able to take these factors into account in making their purchasing decision.

2.2. In overseas countries, the WELS is in different stages of development and implemented in several forms. In some countries, it is a compulsory requirement to provide water efficiency labels for certain kinds of plumbing fixtures and appliances before they can be put on sale in the market. For others, the WELS is implemented on a voluntary basis so as to allow a lead time for the market to transform towards more water efficient products. **The implementation of WELS in Hong Kong currently adopts a mixed¹ approach.** The WELS aims to:

- (a) To provide consumers with information on the levels of water consumption and efficiency ratings of plumbing fixtures and water-consuming appliances;
- (b) To facilitate consumers to select water efficient plumbing fixtures and water-consuming appliances;
- (c) To promote public awareness on water conservation and efficiency issues; and
- (d) To achieve actual water savings.

¹ *Mandatory use of some designated water efficient products in new plumbing works and voluntary labelling in the retail market.*

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- 2.3. The voluntary WELS in Hong Kong is being implemented in phases for different groups of plumbing fixtures and water-consuming appliances. The first **six** groups of products for implementation of the WELS are showers for bathing, water taps, washing machines, urinal equipment, flow controllers **and water closets**, which had been launched in September 2009, September 2010, March 2011, March 2012, August 2014 **and May 2018** respectively.

3. Scope

- 3.1. The Scheme will apply to the washing machine manufacturers, importers, or other related parties participating in the Scheme.
- 3.2. The Scheme registration **commences from 31 March 2011. The revision of the Scheme is effective from 1 May 2021 and will expire on 30 April 2026** when re-registration is not necessary.
- 3.3. The Scheme only covers new washing machines imported to or manufactured in Hong Kong but does not cover second-hand products, products already in existing use, under trans-shipment or manufactured for export, etc.
- 3.4. The Scheme is operated as a ‘Grading Type’ labelling system. Under this Scheme, participating washing machines will be rated to different grades according to Section 6 provided that the requirements specified in Section 5 have been complied with.
- 3.5. The provisions of this Scheme shall apply to the washing machines that have washing capacity normally not exceeding 10 kg for household use. The washing machines that have larger capacity or for industrial use or have no spin extraction capability or use non-electric energy sources are excluded.

4. Definitions

Unless otherwise specified, the following definitions shall apply throughout this document:

<i>agitator type washing</i>	means a washing machine in which the textiles are substantially immersed in the washing water, the
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<i>machine</i>	mechanical action being produced by a device moving about or along its vertical axis with a reciprocating motion (an agitator).
<i>Code</i>	means the Code of Practice on Energy Labelling of Products which is approved and issued under Section 42 of the Ordinance.
<i>Department</i>	means the Water Supplies Department, the Government of HKSAR.
<i>Director</i>	means the Director of the Water Supplies Department, the Government of HKSAR.
<i>Government</i>	means the Government of HKSAR.
<i>HKAS</i>	means the Hong Kong Accreditation Service.
<i>HOKLAS</i>	means Hong Kong Laboratory Accreditation Scheme.
<i>horizontal drum type washing machine</i>	means a washing machine in which the textiles are placed in a horizontal drum and partially immersed in the washing water, the mechanical action being produced by rotation of the drum about its axis, the movement being either continuous or periodically reversed.
<i>impeller type washing machine</i>	means a washing machine in which the textiles are substantially immersed in the washing water, the mechanical action being produced by a device rotating about its axis continuously or which reverses after a number of revolutions (an impeller).
<i>Inspecting Officer</i>	means the officer authorized by the Director to carry out the inspection as described in Section 10 of this document.
<i>ISO</i>	means the International Organization for Standardization.
<i>Label</i>	means the water efficiency label as described in Section 7 of this document.

<i>Mandatory EELS</i>	means the Mandatory Energy Efficiency Labelling Scheme on Washing Machines under the Ordinance.
<i>MRA</i>	means a mutual recognition agreement/arrangement.
<i>Ordinance</i>	means the Energy Efficiency (Labelling of Products) Ordinance, Chapter 598.
<i>participant</i>	means a manufacturer, an importer or other related party of the washing machine registered in the Scheme.
<i>Rated capacity /washing capacity</i>	means the washing capacity of a washing machine as determined and declared by the manufacturer or importer of the washing machine in accordance with the standard and requirements specified in the Code of Practice on Energy Labelling of Products.
<i>recognized laboratory</i>	means a laboratory which complies with the requirements for testing laboratory as stated in Section 8 and is acceptable to the Department for carrying out tests (including re-tests) and issuing test reports on Washing Machines.
<i>Scheme</i>	means the Voluntary Water Efficiency Labelling Scheme on Washing Machines.
<i>spin extraction</i>	means water-extracting function by which water is removed from the textiles by centrifugal action.
<i>water extraction performance</i>	means the results of water removal from a typical textile load at the end of washing cycle.
<i>Voluntary EELS</i>	means the Hong Kong Voluntary Energy Efficiency Labelling Scheme for Washing Machines.
<i>washing machine</i>	means a household appliance for cleaning and rinsing of textiles using water with a means of extracting excess water from the textiles.

washing means the results of mechanical and chemical action, and
performance a combination of both of a household washing machine.

5. Scheme Participation and Testing Requirements

Scheme Participation Requirement

- 5.1. As a prerequisite for participation in the Scheme, the washing machines shall be either registered under the Mandatory EELS or the Voluntary EELS.

Test, Performance and Safety Requirements

- 5.2. The washing machines shall be tested in accordance with all the requirements as specified in the Code or Voluntary EELS in a recognized laboratory. In particular, the water consumption (litres/cycle) shall be measured during the energy consumption test in accordance with IEC 60456, JIS C 9606, or other equivalent international standards approved by the Department. In addition to the energy efficiency performance requirements, all washing machines shall comply with the Electrical Products (Safety) Regulation, Chapter 406G of the Laws of Hong Kong, and the safety standards specified under the Regulation, and all other legislations concerning the safety of the washing machines.

6. Water Efficiency Grading

Classification of Washing Machines

- 6.1. Before the water efficiency rating assessment, all washing machines to be registered under the Scheme are classified in accordance with Table 1:

Table 1: Classification of Washing Machines

Category	Description
1	Horizontal drum type washing machines
2	Impeller type or agitator type washing machines

Note: In each category, it also includes washing machines operating with similar working principle.

Water Efficiency Grading

- 6.2. The water efficiencies of washing machines are rated to different grades

according to their category and water consumptions (as being rounded off to one decimal place) as shown in Tables 2 and 3. Grade 1 is the most water efficient whereas **Grade 4** is the least water efficient.

Table 2: Conversion of Water Consumption to Water Efficiency Grades for Washing Machines of Category 1









Water Consumption of Category 1 Washing Machines w (litre/kg/cycle)	Water Efficiency Grade	Symbolic Presentation on the Water Efficiency Label
$w \leq 9.0$	Grade 1	1 water droplet 
$9.0 < w \leq 11.0$	Grade 2	2 water droplets 
$11.0 < w \leq 13.0$	Grade 3	3 water droplets 
$13.0 < w$	Grade 4	4 water droplets 

Table 3: Conversion of Water Consumption to Water Efficiency Grades for Washing Machines of Category 2

Water Consumption of Category 2 Washing Machines w (litre/kg/cycle)	Water Efficiency Grade	Symbolic Presentation on the Water Efficiency Label
$w \leq 16.0$	Grade 1	1 water droplet 
$16.0 < w \leq 19.0$	Grade 2	2 water droplets 
$19.0 < w \leq 22.0$	Grade 3	3 water droplets 
$22.0 < w$	Grade 4	4 water droplets 

- 6.3. In order to obtain **Grade 1** to 3, the washing machine shall also meet all the performance requirements as stipulated in the Code or Voluntary EELS, i.e. washing performance and **water** extraction performance as shown in Annex 5. Only **Grade 4** will be accorded if the washing machine does not meet

anyone of these performance requirements or $w > 13.0$ (for **Category 1** washing machines) or $w > 22.0$ (for **Category 2** washing machines).

7. Water Efficiency Label

Label Location

- 7.1. The Label should be self-adhesive or pre-printed onto the packing. It is a compulsory requirement for the participant to affix or print the Label(s) to his/her registered washing machine or its packing at a prominent location. The participant should also ensure that the registered washing machine shall be displayed for sale with the Label(s) in order to enhance the awareness of installing the water efficient plumbing fixtures.

Colour Scheme and Dimensions

- 7.2. The Label should be printed on white-coloured self-adhesive sheet material (for self-adhesive type) in accordance with the figures, dimensions, **Pantone Colour Codes**, font sizes and styles as shown in Annex 1. It should be printed in English and Chinese. Soft copies of WELS labels will be transmitted by the WSD to successful applicants for WELS soon after the approval of the respective application.

Paper Quality

- 7.3. The paper used for the Label should be durable and possess good wear and tear characteristics. It should stick tightly on the washing machines or its packing.

Information on the Label

- 7.4. The information that appears on the Label shall accord with the Label format as indicated in Annex 1 and shall tally with the information listed on the registration certificate issued by the Department.

8. Testing Laboratories and Certification Bodies

- 8.1. The Department will accept the results and certificates issued by the testing laboratories, which fulfill one of the following criteria as specified in Sections 8.2, 8.3 or 8.4.
- 8.2. The testing laboratory is accredited by the Hong Kong Accreditation Service

(HKAS) under the Hong Kong Laboratory Accreditation Scheme (HOKLAS) or a testing laboratory accredited by the mutual recognition arrangements partners for HKAS* for carrying out the tests stipulated in Section 5.2 of this document; and the test results are issued in an endorsed test report or test certificate bearing the accreditation mark as having the same technical validity as certificate endorsed by HOKLAS.

8.3. A laboratory which achieves HOKLAS accreditation (or is accredited by a scheme with which HKAS has concluded a mutual recognition agreement) or laboratory testing of plumbing fixtures and water-consuming appliances other than the tests stipulated in the Scheme, and the laboratory can demonstrate its capability of carrying out tests on washing machine accordance with Annex 5.

8.4. An in-house laboratory fulfills the criteria listed below:

- (a) The laboratory has been assessed and recognized under the Voluntary EELS for conducting the relevant test; **and**
- (b) Self-declaration by the manufacturer, importer or other related parties that the operations of their in-house laboratory follow the requirements of ISO/IEC 17025; **and**
- (c) The manufacturer is currently operating according to a recognized international quality system (such as ISO 9001); **and**
- (d) The manufacturer's or importer's or related parties' in-house laboratory has been successful in carrying out tests on product energy efficiency performance with well-established assessment procedures and where these tests have been evaluated and certified by internationally recognized third party certification organisations.

* HKAS has concluded mutual recognition arrangements with overseas accreditation bodies for testing laboratory accreditation. The list of mutual recognition arrangement partners may change from time to time and the up-to-date list is available from the HKAS website of http://www.itc.gov.hk/en/quality/hkas/doc/common/mramla/MRA_HOKLAS_en_ch.pdf. Partners of these arrangements recognise the accreditations granted by one another as equivalent. An up-to-date APLAC MRA list is available from <https://www.apac-accreditation.org/apac-mra/>. An up-to-date ILAC MRA is available from https://ilac.org/signatory_print.php.

9. Application for Registration

Application Procedures

- 9.1 All manufacturers, importers and other related parties in the washing machines business are welcome and encouraged to participate in the Scheme. For known manufacturers and importers, invitation letters will be issued to them. However, any manufacturers, importers and other related parties in the washing machines business may submit applications for registration no matter whether they are invited or not. The applicant can apply for WELS registration jointly or separately with Mandatory/Voluntary EELS.

Joint Application for EELS and WELS

- 9.2 For joint participation in both Mandatory/Voluntary EELS and this Scheme at the same time, the participant should indicate his/her intention of joint participation in the application for participation in the Mandatory/Voluntary EELS by completing the supplementary application form of WELS in Annex 6. Upon the receipt of the participant's indication, no separate application for participation in this Scheme is required but the Mandatory/Voluntary EELS application will be first processed. Should the Mandatory/Voluntary EELS application be successful, a copy of letter of notification will be forwarded by the Electrical and Mechanical Services Department to this Department for further process on the Scheme application. Please note that the application for participation in this Scheme will not be assessed until the Mandatory/Voluntary EELS application is successful. Application can be submitted to Energy Efficiency Office (Electrical and Mechanical Services Department):

Address: Energy Efficiency Office
Electrical and Mechanical Services Department
3 Kai Shing Street, Kowloon, Hong Kong

Fax number: 2890 6081

Email: eepublic@emsd.gov.hk

Separate Application for WELS

- 9.3 Separate application will be accepted from participants of the Mandatory/Voluntary EELS. Application documents for WELS can be submitted by means of an application letter and documentary proof of the

registered washing machines under the Mandatory/Voluntary EELS through post, facsimile or electronic mail to the Water Supplies Department:

Address: 47/F, Immigration Tower
7 Gloucester Road, Wanchai, Hong Kong
Fax number: 2824 0578
Email: wsdinfo@wsd.gov.hk

A proforma letter of application is attached in Annex 2. In order to ensure effective implementation of the Scheme, the participant must be committed to full compliance with the obligations set out in the Scheme. The proforma letter of application in Annex 2 details the obligations. The proforma application letter is also available at the Water Supplies Department's website (https://www.wsd.gov.hk/filemanager/en/share/wels/proforma_letter_of_application_washing_machine.pdf) for downloading. The application submission can be made in either English or Chinese.

Information/Documents/Materials to be Submitted for Separate Application

9.4 The information/material to be submitted with the application are listed as follows **and also listed in Annex 3:**

- (a) Information of the company, i.e. name, address, telephone number, fax number, e-mail address, website address, and contact person, etc.);
- (b) Information of the washing machine being applied for registration in the Scheme, i.e. brand name, model no. and/or name, washing machine category, catalogue/photos (showing the front and side views of the washing machines) and country of origin;
- (c) **Parties which will be responsible for making and affixing the water efficiency label (Label);**
- (d) Proposed commencement date to affix the Label to washing machine (Year _____, Month _____);
- (e) Detailed test report for participation in the Mandatory/Voluntary EELS. The test report shall be issued by a recognized laboratory complying with the requirements in Section 8;
- (f) **Documentary proof that the testing laboratory appointed by the participant has satisfied the requirement of Section 8.1 and 8.2. The submission of certificate of accreditation, self-declaration statement that**

the operation of the testing laboratory meets the requirements of ISO/IEC 17025 can be considered as documentary proof;

- (g) For the case of washing machines of same design but with the variation in dimension, colour, coating and finishing, the applicant should consult with the testing laboratory and confirm in writing that such variation will not affect the water consumption and other performance requirements stipulated in Section 5.2; and
- (h) Documentary proof of the registered washing machine under the Mandatory/Voluntary EELS.

The above information is also listed in Annex 3. Upon the request of the Department, a reference sample for each washing machine to be participated in the Scheme shall be submitted by the participant at his/her own cost.

9.5 For registration in WELS under the recognition mechanism[†], valid test report used for application for registration of the washing machine under the overseas water efficiency labelling scheme. The test report shall include the required information requested in Section 5 of the Scheme Document issued by a recognized laboratory complying with the requirements in Section 8. Should the above information be inadequate, individual local laboratory test shall be required to provide the missing information. The provision of existing valid test results avoids the needs of repeated laboratory experiments to be carried out locally for purpose of WELS registration, streamlining the WELS registration process for applicants. Documentation showing valid registration status of the washing machine in the respective overseas water efficiency labelling scheme (e.g. Certified true copy of the registration document, website link, i.e. URL, to the register in respective scheme).

9.6 Company's chop should be stamped on the Proforma Letter of Application and all the document front covers provided by hand, or through post, facsimile or electronic mail to the Water Supplies Department. All photocopy

[†] *The washing machine registered under the Water Efficiency Scheme in Taiwan and Malaysia can be recognized under WELS. In applying for registration in WELS under the recognition mechanism for washing machine registered in Taiwan and Malaysia, the applicant shall follow the procedures and requirements as stipulated under Section 9 of the Scheme Document of the respective washing machine in submitting the application, except the need for local laboratory test is replaced by the submission of valid test report used for the original registration overseas as stated in Section 9.3 (e).*

test reports submitted to the Department shall be certified as true copy **issued by the testing laboratory appointed by the participant**. Upon the request of the Department, the participant is required to provide the original copy of the test reports.

Acceptance/Rejection of Application

- 9.7 On receipt of the application, the Department will verify whether the washing machine meets the requirements based on the submitted information and will rate the washing machine with a water efficiency grade according to the washing machine's water consumption test results.
- 9.8 If the application is accepted, the participant will be notified of the result within 17 working days upon the receipt of all necessary information requested. A registration certificate listing the information to be displayed on the Label will be issued to the participant by the Department. **Soft copies of WELS labels will be transmitted by the WSD to successful applicants for WELS soon after the approval of the respective application.** The participant will then be allowed to affix/print the Label to the 'registered' washing machine or its packing. The participant should ensure that the Label is correctly printed and affixed to the washing machine or its packing in accordance with Section 7.
- 9.9 If the application is rejected, a notification letter with reason(s) of rejection will also be given to the participant within 17 working days upon receipt of all necessary information requested.
- 9.10 **To ensure a more efficient processing of applications of products for registration under WELS, the deadline for submitting all necessary supporting information will be set at six months from the date of receipt of the application. Upon receipt of application, the Department will vet and, if found necessary, require the applicant to submit outstanding information. For any application that could not be completed in five months due to incomplete information, the Department will issue a final reminder requesting the submission of outstanding application/clarification within one month from the date of such reminder. The application concerned will be rejected automatically without further notification if the required information/clarification is still outstanding after the deadline specified in the reminder.**
- 9.11 The flow chart for registration is shown in Annex 4.

Participant's Obligations

9.12 In order to ensure effective implementation of the Scheme, the participant must understand and be committed to full compliance with the obligations set out in the Scheme. The participant is obliged to:

- (a) submit application for registration by means of an application letter together with “Proforma Letter of Application”, the information/material required in Section 9.4 and the test report for participation in the Mandatory/Voluntary EELS (for separate application);
- (b) at his/her own costs, produce the Label and affix/print the Label either to the washing machine or its packing at a prominent location in accordance with Section 7;
- (c) ensure that the registered washing machine shall be displayed for sale with the Label;
- (d) fully inform other related parties (such as sales agents, retailers, etc.) in the participant's sale distribution network once the washing machine is registered under this Scheme and notify them that the Department may request to enter their premises to carry out the compliance monitoring and inspections in Section 11;
- (e) allow annual/ad-hoc inspection/re-inspection to be conducted by Inspecting Officers authorized by the Director on the registered washing machine at his/her premises such as the warehouse and/or its retailing spots;
- (f) allow the tested and performance data of the registered washing machine to be uploaded to the Department's website for public information;
- (g) conduct re-test(s) at his/her own costs at a recognized laboratory if non-compliance is found on the registered washing machine. The result of re-test(s) shall reach the Department within the time specified by the Department;
- (h) submit a reference sample of each washing machines successfully registered under the Scheme upon the request of the Department;
- (i) notify the Department by means of a notification letter (in either English or Chinese with the company's chop stamped on all submitted documents) through post, facsimile or electronic mail of any changes of the company information (e.g. company name). The notification should be made not less than 14 working days before the change. Failure to

comply may render the model registration null and void. Changes of washing machine information (e.g. brand name, model no.) will be considered as major changes that require new applications for registration in the Scheme; and

- (j) remove within three months all Labels from the washing machine and its packing if it has been de-registered.

9.13 The details of washing machines registered under this Scheme will be kept in a register maintained by the Department. The registration records will be regularly uploaded to the Department's website for public information.

Termination

9.14 Under circumstances of poor performance such as:

- (a) the participant failing to fulfil the obligations set out in the Scheme; or
- (b) the washing machine failing to perform in accordance with rated water efficiency grade and/or the performance requirements of the Scheme and the participant not being able to rectify the non-compliance within the time frame specified by the Department; or
- (c) where the Director is of the opinion that registration of a washing machine is contrary to the public interest,

the Department may de-register a washing machine from the Scheme with immediate effect by giving the participant notice in writing. Once a washing machine is de-registered, it is not allowed to affix a Label to it. The participant shall remove all Labels from the de-registered washing machine and its packing within three months from the notice.

9.15 Participant who decides to discontinue participating in the Scheme or to withdraw any registered washing machine from the Scheme shall give at least three months' advance notice to the Department.

9.16 Participant shall return the corresponding registration certificate to the Department within one month after de-registration under the Scheme.

10. Legal Provisions

10.1 Without prejudice to any remedy a purchaser may have against the party

under the **Laws** of Hong Kong, a culpable party may be subject to the following sanctions.

- 10.2 This Scheme is a voluntary scheme. However, a participant who abuses the Scheme by giving false information on the Label may constitute an offence under the Trade Descriptions Ordinance, Cap 362.
- 10.3 Unauthorized use of the Label may constitute an offence under the Copyright Ordinance, Cap. 528.

11. Compliance Monitoring and Inspection

Purpose

- 11.1 To uphold credibility of the Scheme and to maintain continuous confidence of the consumers, compliance check on the Labels on those washing machines registered in the Scheme is necessary. In addition, to avoid the unsatisfactory situation that unauthorized Labels are used on non-registered washing machines, the Department may also carry out suitable form of inspection on those washing machines which have not been registered under the Scheme.

Scope

- 11.2 The scope of inspection includes, but not limited to, sample checking and testing for the following items:
- (a) whether the Label is affixed to registered washing machines as required in Section 7;
 - (b) whether the Label being displayed is of correct format in accordance with Section 7;
 - (c) whether the water efficiency grade rated by the Department based on the data submitted by the participant is in line with **the results of testing conducted by the Department or the Electrical and Mechanical Services Department in compliance monitoring and inspection**;
 - (d) whether the data shown on the Label tally with the information listed on the registration certificate; and
 - (e) whether unregistered washing machines display unauthorized Labels.
- 11.3 The participants will be requested to take immediate remedial action and

report the follow-up action taken if non-compliance is found on their registered washing machines such as incorrect information shown on the Label.

11.4 The Department or the Electrical and Mechanical Services Department may appoint a recognized laboratory to conduct annual testing on the registered washing machines in accordance with the requirements specified in the Code or Voluntary EELS. For a registered washing machine which is found fail to comply with either one of the following criteria, the Department may request the participant to conduct separate re-test at his/her own cost on the registered washing machines in a recognized laboratory agreed by the Department.

- (a) The tested water consumption (litres/cycle) being not greater than the rated water consumption as declared by the manufacturer by more than 15%.
- (b) The tested washing performance and tested water extraction performance conforming to the minimum requirements for Grade 1 to 3 washing machines as specified in the Code or Voluntary EELS.
- (c) The tested water efficiency grade meeting either one of the following:
 - (i) The water efficiency grade calculated in the compliance monitoring testing being equal to or more water efficient than that determined by the test results submitted to the Department; or
 - (ii) If the water efficiency grade calculated in the compliance monitoring testing being not equal to nor being more water efficient than the grade determined by the test results submitted to the Department, the tested water consumption index calculated in the compliance monitoring testing being not greater than 115% of the measured water consumption index calculated by the test results submitted to the Department.

11.5 The re-test should be carried out on at least three further samples of the washing machine provided by the WELS registrant. The WELS registrant shall submit the reference samples for testing within one month upon the request of the Department.

11.6 If the re-test results fail to meet the criteria specified in Section 11.4, the Department will require the participant to take appropriate remedial action including re-registering in the Scheme by replacing a Label with correct

grading and water consumption for the registered washing machine at his/her own cost. The participant shall return the former registration certificate to the Department soon after the termination of previous registration.

11.7 When a registered washing machine is found not to comply with the following criteria, such non-compliance will be informed to the Electrical and Mechanical Services Department.

(a) The tested energy consumption (kWh/cycle) being not greater than 15% of the rated energy consumption as declared by the manufacturer.

11.8 If no remedial action against the non-compliance is taken by the participant within the time prescribed by the Department, the Department may notify the participant of the de-registration of the concerned washing machine from the Scheme. Once a washing machine is de-registered, it is not allowed to affix or print a Label to it. The participant shall remove all Labels from the de-registered washing machine and its packing within three months from the Department's notice. Failure to remove the Labels from the de-registered washing machine may contravene the relevant ordinances as mentioned in Section 10 above. At the same time, the participant shall return the corresponding certificate to the Department within one month after the termination of registration under the Scheme.

Inspecting Officers

11.9 The Director will authorize Inspecting Officers to carry out washing machine compliance monitoring and inspection. The officers will carry proper identification cards which will be produced during their inspection. However, the officers will not inform the participants in advance of their inspection.

11.10 It is the participants' obligation to allow the Inspecting Officers to gain access to their premises to carry out the inspection.

Mode of Inspection

11.11 Inspections will be carried out on registered washing machines under the Scheme on an annual basis. Based on the record of the registration, annual inspection programmes will be developed. Inspection will also be conducted on the non-registered washing machines with unauthorized Labels.

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- 11.12 In addition to the **annual** inspections, the Inspecting Officers will carry out ad-hoc inspections in response to complaints. The items to be inspected in such a case will depend upon the nature of complaints and may include the items as stated in Section 11.2.
- 11.13 **When necessary, re-inspection of non-compliance identified in washing machines in the annual/ad-hoc inspection will be carried out.**
- 11.14 Inspections will normally be carried out at the retail outlets and washing machine showrooms. Where necessary, inspection will also be done at warehouses.
- 11.15 The inspection results will be properly recorded for future analysis as well as on evaluation of the effectiveness of the Scheme **to provide information on the levels of water consumption and efficiency ratings, to facilitate consumers to select water efficient plumbing fixtures and water consuming appliances and to provide confidence on the registered products under the Scheme.**

12. Complaints and Appeals

- 12.1 The Department will be responsible for dealing with complaints from participants and other parties against matters related to the Scheme.

Complaints Handling Procedure

- 12.2 The Department shall ensure that complaints are properly recorded and handled without undue delay.
- 12.3 The Department shall carry out investigation on complaints and reply to them within a reasonable time. For complaints that require site inspection and laboratory test, the complainant shall be notified through an interim reply.
- 12.4 The Department shall inform the complainant of the result or decision made on the complaint.

Appeal Procedure

- 12.5 A participant may appeal against the decision or action taken by the

Department in writing to the Director stating the reason for the appeal.

12.6 The Director may decide to suspend the decision or action taken by the Department from the day on which the appeal is made until such appeal is disposed of, withdrawn or abandoned unless such suspension would, in the opinion of the Director, be contrary to public interest.

(a) The Director may, by notice to the appellant, require the appellant to attend meeting(s) with him or his representatives and provide documents and give evidence relevant to the appeal.

12.7 The Director shall notify the appellant of his decision and reasons for it. The decision will be final.

13. Maintenance of Scheme

13.1 To ensure that the Scheme can continue to operate effectively and efficiently, the Scheme will be maintained as follows:

(a) Continuous updating of the lists of washing machines registered in the Scheme as follows:

(i) registered washing machines with details such as registration numbers in the Scheme, dates of registration, flow rate data, performance data, makes, models and other related information; and

(ii) manufacturers, importers or other related parties of the registered washing machines with details such as addresses, telephone numbers, e-mail addresses, etc.

(b) Periodic review of the **Scheme Document, including**, the testing methodologies, procedures for registration application and compliance monitoring etc.

(c) Continuous evaluation of the effectiveness of the Scheme and assessment of what changes are necessary.

Water Efficiency Label



Grade 1 WELS Label



Grade 2 WELS Label



Grade 3 WELS Label



Grade 4 WELS Label

Notes:

1. Dimensions of the full versions of the water efficiency label are 95mm x 50 mm.
2. Pantone Color: Green (Grade 1): 390C; Brown (Grade 2): 471C; Purple (Grade 3): 2583C; Red (Grade 4): 214C; WSD logo: 293C
3. The water consumption figure shown in the water efficiency label is the water consumption of the Washing Machines as determined in accordance with the Scheme.

Proforma Letter of Application

Our ref.

Tel.

Fax.

Date

Water Supplies Department
47/F, Immigration Tower
7 Gloucester Road, Wanchai
Hong Kong

Dear Sir/Madam,

Application for Registration in the Voluntary Water Efficiency Labelling Scheme on Washing Machines

Our company is the (manufacturer / importer / other related parties (please specify)*) of _____ (brand name, model number and/or name of washing machine) in Hong Kong. We would like to apply for registration of the washing machine in the above Scheme.

We understand fully our obligations as stated in the scheme document of “**Voluntary Water Efficiency Labelling Scheme on Washing Machines**” (Scheme Document) and will comply with all relevant requirements, in particular those specified below:

- (a) submit application for registration by means of an application letter together with “**Proforma Letter of Application**”, the information/material required in Section 9.4 of the Scheme document and the test report for participation in the Mandatory/Voluntary Energy Efficiency Labelling Scheme;
- (b) at our own costs, produce the **water efficiency label** and affix/print the **water efficiency label** either to the washing machine or its packing at a prominent location in accordance with Section 7 of the Scheme Document;
- (c) ensure that the registered washing machine shall be displayed for sale with the Label;
- (d) fully inform other related parties (such as sales agents, retailers, etc.) in the participant’s sale distribution network once the washing machine is

- registered under this Scheme and notify them that the Water Supplies Department (Department) may request to enter their premises to carry out the random/ad-hoc inspections as stated in Section 11 of the Scheme document;
- (e) allow random/ad-hoc inspection/**re-inspection** to be conducted by Inspecting Officers authorized by the Director of Water Supplies on the registered washing machine at his/her premises **such as the warehouse and/or its retailing spots**;
 - (f) allow the tested and performance data of the registered washing machine to be uploaded to the Department's website for public information;
 - (g) conduct re-test(s) at his/her own costs at a recognized laboratory **complying with the requirements in Section 8 of the scheme document** if non-compliance is found on the registered washing machine. The result of re-test(s) shall reach the Department within the time specified by the Department;
 - (h) **submit a reference sample of the registered washing machine for testing at his/her own cost upon the request of the Department**;
 - (i) **provide additional supporting information/ material upon request of the Department within the time prescribed. Failure to comply may render rejection of the application**;
 - (j) inform the Department of any change in accordance with Section 9.10 (h) of the Scheme Document; and
 - (k) remove within three months all Labels from the washing machine and its packing if it has been de-registered.
 - (l) return the **corresponding** registration certificate to the Department **within one month after de-registration under the Scheme**.

The detailed information of the washing machine which we apply for registration is shown in the attached documents (see Annex 3 for the list of information to be submitted) for your processing.

Yours faithfully,

(Manufacturer/Importer/Agent's Name and Company Chop)

** delete as appropriate*

**Information/Material to be Submitted
to the Water Supplies Department**

1. Information of the company, i.e. name, address, telephone number, fax number, e-mail address, website address, and contact person, etc.);
2. Information of the washing machine being applied for registration in the Scheme, i.e. brand name, model no. and/or name, washing machine category, catalogue/photos (showing the front and side views of the washing machines) and country of origin;
3. Parties which will be responsible for making and affixing the water efficiency label (Label);
4. Proposed commencement date to affix the Label to washing machine (Year _____, Month _____);
5. Detailed test report for participation in the Mandatory/Voluntary Energy Efficiency Labelling Scheme (EELS). The test report shall be issued by a recognized laboratory complying with the requirements in Section 8;
6. Documentary proof that the testing laboratory appointed by the participant has satisfied the requirement of Section 8.1 and 8.2. The submission of certificate of accreditation, self-declaration statement that the operation of the testing laboratory meets the requirements of ISO/IEC 17025 can be considered as documentary proof;
7. For the case of washing machines of same design but with the variation in dimension, colour, coating and finishing, the applicant should consult with the testing laboratory and confirm in writing that such variation will not affect the water consumption and other performance requirements stipulated in Section 5.2; and
8. Documentary proof of the registered washing machine under the Mandatory/Voluntary EELS.

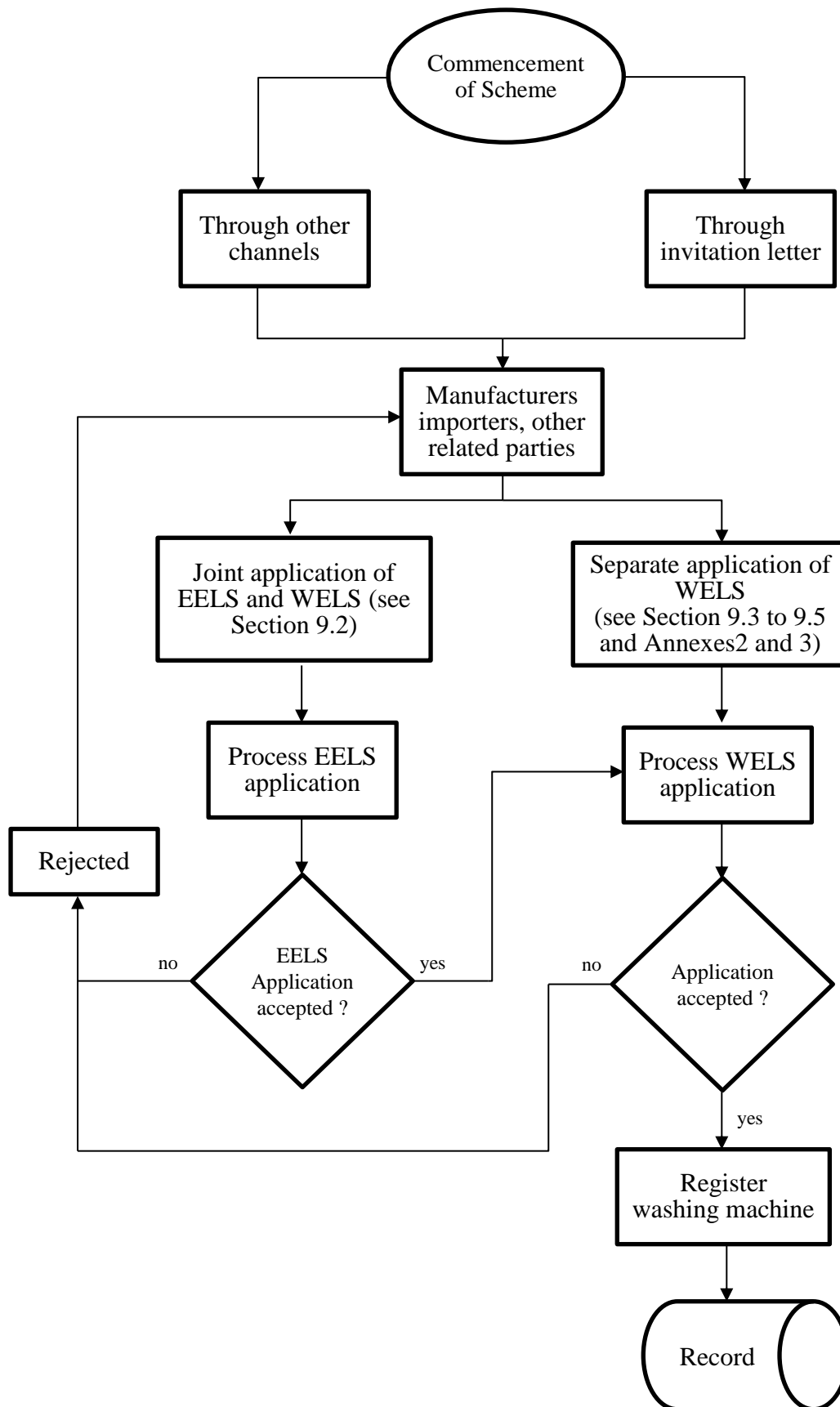
Overseas Recognition

9. General Item no. 1 – 8;
10. Certified true copy of test report used for application for registration of the washing machine under the overseas water efficiency labelling scheme.
11. Certified true copy of documentation showing valid registration status of the washing machine in the respective overseas water efficiency labelling scheme (e.g.

Certified true copy of the registration document, website link, i.e. URL, to the register in respective scheme).

12. Website link showing the recognized laboratory under HKAS MRA or equivalent

Note: Company's chop should be stamped on the Proforma Letter of Application and all the document front covers/pages provided by hand, or through post, facsimile or electronic mail to the Water Supplies Department. All photocopy test reports submitted Department shall be certified as true copy issued by the testing laboratory appointed by the participant. Upon the request of the Department, the participant is required to provide the original copy of the test reports.

Flow Chart for Registration

Requirements for Washing Performance and Water Extraction Performance

Category	Category 1	Category 2
Performance Requirements <i>Note (1)</i>		
Test Standard	IEC 60456 <i>Note (4)</i>	JIS C 9606
Washing Performance <i>Note (2)</i>	$q \geq 0.7$	$C \geq 0.55$
Water Extraction Performance <i>Note (3)</i>	$RM \leq 1.1$	Water extracting efficiency ≥ 0.47

Note:

- (1) Each of the performance shall be determined in accordance with the tests standard of the respective category.
- (2) The washing performance shall be determined in accordance with the following equations(extracted from the respective test standards):

$$q = \frac{\overline{C}_{test}}{\overline{C}_{ref}} \quad ,or \quad C = \frac{D_r}{D_s}$$

Where q = ratio of the average sum of the reflectance values
 \overline{C}_{test} = average sum of the reflectance values for the washing machine under test
 \overline{C}_{ref} = average sum of the reflectance values for the reference washing machine
 C = washability ratio
 D_r = washability by the washing machine under test
 D_s = washability by the reference washing machine

For details on the definitions of the parameters and their calculation, the respective test standards shall be referred to.

- (3) The water extraction performance shall be determined in accordance with following equations(extracted from the respective test standards):

$$RM = \frac{M_r - M}{M} \quad ,or$$

$$\text{Water extracting efficiency} = \frac{\text{Mass of cloth in dry state}}{\text{Mass of cloth after water extraction}}$$

where RM = remaining moisture
 M = the mass of the conditioned base load
 M_r = the mass of the base load after spin extraction

For details on the definitions of the parameters and their calculation, the respective test standards shall be referred to.

- (4) IEC 60456 ed.5.0 “Copyright © 2010 IEC Geneva, Switerland.www.iec.ch”

Supplementary Form 1 補充表格一

The Government of the Hong Kong
 Special Administrative Region
 Information Submission for Voluntary Water Efficiency
 Labelling Scheme (for Washing Machine only)

香港特別行政區政府
 自願性用水效益標籤計劃
 呈交資料(祇限洗衣機)

Official use
 only
 此欄不用填寫

Note: Please read the "Notes to Complete Supplementary Form 1" and "Personal Data Privacy Statement" attached and complete all the items in block letters. 注意：請閱讀於附頁的「填寫補充表格一的須知事項」及「個人資料私隱聲明」，並以正楷填寫各項資料。

Section A 甲部：Declaration 聲明

1. Our company is / I am* the local manufacturer / importer / others (please specify: _____)* of _____ brand products in Hong Kong and would like to apply for Voluntary Water Efficiency Labelling Scheme and agree to transfer the specified information and specified documents in accordance with the Energy Efficiency (Labelling of Products) Ordinance / all supporting documents in accordance with Voluntary Energy Efficiency (Labelling of Products) Scheme* to Water Supplies Department for processing.
 本公司 / 本人*是本港_____牌產品的本地製造商 / 進口商 / 其他(請註明: _____)*, 希望申請自願性用水效益標籤計劃並同意把根據《2009 年能源效益(產品標籤)條例》呈交指明資料及指明文件 / 自願性能源效益標籤計劃的所有呈交申請證明文件*轉移到水務署處理。
2. We / I* fully understand the obligations/duties stated in the Trade Description Ordinance, Cap 362 and Copyright Ordinance, Cap 528 and will comply with all relevant requirements.
 我們 / 本人*完全明白第 362 章《商品說明條例》及第 528 章《版權條例》所列載的責任，並會遵守所有有關的規定。
3. We / I* declare that the information given in this form and any other documents submitted together are true and correct.
 我們 / 本人*謹此聲明，本表格內所填報的資料及所有隨本表格一同呈交的文件均屬真確無誤。
- 4a. ☐ Note: This item is only applicable to the specified person as a company:
 注意：這項目只適用於以公司名義作為指明人士者：
 We, the specified person as a company, agree that our address and telephone number will be disclosed to the public upon public request.
 我們(以公司名義作為指明人士)同意我們的地址及電話號碼在公眾要求下會向公眾披露。
- 4b. ☐ Note: This item is only applicable to the specified person as an individual:
 注意：這項目只適用於以個人名義作為指明人士者：
 Please choose with ✓ in appropriate box(es) below:
 請在下面適當空格內以✓選擇：
 - ☐ Disagree to disclose my address and / or telephone number and / or other contact to the public upon public request
 不同意在公眾要求下會向公眾披露我的地址及 / 或電話號碼及 / 或其它聯絡方式
 - ☐ Agree to disclose my address and / or telephone number and / or other contact to the public upon public request (please choose with ✓ in appropriate box(es) and specify the contact below for disclosure to the public;)
 同意在公眾要求下會向公眾披露我的地址及 / 或電話號碼及 / 或其它聯絡方式(請在下面適當空格內以✓選擇及註明可向公眾披露的聯絡方式：)

- ☐ Address 地址
 (Please specify 請註明: _____)
- ☐ Telephone No. 電話號碼 (Please specify 請註明: _____)
- ☐ Telephone No. 電話號碼 (Please specify 請註明: _____)

Authorized Signature:

授權人簽署：

Name of Authorized Person:

授權人姓名：

Title of Authorized Person:

授權人職位：

Date:

日期：

Company Chop:

公司蓋印：

* Delete as appropriate (刪除不適用者)

Notes to Complete Supplementary Form 1 填寫補充表格一的須知事項

1. Incomplete or erroneous information in Supplementary Form 1 may cause hiatus or delay in processing the submission.
在補充表格一內有關資料如有不全或錯漏，可能導致處理所呈交的文件時出現暫停或延誤。
2. The Director of Water Supplies Department (the Director) may request the person concerned to submit relevant supplementary information to satisfy the requirements of all the items in Supplementary Form 1 and all supporting documents / certificates.
水務署署長（署長）可要求有關人士提供補充資料以滿足補充表格一內所有項目及所提交證明文件 / 證明書的要求。
3. The person concerned shall inform the Director of any change in information and data, that were previously submitted to the Director.
過往已經呈交給署長的資料及數據若有任何變動，有關人士必須知會署長。
4. The person concerned shall sign and affix with company seal on the page of Supplementary Form 1. If space is insufficient, please attach additional sheet(s) which must each be signed, dated and affixed with company seal by the person concerned.
有關人士須在補充表格一上簽署及蓋上公司印鑑。如空位不敷應用，請另用紙張填寫並附於表格內。有關人士須在每一增添的紙張上簽署、填上日期及蓋上公司印鑑。
5. The Director may disclose your information (according to the Personal Data privacy Statement), reference number, information of product, water and energy efficiency information, any change in information or up-to-date information submitted subsequently, and such other particulars as the Director considers appropriate, to the public.
署長認為在適當的情況下，可能將你的資料（根據個人資料私隱聲明）參考編號、產品資料、用水及能源效益資料、任何往後曾呈交的資料的變動或更新，向公眾披露。
6. For details, please refer to the Guideline on Registration under the Voluntary Water Efficiency Labelling Scheme.
詳情請參閱「自願性用水效益標籤計劃註冊指引」。

Submission Instruction 呈交方法

This form shall be posted to Energy Efficiency Office, Electrical and Mechanical Services Department Headquarters, Government of the Hong Kong Special Administrative Region, 3 Kai Shing Street, Kowloon, Hong Kong unless otherwise advised by the Electrical and Mechanical Services Department.

除非機電工程署另有指示，本表格應寄往香港九龍啓成街 3 號香港特別行政區政府機電工程署總管能源效益事務處。

Personal Data Privacy Statement 個人資料私隱聲明

Purpose of Personal Data Collection 收集個人資料的目的

1. The personal data provided by means of Supplementary Form 1 will be used by the Government for the following purposes:
 - (a) activities relating to the processing of the submission in this form;
 - (b) activities relating to requirements stipulated in the Voluntary Water Efficiency Labelling Scheme; and
 - (c) facilitating communication between Government and yourself.
 在補充表格一所提供的個人資料，政府會用於下列目的：
 - (a) 進行與處理以此表格作出呈交有關的工作；
 - (b) 進行與自願性用水效益標籤計劃所訂明規定有關的工作；以及
 - (c) 方便政府與你通訊。

Classes of Transferees 受讓人的類別

2. Upon receipt of your information submission, all the data that appear in Supplementary Form 1 will be kept at the Water Supplies Department and disclosed to the data users of the department.
當接收到你所呈交的資料後，補充表格一所載的所有資料會存於水務署，並向部門的資料使用人披露。
3. The data limited to the name of the company or the individual, reference number, information of product and water efficiency information will be disclosed to the public at the website of the Water Supplies Department. Upon agreement by the specified person as an individual in Section A item 5 of Supplementary Form 1, the address and / or telephone number and / or other contact will also be disclosed to the public upon public request.
公司或個人的名稱、參考編號、產品資料及用水效益資料會在水務署的網址向公眾披露。在以個人名義作為指明人士者於補充表格一甲部第 5 點表示同意下，其地址及 / 或電話號碼及 / 或其它聯絡方式在公眾要求下亦會向公眾披露。

Access to Personal Data 查詢個人資料

4. You have a right of access and correction with respect to personal data as provided for in sections 18 and 22, and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by this form.
根據個人資料（私隱）條例第 18 及第 22 條，以及附表 1 第 6 原則的規定，你有權查閱及改正個人資料。你的查閱權包括索取在這份表格所提供個人資料的副本。

Enquiries 查詢

5. Enquiries concerning the personal data collected by means of Supplementary Form 1, including the making of access and correction, shall be submitted in writing and addressed to the Director of Water Supplies Department, 47/F., Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong. For other general enquiries, please dial the Citizen's Easy Link 1823.
任何關於表格一所收集個人資料的查詢，包括查閱及改正資料，請以書面形式向水務署署長提出，地址為：香港灣仔告士打道7號入境事務大樓47樓水務署。至於其他一般查詢，請致電政府熱線1823。