

# Compliance Services

**At your disposal to help you properly implement the energy labelling legislation**

## Services for dealers and installers

*If you sell (and install) products in the EU market, which are covered by the energy labelling legislation, you have to fulfil the requirements for “dealers” (which is the term in the legislation, such as retailers, e-shops, etc.) including, e.g., product information at the point of sale and for online shops.*

### Information services provided

In the period of 2024–2026, the Compliance Services project will provide you with general and product-specific guidelines and tools supporting you in the fulfilment of the energy labelling regulations. The following types of tools are available:

- **Guidelines:** Guidelines concerning general and product-specific legislation aspects.
- **FAQs:** A compilation of specific questions regarding the regulations, submitted by stakeholders and already addressed by the European Commission.
- **Webinars:** Webinars dedicated to selected topics of the energy labelling legislation.
- **E-learning:** E-learning that provides interactive training for various energy labelling topics.
- These tools are available via a **web portal** with detailed information about individual product categories, horizontal requirements and a helpdesk service opportunity to provide support for clarification of specific issues.
- **Product categories covered:** The Compliance Services project focuses on product categories with a new energy labelling and/or ecodesign regulation in place or under preparation, such as tumble dryers, heating, hot water and air-conditioning products, PV and solar panel technologies.

**Please note** that the concrete timeline concerning new information and tools will depend on the finalisation of the individual product-specific regulations on the EU level. In early 2025 we started our services with tumble dryers and in 2025 and 2026 the scope will continuously be expanded.

### When do you act as a dealer or installer in the EU market?

Whether you are a dealer or an installer, some requirements must be met. The specific requirements vary depending on your role and the regulations that apply to the respective product category.

#### Dealer

In context of the ecodesign and energy labelling regulations you act as a dealer, if you sell or rent products, which have been placed on the EU market by suppliers (manufacturers or importers).

#### Installer

You act as an installer, if you install or put into service products, which have been placed on the EU market by suppliers (manufacturers or importers).

**Please note that you may hold multiple roles**, each with its own set of obligations. For example, if you import products from a non-EU country and also install them, you would be both an importer and an installer, i.e., you would not only have the role of a dealer but also of a supplier. In this case, please consult our information materials for suppliers as well.

# Services for dealers and installers

The EU **energy labelling** regulations provide energy efficiency standards and guidance for buyers for some 20 product groups on the EU market. This legislation is bringing significant energy savings to the individual consumers and the economy as a whole and is thus an essential element for reaching the EU goals of energy efficiency, economic development, climate and customer protection as well as energy security needs.

Both the energy labelling and the ecodesign legislation has to be updated regularly in order to reflect market and technology developments. The legislation covers a growing family of products, so that the energy consumption is thereby reduced for a significant part of customers, both private and institutional.

In the period of 2024–2026, the product categories covered by updated or new energy labelling and ecodesign legislation will include among others heating systems, air-conditioners, solar thermal and PV panels and white goods as e.g. tumble dryers.

*The introduction of new or updated legal requirements requires full attention of the respective market actors, mainly the suppliers and dealers.*

The **Compliance Services** project is therefore implementing supportive measures for the key market actors to raise awareness and to facilitate correct interpretation and application in practice as well as an effective use of the EPREL database.

## Contact

- Web portal: [www.product-compliance-services.eu](http://www.product-compliance-services.eu)
- Project coordinator: AEA - Austrian Energy Agency

## European organisations

- EHI** – ASSOCIATION OF THE EUROPEAN HEATING INDUSTRY
- EHPA** – EUROPEAN HEAT PUMP ASSOCIATION
- ESTIF** – SOLAR HEAT EUROPE/EUROPEAN SOLAR THERMAL INDUSTRY
- EPIA** – EPIA SOLARPOWER EUROPE
- ECOS** – ENVIRONMENTAL COALITION ON STANDARDS

## National organisations

- ADEME** – AGENCE DE L'ENVIRONNEMENT ET DE L'AMÉNAGEMENT DE L'ÉNERGIE – France
- ADENE** – AGENCIA 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

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

## EU Ecodesign & Energy Labelling

### Tools & Services

This portal offers guidance and tools for suppliers, dealers, and installers. The focus is on new regulations from 2023 to 2027, especially for heating, air conditioning, PV products, and white goods. More tools and information coming during 2025, depending on the finalisation of regulations.

Topics of interest for dealers and installers include: Define your role / Is your product in scope? / Your obligations / Market surveillance / EPREL / Online sales / Physical shops / Promotion and other materials.