

Verification in EPREL



This is a step-by-step guideline for the verification process in EPREL.

Verification of supplier

The EU Commission requires energy labelled products to be registered in the European product database (EPREL) and suppliers to be verified.

Before being placed on the European market an energy labelled product must be searchable in the public section of EPREL and when consumers scan the product's QR code on the energy label.

For unverified companies the following applies:

- You cannot register new products or make changes in EPREL for already registered products.
- If you registered products in EPREL before the verification requirement came into effect, these products will:
 - Be displayed with a warning stating that you are not verified.
 - Not appear in searches in the public section of EPREL.

The verification process is intended to ensure that:

- The information in EPREL is correct and comes from reliable sources.
- Only companies established in the EU/EEA and Northern Ireland can register products in EPREL.
- Your company's name and trademark are not misused.

Companies and individual persons

To be verified as a company, **an electronic seal** must be purchased. If you are an individual person placing products on the EU market (i.e., not affiliated to a company), **a digital signature** must be purchased.

If you are an employee of a company and need to verify the company in EPREL, you cannot use your digital signature. Instead, you must use the company's electronic seal.

In most cases, a digital signature alone is not sufficient.

Digital signature/electronic seal

A digital signature/electronic seal is the same as an electronic signature. It validates that you are the person or company you claim to be. The digital signature/electronic seal is just as legally binding as a handwritten signature on paper.

How do you obtain an electronic seal or a digital signature?

You can find a provider on the list of approved providers on the EU Commission's website [here](#). There might not be a provider from your country. In this case you can contact the other providers on the list, as an electronic seal from an approved provider is recognised by all member states.

The market price for a seal is approximately EUR 300, including a cloud solution, personal online guidance (in English), a webinar, three months' validity, and more.

Electronic seal

To be able to purchase an electronic seal¹ on behalf of a company, one must meet one of these criteria²:

- Delegated employee from the organisation
- Delegated legal representative from the organisation
- Legal representative of the organisation

The electronic seal can be used by all individuals in the organisation. However, the person to whom the electronic seal is issued is responsible for ensuring its proper use.

The electronic seal should only be used once for the verification itself and not for the registration of each individual product.

¹ An electronic seal must comply with the requirements of the ETSI EN 319 412-1 standard

² Ask the seal-provider for more information, as this may vary from provider to provider

IMPORTANT! TYPICAL FREQUENT MISTAKES

- All company information must be identical to the details in your electronic seal.
- In the field “Business Register ID”, do not fill in with the company’s business number but instead the abbreviation for your national business register In Denmark it would be “The Danish CVR Register”, abbreviated as “CVR”.
- When registering the company in EPREL, it is not mandatory to fill in the “Organisation Identifier” field. However, during the verification process, this field must be completed.
- The Organisation Identifier follows the same structure as an EUID, which can be found via Business Registers (BRIS), e.g., NRT[country code][Business Register ID].[Business registration number]
The Organisation Identifier can also be found in the metadata of the company’s electronic seal.
- The “Identity Type Reference” is a dropdown menu where common Organisation Identifier standards can be selected.

Step by step guideline

1

Acquire an electronic seal from a qualified trust service provider, QTSP.
Find the EU trusted list here: <https://eidas.ec.europa.eu/efda/tl-browser/#/screen/home>

2

Log in to EPREL once an electronic seal has been obtained
→ “Organisations” – manage organisations → Verification

3

Enter the information for the person to whom the electronic seal has been issued and click on the **Request verification file**.

Supplier Organisation detail Unverified

Verification

1 Download verification file to be sealed 2 Upload verification file sealed 3 Verification result

Electronic verification

Request the PDF declaration to be sealed
 Please enter the following details of the person acting as legal representative of your organisation.
 You will be able to download the PDF declaration from here.

First name *

Last name *

Email *

Select a language and click the button "Request verification file" in order to get a PDF sealed by EC. You will have to upload to EPREL this same PDF declaration, once sealed by your organisation.

Select language *

Request verification file

Supplier Organisation detail Unverified

Verification

1 Download verification file to be sealed 2 Upload verification file sealed 3 Verification result

Electronic verification

The PDF declaration to be sealed is being created. An email will be sent to the Supplier Admin when the PDF declaration is ready for download. This process should normally take a few minutes. Meantime, you can refresh the page to check the latest status, or restart the verification if the waiting time is too long.

Restart Back Refresh

You will receive an email when the verification file is ready to be downloaded.

4

After a few minutes, the verification file should be ready for download.

Supplier Organisation detail Unverified

Verification

1 Download verification file to be sealed 2 Upload verification file sealed 3 Verification result

Electronic verification

Verification file is ready for download.
 Download the verification file and get it sealed by a responsible person in the supplier's organisation.
 After clicking "Download verification file" the file will be downloaded to your disk, the process will move to step 2 for uploading the file sealed.
 Click "Restart" if you want to restart the entire verification process again.

Download verification file

Restart Back

Example of a verification file before it has been sealed:

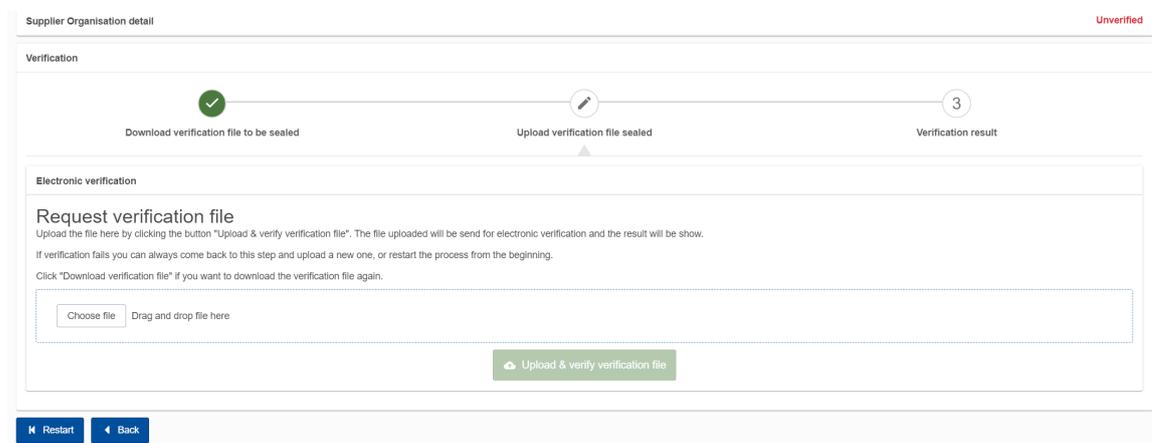


5

Seal the verification files with the electronic seal. The method for this step depends on the selected choice of electronic seal provider. Contact your electronic seal provider for further guidance.

6

Upload the sealed verification file.



If the verification files do not contain the necessary information or electronic seal, the verification process will fail. In the example below, a verification file without an electronic seal has been uploaded.

If the verification process fails, you can restart the verification process by clicking on the **Restart** button.

7

When the verification process is approved, you will receive the following message:

Once the verification file is successfully uploaded, the verification process is complete, and the organisations status will change from **Unverified** to **Verified**. After the verification process is completed, all company's products can be searched by using EPREL's search function and by scanning the QR code on the energy label.

Please note that the electronic seal should only be used once, specifically for the verification of the company. If the company's details in the national business register change, such as name or address, the company must be reverified. The electronic seal should therefore not be used for each product registration in EPREL.

FREQUENTLY ASKED QUESTIONS

- **What should I do if our company changes its name or address?**
 You should contact your electronic seal provider to have your seal updated, and you must verify your company again in EPREL.
- **What is meant by “Central Business Register”?**
 It refers to your national Business Authority’s abbreviation.
- **Does EPREL accept zip-packed files?**
 No, EPREL does not accept zip-packed files. You must therefore extract the zip-packed files and then upload the individual files to EPREL.

Find more information in EPREL Workspace Forum [here](#). (requires login) or in the EPREL guideline [here](#).

COMMON REASONS FOR VERIFICATION REJECTION

1. You have not added your country code (abbreviation) before the business number.
2. There is a discrepancy between your national business register and your electronic seal. This may be because your company has changed its address or name. Please contact your seal provider and request a new seal with the correct information.
3. The postal code in your national business register does not match the one in your electronic seal. Please contact your seal provider and request a new seal with the correct details. Your certificate has expired. Please contact your seal provider to extend its validity or purchase a new seal.
4. You forgot to seal the verification document. Refer to the guidance from your seal provider.
5. You are trying to use an electronic signature for the company verification process, which is not approved by the EU-Commission.

More information

- Helpdesk for EPREL: ENER-EPREL-HELPPDESK@ec.europa.eu
- Guideline about how to register products in EPREL and other useful information: [The website of the EU-Commission here](#)

Contact

- Project coordinator: AEA – Austrian Energy Agency
- Web portal: www.product-compliance-services.eu
- E-mail: project@product-compliance-services.eu

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 by 2025, depending on the finalisation of regulations. Product specific topics include detailed explanations of new and changed requirements and their timeline.

Topics of interest for suppliers include: Products in scope / Basic requirements / What to document / How to register in EPREL / Importing products / Placing your products on the market / Preparation for market surveillance, etc.