

Frequently Asked Questions

1. I understand there are changes to the regulatory system in UAE for fire safety and life safety products. Is this true and what are the changes?

A. Regulatory changes in the UAE regarding fire and life safety products have resulted in a requirement for manufacturers selling products in the UAE market to have a 'Civil Defense Certificate of Compliance (UAE CD CoC)'. These can be issued by accredited certification bodies, such as UL, under UAE CD approved Certification Bodies and Laboratories list.

2. What is a UAE CD Certificate of Compliance?

A. The UAE CoC is a mandatory document summarizing Product Certification and contains information, such as test results and methodology that is to be used by the Civil Defense to renew or issue a new license for the product. An example is available, which was formatted by the UAE Civil Defense as guidance on how to properly complete the document

3. Does this mean we have to have a NEW Civil Defense product approval to sell each of our products in the UAE?

A. Yes, it is required for EACH fire and life safety product mentioned in the UAE Certification Bodies and Laboratories list.

4. Where can I get a UAE CD CoC? Who can issue the UAE CD CoC? Do I need a CoC for each Emirate?

A. UL is authorized to issue a UAE CD CoC based upon acceptable test and certification evidence being in existence. One UAE CoC format is accepted by all Emirates in the UAE.

5. How long will a UAE CD CoC take to issue?

A. This depends upon the complexity of the product scope. UL will work directly with the manufacturer/supplier to provide an Estimated Completion Date (ECD) quickly and do everything possible to meet the needs of the requestor. Approximately ten (10) business days after the project has been opened.

6. Why do I need UAE CD CoC from UL when I already have a COC issued by UL?

A. Due to UAE CD regulatory system being put in place, all suppliers are required to be re-evaluated using the new rules. As a result of the UAE CD regulatory rules, A UAE CoC is not the same as a traditional UL Certificate of Compliance and the traditional UL Certificate will not be accepted by the UAE CD.

7. Who shall apply for issuance of UAE CD CoC by UL?

A. The UL Applicant, who also must be licensed to trade in the UAE, must apply. Alternatively, the UL Applicant's agent/distributor can also apply provided they submit an Authorization Letter from the UL Applicant?

- 8. Is UL, a certification body and testing laboratory (CBTL), acceptable by UAE Civil Defense (UAE CD) to renew/issue new license?**
- A. Yes, UL LLC is an acceptable Certification Body (CB) and Test Lab for UAE CD. UAE CD accepts Certification Bodies that are accredited to ISO/IEC 17065 by an accreditation body that is a signatory to the European Cooperation for Accreditation (EA) or International Accreditation Forum (IAF) Multilateral Agreement (MLA). These Certification Bodies must utilize Testing Laboratories that are ISO/IEC 17025 accredited by an ILAC member accreditation body that is a full member and signatory to the ILAC MRA.
- 9. Is testing required on my product(s) for issuance of UAE CD CoC, if I have product(s) evaluated from ONLY one (1) manufacturing location as covered in the test reports?**
- A. No. UL can directly issue the UAE CD CoC.
- 10. Is testing required on my product for issuance of UAE CD CoC, if I have multiple manufacturing locations?**
- A. Yes, testing is required for issuance of UAE CD CoC from EACH manufacturing location. Products manufactured at any other manufacturing locations other than the source for the testing samples will require correlation testing.
- 11. Do I have to repeat all the tests? Who decides the test program?**
- A. No, not all of the tests shall be repeated. A correlation test program shall be generated by UL to determine which tests need to be replicated and which results can be used from the original test program.
- 12. My certification is as a result of copy file. Can I get a UAE CD CoC?**
- A. Yes, UAE CD CoC can be obtained provided the manufacturing location remains unchanged as per UL Records. If the manufacturing location has changed, the product shall be subjected to correlation testing by UL.
- 13. I am a Multiple Listee of a Basic Applicant. Can I get UAE CD CoC?**
- A. Yes, the UAE CoC Application must be submitted by the UL Basic Applicant or UL File owner. Multiple Listee (ML) and Alternate Listee (AL) can submit a UAE CoC Application provided they submit an Authorization Letter from the Basic Applicant or File Owner.
- 14. What is the responsibility of UL for issuance of UAE CD CoC?**
- A. UL is responsible for test report content. In case the same product is being manufactured by more than one manufacturing location, separated testing for each product shall be conducted and factory product test results shall not be accepted for inclusion of other manufacturing locations. UL shall conduct the correlation testing in accordance with the specifications and acceptance criteria from the standard.
- 15. Can agents or suppliers submit products for testing to obtain the UAE CD CoC?**
- A. No, the request shall come from the UL customer of the file as well as the product being submitted for evaluation must be provided from the manufacturing location.

16. How does this process affect applicant and/or manufacturers who want Multiple Listings?

- A.** The applicant or manufacturer (listed or authorized in a UL File) can complete the application form and this will be acceptable. If the manufacturer does complete the form, UL will ensure the quotation is issued to the applicant. (Note: This is a current practice and UL does not accept requests from manufacturers for another applicant's file). The basic applicant must complete the application form for any multiple listing requests.

17. What is the Validity Period of the UAE CD CoC?

- A.** The UAE CD CoC does not have an expiry date, but is subject to Civil Defense's latest requirement. Every time Civil Defense announces a revision to their requirement, an existing CoC must also be revised before submitted to CD for review. In addition, the existing CoC must be revised if there is an update to the UL File's underlying standard or if there's a recent Industry File Review for the base file.