



Subject: UL 508A

July 6, 2020

TO: United States and Canada Subscribers to UL's Listing and Follow Up Service for Industrial Control Panels (NITW/7)

SUBJECT: Implementation of Manufacturer's Technical Representatives (MTR) for General Coverage Industrial Control Panels

This bulletin announces a new requirement for manufacturers covered under UL's Safety Certification Service for industrial control panel categories with general coverage allowance. Implementation of this Surveillance Program change will require your proactive cooperation to avoid any disruption in your ability to continue to label compliant industrial control panels. This bulletin provides the background and next steps for a successful implementation of this important general coverage program enhancement.

(Please note: Manufacturers building only enclosures are exempt from this new program requirement. A future qualification program will be created for this manufacturer type.)

Rationale and Background for Program Changes:

The UL Industrial Control Panel (ICP) Shop Program allows manufacturers who custom build or mass-produce ICPs to apply the UL Marks for the U.S. and Canada at their factories. Manufacturers initially entering the program are required to complete mandatory training on the UL 508A Industrial Control Panels standard. Since training is an essential part of the program, authorization to apply the UL mark comes after the completion of training. After completing this initial mandatory training, there are no additional requirements for training. Through staff turnover and other personnel events, staff initially trained at program entry often are no longer with the organization, potentially leaving the organization with no formally trained or qualified staff for the UL 508A standard. This new requirement is to confirm that each UL 508A Listed Customer maintains at least one (1) qualified employee on staff, at each physical location manufacturing industrial control panels, who can effectively interpret and accurately apply the requirements of UL 508A Industrial Control Panels standard.

In order to retain a robust certification program going forward and ensure competency and understanding of the UL 508A standard, UL believes that each manufacturer having a qualified Manufacturer's Technical Representative (MTR) on staff will help:

- Confirm compliance of UL labeled products regardless of production schedule,
- Reduce the most common Variation Items (VIs), and
- Ensure accurate interpretation and application of the UL 508A standard requirements

MTRs will serve as a resident resource who has demonstrated understanding of the body of knowledge related to the application of UL 508A standard and FUS Procedure (FUII) requirements.



New Manufacturer's Technical Representative Requirement:

Each US and Canada manufacturer is required to designate and have at least one representative complete the UL 508A Manufacturer Technical Representative (MTR) Qualification Examination by **September 30th, 2020**. The MTR qualification examination is administered online through the UL Learning Management System and is available on demand through any computer, laptop, or tablet with internet access. The examination is open book/open reference and consists of true/false and multiple-choice questions. The exam must be completed in one sitting within a 4 hour time limit. Allowable resources for use during the exam are:

- Print or electronic copy of the UL 508A standard
- Print copies of materials from UL 508A training workshops
- UL.com website
- Calculator, pen, pencil, and paper

Individuals are allowed two (2) attempts to successfully complete the examination. If after two attempts a passing score is not achieved, the individual will be required to attend a UL 508A training session delivered by UL through scheduled public open registration training events, private on-site workshops, targeted training sessions and the UL 508A online training program. Upon completion of one of these UL 508A training formats, the individual's access to the MTR qualification examination will be reset allowing an additional two attempts to successfully complete the examination.

Upon successful completion of the UL 508A MTR qualification examination, the individual is qualified for a three (3) year period. The qualified MTR's name, employer name, and date of certification will be posted to a UL internal database. This database will serve as the primary method of validating MTR policy compliance during UL follow-up surveillance audits. At the end of the 3 year period, the individual must requalify by successful completion of the current UL 508A MTR examination.

A certificate will be provided for each MTR verifying their competency in the UL 508A standard and participation in the MTR program. The certificate will contain the name of the MTR and the qualification date.

It is important to note that the MTR certification is exclusive to the individual. Should the individual change employers, the MTR certification follows the individual. UL encourages each manufacturing location to certify multiple MTR's.

It is expected that the MTR(s) will become the primary interface for UL Field Engineers and will be actively involved in the compliance assessment and noncompliance resolution of all general coverage industrial control panels produced at the factory and intended to bear the UL Certification Mark.

Implementation:

Beginning **October 1, 2020** UL Field Engineers will verify that at least one UL 508A qualified MTR is available at each manufacturing location. In order to avoid disruption to their industrial control panel certification, Applicants receiving this bulletin should contact their manufacturers to



determine that an MTR will be designated. Applicants are responsible for confirming compliance of their manufacturing location(s) by the effective date.

In an effort to provide manufacturers adequate time and flexibility to have their MTR candidate(s) complete the required examination and implement any training, skills development, or necessary factory changes, the UL 508A MTR qualification examination is currently available on UL's Knowledge Solutions website.

The UL 508A MTR qualification examination can be accessed at the following link:

www.ul.com/lms

(Please refer to attached instructions for guidance on accessing the examination. Use enrollment key identifier: UL508AMTR)

Manufacturers are asked to visit as soon as possible to begin qualifying their MTR candidates.

The examination is available at no cost to individuals/manufacturers through September 30, 2020. After this date, individual per examination fees will apply.

For support or questions regarding accessing the UL 508A MTR qualification examination, please contact:

ULKnowledgeSolutions@ul.com

Or by telephone at:

888-503-5536

Questions about the MTR qualification examination or program requirements should be directed to your UL Field Engineer who can engage additional technical resources as needed. For all other questions regarding the implementation of the MTR program, please contact:

For United States and Canada – UL.508A@ul.com

The above MTR requirement will be incorporated in the next revisions to the UL 508A, FUII.

Reviewed by:

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