Leverage UL's Product Verification Services to build your brand and help reduce warranty issues

We can help you improve customer perception and save on warranty costs through testing and diligence. Your brand deserves to be sold on trust and performance. Your customers should be able to rely on your product to perform as intended, when they need it most.

The right time to be sure of this is during product development. Have all the right metrics been checked on your prototypes? How long will your product last? What components are most likely to break? Launching without knowing these answers represents an unacceptable financial and brand reputation risk. Your warranty is a reflection of the trust customers have in your products, and we can help you exceed your customers' expectations.

What services are included?

We can help by providing customer centric testing and integrated advisory services. What does this look like? We have seasoned engineers who understand design and testing of products. We can help manufacturers meet the complex challenges of today's competitive global market with services that streamline the product development, reliability, safety, energy efficiency and performance testing processes. Give your product the sustainable competitive advantage by working with our experts.

Root-cause analysis

Root-cause analysis is a methodical and creative process for tracking down the primary reason that a product is ceasing to perform one or more of its functions at the level desired. When your product is returned, you must perform testing and analyses to figure out the root cause of your product's problem. Root-cause analysis can help identify options to improve a concerning warranty cost on your product. It also allows you to track down an unexplained anomaly that isn't a big warranty issue but is a nuisance. Performing a root-cause analysis can help you eliminate an annoying string of customer complaints to help you save on warranty and protect your brand image.

Reliability testing

Everyone wants a successful product launch, but before you go to market, you should make sure your product is truly ready. Launching without knowing how long your product will last represents an unacceptable risk to finances and brand reputation. Warranty spend and customer credibility are two major reasons to know your products' reliability.

We can help you decide which of the following is appropriate, help plan the testing, create fixtures and run the tests.
- Component and system level testing
- Life testing
- Accelerated life testing (ALT)
- Highly accelerated life testing (HALT)
- Multi-environmental overstress testing (MEOST)
- Motors accelerated life testing

In addition to the testing related tasks above, we can also help you leverage data by conducting:
- Reliability training
- Warranty prediction
- Specification robustness review
- Collaborative test plan creation
- Competitive tear down analysis

Change Management

World markets are continually changing. Searching for components that are cheaper and higher quality is a fact of business. It's not practical for your business to test all potential suppliers' components. And sometimes trust in a supplier's claim is low. We start by working with your business to define a set of tests that qualifies a component as sufficient for your product. These protocols are given to your suppliers with the understanding that they must submit products to UL to verify results before you will consider buying their products. We will work directly with the supplier to qualify their components at, potentially, no cost to your company. Your laboratory tests and resources are not consumed with this activity, so you are free to work on innovation and system-level verification.

Why UL?

You get trusted data. We detail our findings in a report that makes it easy to interpret the data, empowering you to make informed decisions about what needs improvement and what doesn't. We are free of bias and intercompany testing norms, letting us truly evaluate the product.

An experienced team of mechanical, electrical and reliability product engineers help you determine when to do HALT, ALT, Life or other types of reliability testing, and we have the accredited laboratories and equipment to conduct the proper testing. We can help you collect the data you need before production to answer the questions that are critical to confirm before launch to save you warranty money and help protect your brand.

For more information, email ApplianceInfo@UL.com or visit UL.com/Appliances.

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