



Subject: UL 508A

January 11, 2021

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

SUBJECT: Notice of Change to Effective Date – New Effective Date August 1, 2021 for Implementation of Manufacturer's Technical Representatives (MTR) for General Coverage Industrial Control Panels

This notice applies only to United States and Canada subscribers to UL's listing and follow-up service for industrial control panels. Subscribers in other regions and countries will be notified through separate announcement and effective dates.

UL is announcing the following important adjustments to the MTR requirement implementation plan for United States and Canada subscribers:

- 1- The effective date for United States and Canada manufacturers to comply and have at least one qualified MTR on staff at the manufacturing location is extended to August 1, 2021
- 2- Free access to the UL 508A MTR qualification examination is extended to August 1, 2021
- 3- Free access to UL 508A online elearning training modules is extended to August 1, 2021

Program requirements and guidelines are published in the subscriber bulletins dated December 11, 2020, August 24, 2020 and July 6, 2020.

UL received feedback from many subscribers and manufacturers with concerns about the previous effective date for the program, the need for preparatory or refresher training, obtaining the current 3<sup>rd</sup> edition version of the UL 508A standard, potential disruption of production, and general questions about the MTR program. With the current disruption of normal business practices along with economic and societal issues, the new effective date will allow additional time for organizations to manage, plan for, and qualify staff to meet the MTR requirement.

Each US and Canada manufacturer is required to designate and have at least one representative successfully complete the UL 508A Manufacturer Technical Representative (MTR) Qualification Examination by **August 1, 2021**. 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.

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.

## **Exemptions**

The following manufacturers are exempt from this MTR requirement:

- Manufacturers building only enclosures
- Manufacturers building only components – UL ICP file will indicate category control numbers of NITW2, NITW3
- Manufacturers with UL ICP files with status of On Call (Qualification of an MTR is required PRIOR to initiating new production and distribution of industrial control panels with the UL Mark)
- Manufacturers with Procedure Described files.
- Manufacturers with Limited Production Certifications

UL also deployed an optional comprehensive elearning program to provide refresher training and serve as a preparatory aide for the UL 508A MTR qualification examination. The program consists of twelve individual modules based on the structure and content of the standard. The UL 508A MTR examination and elearning program are free to current UL listed industrial control panel shops until the MTR program effective date and can be accessed at the following link:

[www.ul.com/lms](http://www.ul.com/lms)

(Please refer to attached instructions for guidance to access the exam and elearning for free. Use enrollment key identifier: UL508AMTR for the exam and UL508ALEARN for the elearning)

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

[ULKnowledgeSolutions@ul.com](mailto: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 – [Tony.Robertson@ul.com](mailto:Tony.Robertson@ul.com)



Thank you to the many manufacturers which have qualified MTR's and to all of our UL 508A program participants for your continued support of UL's public safety mission and our efforts to elevate the integrity and value of the UL Mark.

A handwritten signature in black ink, appearing to read 'John R. Kovacik'.

John R. Kovacik  
Principal Engineer  
Energy & Power Technologies

Reviewed by:

A handwritten signature in black ink, appearing to read 'Ken Boyce'.

Ken Boyce  
Senior Director, Principal Engineering  
Energy & Power Technologies



Subject: UL 508A

December 14, 2020

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

SUBJECT: Notice of Effective Date of February 1, 2021 for Implementation of Manufacturer's Technical Representatives (MTR) for General Coverage Industrial Control Panels

This notice applies only to United States and Canada subscribers to UL's listing and follow-up service for industrial control panels. Subscribers in other regions and countries will be notified through separate announcement and effective dates.

This is a reminder and final notice that effective February 1, 2021 all United States and Canada UL 508A Industrial Control Panel shops must have at least one (1) qualified UL 508A Manufacturer Technical Representative (MTR) on staff 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.

### **Exemptions**

The following manufacturers are exempt from this MTR requirement:

- Manufacturers building only enclosures
- Manufacturers building only components – UL ICP file will indicate category control numbers of NITW2, NITW3
- Manufacturers with UL ICP files with status of On Call, No Production, and/or Procedure Described
- Manufacturers with Limited Production Certifications

To qualify as a UL 508A MTR, individuals must successfully complete the UL 508A MTR Qualification examination. The examination is free to current UL listed industrial control panel shops until the MTR program effective date and can be accessed at the following link:

[www.ul.com/lms](http://www.ul.com/lms)

(To access the examination for free up to February 1, 2021, please refer to attached instructions for guidance. Use enrollment key identifier: **UL508AMTR**)

UL deployed a comprehensive elearning program to provide refresher training and serve as a preparatory aide for the UL 508A MTR qualification examination. The program consists of twelve individual modules based on the structure and content of the standard. This elearning program is free to current UL listed



industrial control panel shops until the MTR program effective date and can be accessed at the following link:

[www.ul.com/lms](http://www.ul.com/lms)

(To access the online training for free up to February 1, 2021, please refer to attached instructions for guidance. Use enrollment key identifier: **UL508ALEARN**)

In the event that at least one qualified MTR is not in place at a manufacturing location during the first inspection visit conducted after February 1, 2021, a no-cost Variation Notice (VN) will be issued to document the non-compliance. UL Field Engineers will proactively work with these manufacturers to help bring them into compliance with the MTR requirement and avoid further VNs and corrective actions. If, upon a re-visit to the manufacturing location, a manufacturer representative has still not attained their 508A MTR completion certificate, a second Variation Notice holding shipment may be issued.

Additional program requirements and guidelines are published in the subscriber bulletins dated August 24, 2020 and July 6, 2020.

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

[ULKnowledgeSolutions@ul.com](mailto: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 – [Tony.Robertson@ul.com](mailto:Tony.Robertson@ul.com)

Thank you for your continued support of UL's public safety mission and our efforts to elevate the integrity and value of the UL Mark.

A handwritten signature in black ink, appearing to read 'John R. Kovacic'.

John R. Kovacic  
Principal Engineer  
Energy & Power Technologies

Reviewed by:

A handwritten signature in black ink, appearing to read 'Ken Boyce'.

Ken Boyce  
Principal Engineer Director  
Energy & Power Technologies



Subject: UL 508A

August 24, 2020

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

SUBJECT: Extension of Effective Date to February 1, 2021 for Implementation of Manufacturer's Technical Representatives (MTR) for General Coverage Industrial Control Panels

This notice applies only to United States and Canada subscribers to UL's listing and follow-up service for industrial control panels. Subscribers in other regions and countries will be notified through separate announcement and effective dates.

In a bulletin dated July 6, 2020, UL announced a new requirement for each manufacturer covered under the General Coverage Industrial Control Panels category (UL 508A standard) to have at least one representative successfully complete the UL 508A Manufacturer Technical Representative (MTR) Qualification Examination by October 1, 2020. The effective date for this program is extended to February 1, 2021.

Many subscribers have expressed appreciation and support for the MTR requirement. To date, more than 1000 individuals have enrolled and are completing the UL 508A MTR qualification examination. UL has received feedback from many subscribers with concerns about the previous effective date for the program, the need for preparatory or refresher training, obtaining the current 3<sup>rd</sup> edition version of the UL 508A standard, potential disruption of production, and general questions about the MTR program. Initial results of the examination indicate and reinforces the need for training. Additionally, some subscribers received these bulletins several weeks after initial announcement due to factors such as email filtering, postal delivery, incorrect contact information or addresses, and other factors delaying timely receipt of the announcement.

Based on this feedback, UL is announcing the following important adjustments to the MTR requirement implementation plan for United States and Canada subscribers:

- 4- The effective date for United States and Canada manufacturers to comply and have at least one qualified MTR on staff at the manufacturing location is extended to February 1, 2021.
- 5- Free access to the UL 508A MTR qualification examination is also extended to February 1, 2021
- 6- Free access to new UL 508A online elearning training modules to February 1, 2021

In the event that at least one qualified MTR is not in place at a manufacturing location during the first inspection visit conducted after February 1, 2021, a no-cost Variation Notice (VN) will be issued to document the non-compliance. UL Field Engineers will proactively work with these manufacturers during subsequent visits to help bring them into compliance with the MTR requirement and avoid further VNs and corrective actions.

The UL 508A MTR qualification examination has been updated based on an in-depth question analysis. 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 or the UL 508A online training program. Completion of the free (up until February 1, 2021) online elearning course will meet the training requirement. The UL 508A MTR qualification examination can be accessed at the following link:

[www.ul.com/lms](http://www.ul.com/lms)

(To access the examination for free up to February 1, 2021, please refer to attached instructions for guidance. Use enrollment key identifier: **UL508AMTR**)

UL deployed a comprehensive elearning program to provide refresher training and serve as a preparatory aide for the UL 508A MTR qualification examination. The program consists of twelve individual modules based on the structure and content of the standard. This elearning program is free to current UL listed industrial control panel shops until the MTR program effective date and can be accessed at the following link:

[www.ul.com/lms](http://www.ul.com/lms)

(To access the online training for free up to February 1, 2021, please refer to attached instructions for guidance. Use enrollment key identifier: **UL508ALEARN**)

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

[ULKnowledgeSolutions@ul.com](mailto: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 – [Tony.Robertson@ul.com](mailto:Tony.Robertson@ul.com)

Thank you for your continued support of UL's public safety mission and our efforts to elevate the integrity and value of the UL Mark.

Reviewed by:

Handwritten signature of John R. Kovacik in black ink.

John R. Kovacik  
Principal Engineer  
Energy & Power Technologies

Handwritten signature of Ken Boyce in black ink.

Ken Boyce  
Principal Engineer Director  
Energy & Power Technologies



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 30<sup>th</sup>, 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](http://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](mailto: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 – [Tony.Robertson@ul.com](mailto:Tony.Robertson@ul.com)

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

Reviewed by:

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