

Regulator's UPDATE

Zero tolerance for counterfeit marks

CSA International has expanded its anti-counterfeiting initiatives to protect the integrity of its registered CSA trademarks. CSA International has investigated and taken successful actions against individuals who import or distribute products illegally bearing the CSA certification marks. Illegal use of CSA marks occurs when they are applied to products, packaging or advertising media without a formal license agreement with CSA.

Reported incidents of counterfeit products in North America have skyrocketed since the mid 1990s. The International Anti-Counterfeiting Coalition (IACC), the largest international organization devoted solely to combating product counterfeiting and piracy, estimates that trademark counterfeiting robs the U.S. of more than \$200 billion annually. Last year, U.S. Customs seized and destroyed more than four million dollars worth of counterfeit electrical equipment. Some of this equipment is very dangerous. There have even been reports of counterfeit baby formula at retail stores in 16 states and faulty knock-off aircraft parts used on airplanes.

"This fraudulent, deceptive and illegal practice can create public health and safety risks and could cause liability with the legitimate owners of the trademarks," says Doug Geralde, Director, Corporate Audits and Investigations. Mr. Geralde was recently appointed Vice-Chair of the IACC, based in Washington, DC.

As part of CSA's initiative to combat this problem, Manny Gratz, an employee for over 20 years, has been appointed to the newly created position of Manager, Special Investigations and Anti-Counterfeiting Coordinator.

"CSA International practices a 'zero tolerance' attitude towards counterfeiting of its registered certification marks and has committed resources to prosecute counterfeiters found to be in violation of

this policy," says R.J. Falconi, Vice-President, General Counsel and Corporate Secretary. "In addition to the recent appointments of Doug Geralde and Manny Gratz as part of our anti-counterfeit team, CSA International has enhanced its marketplace surveillance of various commercial outlets, trade events and flea markets, and continues to develop information sources from manufacturers, regulators and consumers."

Mr. Geralde stresses the importance CSA International has put on its anti-counterfeiting program. "The fight against counterfeit trademarks is important to everyone," he says. "At CSA, our reputation depends on the integrity of our mark. We've found products with counterfeit CSA marks and other certification organization marks. We want to catch these people and these problems, before they result in a loss of life."

CSA International's efforts to thwart trademark infringement of its certification mark will benefit industry in general. By working with manufacturers, government authorities, consumers and organizations such as the IACC, CSA International hopes its efforts will help consumers feel confident knowing the products they have purchased have been certified by a neutral, accredited third-party. Distributors will feel confident knowing the products they are selling have met the necessary certification protocol and are not in breach of trademark laws. And manufacturers will benefit by being alerted to counterfeit products infringing on their trademarks.

"By adhering to a zero tolerance policy and by working together, certification organizations, regulatory agencies, industry associations, and manufacturers can eradicate this costly and potentially deadly problem," says Mr. Geralde.

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R.J. Falconi



Doug Geralde



Manny Gratz

A counterfeiting case study

Manny Gratz, Manager, Special Investigations and Anti-Counterfeiting Co-ordinator, gives the following example to show the dangerous implications of counterfeit products.

Counterfeiters include individuals who salvage used or possibly damaged electrical components such as switches or circuit breakers. These types of products are sourced from various locations such as buildings that are to be demolished, or buildings that need replacement electrical systems after a flood. The counterfeiters will clean these circuit breakers, apply new counterfeit labels that include CSA markings and create new packaging.

Externally, they look new and authentic. Internally however, components may be damaged, worn or rusted and may not provide the vital protection when needed most, or may themselves create a potential fire or shock hazard.

These products may be sold at prices lower than a new, authentic product. They may be advertised as "surplus" and sold in limited quantities on internet Web sites, flea markets, or by distributors that are not authorized by the original manufacturer. The buyer is lured by the lower price and deceived by the appearance. Recently, counterfeit circuit breakers were discovered installed at a hospital on a circuit in a critical care area.



A circuit breaker undergoes testing in CSA International's labs. Circuit breakers are one of many types of counterfeit items – which may have counterfeit labels.



New requirements for portable fuel cell power systems used in the U.S.

CSA International has published a set of requirements for portable fuel cell power systems used in the United States. **CSA International Requirement 3.01 US, Portable Fuel Cell Power Systems** applies to portable indoor and/or outdoor fuel cell power systems with outputs of 600V or less. Product testing and certification is also available from CSA International.

“CSA Requirement 3.01 US, is a milestone in the fuel cell industry as it expands the option of certification to portable systems. Previously this service was only available for stationary systems” explains Spencer Grieco, Vice President of U.S. Operations. “Additionally, we have developed a draft national standard for portable

fuel cells which will supersede CSA Requirement 3.01 US, when it is adopted.”

“With the availability of this new certification requirement, portable fuel cells can now be tested and certified,” explains Todd Strothers, Regional Manager, CSA International, Charlotte, North Carolina. “Manufacturers and buyers can produce and use these units with confidence, knowing that portable fuel cells listed to this new document meet the requirements for the U.S.”

To request a copy of the new portable fuel cell requirements, contact Dena Stilla at CSA International, e-mail dena.stilla@csa-international.org

www.csa-international.org or call **(216) 524-4990 ext. 8263**. For more information regarding the new requirements, contact **Todd Strothers** at CSA International, e-mail todd.strothers@csa-international.org or call **(704) 552-5125**.



Coleman Powermate's AirGen is just one of the new portable fuel cell power systems being tested to CSA International's new requirements.

CSA International's Energy Efficiency Verification Service recognized worldwide

When a motor product is certified by CSA International for performance requirements, it can also be simultaneously verified for energy use through CSA International's Energy Efficiency Verification (EEV) Service. Once approved, these qualified products can bear the CSA International mark and the CSA International EEV mark. Utilities, regulators and manufacturers across North America and the world recognize this mark as an important part of an energy management strategy.

Contact: **Gordon Young**, (416) 747-4195, gordon.young@csa-international.org



CSA tests products for energy efficiency.



VERIFIED FOR
ENERGY
PERFORMANCE
RENDEMENT
ENERGETIQUE
VERIFIE

What's new from the



**CSA LEARNING
CENTRE**

Web-based Accident Investigation Standard

Knowing exactly how and why an accident or injury occurred gives your team the vital information it requires to reduce risks through effective planning. Accident investigation can establish the causes of incidents and often leads to the development of enhanced work procedures or staff training, thereby helping to reduce the risk of recurring



incidents. CSA now has a user-friendly accident investigation resource and training program in a convenient CD-ROM format. It features an interactive, computer-based training program on Accident Investigation, including case studies, exercises and tests, a fully-searchable print-ready PDF version of CSA's Accident Information Standards, CAN/CSA Z796-98, a customizable kit for instructor-led training, and industry-wide, province by province guidelines including links to relevant Web sites. Call (416) 747-4017 in the Toronto area or 1-800-463-6727 or visit the online store at www.csa-international.org

New CEO/Executive Director for IAEI



James Carpenter

James Carpenter took over the reins as new Chief Executive Officer and Executive Director for the International Association of Electrical Inspectors (IAEI), replacing **Phil Cox**, who has served in that position since 1995.

With years of experience in code enforcement rising to the administrative level, Mr. Carpenter has demonstrat-

ed sound leadership and decision-making skills. As Chief Electrical Engineer/State Electrical Inspector with the North Carolina Department of Insurance, Mr. Carpenter was responsible for managing the inspection program and the Third Party Certification program. In that position, he also provided consultation services for the state electrical code.

“Many within the electrical industry already know Jim and his proven record of achievements and those who do not know him or of his work will soon understand his value to the IAEI,” says Mr. Cox.

“I feel lucky to have been part of the IAEI,” Mr. Cox adds. “From the first introduction to it as a young electrical inspector through the present, the organization has been a positive influence. The principles upon which it stands and the characteristics demonstrated by its valued members have been something of which one can easily be proud.”



Phil Cox

Ark Tsisserev: Passionate about electrical safety

As Chief Electrical Inspector of the City of Vancouver, Ark Tsisserev deals with all aspects of safety of electrical installations and with operation of electrically connected life safety equipment such as fire alarm and emergency systems. His job, and that of his staff, is to ensure that this equipment is safely and correctly designed, connected and installed.

residential. And we also deal with all types of electrical equipment: from a sophisticated emergency generator, or a high voltage station to a toaster in your kitchen. Our job is to keep up to date on the latest equipment and installation standards and codes developed by the CSA Technical Committees of experts and to stay one step ahead of the industry.

his current position in 1993.

Mr. Tsisserev feels that regulators have a direct responsibility to get involved in standards development, as they fully understand all practical aspects of interactions between electrical installations and various electrical standards and codes.

Ark Tsisserev (left) is Chief Electrical Inspector of the City of Vancouver (below).



The electrical inspector's role has changed over the years from an almost military style enforcement function, to one of fostering a uniform and consistent approach to Code interpretation and to one of helping committed and dedicated practitioners of

“Sometimes customers tell me something doesn't work – that it's a strange or a ridiculous rule. As a regulator, I have to enforce that rule, but as a participant in the standards development process I can expediently make a substantiated proposal to the Standards Development Committee – and can work on this consensus based Committee of volunteer experts in order to improve this “strange or ridiculous rule”, and thus to improve the electrical safety.”

In the interests of regional and international trade, members of the CSA Standards Development Committees are actively engaged in adapting or adopting International Electrotechnical Commission (IEC) standards as Canadian National Standards. Members of these CSA committees also participate in drafting harmonized regional standards, which could be used as national standards in the participating countries – Canada, the U.S. and Mexico – through the CANENA process. Mr. Tsisserev is active on these committees as a Chair of the Canadian National Subcommittee of IEC and as a Co-Chair of North American Correlating Committee on installation codes.

“The key is to harmonize our codes and our products without compromising the safety requirements of each country's unique features. For example, in Canada we must design products to perform in minus 40 degrees Celsius due to our cold environment.”

So what's Mr. Tsisserev's advice to those entering or wanting to enter the electrical inspection field?

“Be passionate, stay at least one step ahead of general knowledge, be relevant to the process of maintaining and improving electrical safety, be proactive and fight for your convictions! Ensure that your convictions are consistent with the electrical safety requirements adapted by all stakeholders of the process. And understand the rewards — that your knowledge and your contribution can be manifested as newly implemented technical criteria – improving electrical safety for Canadians and making life much easier.”

In addition to their traditional role – to audit these installations for their compliance with the electrical safety requirements – electrical inspectors in Vancouver also thoroughly evaluate installation criteria for life safety equipment.

For example, if the pull stations of fire alarm systems are installed too high up for people to reach them, or if smoke detectors are located too close to an air inlet to sense smoke – then people's lives are in danger, and electrical inspectors in Vancouver are trained to spot and address such installation problems.

“Electrical inspectors must be versatile,” he says. “We deal with high voltage installations in all types of environments – industrial, institutional, commercial and

electrical trades in performing in a competitive marketplace without conflicting with the electrical safety requirements, says Mr. Tsisserev.

“Our primary role is to communicate knowledge of electrical safety – to let customers know that we are not just enforcers but sources of information.”

Mr. Tsisserev serves as Chair of the CSA Steering Committee on the CE Code, Part I and Vice-Chair, CSA Steering Committee on the CE Code, Part II. He won a CSA Award of Merit in 1994, recognizing his membership in more than 50 technical subcommittees on CSA electrical product standards. His work on standards began in 1985 when he was Chief Electrical Inspector in Winnipeg, and continued after he came to



Upcoming EVENTS 2002 FALL & WINTER



CSA Learning Centre offers seminars on the following topics this fall and winter.

The CSA Learning Centre offers convenient access to the combined training resources of the entire CSA Group.

- Accident Investigation
- 2002 CE Code Essentials
- Bonding and Grounding of Electrical Equipment
- Code for Power Press Operation
- Electrical Disturbances — A Study of Harmonics
- B44 Elevator Safety Code
- Guideline on Office Ergonomics
- The Fundamentals of Fall Protection
- A User's Guide to Fall Protection
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- Implementing ISO 9001:2000; Implementing ISO 14001; Integrating ISO 9001:2000 with ISO 14001
- The Privacy Code
- Respiratory Protection Series

To register or obtain information about discounts, content, in-house training or other details call **(416) 747-4017** in the Toronto area or **1-800-463-6727**, e-mail seminars@csa.ca or visit the Web site at www.csa-international.org.

September

8-12

Visit CSA at Booth #506, International Association of Electrical Inspectors (IAEI) - Northwestern Section, Bellevue, Washington

15-18

Visit CSA at Booth #4, IAEI - Western Section, Kearney, Nebraska

17-19

Visit CSA at Booth #3311 at Global Gaming, Las Vegas, Nevada

27-29

Visit CSA's booth at IAEI - Canadian Section, Kingston, Ontario

29-30

Visit CSA's booth at the International Conference of Building Officials and Code Administrators (ICBO/BOCA), Fort Worth, Texas

October

1-3

Visit CSA at Booth 132 at the World of Elevators, Las Vegas, Nevada

6-9

Visit CSA's Booth at IAEI - Eastern Section, Lancaster, Pennsylvania

7-9

Visit CSA at Booth #1445 at the National Safety Council, San Diego, California

13-16

Visit CSA's Booth at IAEI - Southern Section, Nashville, Tennessee

20-24

Visit CSA's Booth at IAEI - Southwestern Section, Hawaii

21-25

Visit CSA at Booth #341-342 at the Instrumentation, Systems and Automation Society (ISA) Expo 2002, Chicago, Illinois

28-29

Visit CSA at Booth #1550 at EPE/ASPE (Engineered Plumbing Expo), Fort Worth, Texas

29-31

Visit CSA at Booth #5637, Medtrade, Atlanta, Georgia

Regulator's UPDATE

CSA International publishes Regulator's Update for International Association of Electrical Inspectors (IAEI) members, gas regulators and inspectors, fire authorities and others involved in the use of electricity and gas, and building officials.

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The Perfect Page

APBs, product recalls and safety notices

CSA International's Corporate Audits & Investigations (A&I) team is an integral part of the CSA International Legal Department located in our Corporate Office. The A&I team investigates incidents involving CSA certified products, issues all points bulletins (apbs), product recalls and safety notices in co-operation with manufacturers and supports the standards development process.

7/16/2002

APB-11-02 CSA International and In-Sink-Erator Announce Recall to Repair Instant Hot Water Dispensers

7/25/2002

APB-12-02 CSA International and Valor Heating Ltd. Announce Recall of Direct Vent Wall Furnaces

5/28/2002

APB-10-02 CSA International and Phillips Electronics Announce Recall of Speaker Power Adapters Sold with HP Computers

5/15/2002

APB-09-02 CSA International and Milwaukee Electric Tool Canada Announce Voluntary Recall of

Automotive Battery Charger, Cat. No. 48-59-0184

5/13/2002

APB-08-02 CSA International and Coast Energy Management Announce Voluntary Recall of Power Saving Devices

5/13/2002

APB-07-02 CSA International and ECR International Announce Recall to Repair of Gas Boilers

4/4/2002

APB-05-02 CSA International and Crystal Mountain Water Cooler Corporation Announce Recall of Water Coolers

Readers are welcome to reprint material if CSA International is cited as the source. CSA International is a provider of product testing and certification services for electrical, mechanical, plumbing, gas and a variety of other products. Recognized in Canada, the U.S. and around the world, CSA's marks appear on millions of products annually. CSA International is a division of CSA Group which consists of CSA International, the Canadian Standards Association, a developer of standards and codes, and QMI for management systems registration.

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I would like to receive an electronic PDF version of the newsletter rather than a printed copy.

IMPORTANT!

Please attach the address label from your Regulator's Update envelope here so we can match it with your record and have changes made efficiently.

1. In the future, I would like to receive news from CSA's Corporate Audits and Investigations by e-mail. ___ Yes ___ No
2. Please send me a free copy of the Recall Notice for _____.
3. My comments about Regulator's Update _____

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