User's Guide

for Canada FCB Certification

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1. Introduction to Canada FCB Program

Pursuant to subsections 4(2) of the Radiocommunication Act of Canada and 21(1) of the Radiocommunication Regulations of Canada, all category I radio equipment must be certified before they are imported, distributed, leased, offered for sale or sold in Canada.

Intertek Hong Kong is a Foreign Certification Body (FCB) which has been recognized by Innovation, Science and Economic Development Canada (ISED) under the terms of Mutual Recognition Agreements/Arrangements (MRAs) to certify radio equipment to Canadian regulatory requirements.

2. Applicability

This Canada FCB program is applicable to category I radio equipment. The list of category I radio equipment can be found on ISED's Spectrum Management and Telecommunications website https://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/h_sf01342.html.

3. Certification Scope

Intertek Hong Kong can certify the following category I radio equipment:

    Radio Scope 1 – Licence-exempt Radio Frequency Devices.

Details of the above-mentioned scope can be found on ISED's Spectrum Management and Telecommunications website http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf09888.html.

Note: Equipment cannot be certified solely on the radio apparatus general standard RSS-Gen or on the radio frequency exposure standard RSS-102. These standards are requirements that are referenced by other RSSs.

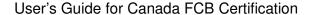## 4. Certification Requirements for Radio Equipment

The application for radio equipment certification must be prepared and submitted in accordance with the Radio Standards Procedure RSP-100, *Certification of Radio Apparatus and Broadcasting Equipment*. This procedure document can be found on ISED's Spectrum Management and Telecommunications website http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01130.html. The application must contain all of the necessary information, including a cover letter that describes the certification service being requested, as well as the intent and use of the radio product. The document checklist for certification is given in Annex B.

5. Registration Requirements for Terminal Equipment

Terminal equipment which is also a radio equipment requires certification under the Radiocommunication Act of Canada. The application for radio equipment certification and the application for terminal equipment registration must be submitted to the certification body at the same time. This will allow the equipment to have the same registration number and certification number. The application for terminal equipment registration must be prepared and submitted in accordance with the Terminal Attachment Program Procedures DC-01, *Procedure for Declaration of Conformity and Registration of Terminal Equipment*. This procedure document can be found on ISED's Spectrum Management and Telecommunications website http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf05610.html. The document checklist for registration is given in Annex C.

6. Certification Process

The details of certification process are listed in below (see Annex A).

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Quotation/Contract Review

To request for quotation, please send us the technical specification and user/service manual of the equipment subject to certification.

Applications submittals

To confirm the acceptance of the contract/quotation, please sign back the quotation and pay application fee.

All information and documents listed on Annex B and Annex C as appropriate shall be available during submission of the application and shall be submitted in PDF format. For new applicant, you should submit a copy of business license to Intertek Hong Kong.

All information and documents provided to Intertek Hong Kong for the purpose of Canada FCB certification application are handled within our organization with the utmost confidentiality. Please be aware that the information and documents (see Annex B and Annex C) provided for certification application will be available to the public on the ISED's website or will be accessed under the provisions of the Access to Information Act of Canada, unless the applicant designates the information and documents as confidential. There is an additional fee for handling the documents in confidential. In addition, the equipment information may be disclosed to Hong Kong Accreditation Service (HKAS) for the purpose of accreditation only.

The applicant shall indicate which information and documents submitted for certification are confidential. The provision of the Access to Information Act of Canada apply to all applicants.

The following exhibit types are qualified for confidential treatment:

- block diagrams,
- operation description,
- parts lists and tune-up information,
- software defined radio and security information, and
- Schematic diagrams.

For files of other exhibit types, ISED may consider treating them as confidential if the applicant submits a request with appropriate justification before the application for certification service is submitted to Intertek Hong Kong.

Testing

Intertek Hong Kong accepts test reports and applications from any credible source. We are obliged by our accreditation to assure that the data in test reports is reasonable, and we can do that by knowing your accreditations. All testing for radio equipment certification and terminal equipment registration shall be performed by the ISED recognized testing laboratories which are listed on ISED's website https://www.ic.gc.ca/eic/site/mra-arm.nsf/eng/nj00160.html and https://www.ic.gc.ca/eic/site/mra-arm.nsf/eng/nj00092.html respectively. Notwithstanding a test laboratory fulfilling the requirements above, Intertek Hong Kong reserves the right to reject the test report which contains serious technical or quality system discrepancies.

Alternatively, Intertek Hong Kong may, within our capacity, perform the necessary tests on the sample against the certification and registration requirements.

Consultancy service (EMC modification service) would not be available for projects involving Canada FCB certification.

Certification Review

Certification review includes a review of the equipment against all applicable requirements from ISED, internal consistency of data, and presence of all required supporting information and documentation.

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In case of any incomplete test report, information or supporting documentation, we will notify the applicant to provide supplemental information before performing the certification.

When the certification review outcome is negative, any non-conformity(ies) will be provided to the applicant. Presence of all required corrective supporting documentation will be required. If all nonconformities cannot be resolved in 90 calendar days, the application shall be dismissed without prejudice. The applicant may re-apply for certification at any time.

Certification

When the certification review is completed with positive result i.e. the equipment concerned complies with the relevant ISED's regulatory requirements, Canada FCB certificate will be issued and will be e-mailed to the applicant in PDF format.

Certification Retention and Post-Certification Audits

Certificate holders and all associated responsible parties (manufacturers, importers, distributors and vendors) have a regulatory obligation to ensure that the product(s) continues to meet all applicable standards throughout its entire life cycle.

Post-certification audits will be conducted by ISED and the Certification Body in order to ensure continuing compliance. The certificate holder shall provide random radio product samples at the certificate holder's expense, when requested by ISED or the Certification Body, for post-certification audit testing, or for determining radio interference.

In the event of an investigation of non-compliance, the certificate holder will be asked to provide ISED with records of the quality control process, as well as any relevant information that could help identify issues related to compliance. All certificate holders will be able to demonstrate a quality control process used for production inspection and testing in accordance with good engineering practices.

When ISED determines a product is not compliant with applicable standard(s) and procedure(s), the certificate holder will be asked to provide a satisfactory remedial action to bring the product back into compliance. In the case where certificate holders are not reachable or unresponsive, the other responsible parties (importers, distributors and vendors) will be contacted to take prompt and effective remedial action.

Withdrawal of Certification

Applicant may withdraw the certification application before the issuance of certificate. After the issuance of certificate, applicant may request certification body or ISED to withdraw the certification. However, the withdrawal of certification is subject to ISED's decision.

7. Radio Equipment List and Telecommunication Apparatus Register

The Radio Equipment List (REL) is an Innovation, Science and Economic Development Canada publication, listing radio equipment which has been certified for use in Canada. The list of certified radio equipment can be found on ISED's website https://www.ic.gc.ca/eic/site/ceb-bhst.nsf/eng/h_tt00020.html.

The Telecommunications Apparatus Register (TAR) is an Innovation, Science and Economic Development Canada publication, listing telecommunications apparatus which has been registered for use in Canada. The list of registered terminal equipment can be found on ISED's website https://www.ic.gc.ca/eic/site/ceb-bhst.nsf/eng/h_tt00050.html.

Intertek Hong Kong shall notify the ISED of all performed certifications. The information and documents provided for certification application (see Annex B and Annex C) shall be sent to the ISED by electronic filing at the same time as the certificate is issued. Certified equipment shall not be distributed, leased, sold or offered for sale in Canada before the details of the certification have been added to the Radio Equipment List and Telecommunication Apparatus Register (where applicable).

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8. Complaints, Appeals and Disputes Procedure

Complaints to Certification Body

Applicant or other parties may file a complaint against Intertek Hong Kong FCB and details of complaint shall be submitted in writing by fax or by email.

Following the receipt of complaint, the complainant will be acknowledged forthwith the receipt of the complaint. Internal investigation will be carried out.

Within two weeks upon receipt of the complaint, follow-up action will be determined and will be implemented within a suitable time scale. The complainant will be provided with a written response to the complaint (if necessary).

Appeals and Disputes to Certification Body

After a complaint has been recorded and investigated and a decision or conclusion has been reached, an effected party may choose to appeal Intertek Hong Kong FCB's decision.

The investigation will be carried out by Appeals Panel. During investigation, a review of applicant's documented dispute, related reports, and consultation with the applicant may be included.

After investigation, Intertek Hong Kong FCB will provide the appellant with report showing the findings and reasons for the decision reached.

In the event that discussions within the representatives within Intertek do not resolve the dispute/appeal, ISED should be consulted for resolution.

Complaints to Applicants

You are required to:

a)   keep a record of all complaints together with relevant information/document made known to the applicant relating to a product's compliance with requirements of the certification, and to make these records available to the Intertek Hong Kong FCB when requested;
b)   take appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification. In this context "appropriate action" shall depend upon the nature of the complaint or deficiency, and may range from a notice issued to the applicant to notification of the ISED.

9. Price Scheme

Services
Type Test
Certification and Registration Application Review

For quotation or any services promotion, please contact:

Ms. Nicole Mak
Intertek – Consumer & Commercial Electrical
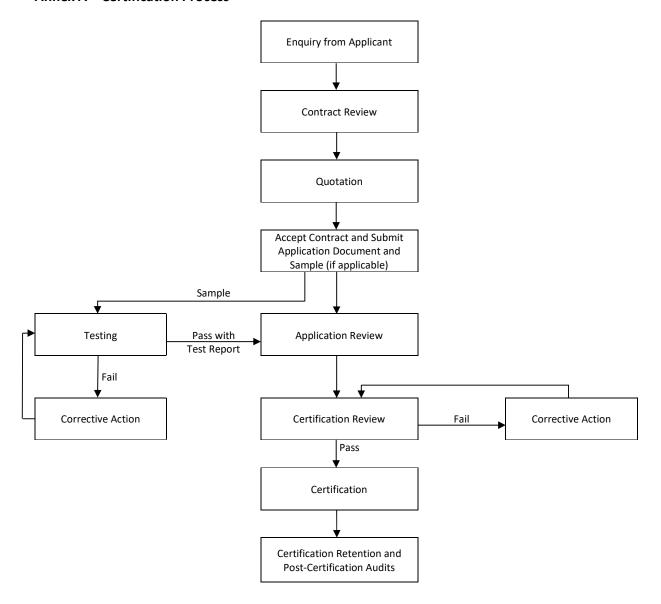HK Mobile: +852 6883 6542
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Annex A – Certification Process

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          ┌─────────────────────────┐
          │   Enquiry from Applicant │
          └─────────────────────────┘
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                       ▼
          ┌─────────────────────────┐
          │      Contract Review     │
          └─────────────────────────┘
                       │
                       ▼
          ┌─────────────────────────┐
          │        Quotation         │
          └─────────────────────────┘
                       │
                       ▼
          ┌─────────────────────────┐
          │  Accept Contract and     │
          │  Submit Application      │
          │  Document and Sample     │
          │  (if applicable)         │
          └─────────────────────────┘
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Sample

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  ┌──────────────┐   Pass with    ┌──────────────────┐
  │   Testing    │──Test Report──▶│ Application Review│
  └──────────────┘                └──────────────────┘
         │ Fail                            │
         ▼                                 ▼
  ┌──────────────┐                ┌──────────────────┐   Fail   ┌──────────────────┐
  │  Corrective  │                │ Certification    │─────────▶│ Corrective Action│
  │    Action    │                │    Review        │          └──────────────────┘
  └──────────────┘                └──────────────────┘
                                      │ Pass
                                      ▼
                              ┌──────────────────┐
                              │  Certification   │
                              └──────────────────┘
                                      │
                                      ▼
                              ┌──────────────────────────┐
                              │ Certification Retention   │
                              │ and Post-Certification    │
                              │ Audits                    │
                              └──────────────────────────┘
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Annex B – Document Checklist for Certification

The following documents shall be submitted with the certification application depending on the Type of Certification Service(s) listed at the bottom of the table. Please review the details below the table for guidance.

Type of Service	Description of Required Document(s)
All	Application Cover Letter: A letter with explanation of the type of certification service requested and brief description of the radio equipment.
All	RSP-100, form A, Application and Agreement for Certification Services: A completed and signed copy. Please see Note 1.
All	RSP-100, form B, Test Report Cover Sheet: A completed and signed copy.
All	RSS-102, annex A/B or C: A completed and signed copy of Annex A and Annex B, or Annex C of RSS-102, Radio Frequency (RF) Exposure Compliance of Radiocommunication Apparatus (All Frequency Bands).
All	Canadian Representative Letter: The applicant-Canadian Representative agreement signed by the Canadian Representative shall be submitted when the applicant's company address is not within Canada.
All	Agent/Authorization Agreement: If the applicant has authorized another entity for legal representation on its behalf, this agreement shall be submitted.
All*	RSP-100, form D, Modular Approval Attestation: A completed and signed copy required for modular certifications only.
All*	Radio Test Report: A detailed test report meeting the technical requirements of the applicable Radio Standards Specification (RSS) and/or Broadcasting Equipment Technical Standard (BETS). Please see Note 2.
All*	RSS-102 Compliance: SAR Test Report and/or RF Evaluation and/or Nerve Stimulation Test Report for the product. Please see Note 2.
All*	Photos: Internal and External photos of the product versions in the application.
All*	Product manual with applicable user notifications and operational description.
All*	Schematics, block diagrams and parts list.
All*	Product Label: Physical label and label location photo(s) or illustration of the product label.
All*	Confidentiality Request (If applicable): A letter identifying the confidential documents.
2,3	Family Certification Information: A letter/diagrams/photos explaining/showing the similarities and differences between the versions of the product. May include schematics/diagrams/photos if necessary. Please see note 3.
3,4	Modification Information: A signed letter explaining/showing the changes to the existing version of the product. May include schematics/diagrams/photos if necessary. Please see note 3.
5.6	Original Applicant Authorization: A letter signed by original applicant authorizing new applicant to certify the product for multiple listing or transfer of certification.

All – The requirement applies to all 1, 2, 3, 4, 5 and 6 types of certification services listed below.
* – For all types of applications, if this document is identical to the document with the original filing, the document can be omitted.
1 – New Single Product Certification
2 – New Product Family Certification
3 – Add New Product to Existing Family (C1PC, C2PC)
4 – Modifications (C3PC, C4PC)
5 – Multiple Listing of Certification
6 – Full/Partial Transfer of Certification

Note 1 – A company which does not have ISED Company Number should register on ISED's Spectrum website http://sms-sgs.ic.gc.ca/eic/site/sms-sgs-prod.nsf/eng/h_00011.html.

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Note 2 - Test report shall have accreditation symbol under ISO/IEC 17025. Otherwise, supporting document showing the accreditation scope at the time of the issuance of test report is required.

Note 3 - When no additional testing is required, a statement of compliance to the latest issue of the applicable standard(s) shall be provided as part of the application.

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Annex C – Document Checklist for Registration

The following documents shall be submitted with the registration application depending on the Type of Registration Service(s) listed at the bottom of the table. Please review the details below the table for guidance.

Type of Service	Description of Required Document(s)
All	Application Cover Letter: A letter explaining the type of registration requested and briefly describing the terminal product.
All	DC-01 — Annex A: Completed and signed. Please see Note 1.
All	DC-01 — Annex B: Completed and signed.
All	Canadian Representative Letter: The applicant-Canadian Representative agreement signed by the Canadian Representative shall be submitted when the applicant's company address is not within Canada.
All	Agent/Authorization Agreement: If the applicant has authorized another entity for legal representation on its behalf, this agreement shall be submitted.
All*	Terminal Test Report: A detailed test report meeting the technical requirements of DC-01 and applicable CS-03 requirements.
All*	Photos: Internal and external photos of the product versions indicated in the application.
All*	Product manual: With applicable user notifications and operational description.
All*	Schematics, Parts List and Block Diagrams
All*	Product Label: Physical label and photo of the label location or illustration of the product label.
2,3	Family Registration Information: A letter, schematics, diagrams or photos explaining or showing the similarities and differences between the versions of the product.
3,4	Modification Information: A signed letter that explains or shows the changes to the existing version of the product and that may include schematics, diagrams or photos if necessary.
5,6	Original Applicant Authorization: A letter signed by the original applicant authorizing the new applicant to register the product for multiple listing or transfer of registration.

All – The requirement applies to all 1, 2, 3, 4, 5 and 6 types of registration services listed below.
* – For all types of applications, if this document is identical to the document with the original filing, the document can be omitted.
1 – New Single Product Registration
2 – New Product Family Registration
3 – Add New Product to Existing Registration (C1PC, C2PC)
4 – Modifications (C3PC, C4PC)
5 – Multiple Listing
6 – Full/Partial Transfer of Registration

Note 1 – A new company which does not have ISED Company Number should register on ISED's Spectrum website http://sms-sgs.ic.gc.ca/eic/site/sms-sgs-prod.nsf/eng/h_00011.html.

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Annex D – Labelling Requirements

The product shall meet the labelling requirements set out in RSS-Gen and the applicable standards prior to being marketed in Canada or imported into Canada.

If the dimensions of the product are extremely small or it is not practical to place the label or marking on the product, and if electronic labelling cannot be implemented, the label shall be placed in a prominent location in the user manual supplied with the product, as agreed upon with ISED prior to the certification application. The user manual may be in an electronic format; if it is not supplied to the user, the user manual must be readily available.

Devices with an integrated display screen may have the required label information represented electronically in an e-label instead of on a physical label or nameplate.

Devices without an integrated display screen may have the labelling information represented through an audio message or a host device display screen connected by a physical connection, Bluetooth, Wi-Fi, or other, if the connection to a device with a display is mandatory for use.

Devices using e-labelling shall meet the requirements specified in annex B of RSS-Gen.

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Annex E – Required Notices to the User

Radio/broadcast and terminal products shall comply with the requirements to include required notices and/or statements to the user of the product for each unit of the product offered for sale. The required notices shall comply with the following requirements:

(i)   The notices shall be as specified in the applicable RSS or BETS to the radio/broadcast product.
(ii) The notices shall be as specified in DC-01 to the terminal product.
(iii) These notices shall be shown in a conspicuous location in the user manual for the product, displayed on the product, or displayed electronically on the product as per e-labelling requirements. Variable formats are acceptable for providing the notices (i.e. in paper form, CD, DVD, or insert with download link on the company's website).
(iv) If more than one notice is required for multiple product versions, the product version to which each notice pertains should be identified.
(v)   The suppliers of radio and terminal equipment shall provide the notices and/or statements in both English and French.
(vi) In cases where the user notices are only available in one language (English or French) at the time of the certification and registration process, the applicant shall provide a written declaration that the user notices will be in both English and French when the product is made available for sale and/or lease in Canada.

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