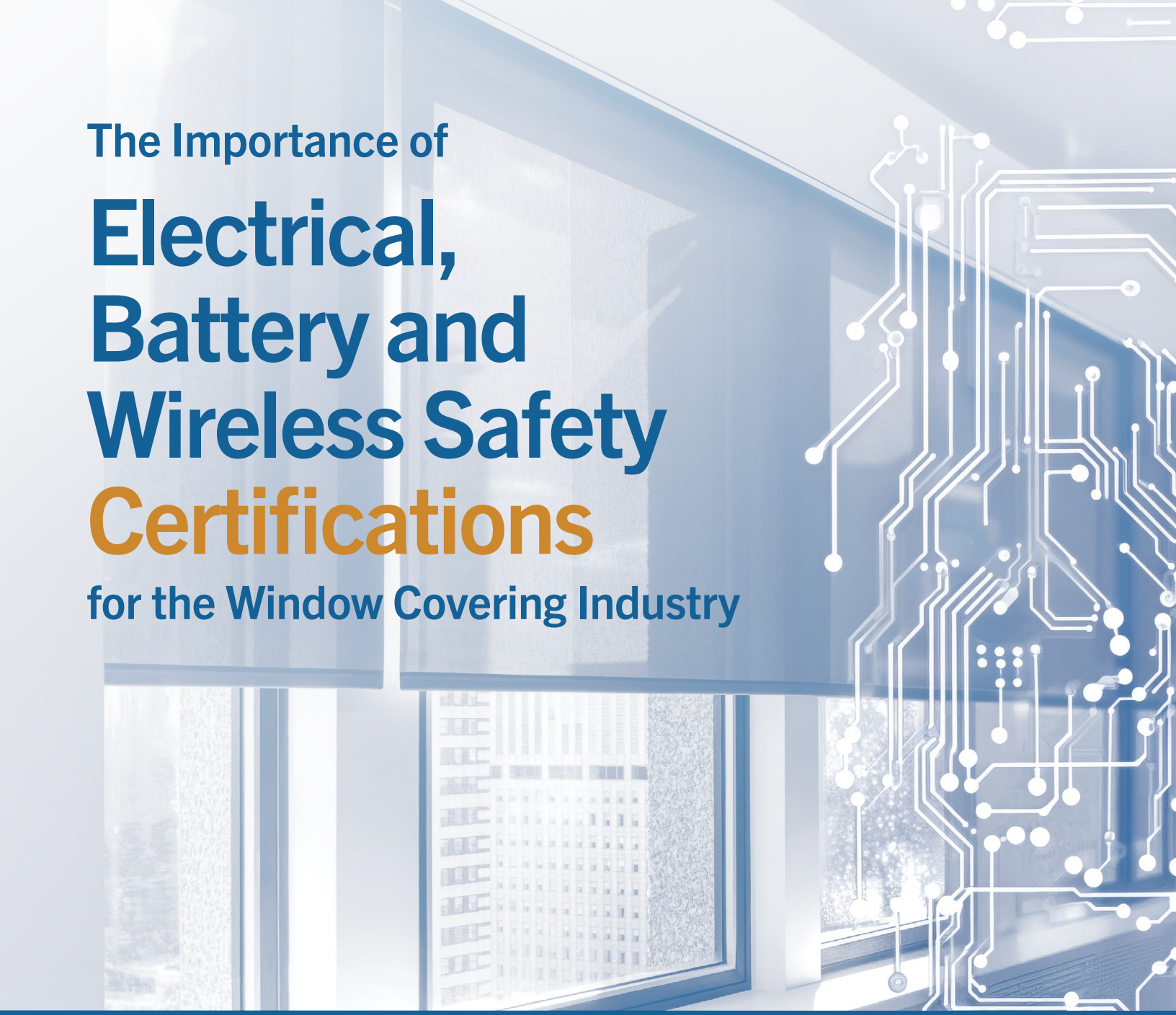


The Importance of Electrical, Battery and Wireless Safety Certifications for the Window Covering Industry

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Introduction

Electrical safety standards have existed in the United States for over 125 years and are intended to help reduce the risk of injury, loss of life and property damage associated with the use of electrical equipment in residential and commercial settings. Window covering products are subject to these requirements and must meet applicable safety standards, many of which rely on formal testing and certification.

This article provides an overview of key electrical, battery and wireless safety standards applicable to window covering systems and their components, including motors, controls, remote devices, batteries, charging systems, electrical enclosures, sensors, cables and related equipment.

What this article covers:

The risks and potential liabilities associated with selling or installing uncertified products.

What questions to ask suppliers to help verify certification status.

Key U.S. safety standards and certification requirements for window coverings.

How compliance considerations extend across storage, transport and installation.

Why certified products are generally considered a lower-risk choice.

Steps to consider if potentially noncompliant products are identified.

How to identify certified components and finished products.

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A Legacy of Safety:

More Than a Century of Protecting Consumers

Well before the introduction of motorization, lithium-ion batteries and electronic controls, safety has been a central concern for the window covering industry. For decades, one of the most significant risks involved corded window coverings. Looped and free-hanging operating cords posed a strangulation hazard for young children.

Although such incidents were relatively rare, the consequences could be severe. In response, the industry undertook broad, coordinated safety efforts, including:

- Development of voluntary standards through the Window Covering Manufacturers Association (WCMA)
- Public education initiatives led by the Window Covering Safety Council
- Increased regulatory oversight by the U.S. Consumer Product Safety Commission (CPSC)

These efforts contributed to an industrywide transition toward cordless and inaccessible operating cord designs. In 2024, this approach was reflected in U.S. requirements under ANSI/WCMA A100.1-2022. Similar child safety frameworks have since been adopted in multiple international markets.

NOT Compliant









Compliant





Motorization:

New solutions, New Responsibilities

Motorization emerged as a practical response to cord-related safety concerns. By eliminating accessible operating cords altogether, motorized systems addressed an established risk while also enabling enhanced functionality, including integration with building and home automation systems.

At the same time, the introduction of motorization has increased system complexity. Modern motorized window coverings are integrated electrical systems that may include motors and drive assemblies, power supplies, lithium-ion battery packs and charging systems, wireless communication technologies, and embedded electronics and control boards. If these systems are not properly designed, assembled, installed and evaluated, they can present risks such as fire, electric shock or radio-frequency interference.

Compliance considerations extend beyond individual components. The complete window covering system is subject to multiple, sometimes overlapping, safety and regulatory requirements, including:

- UL Standards addressing electrical safety for motors, batteries, controls, wiring and installations
- Button and coin cell battery requirements established under Reese's Law
- National Electric Code® (NEC®) requirements governing electrical installations and wiring
- U.S. Federal Communications Commission (FCC) regulations for radio-frequency and wireless devices
- International Air Transport Association (IATA) requirements for lithium-ion battery transport and storage
- U.S. Occupational Safety and Health Administration (OSHA) requirements applicable in commercial settings

Note: Cybersecurity, interoperability, sustainability and energy efficiency considerations may also apply to connected products but are beyond the scope of this article.



Demonstrating compliance with these requirements often involves third-party testing and certification of components and finished products. Certification can assist fabricators, retailers, installers and end users in identifying products that have demonstrated compliance with the applicable requirements.

However, not all components or products available on the market comply with these requirements. Some may meet the technical design objectives but lack formal certification, while others may not comply at all. Uncertified or improperly labeled products continue to enter the market through a variety of channels, including traditional retail distribution and online marketplaces.

While some certifications are voluntary, many are required by law, codes, insurers or customers. In some cases, vendors may unintentionally sell uncertified products due to misunderstandings or incomplete information. In other instances, misleading labels or claims may create confusion about a product's certification status.

As a result, fabricators, retailers and installers are encouraged to remain vigilant. A product may appear compliant at first glance, but failure to meet applicable requirements can introduce safety risks, business and personal liability exposure, and reputational harm.

Compliance Risks:

Why Safety Certification Matters

Safety standards are intended to help reduce the risk of harm for consumers, and compliance may be required by laws, local codes, retailers or distributors, insurers, architects, internal company policies and other authorities. But the implications of compliance extend beyond minimum requirements. Using components, products or systems that have been certified by an appropriate third party can support due diligence efforts and help organizations manage safety and compliance risks throughout the supply chain.

By contrast, selling noncertified window coverings can expose a business to significant financial and reputational risks, including:

Fines and financial penalties
In the U.S., the CPSC enforces consumer product safety requirements and has authority to assess civil penalties for violations, subject to statutory limits. Penalty amounts and outcomes vary based on the nature of the violation and the facts of the case. In certain circumstances, compliance failures may also result in personal liability.

Product recalls
If products are determined to be unsafe or noncompliant, manufacturers may be required to conduct corrective actions, including recalls. Recalls can be costly not only for manufacturers but also for dealers and installers that must manage customer notifications, repairs, replacements or refunds.

Market access and specification requirements
Many architects, builders and project owners specify certified products as a condition of use. In addition, under local and state code requirements — based on the NEC® — noncompliant products may be prohibited from use within certain jurisdictions.

Competitive disadvantage
The market includes a wide range of certified window covering products. Offering noncertified products may place fabricators, distributors and retailers at a disadvantage compared with competitors that can document compliance with recognized safety standards.

Reputational harm
Safety incidents, enforcement actions or recalls can generate negative media attention and long-term damage to brand perception, potentially affecting customer trust, loyalty and future sales.

Insurance impacts
Following a safety incident, insurers may deny claims, increase premiums or decline coverage altogether. In some cases, knowingly installing or selling noncompliant products — or failing to verify certification — may affect policy coverage. Recalls, litigation or regulatory penalties can also make insurance more difficult or costly to obtain.

Legal liability
In the event of a safety incident — such as fire, electrical shock, choking or radio interference — the entire supply chain may face litigation. Such liability claims can be costly to defend and resolve. In severe cases, the financial impact of litigation and settlements may significantly affect business operations or viability.

Standards Landscape:

Understanding the Electrical Safety Framework

The window coverings industry sits at the intersection of mechanical design, electrical engineering, battery technology and wireless communication while also balancing functionality, convenience and aesthetics.

As a result, no single safety standard addresses all potential risks. Instead, compliance is governed by a layered framework of standards, each targeting a specific component, technology or risk category. Understanding how these standards work together is critical for selecting appropriate components and avoiding costly compliance gaps.

Electrical safety

Standards set by UL Standards & Engagement form a core part of the electrical and electronic safety framework in North America. Two primary UL Standards commonly apply to motorized window coverings, regardless of power source:

UL 325, the Standard for Door, Drapery, Gate, Louver, and Window Operators and Systems, applies to motor-operated systems — including garage door operators and systems, automated gate operators, motorized windows, automatic pedestrian doors and similar equipment. Motorized window coverings fall within the scope of UL 325, which serves as the primary system-level safety standard for motorized shade operation.

UL 325 addresses safe operation, electrical safety risks such as fire and electric shock, and mechanical hazards associated with the movement of driven components. It also includes requirements for control systems and references applicable requirements for common components such as motors, batteries and enclosures.

The UL 1004 Series of Standards (including UL 1004-1, the Standard for Rotating Electrical Machines — General Requirements; UL 1004-3, the Standard for Thermally Protected Motors; and UL 1004-7, the Standard for Electronically Protected Motors) applies specifically to electric motors used in many applications, including motorized window coverings. These Standards cover electrical insulation and construction, thermal performance and overheating risk, and mechanical integrity under load.

It is important to note that the motor is only one component of a motorized shade system. Certification of the motor alone does not constitute certification of the complete window covering system.

Enforcement of compliance typically falls to regulatory authorities such as the CPSC, authorities having jurisdiction (AHJs) and market-driven requirements. UL Solutions is a provider of testing, inspection and certification (TIC) services, offers conformity assessment to help manufacturers demonstrate compliance with applicable safety requirements.

Battery requirements



Battery-powered window covering systems have gained popularity due to their installation flexibility and convenience, and they are sometimes perceived as lower risk because no hardwired connection is required. However, lithium-ion batteries present some of the greatest inherent safety risks to components if not properly designed, integrated, tested and certified.

Well-documented incidents involving lithium-ion batteries overheating or igniting in consumer electronics underscore these risks. The same hazards — corresponding safety standards — apply to batteries used in window covering systems and associated accessories.

Several UL Standards apply specifically to batteries used to power motorized shades or remote-control devices, including:

UL 2054, the Standard for Household and Commercial Batteries, applies to lithium-ion battery packs and sets requirements related to:

- Enclosure design and cell containment to help protect components under physical stress, such as drop, crush or external heat
- Protective circuitry to help prevent overcharging, overdischarging, short circuits and excess current draw
- Thermal management from internal and external heat sources
- Electrical insulation and component spacing to help reduce fire or shock risk

UL 2595, the Standard for General Requirements for Battery-Powered Appliances, applies to the battery pack as part of a complete system, such as an appliance or motorized shade. This distinction is critical, as a battery that meets UL 2054 requirements in isolation may present hazards when integrated with motors, electronics and charging systems. UL 2595 addresses the system-level risks, including:

- Charging system design and control
- Integration with motors and electronic controls
- Ventilation and heat dissipation
- Abnormal operating conditions and fault scenarios, such as excessive load

UL 4200A, the Standard for Products Incorporating Button Batteries or Coin Cell Batteries referenced by the CPSC as part of federal safety requirements under Reese's Law, addresses hazards associated with button cell and coin cell batteries. The Standard includes requirements for secure battery compartments, warning labels, safety instructions and design features intended to reduce the likelihood of child access and accidental ingestion.

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Battery safety is among the highest-risk areas in certification and is sometimes misrepresented. Full compliance typically requires both evaluation of the battery itself (such as UL Recognition or UL Certification to UL 2054, where applicable) and certification of the complete product or system.

In some cases, products incorporate batteries evaluated under UL 2054 without obtaining full product or system certification, either intentionally or due to lack of awareness. Because batteries are often concealed, mislabeling or unauthorized certification claims may not be readily apparent. Fabricators, distributors, installers and inspectors generally cannot verify compliance without confirming that the complete product has been appropriately certified for its intended application. Product IQ®, a publicly available database of UL Certification information, can support efforts to confirm compliance.



Installation requirements

The NEC®, first published more than 130 years ago, establishes requirements for electrical system installation safety. The NEC® is adopted and enforced at the state or local level by AHJs and applies to industrial, commercial and many residential installations, including multifamily housing. Depending on the jurisdiction and project type, additional codes — such as building, fire or energy codes — may also apply.

The NEC® addresses wiring methods and materials, grounding techniques and integration of powered devices into building electrical systems. As a result, even products that meet applicable product safety standards and are certified can fail inspection if they are not installed in accordance with code requirements and the manufacturer's instructions.

Wireless and radio-frequency (RF) device compliance

Motorized window coverings that use remote controls or wireless technologies such as Wi-Fi, Bluetooth or Zigbee must comply with FCC regulations under 47 CFR Part 15, which govern unlicensed RF devices.

These regulations limit signal strength, transmission range and electromagnetic frequencies to reduce the risk of interference with other devices and critical communications systems. Noncompliant RF devices may disrupt nearby electronics and, in extreme cases, interfere with aviation and emergency communications. FCC violations may result in significant financial penalties.

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OSHA

When motorized window coverings are installed in commercial or public settings, OSHA workplace safety regulations may also apply.

OSHA does not develop product standards. However, it requires that products used in commercial environments comply with applicable standards and codes.

What qualifies as a "commercial" environment is broader than offices and factories. It includes any setting where employees have access, such as hospitals and healthcare facilities, hotels, retail stores and restaurants, and schools and universities.

Single-family homes are generally not subject to OSHA requirements. However, portions of multifamily and mixed-use buildings may fall under OSHA's jurisdiction. Common areas — including lobbies, hallways, shared amenities (such as gyms, lounges and recreational spaces) and parking structures — are typically treated as commercial spaces. In these areas, OSHA workplace regulations apply.

Individual residential units (apartments or condominiums) are generally considered residential and are typically outside OSHA's scope. Developers and property managers may still specify UL Certified products for compliance to applicable code requirements, as well as for project or risk-management requirements.

Bottom line: If a project involves employees, public access, shared residential spaces or formal inspection by an AHJ, commercial requirements may apply, and the use of appropriately certified products is often expected.

Mandatory vs. voluntary certification

If safety certifications are so important, why are uncertified products still allowed on the market?

In practice, certifications may be mandatory or voluntary, depending on the product, its intended use, and where and how it is sold or installed. Even when a specific product certification is voluntary, products that present inherent safety risks are expected to comply with applicable industry safety requirements and as a matter of due care and accepted best practice.

The following standards, regulations and codes may apply:

- ANSI/WCMA A100.1-2022, which establishes requirements for corded window covering safety
- FCC 47 CFR Part 15 for all wireless devices sold in the United States
- Reese's Law/UL 4200A for products using cell or coin cell batteries that fall within the scope of the regulation
- UN 38.3/UN 3480/UN 3481 testing requirements for lithium-ion battery
- IATA Dangerous Goods Regulations, which establish packaging and state-of-charge (SoC) requirements for air shipments of lithium-ion batteries
- NEC®, when adopted and enforced by a state or local authority

Even when compliance with and/or certification to an applicable UL Standard (such as UL 325, UL 1004, UL 2054 or UL 2595) is not explicitly required by law in all situations, compliance is often driven by market expectations. Architects, design firms, distributors, retailers, installers, insurers and project owners may require the use of UL Certified products — evaluated by an accredited third-party certification body — to help reduce risk and support insurance or inspection requirements.

As a result, while it may be technically possible to manufacture a product without UL Certification, selling, installing, insuring or obtaining approval for that product may be difficult or impractical without appropriate certification.

Many regulatory frameworks also emphasize that manufacturers and importers are expected to exercise due care and industry best practice by establishing the safety of products placed in the market for their intended use. In the event of a product-related safety incident, compliance test reports and certification documentation can become important evidence in demonstrating responsible design and manufacturing practices.

The Certification Process

Electrical safety certification is an ongoing system of testing, evaluation, certification decision and surveillance to determine whether products meet established standards before (and, in some cases, after) they enter the market. The process typically involves two stages:

First, manufacturers submit test samples, technical documentation and an application to an accredited third-party certification body. The product is evaluated, applicable laboratory tests are performed in accordance with published standards, and engineers review the test data.

Evaluation may involve subjecting the product to mechanical, electrical, thermal and battery-related stresses under controlled conditions to assess performance under abnormal or adverse conditions. The criteria applied during the evaluation are typically defined in published, consensus-based industry standards, which set documented safety requirements.

If the product is found to be in compliance with the applicable requirements, the certification organization authorizes the use of the appropriate certification mark (such as the UL Mark) on the product and/or its packaging.

Some third-party certification bodies allow for testing to take place outside their own laboratories, i.e., at customer or third-party laboratories. Examples of such options include UL Solutions' Client Test Data Program (CTDP) and Third-Party Test Data Program (TPTDP). Under such programs, certain testing activities may be conducted at a manufacturer's facilities under defined conditions and third-party certification body oversight.

Second, after initial certification, third-party certification bodies conduct regular follow-up activities to assess continued compliance. These activities are intended to determine whether products being manufactured continue to match the products that were evaluated. Follow-up activities can include factory inspections, review of production processes, confirmation that approved components and materials are used, and periodic testing. If a product is no longer being produced such that it complies with applicable requirements, authorization to use the certification mark may be withdrawn.

This article addresses only U.S. safety standards and the U.S. certification landscape. Manufacturers that sell in other markets are responsible for understanding and complying with applicable legal, regulatory, market and customer requirements in each jurisdiction where they do business. While there may be some overlap in standards or processes, global market access requirements are outside the scope of this article. Companies such as UL Solutions offer services related to global market access for manufacturers seeking support in navigating those requirements.

How to Verify the Certification Process

Fabricators, retailers and installers are responsible for establishing that the components and finished products they manufacture, sell or install comply with applicable safety requirements. Verifying certification, however, can be complex.

Certification may apply to both individual components and fully assembled products. In addition, there have been instances in which certification marks were misused.



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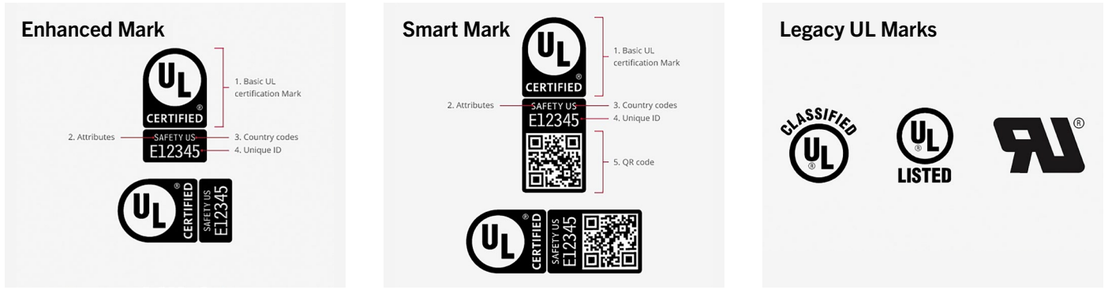
UL Certified (Listed) vs. Recognized

Understanding the difference between certified (listed) products and recognized components is important throughout the value chain.

A recognized component is evaluated for use as part of a complete end product, subject to specified conditions of acceptability, ratings and limitations.

Recognized components are intended for incorporation by an end-product manufacturer into a finished product that is submitted for overall certification.

A certified, or listed, product is evaluated as a complete, stand-alone product. Although both “certified” and “listed” terms remain in use, use of “certified” has increased.



For a motorized window covering to be certified or listed, applicable components may need to be recognized individually and then evaluated as part of the overall system, such as the full shade assembly. Use of pre-evaluated recognized components can help streamline the evaluation process, but it does not by itself satisfy the requirements for certification or listing of the finished product.

How components are used and how they affect end-product certification are determined through discussions between the manufacturer and the certification organization. Retailers, installers and consumers purchasing finished products should look for a certification/listing mark on the complete system. If there is uncertainty, certification status can be verified using a relevant database of certification information, such as Product iQ® from UL Solutions.

Disassembly or internal inspection of a finished product should not be necessary to verify certification, as component compliance and construction details are addressed as part of the evaluation and follow-up process.

The presence of a recognized component, such as a motor, does not mean that the product incorporating that component is certified or listed. The finished product must be evaluated as a whole and bear the appropriate certification or listing mark.

How to Read the Label

Certified products carry markings that help identify their certification status and key product information. These markings typically include:

- The certification mark
- The word “certified” or “listed” for complete products or components
- A file number or certification identification number
- Manufacturer name and model number
- Electrical ratings
- FCC identification number, when applicable (for products that include wireless functionality)
- Applicable warnings or safety instructions

FCC Logo & FCC ID Number



Example of a Lithium-Ion Battery Motor Label

UL / ETL / NRTL Logo

Certification markings must be placed on the product itself. In some cases, manufacturers may also include the markings on product packaging or in accompanying documentation. Certification marks are commonly applied using adhesive labels, but other methods are permitted, including molding the mark into the enclosure, laser etching or directly ink printing on the product surface.

For motorized window coverings and related products, certification markings may be found on:

- Motor housings
- The headrail, mounting bracket or control unit of a complete shade assembly
- Power supplies and chargers
- The power cord, when it is nondetachable
- Battery packs or battery enclosures
- Control devices, such as remotes, hubs and switches
- The box or instruction manual (as supplemental information only)

If a certification label is not present on the product itself, this may indicate a potential issue. In the window-covering industry, certified products are required to bear the appropriate certification mark on the finished product. While additional markings may appear on the packaging or documentation, marking details can be confirmed via the Guide Information Page (GIP) on Product iQ®, UL Solution's digital certification database.



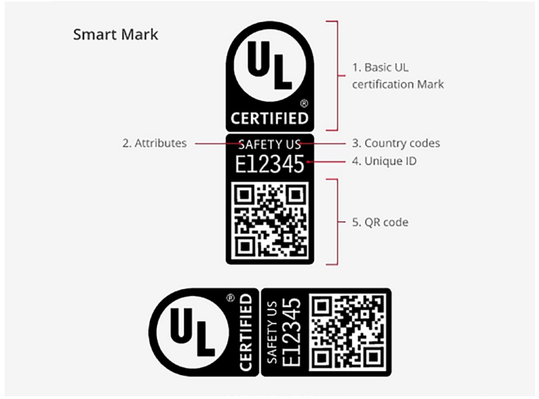
2014/53/EU	CE-Radio Equipment Directive (RED)
EU 2015/863	RoHS 3 Directive (Restriction of Hazardous Substances in Electrical and Electronic Equipment
IEC60335	Safety of household and similar electrical appliances, Part 1 General requirements. Part 2 Requirements for drives for rolling shutters, awnings, blinds, and similar equipment
EN301 489	EMC Standard for Radio Equipment and Services
EN 300 220	SRD Operating in the Frequency Range 25MHz to1000MHz
EN IEC 55014	Electromagnetic Compatibility – Requirements for Household Appliances, Electric Tools and Similar Apparatus
EN50663	Generic standard for assessment of low power electronic and electrical equipment related to human exposure restrictions fo electromagnetic fields (10MHz - 300 GHz)
FCC Part 15	47 CFR Part 15 – Radio Frequency Devices
RSS-Gen Issue 5	General Requirements and Information for the cert. of radio apparatus
RSS-210 Issue 10	Licence-Exempt Radio Apparatus: Category I Equipment
ICES-003 Issue 7	Interference-Causing Equipment Standard Information Technology Equipment (Including Digital Apparatus) – Limits and Methods of Measurement.
ANSI/CAN/UL325	Safety of Door, Drapery, Gate, Louver, and Window Operators and Systems
UL2595 CSA C22.2	General Requirements for Battery-Powered Appliances
UN38.3	Transportation Testing for Lithium Batteries and Cells

How to Verify Certification

Fabricators, retailers, consumers, AHJs, installers and others can verify product certification by several methods.

Search the Product iQ® database from UL Solutions

The Product iQ® database, available at https://productiq.ulprospector.com/, provides publicly accessible certification information. After creating a complimentary account, users can search by keyword, company name, model number, category description, or UL Certification ID or file number, when available.



Search the FCC database

For products that include wireless functionality, the FCC maintains an online database to products certified for Part 15 compliance, available at https://www.fcc.gov/oet/ea/fccid.

Scan the label

Some markings, such as smart UL Marks, include a QR code. When scanned with a smartphone or tablet, the code links to online certification information associated with the product.

Field evaluation

If a product is installed without a certification or listing mark, or if it bears only a component recognition mark, it may be eligible for a field evaluation by a third-party certification body. A field evaluation generally involves an on-site inspection, a review of documentation and, where necessary, limited testing. The evaluation may involve coordination among the certifier, the manufacturer and the authority requesting the evaluation.

Field evaluations typically involve additional cost and, depending on the project context, may affect installation approval timelines. If the product is found to comply with the applicable requirements, the evaluation applies only to that specific product and installation.

Field evaluation is generally considered a contingency option rather than a preferred approach. Verifying certification earlier in the supply chain is typically more efficient and helps reduce risk.

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Questions to Ask Suppliers

Certification status is best verified during procurement. Buyers should request clear, specific documentation from suppliers, such as:

- ☐ Are your products certified to applicable safety standards?
- ☐ Can you provide certification documentation or references issued by the certifier?
- ☐ Are the lithium-ion batteries used in your products evaluated to applicable standards, such as UL 2595 or UL 2054, where required?
- ☐ For products that use coin cell batteries, are they compliant with applicable requirements, including Reese's law?
- ☐ Can you provide UN 38.3 test reports and safety data sheets for the lithium-ion batteries used in your products, where applicable?
- ☐ For products that incorporate wireless functionality (such as motors, remotes and hubs), are they compliant with FCC Part 15?

The principle of "trust but verify" applies. A lack of documentation, incomplete or unclear responses, absence of visible certification marks, or use of marks from organizations that are not certifiers may warrant further review. Proceeding without adequate verification can increase compliance, liability and reputational risks.

Requesting and retaining appropriate documentation helps support product compliance and due diligence throughout the supply chain.

Beware of Misleading Claims

Not all labels or certification claims are legitimate. In some cases, markings or statements may be incomplete, misleading or inaccurate. Because independent third-party testing and certification requires time and investment, some suppliers may promote products using language or symbols that imply compliance without formal certification.

The following claims or conditions should prompt closer review and additional questions:



Designed to meet UL Standards
Design intent alone does not indicate that a product has been evaluated or certified. Products that have not undergone formal certification may not comply with applicable requirements.



Look-alike logos and markings
Markings that resemble UL Marks or other certifiers' marks and logos but lack required elements — such as an identifier, certification file number or proper formatting — may indicate unauthorized or improper use.



CE marking presented as a substitute for U.S. certification
CE marking is a manufacturer's self-declaration that a product meets applicable European Union directives. It does not indicate evaluation to U.S. standards or compliance with U.S. certification requirements.



No certification or listing mark on the finished product
Recognition of internal components alone does not indicate that the complete product has been evaluated and certified.



Inconsistent labeling or claims
Discrepancies between the product, instructions, packaging, sales materials or websites may signal certification uncertainty and warrant further review.

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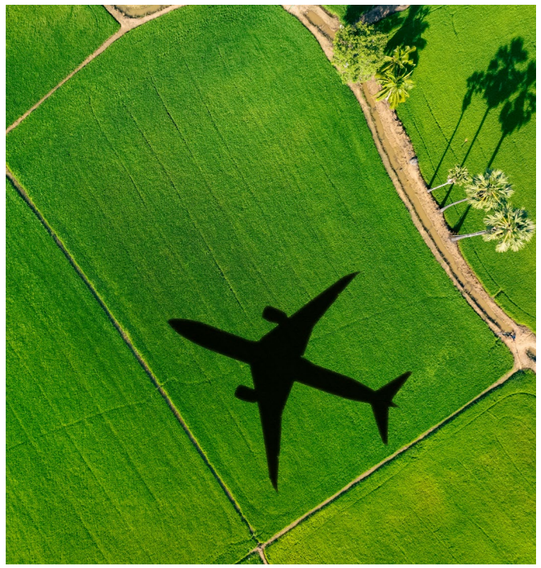
Battery SoC: The 30% Rule



Lithium-ion batteries require special consideration. In addition to safety and performance standards for design and use, lithium-ion batteries are subject to transportation regulations that address charging levels, packaging and labeling.

As of Jan.1, 2026, UN 38.3, U.S. Department of Transportation (DOT)/Pipeline and Hazardous Materials Safety Administration (PHMSA), and IATA Dangerous Goods regulations require that all lithium-Ion batteries shipped by air be at or below 30% SoC, measured on a 0%-100% scale. This requirement applies to stand-alone batteries and batteries packed with equipment.

For lithium-ion batteries contained within equipment — such as embedded motors or batteries located inside a headrail — the 30% or lower SoC limit is currently recommended rather than mandatory, depending on shipment configuration and mode of transport.



While these requirements are most directly applicable to air transport, downstream fabricators and retailers may have limited visibility into shipping methods once products leave their facilities. As a result, many manufacturers adopt practices that align with the most conservative transport requirements.

To support compliance, manufacturers typically control battery SoC during assembly and packaging and comply with applicable transport regulations. Products containing lithium-ion batteries must be labeled in accordance with hazardous material regulations, as applicable.

Failure to meet transport requirements may result in shipment delays, rejected consignments, regulatory penalties or increased liability exposure in the event of an incident.

Managing Discovery of Noncompliance

Given the complexity of certification and regulatory requirements, noncompliant products may enter the market or reach jobsites. In many cases, noncompliance is unintentional and results from misunderstanding or lack of awareness rather than deliberate misconduct.

If uncertified or potentially noncompliant products are identified, the first step is to remain measured and methodical. Addressing the issue promptly and transparently helps reduce risk and disruption.

If a compliance concern is identified, contact the product supplier to request clarification and documentation. In parallel, concerns related to misuse of the UL Mark or potential safety issues may be reported directly to UL Solutions through its confidential Report a Concern portal, available at no cost at https://www.ul.com/thecodeauthority/knowledgecenter/new-online-concern-reporting-portal.

When appropriate, swift action may be required to limit further risk, which can include:

Suspending sale or installation of the affected product while the issue is reviewed, isolating inventory, and identifying potentially impacted projects, locations and shipments.

Verifying certification and compliance information by reviewing product labels, cross-checking third-party certification body databases and requesting documentation from suppliers. In some cases, discrepancies may be administrative rather than technical.

Evaluating reporting obligations to relevant authorities, such as the U.S. CPSC, if a confirmed or suspected product safety issue exists, including potential Section 15 reporting requirements, based on the circumstances.

Developing a corrective action plan (CAP), which may involve coordination with regulatory authorities and could include product corrections (such as recall, investigation, refund, replacement or recovery actions where required) and customer notifications.

Organizations may also consider consulting legal counsel when navigating identified compliance gaps, particularly where regulatory reporting, contractual obligations or liability exposure may be involved.

Best Practices to Support Compliance

A structured approach to compliance can help mitigate risk and prevent issues from escalating. Common best practices include:

Standardizing certification requirements
Define certification expectations in specifications and contracts, and use checklists for vendor onboarding, purchasing and preinstallation review.

Maintaining approved product and supplier lists
Pre-evaluate products and suppliers with documented certification histories, and limit substitutions without supporting documentation.

Training internal teams
Support teams' understanding of certification requirements, where to find marks and how to confirm authenticity.

Maintaining a response plan
Establish internal roles, communication protocols and escalation steps — along with guidance on actions to avoid — before an issue arises.

Additional Safety and Liability Considerations

This article focuses primarily on electrical and installation safety and certification considerations for window coverings. Other areas may also warrant the attention of fabricators, retailers and installers. These include:

Material safety
Plastics, fabrics and metals used in window coverings may be subject to material safety, environmental or chemical-content requirements. Some requirements are addressed during product certification, while others may be driven by customers' specifications or local regulations, such as restrictions on specific substances or recyclability claims.

Cybersecurity
Products that connect to Wi-Fi, cellular or other networks may present cyber risks. Connected devices — including window coverings — should be evaluated with appropriate security considerations consistent with broader Internet of Things (IoT) risk management practices.

Safety is an Industrywide Responsibility

For more than a century, safety standards have played a critical role in reducing risk to people and property. While compliance requirements can appear complex, consistent attention to certification and standards supports a long-standing foundation of safety across the industry and helps manage risk for businesses and their stakeholders.

Rather than viewing compliance solely as an obligation, organizations may consider it a core element of sound risk management and competitive advantage. Sourcing and selling products that are appropriately certified compliant supports customer safety and helps organizations maintain operational continuity, employee protection and long-term business resilience.

About Rollease Acmeda

Rollease Acmeda innovates, designs and manufactures window covering hardware systems and specialty fabrics for manual and automated shade solutions used in both commercial and residential applications. We have a global team of close to 300 associates, with eight distribution facilities across the United States, Mexico, Australia, and New Zealand, shipping to dozens of countries worldwide. Our brands include Automate smart shading solutions, Zipscreen outdoor shades, Texstyle specialty fabrics, and Rollease Acmeda indoor and outdoor hardware systems and solutions.

About UL Solutions

UL Solutions is a global safety science leader that delivers testing, inspection and certification services, advisory offerings and software solutions that support our customers' product innovation and business growth. The UL Mark serves as a recognized symbol of trust.

About Somfy®

For over 50 years, Somfy has been pioneering innovative motorization and automated solutions for window coverings and exterior shading products. With comfort, ease of use, security, and sustainability in mind, our seamless and connected solutions are designed to help people make the move to living spaces impactful for humans and with a reduced impact on nature.

About Window Covering Manufacturers Association (WCMA)

The Window Covering Manufacturers Association (WCMA) represents the interests of the window covering industry manufacturers, fabricators and assemblers. Industry products include blinds, shades, shutters, curtains, curtain rods, drapes, drapery hardware and other window treatments. Visit us on the web at www.wcmanet.com.



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