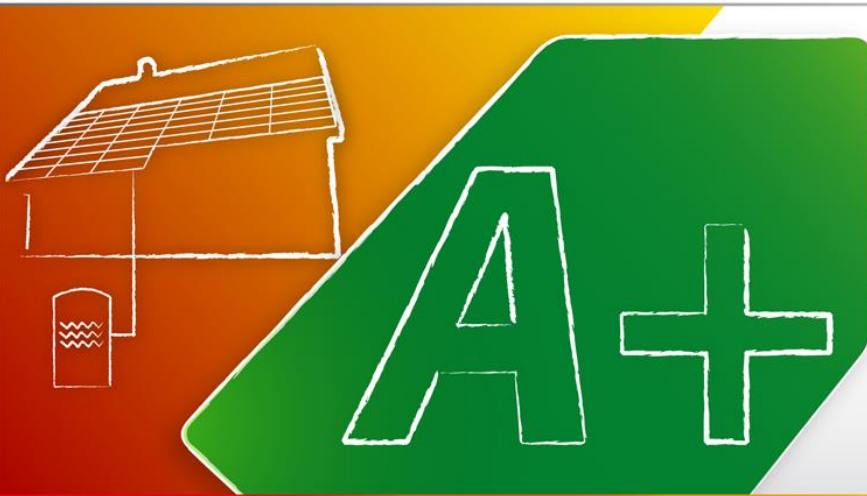




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Helpdesk Germany

09. June 2016



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SUMMARY

The helpdesk in Germany is coordinated by BSW-Solar. The website LabelpackA+ as well as BSW-Solar itself serves as contact point. The website includes documents on regulations, the online tools and available materials for download as well as Frequently Asked Questions – basically all questions that came up so far to BSW-Solar, BDH and VdZ, ZVSHK, DG Haustechnik.

In Germany, the particular situation exists that the parallel and recommended platform www.heizungslabel.de attracts most of the traffic and is the technically more sophisticated version. In additions, alternative options exist.

Thus the low interest can be explained by the fact that multiple actors are involved in Germany serving different groups – dealers, installers, heating industry.



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Partner responsible

The Help Desk is organized by BSW-Solar. The aim is to inform manufacturers, dealers, installers and to some extent the broader public on the label and available materials.

Overview of the National Project Website

On the national project website information can be found on the actors involved in Germany and the activities taking place here as well as the general topics Ecodesign, Energy Labelling, the relevant roles for the different groups involved, such as manufacturers, dealers, installers and consumers. In addition a calendar informs on the activities of the project and a contact form links to the contact person of BSW-Solar to answer questions related to the page. In addition, the calculate-the-label-section includes a link to the German version of the VDZ-Tool “www.heizunglabel.de as well as links to the EU-Excel solution and the solution developed within the project. The later are unfortunately less comfortable for the user in Germany and thus not the preferred ones.

Resources

Legislation includes the German language version of the following texts

- [2009/125/EG, Ecodesign and energy labelling](#)
- [German version of the Energy related Product Law \(Labelling\)](#)
- German / Englisch version of the Delegate Regulation **(EU) 813/2013** Ecodesign: [deutsch](#) [englisch](#)
- German / Englisch version of the Delegate Regulation **(EU) 811/2013** Energy Labelling: [deutsch](#) [englisch](#)
- [Information of the EU Commission \(2014/C 207/02\)](#) on preliminary methods of measurement and calculation
- German / English Regulation **(EU) 518/2014** (online label): [deutsch](#) [englisch](#)
- [Guideline](#) “space and water heaters” of the EU Commission

Calculation and Labelling tools

The information provided on the website include

- [Labelling-tool of the EU-Commission](#)
- [Labelling-tool of VdZ \[www.heizunglabel.de\]\(http://www.heizunglabel.de\)](#)
- [Labelling-tool of the project Labelpack A+](#)

There is an indication of the material available at heizunglabel.de http://heizunglabel.de/Infos_fuer_Handwerker, including Flyers and leaflets for manufacturers, dealers and installers, partially supported by LabelPackA+.

Online tool



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The reference goes to the German online tool www.heizunglabel.de . Thus explanations and info can be found there.

FAQS

A list of 18 pages with FAQs referring to legal and technical issues from information of BSW-Solar, BDH, VdZ, DG Haustechnik, ZVSHK.

Helpdesk

The helpdesk can be contacted either via email from the website LabelpackA+ and sometimes is reached directly via the email heizunglabel@bsw-solar.de or via BSW-Solar channels. Since the website www.labelpackplus.eu/deutschland is little requested it is assumable that most questions concerning labelling in Germany are answered by VdZ and their platform.

Protocol for handling requests

Web contact

The web form of the website can be used and is being sent to BSW-Solar, if used, but so far no requests have come via this website.

Emails

Most emails were sent by manufacturers with, partially, very technical questions. These had to be answered by technical specialists, partially external ones. Since the introduction of the labelling the requests have been reduced dramatically. Information was included on the website and in the FAQ.

Phone

Via the BSW-Solar website, requests came from companies and manufacturers, mostly BSW-Solar members. The phone is not published on the LabelPackA+ website. To process requests, the caller is usually asked to write down his request, unless it can be answered immediately in the same call.

Statistics so far

Requests:



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Written requests

- *31 Technical requests of 10 different companies, 9 manufacturers, 1 installer*
- *6 requests concerning events / dates of companies.*
- *4 questions regarding market surveillance of 4 different companies and trouble shooting.*

Main FAQs

None.



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