TELECOMMUNICATIONS & ELECTRICAL COMPLIANCE
SPECIALISTS

CONTENTS

WHY CHOOSE COMTEST

Independent Assessments:
Our assessments are conducted with complete independence, ensuring impartiality and objectivity.

Accredited Expertise:
Our accreditations to AS/NZS ISO 17025 and AS/NZS ISO 17065 underscores our commitment to maintaining the highest standards.

Comprehensive Support:
Through our partnership with other Comtest Group companies, we offer end-to-end solutions for your compliance needs.

Proven Track Record:
With a legacy of 30 years and a vast clientele, our experience speaks for itself. Choosing Comtest means choosing a partner dedicated to ensuring your products meet stringent Australian market requirements. Trust in our expertise, our history, and our unwavering commitment to quality.

Cultivating Excellence, Our Vision, Mission and Values

PETER DWYER - CEO

A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Since 1996, Comtest has been dedicated to helping businesses navigate the complexities of compliance in Australia and New Zealand. While we began with a strong focus on telecommunications, our expertise has grown to encompass electrical compliance, product safety, and energy efficiency testing across various industries.

Regulatory requirements can be challenging, but our team is here to make the process straightforward. We provide continuous support, ensuring compliance documents remain current and products meet all necessary standards. Our 'Virtual Compliance Manager' service streamlines the entire in-country compliance journey, handling everything from documentation to audits, so you can focus on expanding your business with confidence.

This brochure outlines how we can assist you in achieving smooth market entry and long-term compliance success.

Peter Dwyer

Chief Executive Officer, Comtest

A Commitment to Excellence Across Industries

Comtest collaborates with leading global suppliers across electrical, telecommunications, aerospace, and electric vehicle industries. Our facilities and expertise enable us to provide accurate and reliable testing and compliance solutions. We do more than help clients meet regulatory standards - we assist in ensuring their products are ready for successful market entry.

Our Team, Mission, and Core Values

At Comtest, we stay informed on advancements in technology, industry regulations, and compliance requirements to provide effective solutions. Our team is committed to upholding the highest standards of integrity, accuracy, and quality. By maintaining a strong focus on precision and reliability, we aim to support businesses in meeting their compliance requirements with confidence. Our vision is to be a trusted name in testing and compliance, delivering dependable services that add lasting value.

Trusted by Industry Leaders

Over the years, Comtest has built a reputation for accuracy and consistency, earning the trust of clients who rely on us for their testing and compliance needs. Our dedication to quality and service has helped establish long-term relationships across multiple industries. By delivering thorough and effective solutions, we continue to be the preferred compliance partner for businesses ensuring their products meet market and regulatory expectations.

Comtest Laboratories Pty Ltd is accredited by NATA

Comtest LABORATORIES Compliance • Testing • Calibration

NATA WORLD RECOGNISED ACCREDITATION

Comtest Certification Body is accredited by JASANZ

Comtest CERTIFICATION BODY AUSTRALIA

JAS-ANZ

WWW.JAS-ANZ.ORG/REGISTER

EXCELLENCE
We **continuously improve** and strive for perfection, delivering the best quality of service and solutions to our clients.

RESPECT
We **value** every individual, fostering a culture of inclusivity, diversity and mutual respect.

ETHICAL
We **uphold** the highest standards of integrity, transparency, and accountability in all our actions.

INTEGRITY
We **build** trust through responsible actions and maintain honest relationships with our clients, partners and stakeholders.

INNOVATION
We **embrace** innovation as a driving force behind our success, developing cutting-edge solutions that address our clients' challenges and drive their growth.

Flowchart

- New Device
- Safety AS/NZS 3820
- In-scope AS/NZS 4417.2? — NO → Retain test reports
- YES
- Responsible Supplier registers EESS/ERAC website www.eess.gov.au
- Level 3 equipment — NO → Level 2 equipment — NO → Level 1 equipment
- YES
- Electrical approval ESV or other ERAC certifiers
- Device registered EESS/ERAC → Allocates an Agent to register
- Retain Compliance Folder
- Retain test reports
- ACMA www.acma.gov.au
- EMC electromagnetic compatibility
- TLN telecoms
- EMR human exposure
- RF radio communications
- ACMA CFM
- Responsible supplier registers ACMA / ERAC website www.eess.gov.au
- GEMS E3 energy efficiency (MEPS)
- Meets GEMS criteria — YES / NO
- MEPS energy rating testing
- Registration
- Label
- End
- RCM Mark

NOTE:
Telecoms, EMC and RF have compliance levels not shown here

PRODUCT COMPLIANCE

Understanding RCM Compliance:
Navigating EESS and ACMA Requirements

In Australia, the Regulatory Compliance Mark (RCM) is a crucial certification for manufacturers and suppliers of electrical products. It signifies that a product meets the relevant safety, radiocommunications including electromagnetic compatibility (EMC) and telecommunications standards.

Two key frameworks governing RCM compliance are the Electrical Equipment Safety System (EESS) and the Australian Communications and Media Authority (ACMA). Understanding these frameworks is essential for businesses looking to bring electrical and electronic products to the Australian market.

The Electrical Equipment Safety System (EESS)

The EESS is a national framework designed to enhance the safety of electrical equipment sold in Australia and New Zealand.

Comtest Laboratories can assist with achieving compliance under the Electrical Equipment Safety System (EESS), including product registration, safety testing, and certification for RCM marking across all product risk levels.

The Australian Communications and Media Authority (ACMA)

The ACMA regulates products in terms of EMC, telecommunications, and radio communications. Products must be safe and they must not interfere with other electronic devices or communications networks.

For RCM Compliance under the ACMA:

1 **EMC Compliance:** Products must meet EMC standards to ensure they do not cause or are not susceptible to electromagnetic interference. This involves testing against Australian EMC standards.

2 **Telecommunications Standards:** Products that connect to telecommunications networks, such as modems and telephones, must comply with specific ACMA standards.

3 **Radio Communications Standards:** Devices that use the radio frequency spectrum, such as Wi-Fi routers and mobile phones, must meet ACMA's technical requirements.

Suppliers must create and maintain a **Compliance Folder** that includes evidence of testing and certification, ensuring the product meets all relevant standards. Once compliant, the product can be marked with the RCM.
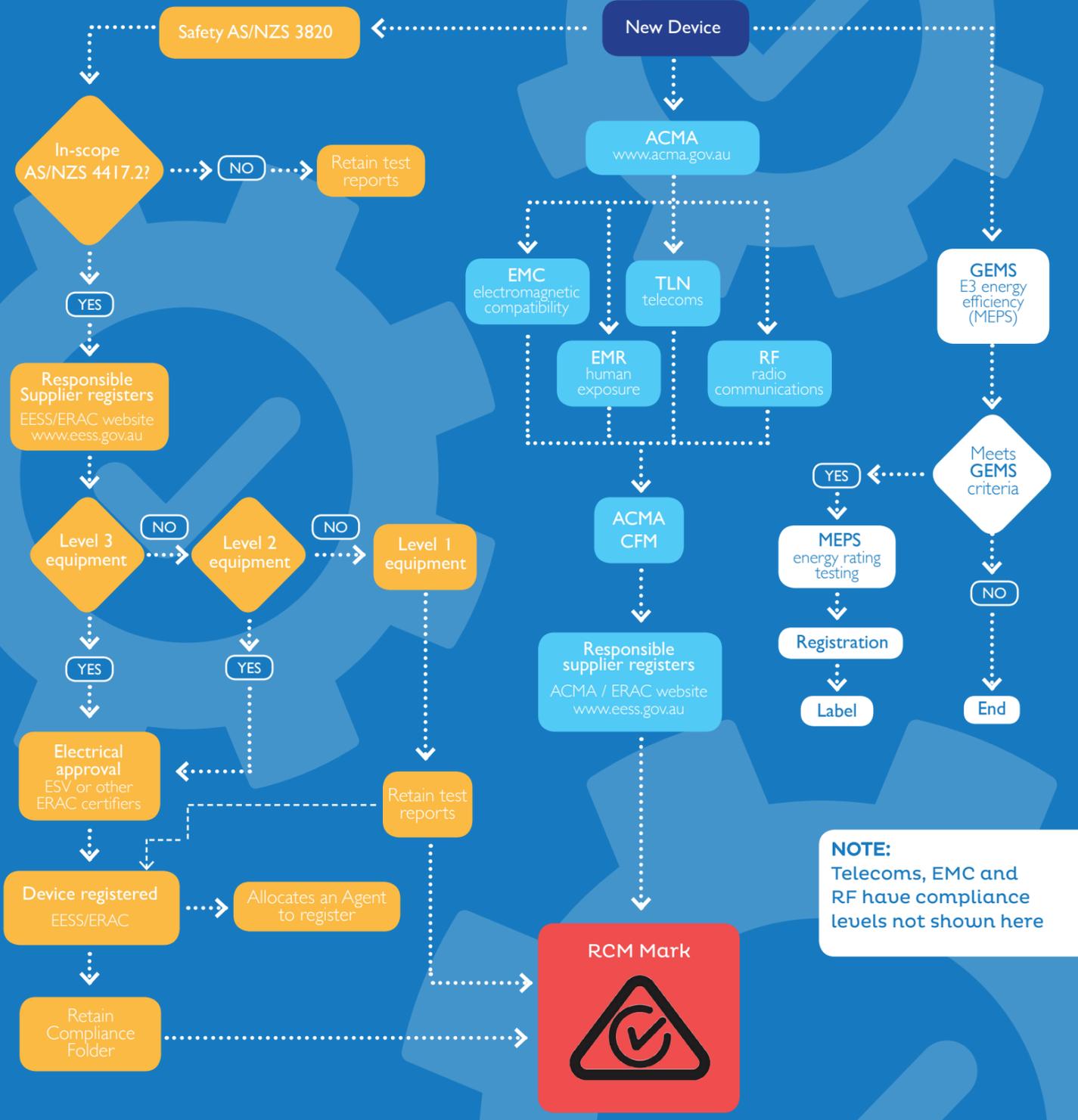
The Importance of RCM Compliance

RCM compliance is a legal obligation, it is also a mark of quality and safety that consumers and regulators trust. It ensures that products entering the Australian market are safe, reliable, and will not cause interference with other devices. Non-compliance can cost in more ways than financial. It can lead to fines, product recalls, and damage to brand reputation.

It is important to note that CE, UKCA and other international standards and approvals do not automatically ensure compliance with RCM, EESS or ACMA.

Partnering with Compliance Experts

Navigating the complexities of EESS and ACMA requirements can be challenging. Partnering with a compliance expert like Comtest can simplify this process. With our extensive experience in testing, certification, and regulatory compliance, we help businesses achieve RCM compliance efficiently and effectively.

OUR SERVICES

Pre-compliance Consultation Services

With 30 years of unwavering commitment to excellence in compliance, Comtest is positioned as industry leaders in guiding businesses through the complexities of regulatory requirements.

Our team brings together an abundance of regulatory compliance expertise across multiple disciplines including telecommunications, certification, electrical engineering, testing and performance standards. We offer tailored solutions to address your specific challenges and goals.

Whether you are an established business or a startup enterprise venturing into new territory, Comtest offers the expertise to guide you from product development and compliance processes to a successful market launch. We understand the systematic challenges and urgent timeframes that businesses encounter in launching products to market.

Comtest works with you to make the process flow smoothly, allowing you time to focus on what you do best.

We are with you every step of the way

Telecommunications Testing & Certification

Comtest Laboratories - Australia's Premier Telecommunications Testing Service

Leading in Telecommunications Testing and Compliance

Innovative Testing for Safety and Reliability

Established in 1996 - Years of Expertise at Your Service

Meeting Australian and New Zealand Compliance Requirements

Dedicated Support for Market Success

Comtest Certification Body (CCB): The Mark of Confidence

Comtest Certification Body (CCB) is an integral part of the esteemed Comtest Group. We are committed to providing independent assessments and issuing Certification Body Statements for telecommunications equipment intended for the Australian market.

Our Accreditation

Comtest Certification Body is accredited by the Joint Accreditation System of Australia and New Zealand (JASANZ) to AS/NZS ISO/IEC 17065. This accreditation ensures our adherence to the highest standards of certification, guaranteeing that our processes are reliable, impartial, and recognised internationally.

Telematic Devices

Common telematic devices include vehicle trackers, OBD (on-board diagnostic) devices, telematic control units, luggage trackers, asset trackers, fleet management systems, insurance telematics, emergency assistance systems, and IoT-based sensors for monitoring and connectivity across various industries.

When it comes to importing or manufacturing telematic devices for use in Australia there are two key regulatory requirements that all devices must meet:

1 Devices must be safe
2 Devices must not interfere with other devices

It is important to understand that even where a product uses a pre-approved telematic module, further testing may be required to ensure the safety of all devices, the safety of users, installers or service personnel. These modules must be adequately isolated from hazardous components.

A host product may need to be reassessed to ensure continued compliance post module integration.

Documentation and record keeping is a crucial aspect of compliance. It is important to retain test reports and documents related to both the telematic module and the host product itself, as well as any reports demonstrating continued compliance with the module installed.

Comtest's dedicated team of engineers will work with you to ensure your telematic devices are safe and compliant

Electrical Compliance Testing

With 30 years of expertise in electrical safety testing and compliance, Comtest is your trusted partner for getting your products to market quickly and confidently. Our skilled and adaptable team, supported by a global network of laboratories, offers a comprehensive range of testing and certification services tailored to your needs.

We streamline the testing process, keep you informed every step of the way, and address issues promptly, ensuring your product is safe, certified, and market-ready without unnecessary delays. Choose Comtest for peace of mind and a seamless path to compliance.
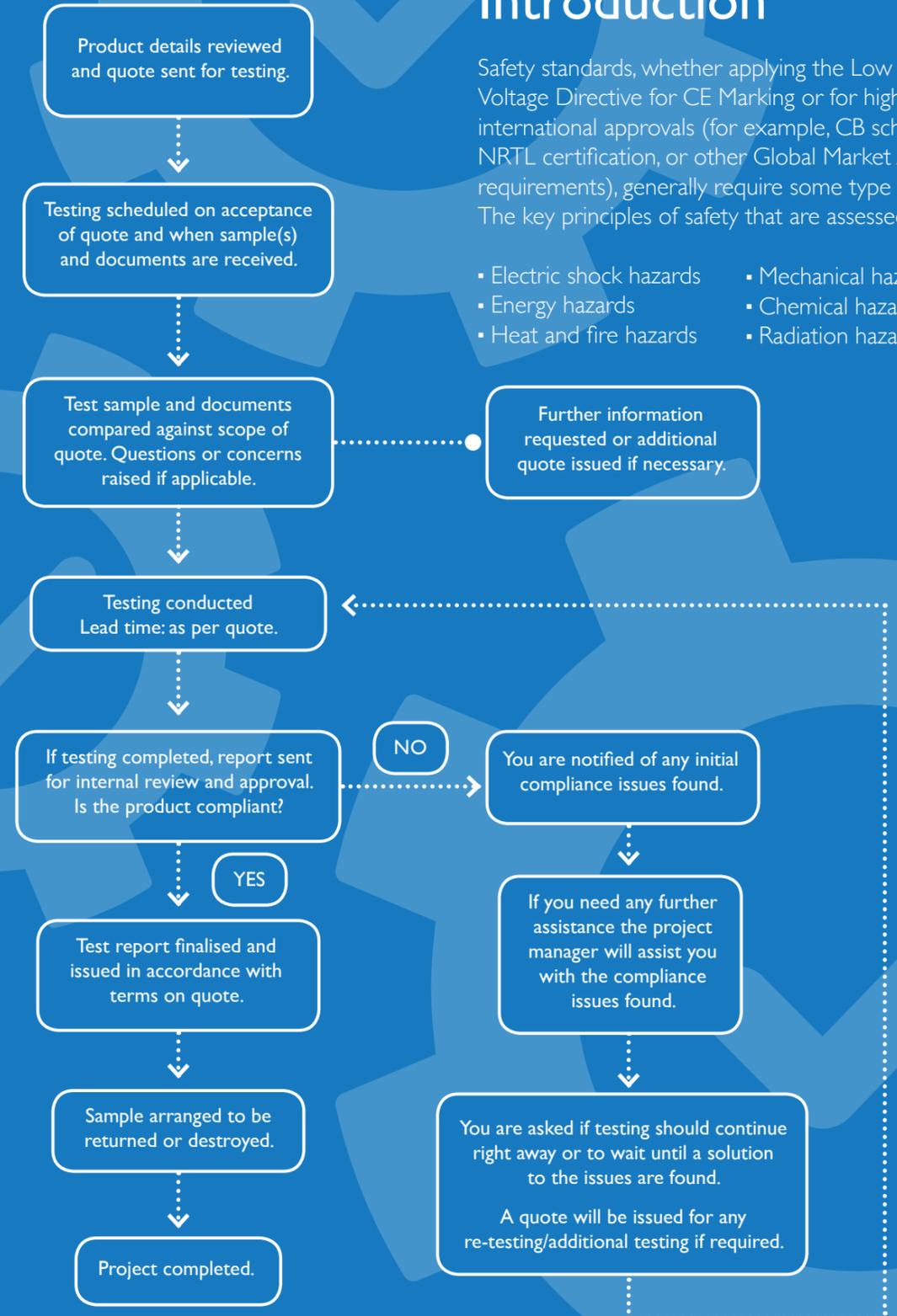
TV and home entertainment equipment	Telecommunications equipment	Cords and cabling products	IT equipment
Lamp control gear and luminaires	Plugs, sockets and power boards	General household appliances	Power supplies / adaptors / plug packs
Electric storage hot water systems	Switches for household and similar fixed electrical installations	Transformers	Battery chargers / UPS systems

Comtest checks and tests your product for compliance and ensures your testing goes as smooth as possible

Safety and EMC Testing Flowchart

Product details reviewed and quote sent for testing.

Testing scheduled on acceptance of quote and when sample(s) and documents are received.

Test sample and documents compared against scope of quote. Questions or concerns raised if applicable.

Further information requested or additional quote issued if necessary.

Testing conducted
Lead time: as per quote.

If testing completed, report sent for internal review and approval. Is the product compliant?

NO — You are notified of any initial compliance issues found.

If you need any further assistance the project manager will assist you with the compliance issues found.

You are asked if testing should continue right away or to wait until a solution to the issues are found.

A quote will be issued for any re-testing/additional testing if required.

YES

Test report finalised and issued in accordance with terms on quote.

Sample arranged to be returned or destroyed.

Project completed.

Safety Testing Introduction

Safety standards, whether applying the Low Voltage Directive for CE Marking or for higher-level international approvals (for example, CB scheme, NRTL certification, or other Global Market Access requirements), generally require some type of testing. The key principles of safety that are assessed include:

- Electric shock hazards
- Energy hazards
- Heat and fire hazards
- Mechanical hazards
- Chemical hazards
- Radiation hazards

Electro-Magnetic Compatibility Testing (EMC)

EMC testing is a critical requirement for companies importing or planning to import products into the Australian and New Zealand markets.

This process ensures that electronic devices and systems function without causing or being affected by electromagnetic interference, safeguarding safety, reliability, and performance.

By conducting EMC testing, businesses can verify that their products meet stringent regulatory standards, ensuring they are safe for consumers and compliant with local market requirements.

Through collaborative relationships with associated laboratories in Australia, New Zealand and internationally, Comtest offers comprehensive EMC testing to support regulatory compliance, enhance product quality, and secure market access.

With extensive expertise in compliance services, Comtest simplifies the pathway to the Australian and New Zealand markets, providing businesses with the confidence and assurance needed to succeed.

Energy Efficiency Testing

At Comtest, we are at the forefront of energy efficiency and performance testing, setting new standards in environmental sustainability. Our commitment to excellence is reflected in our prestigious NATA accreditation, a testament to our rigorous testing procedures and ethical approach.

Our Expertise

We specialise in testing a comprehensive range of electrical products, ensuring they meet the highest standards of sustainability and performance. Our expertise includes:

- Computers and monitors: enhancing energy efficiency for the digital age.
- Power supplies: driving sustainable power solutions.
- LED lamp control gear: illuminating the future with eco-friendly lighting.
- Televisions and set-top boxes: redefining entertainment with energy consciousness.
- In-home display energy saving monitors: empowering households to save energy and reduce carbon footprints.
- Smart Home technologies.

Comtest – Pioneering Sustainable Energy Efficiency

Luminaire Testing

Comtest Laboratories stands as a beacon of excellence in the testing of luminaire products, accredited by NATA for adherence to both Australian and international luminaire standards. Our laboratories are equipped to conduct rigorous tests in line with the following standards:

AS/NZS 60598.1, IEC 60598-1, and EN 60598-1

AS/NZS 60598.2.1, IEC 60598-2-1, and EN 60598-2-1

AS/NZS 60598.2.2, IEC 60598-2-2, and EN 60598-2-2

AS/NZS 60598.2.4, IEC 60598-2-4, and EN 60598-2-4

AS/NZS 61347.1

AS/NZS 61347.2.2

AS/NZS 61347.2.11

AS/NZS IEC 61347.2.13 and IEC 61347-2-13

Excellence in Luminaire Product Testing

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NATA Accredited for Comprehensive Luminaire Standards Testing

Comtest Laboratories – illuminating the path to compliance and market success

Battery Testing Services

Comtest offers expert compatibility and characterisation testing for various battery technologies, including lead acid and lithium batteries.

Our services ensure that products containing rechargeable batteries are compatible with the devices they power and the chargers they use.

Through rigorous tests such as normal charging/discharging, overcharging, and rapid discharging, we assess battery performance under diverse conditions.

These processes ensure safety, reliability, and seamless integration, giving suppliers confidence that their products meet the highest standards for market release.

In addition to compatibility testing, Comtest provides in-depth characterisation services for battery manufacturers.

We conduct longevity testing to evaluate performance over time and validate supplier claims to ensure accurate and trustworthy product information.

Furthermore, we assist suppliers in meeting Australian Competition and Consumer Commission (ACCC) requirements for products with coin/button cell batteries.

With our battery testing services and extensive experience working with leading brands, retailers, and government organisations, Comtest delivers trusted results that protect consumers and uphold your brand's reputation.

Quality Assurance:
Product Returns & Investigation Services

Facing Issues with Faulty or Non-Compliant Products

Are you dealing with products being returned due to faults or compliance issues? Have your products come under investigation by the Australian Competition and Consumer Commission (ACCC)?

Comtest is here to help you navigate these challenges with our comprehensive Product Returns Investigation Services.

Claim Verification:
We conduct detailed investigations to determine the validity of claims, helping you understand if an issue is genuine or a result of user mishandling.
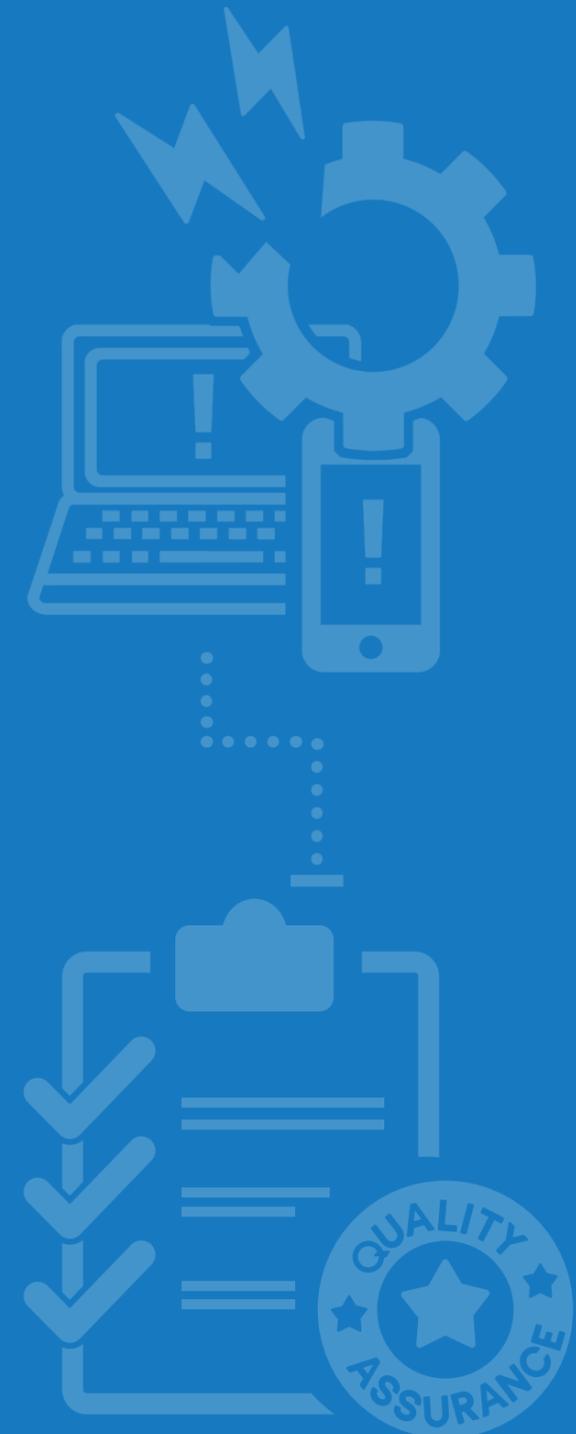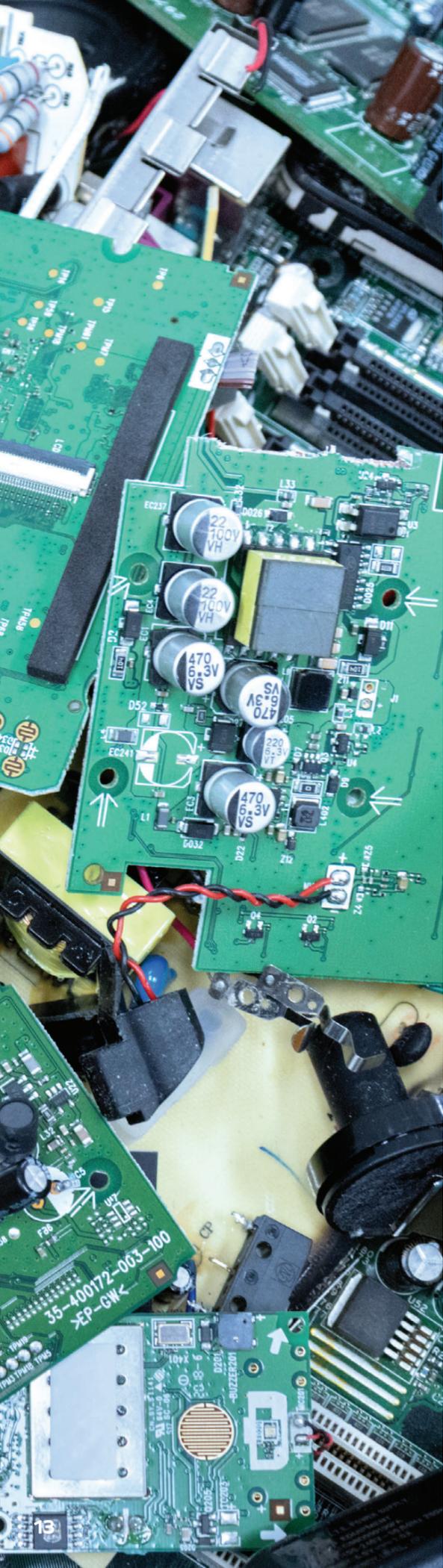
Accurate Testing:
Our engineers use state-of-the-art equipment and methodologies to replicate reported issues, providing you with reliable and accurate test data.

Peace of Mind:
Whether you are a supplier or a customer, our findings offer assurance and transparency, clarifying the cause of product issues.

QUALITY ASSURANCE

Environmental Services

In today's fast-paced technological world, the disposal of electrical products has become a pressing environmental issue.
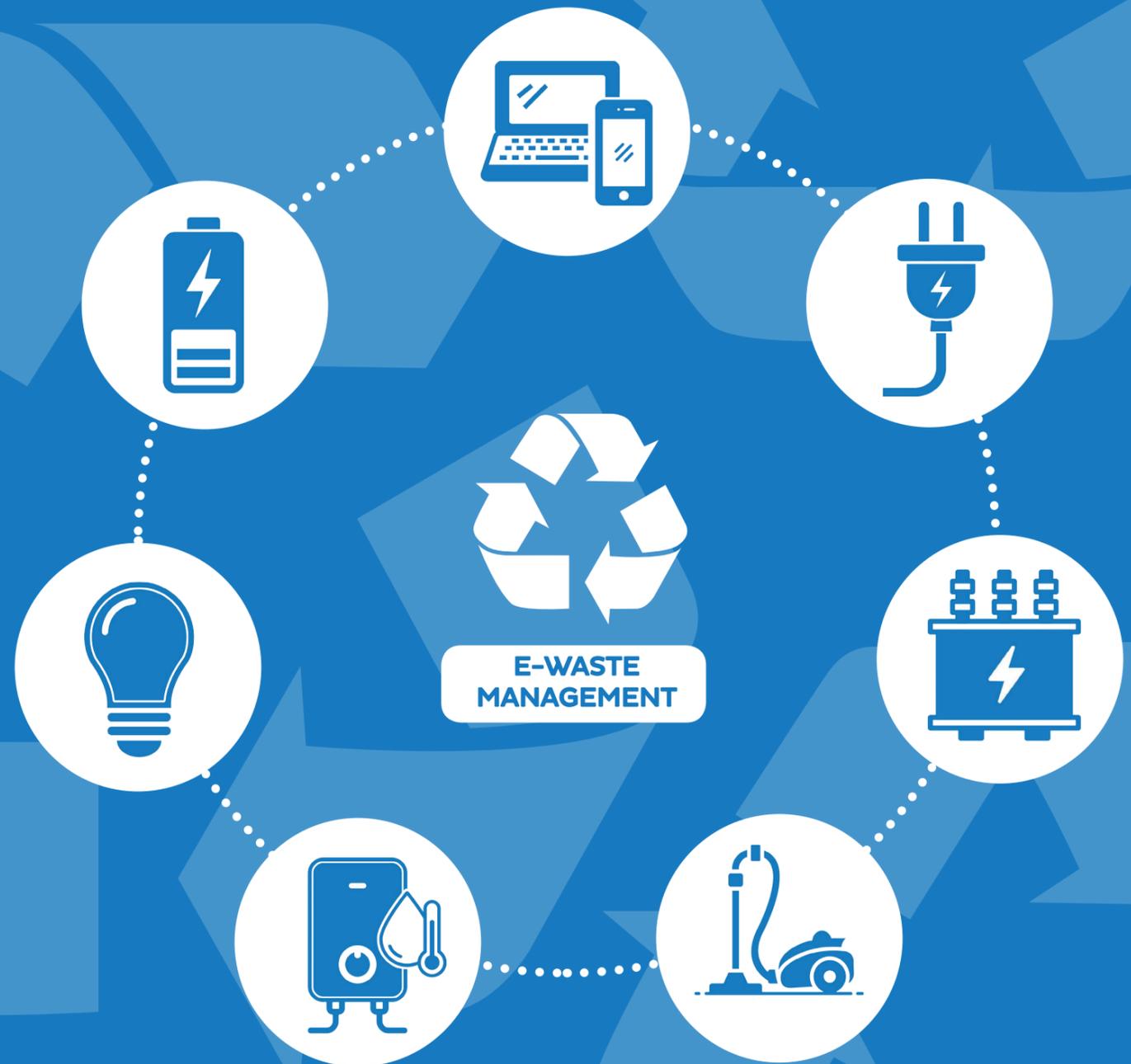
Improper disposal of electronic devices not only harms the environment but also poses risks to human health and depletes valuable resources.

Companies must adopt responsible e-waste management practices, ensuring safe disposal methods while maintaining meticulous documentation and record-keeping processes.

Accurate documentation is crucial for demonstrating compliance with environmental regulations, tracking the lifecycle of disposed products, and mitigating risks associated with improper disposal.

By embracing environmentally friendly disposal practices and robust documentation procedures, businesses can reduce their environmental footprint and uphold a commitment to sustainability.

Comtest is here to support your e-waste management efforts by helping you develop efficient documentation systems and creating a tailored e-waste management plan for your business. Together, we can ensure your practices align with environmental standards and foster a sustainable future.

E-WASTE MANAGEMENT

With Comtest
Group's expertise by
your side, achieving
compliance has
never been simpler

Virtual Compliance Manager

Comtest's Virtual Compliance Manager (VCM) program addresses the growing demand for expert assistance in managing compliance and regulatory requirements. Designed for both multinational corporations needing in-country support and SMEs lacking internal compliance expertise, VCM ensures seamless and hassle-free compliance processes.

The VCM program offers services ranging from gap analysis of compliance documentation to managing in-country regulatory processes throughout the product lifecycle.

With a dedicated local team familiar with Australian and New Zealand regulations, clients receive tailored guidance on legal obligations, testing, and accreditation procedures.

VCM complements, rather than replaces, in-house compliance teams, enhancing efforts with expert insights and staying ahead of regulatory changes.

Leveraging over 120 years of collective experience, the VCM team collaborates closely with clients to deliver cost-effective, tailored solutions that meet compliance needs without straining resources.

From managing Electromagnetic Compatibility (EMC) to navigating ACMA and other regulatory mandates, VCM provides comprehensive support, allowing businesses to focus on their core operations while ensuring compliance.

With Comtest's VCM program, compliance becomes a strategic partnership, empowering businesses of all sizes to navigate regulatory challenges confidently and cost-effectively.

Compliance Folder & Technical Compliance File Services

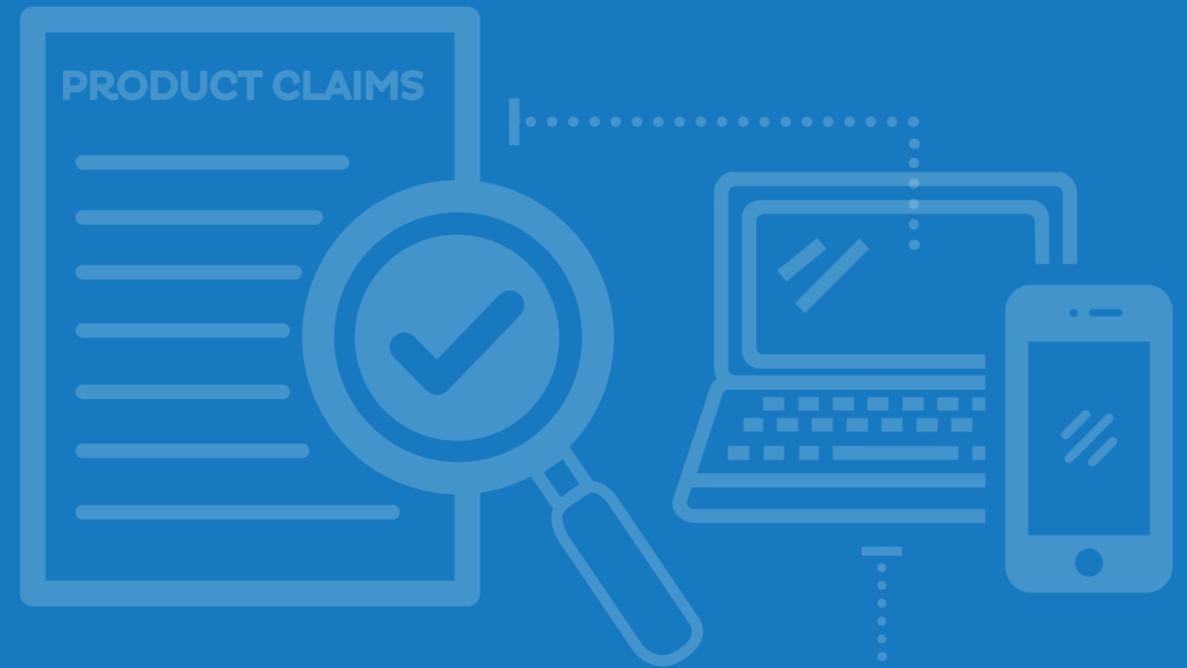## Compliance Folder and Document Management

In Australia, a compliance folder is a legal requirement for importers, manufacturers and suppliers of electrical goods. The Australian Communications and Media Authority (ACMA), is the regulatory organisation in this area.

Comtest Group ensures your compliance folder is complete and up-to-date with accurate documentation, including test reports and certificates, verifying compliance with Australian safety regulations, EESS, and ACMA standards through our expert auditing and certification processes.

At Comtest Group we can provide you with peace of mind at the end of the approval and certification process with a complete Compliance Folder for you to maintain and update.

However, our services don't stop there. We can assist you in keeping your compliance folder and documents up to date with any regulatory changes should your product be modified.

Comtest offers a **free 30-minute consultation** to explore and discuss your compliance requirements

PRODUCT CLAIMS

Technical Compliance File Services

Product Packaging and Product Claims Checking Service

When it comes to retailing your products in Australia, regulatory compliance is non-negotiable, making accuracy and integrity in product packaging and product claims paramount. Misleading or inaccurate information on product packaging, labels and instructions can have severe consequences including hefty fines and significant reputational damage.

Comtest's packaging and claims-checking service ensures your product claims are accurate, substantiated, and compliant with regulatory standards, providing essential confidence and peace of mind. Our dedicated team meticulously review technical specifications, compliance documents, and product labelling to verify that every claim is fully supported.

Comtest is your trusted partner in assessing the accuracy and validity of your product packaging and product claims

Compliance Australasia – Local Representation

Overview of the Compliance Australasia Scheme

Compliance Australasia, a division of Comtest Laboratories Pty Ltd, specialises in providing Technical Compliance Folder and Local Representative services to meet the regulatory requirements of the Australian Communications and Media Authority (ACMA), Radio Spectrum Management (RSM), and the Electrical Equipment Safety System (EESS).

This comprehensive scheme supports businesses, manufacturers, importers, and suppliers by ensuring their products comply with stringent safety and performance standards. From documentation creation to product testing and regulatory reporting, Compliance Australasia offers tailored solutions to simplify the compliance process. Services include maintaining compliance folders, analysing regulatory standards, conducting compliance audits, and acting as a Local Representative for international clients. This ensures products meet market-entry requirements while adhering to the highest safety and regulatory benchmarks.

The scheme employs a Type-Test assessment method where sample products are tested or assessed by an authorised laboratory to validate compliance with applicable standards. Compliance Australasia oversees the entire process, from developing compliance folders to managing documentation, offering training, and verifying importer and supplier compliance. The scope covers a wide range of electrical, radiocommunications, and telecommunications equipment, including alternative and novel components. By acting as a trusted partner, Compliance Australasia provides businesses with a seamless path to compliance, saving time and resources while ensuring market readiness. This client-focused approach supports companies of all sizes in navigating complex regulatory landscapes with confidence.

International Services

Comtest Group specialises in guiding clients through the complex landscape of international compliance for electrical and telecommunications products.

We can help ensure your products meet regulatory standards across various global markets.

From navigating diverse certification requirements to coordinating testing with accredited laboratories, we provide end-to-end support, making global market entry seamless and efficient.

Global Compliance with Comtest Group

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Trust Comtest Group to be your partner in achieving international compliance success

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