California Energy Commission
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Sacramento, CA 95814-5512
www.energy.ca.gov

Frequently Asked Questions (FAQs)
Modernized Appliance Efficiency Database System (MAEDBS)
(Last Updated on 9/21/15)

This document answers questions that asked most frequently in the Modernized Appliance Efficiency Database System (MAEDBS) program.

Contents

Q1. I am a third-party certifier. When I submit appliance data, my manufacturer is not listed on the drop down menu. What should I do?

The manufacturer will need to log in to their account and complete a Delegation of Authority form, delegating authority to your company to submit on their behalf. If the manufacturer contact person is unknown, contact the MAEDBS Hotline toll free at (888) 838-1467, or outside California at (916) 651-7100. Normal operating hours are Monday through Friday from 8 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.

Q2. How do I know if I should be to be added as a user of a company or if I need to create a new company account?

Please check the database to see if the company already has an account.

Third-party certifiers and test labs can be found at:
https://cacertappliances.energy.ca.gov/Pages/CompanyInfo/CompanyList.aspx.

Manufacturers can be found at:
https://cacertappliances.energy.ca.gov/Pages/Search/AdvancedSearch.aspx.

Q3. Does the California Energy Commission still require brand codes?

The MAEDBS does not permit brand or manufacturer codes; use the full names of the brand and manufacturer to ensure that your submittal is accepted.

Q4. When I tried to change data for a specific model, I get this message:

> *Unique Appliance record could not be found to 'Change' for Model - XXXX. Please provide unique model data for the following fields: Model Number, Brand, and Manufacturer.*

How do I fix this? Receiving this message means the data you entered does not match what is currently in the database, therefore the model could not be found. First, verify that the action you are performing is a change (C). Second, modify the model number, brand, and manufacturer names to match what is currently in the database to make any changes to the model. If you no longer have access to the original data submitted, you can use the search feature in the appliance database to locate the model and use the information given to modify your submission. The remaining model information must also match what is in the database unless you are making changes to that information. Remember to follow the same format for changes to the model's information provided in the specific appliance type instructions.

Q5. Why did I receive a message saying '[Entry Field] type or length is not valid'?

This message means that the entry does not follow the format for that [Entry Field] field. Use the provided specific appliance type instructions located in the certification packet http://www.energy.ca.gov/appliances/database/forms_instructions_cert/ for information regarding the format for a specific entry field.

Q6. My excel file template is filled out, but I received a message saying 'Action, ModelNumber, Manufacturer, Brand required'. How do I fix this?

Verify the entries are in the correct column and that all cells are filled. Make sure you are using the most recent Excel template. New templates were made available when the new MAEDBS launched on August 6, 2015. You can find the most recent template in the specific appliance type certification packet. The column heading should read ModelNumber.

Q7. After my certification is submitted, when will my lab name/products appear on the test lab list in the Appliance Efficiency Database?

The California Energy Commission has up to 30 calendar days to respond from the date of receipt at the Energy Commission to any data submittal, application, or similar request.

Q8. Is it necessary to renew the test lab application each year if there is no change?

Manufacturers of regulated appliances are required to have testing performed at a laboratory approved by the California Energy Commission. Laboratories must be approved individually for each appliance type they wish to test, and test laboratory approval must be renewed each calendar year. Manufacturers (and third-party certifiers) must identify the laboratory used for any appliance certification request, and may instruct the laboratory they wish to use to apply to the Energy Commission prior to, or at the time of, their data submittal. Test laboratory applications, instructions, and lists of approved laboratories for all appliances can be found at: http://www.energy.ca.gov/appliances/forms/.

Q9. Do I need to submit a test report with my data certification submittal?

Test reports are generally not required to be submitted with your data certification. However, the California Energy Commission, at its discretion, may request a test report prior to approving any data submittal. Test reports supporting your submitted data will be made available to the Energy Commission upon request. You are expected to keep this documentation on file for the duration of the model(s) listed in both the active and archived MAEDBS, for this reason, and you must have completed all

required testing prior to submitting data (as the relevant performance data is generated by performing the test).

Q10. I am trying to create a company but it is being denied. Why?

The reason you are receiving this message is because the company already exists in the MAEDBS. Contact the external system administrator of the existing company account to be added as a user to the account.

Q11. On MAEDBS there are multiple listings for my company. Is there a way to merge these accounts into one?

Yes, send an email to appliances@energy.ca.gov requesting to have the company accounts merged.

Q12. I am unable to login with my current username/password. What do I do?

Email appliances@energy.ca.gov or call the MAEDBS Hotline toll free at (888) 838-1467, or outside California at (916) 651-7100. Normal operating hours are Monday through Friday from 8 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.

Q13. How can I be added to an existing company account?

Contact the external system administrator for that company account and request to be added as a user. If you do not know who the external system administrator is, you may contact the MAEDBS Hotline toll free at (888) 838-1467, or outside California at (916) 651-7100. Normal operating hours are Monday through Friday from 8 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.

Is your question not answered here?

Instructions on how to submit data are included in the specific appliance type instructions provided in the certification packets. Specific appliance instructions can be found at the link listed below:

http://www.energy.ca.gov/appliances/forms/index.html

Contacting the MAEDBS Hotline:

For assistance, contact appliances@energy.ca.gov, or toll free at (888)-838-1467, or from outside California at (916)-651-7100. Normal operating hours are Monday through Friday from 8 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.