



Australian Government

WATER
RATING

Water Efficiency Labelling and Standards (WELS) scheme — Product registration database user instruction manual

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The Water Efficiency Labelling and Standards (WELS) scheme is an Australian Government initiative in partnership with state and territory governments.



Introduction

WELS is Australia's water efficiency labelling scheme that requires certain products to be registered and labelled with their water efficiency in accordance with the standard set under the national *Water Efficiency Labelling and Standards Act 2005*.

Products currently regulated under the scheme are: showers, dishwashers, clothes washing machines (including combination washer/dryers), toilet equipment (including urinals), taps and flow controllers. Minimum water efficiency requirements are specified for toilets and washing machines.

If you supply any of these products, you may need to register and label them.

This manual provides guidance for both new and existing users of our product registration database.

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Access the database

If you are offering regulated products for supply you will need to register them in our online [product registration database](#).

New users will need to sign up and provide their organisation and contact details before registering products.

Existing users can sign in with their registered account details.

New users

To create a new user account, go to the [database login](#) on our website's homepage.

Select the "Sign up" link. This will load the 'Sign up' form in our product registration database.

In the form, you will be asked to provide information about your organisation and nominate a primary contact person.

Once completed, you will receive an email confirming that your application has been submitted for approval. It may take approximately 5 business days for your request to be processed. If your request is not approved you will be notified by email of the reason.

Existing users

To access the registration database, select the [database login](#) on our website's homepage.

Enter your username and password, and select the 'Login' button.

Reset password

If you have forgotten your password, select the 'Forgotten your username or password?' link to receive a new password by email.

The password reset will be sent to the email address registered in your account.

Retrieve username

Only the primary contact for a user account can retrieve a username in the product registration database.

If you are the **primary contact** for your organisation and have forgotten your username, select the 'Forgotten your username or password?' link. You will be directed to the form to reset your password. Select the 'retrieve your username' link.

If you are **not the primary contact** and have forgotten your username, contact the primary contact or email wels@agriculture.gov.au to request your username.

Database navigation

When you have successfully logged in, you will be directed to the product registration database home page.

A pop-up message will appear in front of your home page when we have important information to tell you. You can close the pop-up message by selecting 'ok'.

The home page provides you with a snapshot of your registrations and status of any current applications.

Sections

Tasks you can perform in the database are available in 5 different sections.

These sections are:

- Maintain
- My Documents
- My Models
- My Applications
- My Payments.

You can also use the 'Contact WELS' link to send us your inquiries, and the 'Help' link to access the PDF of this user manual.

Checklist—before you start an application

Check that you have entered the correct business and product in the **Maintain** section and have uploaded necessary documents in My **Documents**, before you start a new application.

Maintain section

Select the **Maintain** from the database navigation.

Under **My Organisation** check:

- business profile—complete the four required questions about whether your organisation is eligible to register under the Commonwealth Act. Only complete once, unless your circumstances change.
- your phone and email contacts are correct
- your organisation details—email, phone, address, ABN—are correct.

Only the primary contact for your organisation can edit these organisation details.

Under **My Brands** check:

- all the brands that you use in your applications appear on this page

- if you need to add any brands to your list, or create a new brand.

Under **My Manufacturers** check your manufacturers up-to-date or add manufacturer details, if required.

My Documents

Add new documents in the **My Documents** section of the database navigation.

Upload all your relevant:

- test reports (these only need to be saved once and can then be linked to any relevant models as required)
- WaterMark certificates (if required)
- manufacturer letter of authorisation (if required). Please ensure you add your manufacturer details PRIOR to uploading your letter of authorisation.

Maintain your details

Use the 'Maintain' section of the product registration database to:

- keep organisation details up-to-date, including address, email, phone, contacts
- add or delete brand names
- add or delete manufacturers
- add or delete laboratories used to test your products (whitegoods only)
- change your password.

My Organisation

Use this section to manage your organisation details, including:

- updating contact details (phone, address, email)
- adding new contacts or inactivate existing contacts.

Only the primary contact for your organisation can update the organisation details and add or inactivate contacts. If you are not the primary contact for your organisation and require these details to be updated, please contact your primary contact to action this request for you.

Primary contact (update your details, organisation, contacts and other information)

Add a new contact

Only the **primary contact** can add new contacts to your organisation login.

To add a new contact:

- 1) Select 'Maintain' to open the section drop down menu.
- 2) Select 'My Organisation' from the drop down menu.
- 3) Under the heading 'My Organisation', select the 'Organisation Contacts' section.
- 4) Select the 'Add New' button.
- 5) Complete the contact details including nominating a username and select 'Save'.

The new contact will receive their username and password by email.

Change the primary contact

Only the **primary contact** can make another user the new primary contact for your organisation.

- 1) Select 'Maintain', then 'My Organisation'.
- 2) Select 'Organisation Contacts'.
- 3) In the 'Active contacts' list go to the 'Actions' column for the contact you wish to make the primary contact, and select the 'make primary contact' button.

If the person you wish to make the primary contact is not currently a contact listed for your organisation, follow the process 'Add a new contact' in this section of the manual before making them the primary contact.

If the primary contact for your organisation has left your organisation, please send an email request through to wels@agriculture.gov.au advising of this and giving details of who is to now be the primary contact.

Please provide the following information about the new primary contact in your email:

- name and position in organisation
- preferred username (alternatively we will allocate one to you)
- contact address, phone and fax number and email address.

My Brands

Use this section to build and maintain the list of brands that you would like to use in your applications.

You need to add your brands here **prior** to starting your applications. You can also request a new brand to be added to the master list.

To add a brand to your list:

- 1) Select 'Maintain', then 'My Brands'.
- 2) Open the 'Master brand list' dropdown, check if your brand is listed here.

If your brand is in the Master brand list:

- 1) Select the brand from the list.
- 2) Select 'Add to My List'.

The brand should now be added to your brand list.

If your brand is not in the Master brand list:

- 1) Select 'Create New Brand'.
- 2) Input your brand name and select 'Add New'.

Your brand should now be added to your brand list as pending approval.

You can proceed with applications for new models under the new brand but you will not be able to submit them until the brand has been approved for use in the database.

My Manufacturers

Use this section to add and edit your manufacturer details.

If you are the manufacturer of the products you are registering, you do not need to input any details here.

If you are not the manufacturer of the products you are registering you need to have saved your manufacturer details in this area **prior** to uploading your manufacturer letter of authority to 'My Documents'.

To input your manufacturer details:

- 1) Select 'Maintain', and then 'My Manufacturers'.
- 2) Select 'Add New'.
- 3) Fill in all mandatory fields and select 'save'.

You can now go to the 'My Documents' section to upload your manufacturer's letter of authority.

My Laboratories

This section is for use by **whitegoods registrants only**.

Use this section to add a test laboratory that meets the requirements of the Equipment Energy Efficiency Program (E3) if it is not currently listed in the drop-down list in the 'My Documents' section when you are uploading test reports.

To input your (E3) accepted test laboratory:

- 1) Select 'Maintain', then 'My Laboratories'.
- 2) Select 'Add New Laboratory'.
- 3) Fill in all mandatory fields and select 'save'.

Your laboratory should now appear in your laboratory list.

If you are using a National Association of Testing Authorities (NATA) accredited laboratory for testing, this laboratory should be available in the drop-down list on the 'My Documents' section when you are uploading your test report. If your laboratory is not in the drop-down list, you will need to contact us to request adding it to the drop-down list. Supporting documentation will be required from the laboratory to process this request.

My Password

Change your password here.

Passwords must have 8 or more characters and must consist of at least one uppercase letter, one lowercase letter and a number.

My Documents

This section allows you to store and update supporting documentation for your applications.

Use the 'My Documents' section of the database to search for documents you have previously uploaded and add new documents for your applications.

Prior to starting a new application you must upload your:

- test report/s
- WaterMark certification (including schedules)
- manufacturer letter/s of authority.

These documents will only need to be uploaded once and can then be linked to applications as required. These documents must be in **pdf format** and the WaterMark certificate and schedules must be together in the same document when uploaded.

Add new document

To upload a new document:

- 1) Select 'My Documents', then 'Add New Document'.
- 2) Select 'Document type', then 'Product type' from the drop-down menu.
- 3) Select 'Browse' to search for the document from your saved location.

If uploading a new manufacturer's authorisation document, you must [add the manufacturer to your 'My Manufacturers' list](#) before uploading the document.

Update existing document

You can update documents already saved in the database, such as test reports, WaterMark certification, and manufacturer authority letters.

To update a document:

- 1) Select 'My Documents', then 'Search My Documents'.
- 2) Locate the applicable document that you wish to update and select the 'Edit' button in the 'Actions' column.
- 3) Update the information or upload a new document. This will archive the original document automatically. The original details will remain in the 'Document History' section.

Editing or updating an existing document will link the new document to all of the models that the original document was linked to.

Please check if the performance on your test report changed substantially to the original registration.

To check test report details:

- 1) Select 'My Models', then 'Maintain Models'.
- 2) Search for your model registration using the search fields.
- 3) Select the 'view/edit' button in the 'Actions' column.
- 4) Select 'Model Documents' and select the test report link to view the current document attached.

If you are uploading a new test report and the performance has changed substantially (for example the star rating of the product has changed), **do not update** the original test report with the new test report. The details of the registration will not be consistent with the new test report.

You will need to do a new application/s for the model/s that have changed, then select not to renew the existing models at renewal time.

If there is incorrect information on the original registration for the model, send through an email request to wels@agriculture.gov.au to explain the issue and we will contact you with the options.

My Models

Use the 'My Models' section to:

- check your models and their status
- update model details.

Summary

The 'Summary' section will provide you with an overview of all your models and their status.

Select the numbers next to each summary item to view the list of these models.

Use this view to help you find models that require new or updated documentation, in preparation for renewal.

Maintain models

Use this section to search and view your model registrations.

Filter your search by putting data into the search fields or using the drop-down fields.

Adjust the number of records you view on each page by adjusting the 'Records per page' drop-down.

Print or export your search results to CSV (excel type document) by using the 'Export to CSV' and 'Print' buttons available with the search results.

View details on individual models by selecting the 'View/Edit' button in the 'Actions' column of the search results.

Add a model variant

You must submit a request to add a model variant.

For a model to be considered a variant it must have the same:

- product type (for example tap equipment, shower, lavatory equipment)
- [subtype](#)
- brand
- model name
- water consumption/star rating
- critical specifications and components (as stipulated in section F4 of AS/NZS 6400)
- other design elements or components that affect the water consumption.

If **any** of the above criteria is not the same as the registered parent model, then you cannot add that model as a variant and it must be registered as a new model.

[Download a free copy of the WELS standard](#) from SAI Global.

The Regulator will permit some minor changes to the model name for variants. Acceptable variant names may include descriptions that are within the critical components and other criteria for a variant. For example, the Wombat basin set 300mm and Wombat basin set long handles. Refer to the WELS Standard AS/NZS6400 for further information.

You can only add a variant to a model in '**registered**' status.

If you wish to add a variant to a model that is currently in '**expiring**' status, your renewal submission must be submitted, paid and processed prior to adding a variant.

To submit a variant request:

- 1) Select 'My Models', then 'Maintain Models'.
- 2) Search for your applicable registered model and select the 'view/edit model details' button in the 'Actions' column.
- 3) Select the 'Model Variant Applications' button.
- 4) Select 'Create New Variant Application'.
- 5) Input your variant model name, variant model code and upload a variant model image. Select the 'Save Variant' button.
- 6) Select 'Supporting Documents'
- 7) Input supporting document description and upload your supporting document or just add comments to support your variant application. Select the 'Save Document' button.
- 8) Select 'Declaration', read and acknowledge, then select 'Submit'.

My Applications

Use the 'My Applications' section to:

- search your existing applications
- start an application for a new model
- start a new application for a set of minor products.

Search Applications

Use this section to search for all of your applications.

You can search your applications on various fields by using the drop-down options and sort your results by different search result columns by selecting the title bars.

Handy tips:

Change the number of results you see in the results window by making a selection in the 'Records per page' drop-down.

Export your list to CSV format to enable you to view, save and filter the information in a spreadsheet. Just select the 'Export to CSV' button at the bottom of the results window.

Start New Application

Use this section to prepare your new applications.

Before starting a new application, you need to make sure that you have:

- uploaded your supporting documentation to 'My Documents'—relevant test report/s, current WaterMark certification including schedules, and manufacturer letter of authority (if required)
- checked that the brand you want to use in your application is in your brand list—go to My Brands to check—add the brand if it is not on your list or request a new brand if it is not listed
- prepared an image of the product/s to upload when you are completing your application.

Handy tips:

You can list up to 15 models on the same application, provided that they are the same product type, subtype, brand and are using the **same** test report results and Watermark certification. If any of these things are different you need to do separate applications.

There are lots of help messages throughout the application form. If you are unsure of a field, click on the 'question mark' button to get more information.

Every model must be registered as it is offered for supply. If it cannot be traced in the our product search database then it is not registered.

A new fee paying model needs to be registered each time one or more of these elements changes:

- product type, for example, tap equipment, shower, lavatory equipment etc.
- [subtype](#)
- brand
- model name
- water consumption
- star rating
- critical specifications and components, and/or
- other design elements or components that affect the water consumption.

Refer to Appendix F of the WELS standard for more information.

[Download a free copy of the WELS standard](#) from SAI Global.

Supplying model details

Check our advice on what model details you will need to include with your application.

Model name and model code

For every product you register you will be asked to supply the model name and the model code.

The model name is the name on the box or the advertising that the consumer will use to identify the model. For example it could be the Wombat 300 mm basin tap.

The model code is the unique identifier that you use for your product, it could be the same as the model name or it could be different for example—a stock control code.

Model ID on Test Report

Not all models listed in your application need to be listed on the test report provided.

If you are declaring that the performance of the model on the test report attached to your application is the same as the model/s on the application, please input the relevant model id (as it is listed on the test report) in the 'Model ID on Test Report' column of the application.

Provide this for each applicable model.

Model ID on Watermark

Input the Model ID (code or name) as it is listed on the WaterMark certification attached to your application. Please ensure you check that you have input this exactly as it is listed on the WaterMark certificate schedule you have attached prior to submitting your application.

Image

Please upload an image that clearly shows the model that you are registering. The images are made publicly available on the product search website once registered.

Once all fields have been input and image uploaded please select 'Save Model' in the 'Actions' column before continuing.

Application Status

Use this section to check the status of your application.

Draft—application has been started but has not been completed or submitted.

Awaiting Assessment—application has been submitted and is awaiting assessment by the WELS registration team.

Assessing—application is currently being assessed by the WELS registration team.

Awaiting Payment—the assessment process has been successfully completed and is now waiting on payment or is dependent on another application that requires payment. Please go to the 'My Payments' section to download your tax invoice. It may take approximately 3 working days to receive notification of a tax invoice available for download.

Returned—application has been returned to you for further action. Please refer to the comments provided in the email for the action required. You can also view these comments in the database by selecting the 'Assessment, button (when viewing your application).

Resubmitted—application has been resubmitted and is awaiting assessment by the WELS registration team.

Recommend to Approve—application has successfully completed the assessment process, payment has been received (if required) and application is now recommended to the delegate for approval.

Approved—application has been approved and the models are now registered.

Refused—application has been refused. The models in the application are not registered.

My payments

Use this section to display all the information regarding your current tier and tier fee, manage your payments, and forecast fees when you submit your applications.

Please do not pay any fees until you receive an email to advise you a tax invoice is available for download.

View your fee tier details by expanding the 'Payment Overview' section and selecting the 'View Tiered Fee' button.

Payment Details

Use this section to view and download your tax invoices and receipts.

A tax invoice will be issued for any payments required. All contacts receive an email when an invoice has been uploaded. Do not make a payment until you have downloaded your tax invoice.

All contacts with a login to your organisation in the product registration database can access tax invoices and receipts. We do not email these documents out. You will need to login and download them as required.

Receipts for your payments are stored here. You will be sent an email when a new receipt is uploaded and you access this portal to download the receipt.

When a receipt is uploaded your application/s will be released for processing.

To access your tax invoices and receipts:

- 1) Select 'My Payments'.
- 2) Expand the 'Payment Details' section.
- 3) Your tax invoices and payments/receipts are listed here. Select the pdf document icon in the 'Invoice' or 'Receipt' column to open, print and save your tax invoices and receipts.

Pay tax invoices

When you make a payment by bank transfer/electronic funds transfer, you must input the tax invoice number in your reference field first (for example, 300XXXXXXXX). If you do not enter the tax invoice number, there will be a delay in processing your payment.

The reference field only transmits a small amount of text so please ensure the tax invoice number is the first thing you input in this field prior to sending the payment.

Important: If you are making a payment from outside Australia by bank transfer/electronic funds transfer your bank will charge you fees to process the transaction. You must ensure that all fees are paid in addition to the total amount owing so that the correct invoiced AUD\$ amount is received. Failure to do this will result in delays to your registration. Until full payment of a tax invoice is received we cannot progress your registrations.

Refunds and Invoice Reversals

This section provides details regarding refunds and invoice reversals.

Registration renewal

The renewal period each year is from 15 September to 5 December.

Your database home page will list expiring models that are available for renewal and provide a status bar that will be updated with your renewals progress.

Use the 'My Models' section to see an overview of the number of models for your organisation and actions required to prepare them for renewal.

Access this overview through the 'Models Summary'.

My Documents

Update your applicable test reports (if required), Watermark certification, Manufacturers authority documents.

If you are not updating an existing document and want to upload a new document, you must link the new document to the models that you wish to renew. Complete this after you have saved the document to the 'My Documents' section.

My Models

Manage your product registration renewals by selecting 'My Models', then 'Maintain Models'.

Link documents

Link documents to individual models:

- 1) Select the 'View/Edit model details' button in the 'Actions' column.
- 2) Select 'Model documents' and attach to each model.

If you have several models that use the same test report, WaterMark certificate or Manufacturer authority, you can attach any of these documents to more than one model at a time.

Link documents to bulk models:

- 1) Select the models you want to attach documents to by using the tick boxes for each model.
- 2) Select either the 'WaterMark', 'Test Reports', 'Manufacturer Authority' buttons to add that document type to multiple models.

Before you confirm attachment of documents to several models, ensure that you have selected the correct models (double check the tick boxes you have selected). This action will override any existing document already uploaded against the selected models.

Select models

Select the models you want to renew using the check boxes next to each model, then select the 'Mark for Renewal' button. **Important:** This does not submit the models for renewal, for this see ['Submit your renewal'](#) on page 19.

Once you have selected models renewal, they will turn blue and remain blue until your renewal has been submitted and approved.

If you want to deselect a model for renewal, please go to 'Renew models' and select the red 'Remove from renewal' button in the 'Actions' column for the model you want to deselect.

Check model details

Check your information is accurate for your selected models.

- Is the model code correct?
- Have you selected the correct subtype?
- Is the image clear and correct?

If there are no changes required and this information is accurate then you can skip this step.

You can update these details by selecting the 'View/edit model' button in the 'Actions' column for the relevant model.

There are limited fields that you can update.

If you need to change a field that is not editable (for example, flow controller incorporated), then you will need to complete a new application and select not to renew the incorrect model.

If the performance of the model has changed substantially (for example, change in star rating), then please complete a new application and select not to renew the existing model.

Maintain Model

Model Details

In this section you can:

- add or edit model codes
- add or edit flow controller model numbers (If applicable).

Flow controller model number must be entered exactly how it appears on the WaterMark certification you are attaching at the 'Model Documents' section.

When you are finished updating model details, select the 'Save Model' button.

Model Subtypes

Update model subtypes for each model by selecting from the drop-down lists and selecting the 'Save Subtypes' button.

If your model was originally registered with 'no flow controller fitted', you cannot update the subtype on the existing model. You will need to do a new application for this model and select not to renew the current registration.

Model Documents

Use this section to update:

- WaterMark certification if required, including Watermark certification for the flow controller you have listed at Model Details if relevant
- images (if required).

Word or excel formats are no longer accepted. Please upload images in JPEG, JPG, PNG, GIF, BMP formats only. Please ensure that your image is a clear and correct representation of the model you are attaching it to.

There is no size limit for images as the database will resize your image when you upload.

Select the 'Save Documents' button to finish.

Model Variant Applications

This section can only be used when you are adding model variants to 'Registered' products.

If you wish to add a Model Variant to an 'Expiring' model, you must first submit your renewal request for processing and can then add your model variant once your renewal has been processed and your products are back in 'Registered' status.

Submit your renewal

To submit your renewal applications, select 'My Models' and then 'Renew Models'. This will bring up a list of all the expiring models you have marked for renewal.

Review the list of models to check that you have selected all of your required models to renew.

When you are ready to submit, select the 'Submit for Renewal' button. Read and acknowledge the declaration and select 'Submit'.

You will receive an error message if you have missed updating any of the mandatory fields.

You can only submit a renewal **once**. Make sure that all of the models that you need to renew are selected prior to submitting your renewal as you will not be able to add models once it has been submitted. If you have missed any models in your renewal submission please do new applications for them.

Payment Overview

Once you have submitted your renewal application you will be taken to the 'Payment Overview' section which will give you an **estimated** fee payable.

Please **do not pay** the fee until you have received an email advising you to download your Tax Invoice from your 'My Payments' section.

Please ensure that when you make your payment that it is correctly referenced with your tax invoice number to avoid delays in processing your payment and renewal and ensure that any bank fees are paid in addition to the total invoice AUD\$ amount owing.

After you have submitted your renewal you can still view which models you have submitted by selecting 'My Models', then 'Maintain Models'.

Search on Model status 'Expiring'.

All of the models you have marked for renewal will be shown in blue in the results box.

Contact WELS

Use the 'Contact WELS' section to send an email message to the WELS registration team.

These messages are character limited and do not allow you to save a copy. The alternative way to contact us is by emailing wels@agriculture.gov.au or calling us on 1800 218 478 (toll-free within Australia) or +61 2 6272 5232 (international).