Come On Labels

Common appliance policy – All for one, One for all – Energy Labels

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National Shop Visits Report

Work package 4 – 1st edition of Deliverable 4.9

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This document was prepared within the **Come On Labels project**, supported by the Intelligent Energy Europe programme. The main aim of the project, active in 13 European countries, is to support appliance energy labelling in the field of appliance tests, proper presence of labels in shops, and consumer education.

More information about the 'Come On Labels' project activities and the achieved results are published on:

www.come-on-labels.eu

1. INTRODUCTION

The Come On Labels project aims to assure an effective national and EU implementation of the (new) product energy labelling scheme.

There are three main areas to achieve this effective scheme

- ✓ Accurate information on the energy labels
- ✓ Proper display of the energy labels at the points of sale
- ✓ Promotional activities towards the final consumers

While the Come On Labels project deals with all of the above mentioned aspects of the proper energy labelling, this specific document is focused explicitly to the monitoring of proper product energy label display in shops and other points of sales.

The proper label display at the points of sale is specified in the European and national legislations, and in each EU member state there is a designated national or regional authority responsible for the continuous control of proper appliance labelling in shops (see e.g. the project website www.come-on-labels.eu website for more information on the legislative framework and practical activities undertaken).

Within the Come On Labels project, each of the 13 project partners has a plan to visit 20 selected shops three times during the project. During the whole duration of the project, some 780 points of sales will be visited and monitored. (Note that equivalent action to shop visits is possible, such as involving the national retailer associations etc.)

This edition of the document summarises the first set of shop visit conducted within the period of December 2011 – February 2012.

Read more on the strategy taken by individual project partners in choosing the shops, results per country and overall results analysed based on the first set of almost 300 shop visits undertaken in various regions all around Europe.

2. PROPER ENERGY LABEL DISPLAY IN SHOPS

The proper presence of energy labels at the point of sale, or specific information on catalogues and for internet sales, is therefore crucial to allow consumers to make an educated choice of their new appliances.
The experience shows that the presence of labels on appliances in many shops is in general high around the European Member States; however, significant problems still exist in relation to specific product groups or distribution channels.

The Come On Labels project partners have therefore prepared a detailed document[1], to summarise the legal requirements for properly displaying energy labels in shops, and to encourage national Authorities to develop a strong market surveillance to ensure a high level of labels presence in all distribution channels and for all labelled appliances.

The project partners have also set up to organise direct shop visits in their own countries.

The planned schedule was designed as follows: 20 shops in individual countries 3 times during the project:

- ✓ December 2011 – January 2012 (described in this edition of the document)
- ✓ August - September 2012
- ✓ January - February 2013

2.1 Types of shops covered

The project team has specified the following types of shops to be covered and separately monitored:

Electronic superstores Large scale specialists offering electrical appliances with a broad product range and often specialised departments for the different product groups.

Electric specialists: Small and medium enterprises usually with a large range but a limited display area; often combined with service and maintenance offers.

Kitchen/Furniture stores. Offering kitchen furniture including major household appliances; high degree of competence in planning and consulting services for clients; usually selling complete kitchens with large electrical appliances including built-in appliances. Limitations due to large number of built-in type of appliances, in addition to the freestanding ones, and special design type of appliances.

[1] This document is available from the project website: http://www.come-on-labels.eu/displaying-energy-labels/appliance-labelling-in-shops

Hypermarkets/Cash and Carry. In most Member States not as important for the sale of large household appliances as the other channels because the self-service character of these shops does not respond to customers need for advice and maintenance services.

Mail order and internet stores. Based on websites and catalogues which are increasingly important for the sales of major domestic appliances. Information from the label and product fiche to be displayed, often by text, not necessarily as a picture of the label.

2.2 Strategy of selecting shops

Each country could select between two options for the selection of the range of shops covered:

- **Random selection** – in a selected region or country, making sure that each type of shops would be represented.
  - Within the random selection, some countries focused primarily to the shops representing highest national sales.
- **Focus on a potentially "problematic" type of shops** – still making sure that each type of the shops would be represented, but the majority of shops covered would be the ones expected to have lower presence of labels – in general or for certain type of shops.

The selection methodology of each country is specified in their own chapter.

Note that the project will later on prepare a special type of **educational material**, which will be actively offered to shops showing lower rates of proper label compliance. Do contact the project organisers in case of your interest to obtain copies of the training material!

2.3 Types of appliances covered

The project partners monitor all types of products covered by the energy labelling scheme:

The appliances with a "new label":

- Washing machines
- Dishwashers
- Refrigerators, freezers and combinations including wine storage appliances
- Televisions.

Note that TVs and wine coolers without the label have not been calculated as "No label" category, since in early 2012 they could have been on the market well before the labelling requirement entered force.

The appliances with the "old" energy label:

- Tumble driers
- Electric ovens

- Air conditioners[2]
- Household lamps.

Note that the lamps are not covered in the compliance survey as an exemption, since the label is printed on the package directly and therefore does not have the same label display potential problem as the rest of the products.

All above mentioned categories are listed, including the note if and how many products have been covered by the old and how many by the new energy labels (for the above listed 4 product categories).

2.4 Category of Partly / Incorrectly labelled appliances

The project partners also considered examples, when the energy label was attached to the product, but in a form which is not sufficient for the full and correct display.

Examples include the label to be put inside the product, label hidden beyond another marketing material or price tag, or only the data strip of the old label being available.

In formal market surveillance activities, all these cases should be considered as “not labelled” products, but within the Come On Labels the consortium decided to keep these situations monitored separately, in order to observe the most typical problematic situation (other then the label simply not being provided) and share these with the experts, surveillance authorities, and the retailers themselves – and to offer targeted training to the shop assistants, pointing their attention to these most common mistakes.

[2] For air conditioners, the new label will be in force from 2013. In the shop visits, a few units with a new label have been found.

3. SUMMARY OF SHOP VISITS

3.1 General overview

The shop visits were carried out in order to provide an overview of compliance of retailers with the energy labelling directive. The shop visits took place between December 2011 and March 2012 (with the core in January and February 2012). The visits were not announced to the retail stores in advance, but in some cases, discussions with the retail stores with possible follow-up in trainings have already been launched.

3.2 Compliance per type of shops

In total, **290 shops** were monitored in the **13 countries** of the Come On Labels project. All shops were visited physically, expect of course internet stores checked online (24 out of 290).

The strategy of shop selection differed in the partner countries. The main approaches were three-fold:

1) To cover all types of shops **evenly** to have an illustration of the situation in the given country (Belgium, Croatia, Germany, Italy, Latvia, Portugal, Spain)
2) To focus on shops with the largest **share of sales in** the given market (Austria, Greece, Malta, Poland, United Kingdom)
3) To focus on shop types, which from previous studies show **lower compliance** levels (Czech Republic). Nevertheless, all shop types were covered (even though with lower share, but 20% higher total number of shops then required inspected).

The data therefore need to be taken with this approach in mind and the individual country summary of the findings does not represent a general average of the situation. In next rounds of visits, most countries will tailor the selection of shops to the results of the first round.

The following table shows the aggregated data of compliance per different types of shops. The last row of the table shows the weighted average of compliance from all the shops[3].

[3] The overall average is different from the overall data by appliance type – see table 3. The reason is that the average compliance per shop type is a simple average, disregarding the number of appliance in the given shop. Therefore, 50 % compliance may mean that there were 2 appliances, one labelled and one not, as well as many hundreds in extreme cases. (The overall average in table 1 is of course weighted.)

Table 1 Overview of compliance in shops

Shop type	Count	%	Labelled correctly	Partly / Incorrectly labelled	Not labelled
Electronic superstore	64	22%	76%	7%	17%
Electric specialist	101	35%	48%	12%	40%
Kitchen studio / Furniture stores	57	20%	30%	17%	53%
General hypermarkets / Cash and Carry	44	15%	64%	12%	25%
Mail order and internet stores	24	8%	65%	24%	11%
Total	**290**	**100%**	**54%**	**13%**	**33%**

The results show that the **overall compliance in shops** is slightly above one half (**54 %**) in the visited shops (the overall compliance only refers to the number of correctly labelled products - partly or incorrectly labelled products are not considered here). However, the compliance varies greatly according to the type of shop, ranging from as low as 30 % kitchen studios/furniture stores to 76 % in electronic superstores. Oppositely, from 24 % to 70 % of appliances in the shops are not labelled at all or labelled incorrectly (which formally means not labelled as well).

The data differ much more in individual countries, where in some shops the compliance may be as high as 100 % as well as low as 0 %. For instance in the above mentioned **kitchen studios**, the **compliance** can be as low as 11 % in the Czech Republic and the UK, 6 % in Belgium, or even 0 % in Italy, but well above overall average in e.g. Latvia (85 %) or Portugal (75 %).

In **electronic superstores**, the overall compliance is rather high (76 %) but again, significant differences occur in individual countries - in some countries, the compliance averages around 90 % (Czech Republic, Germany, Italy, Portugal), whereas in other, the compliance in this type of shops is much lower – around 30 % (Greece, Malta).

Mostly represented are **electric specialists** (about one third of all visited shops). The overall compliance is 48 %, but again, the numbers differ significantly in individual countries, from 0% in Poland over about 30 % in Belgium, Italy or Spain up to 83 % in Germany.

The highest overall compliance of shops was found in Germany (77 %). The lowest overall compliance was found in Greece (22 %), but Greece also showed the highest percentage of shops with partly / incorrectly labelled products among all partner countries (32 %)). However, the results may be skewed by the selected strategy of shop selection, as for instance in the Czech Republic, the overall compliance is 42 %, but the average is pulled down by the kitchen studies, which were intentionally overrepresented in the sample.

3.3 *Compliance per product group*

In total, 142 200 appliances have been checked during the shop visits. However, it is important to note that more than half of those appliances are lamps (ca 79 000), which were not included in the compliance checks (see methods description above).

Furthermore, as mentioned above, televisions and wine storage appliances with no label have also not been included in the compliance check as it was not possible to determine, whether those appliances were placed on the market before or after the respective regulations came into force (30th November 2011 for both types of appliances).

Therefore, with respect to the methods used, total of **51 876 appliances** have been checked for compliance in retail stores in 13 countries of the Come On Labels project. The overall numbers are presented in the following table.

Table 2 Number of covered products in each category and retailer compliance

Product	Number of covered products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled
Refrigerating appliances	18 980	old label	4 724	1 716	2 358
		new label	8 076	2 106	
Wine storage appliances	524	new label	57	113	354
TVs	13 340	new label	3 069	6 56	9 615
Washing machines	10 229	old label	3 206	1 048	1 647
		new label	3 771	557	
Dishwashers	6 659	old label	1 761	642	1 243
		new label	2 638	375	
Lamps	79 586	old label	74 216	2 200	3 170
Air conditioners	1 702	old label	222	653	816
		new label	7	4	
Electric ovens	8 829	old label	3 636	2 068	3 125
Tumble driers	2 351	old label	1 334	486	531

The table below then shows the share of correctly, incorrectly or partly and not labelled appliances in individual product categories.

Table 3 Labelled, partly labelled and not labelled appliances per product group

	Labelled correctly	Partly / Incorrectly labelled	Not labelled
Refrigerating appliance	68 %	20%	12%
Wine storage appliances	11%	not calculated	
TVs	23%	not calculated	
Washing machines	68%	15%	16%
Dishwashers	66%	16%	19%
Lamps	not calculated		
Air conditioners	13 %	38%	48%
Electric ovens	41%	23%	35%
Tumble driers	57%	21%	23%
Total	**63%**	**19%**	**19%**

In total **63 % of covered appliances were labelled** correctly, 19 % labelled partly/incorrectly and 19 % not labelled at all. There is a significant difference between compliance of the "more common" appliances, such as refrigerating appliances, washing machines and dishwashers, and appliances, whose penetration in households is lower, such as air conditioners, electric ovens and tumble driers. Average compliance of the former is much higher (almost 70 %) than of the latter (13 %, 41 % and 57 % respectively).

This tendency confirms the results from previous monitoring projects, such as CEECAP, focusing on Central and Eastern Europe (www.ceecap.org, 2008), and Survey of Compliance Directive 92/75/EEC - Energy Labelling (Fraunhofrer ISI at al, 2009) in which refrigerating appliance and washing machines in general tended to have high compliance, compared to appliances which entered the labelling system later and their penetration in households is lower (dishwashers, air conditioners, electric ovens).

The new labels have been introduced to the market in November/December 2011[4]. Therefore, for some appliances (so far refrigerating appliances, washing machines and dishwashers) both the **old and new labels** are displayed in shops. In the shop visits, about 50 % to 60 % of these appliances were found with the new label and 40 % to 50 % bore the old label. The next rounds of shop visits will show the shift towards new labels.

Energy label for **televisions and wine storages** has only been introduced with the new energy label regulations and therefore has been in force since the end of 2011. Therefore, TVs and wine storages will be checked at the next rounds of visits, when it is justifiable to expect that most appliances will

[4] For more details, see the document Proper appliance labelling in shops available at http://come-on-labels.eu/displaying-energy-labels/appliance-labelling-in-shops.

have been placed on market after November 2011. Nevertheless, 11 % of wine storages and 23 % of TVs covered during the visits have already been labelled.

Importantly, the share of “partly/incorrectly labelled” appliances is high (e.g. almost 40 % at air conditioners, but mostly around 20 %). It shows that the retailers make an effort to provide a label on the appliances and are aware of the requirement; yet they do not do this properly (and formally this means they do not meet their obligations). The most commonly spotted mistakes in displaying the energy label are:

- Covering the label with other stickers
- Label placed inside the appliance, on the side or in the back (in case of TVs)
- “DYI” labels, hand written labels
- For old labels – only the data strip displayed
- Labels mismatching the appliances
- Two labels for one appliance

More details on the spotted mistakes in displaying the labels are mentioned in the country specific chapters.

Furthermore, during the discussions on the methods for compliance checks, several issues have arisen, which seem to be unclear from the directive on energy labelling:

- Full presence of label information on e-commerce shops
- Presence of energy class information on e-commerce shops´ general catalogue websites

Related issue are the shop’s own “eco” labels of retail stores. These labels are placed on selected products, are made clearly visible and are often part of marketing activities of the retail store. However, criteria for selection are not always made available.

3.4 Follow-up and next steps

The training material for retailers has been developed. It provides detailed information on the obligations for retailers stemming from the energy labelling directive, highlights the recent changes in labelling as well as problematic issues, detected during shop visits. The trainings are following the shop visits and in some countries the partners have already entered discussions with retailer shops that have been visited during the first round of shop visits.

In the coming months, two more rounds of shop visits will be carried out (autumn 2012 and winter 2013). The strategy for shop selection will be tailored to the results of the recent shop visits.

3.5 Summary of first round visits in the participant countries

3.5.1 AUSTRIA

In Austria 20 shops, covering over 3.000 displayed products related to energy labelling were visited.

All kind of shop types were visited. However, the focus was on electric specialists (40%) and furniture stores (20%). Most shops in Austria are electric specialists and therefore in particular shops of this category were visited. It was suspected to find more problems concerning the proper labelling in furniture shops and therefore more shops of this category had been chosen.

Around 58% of the displayed products in the shops have been correctly labelled. In the electric specialists shops even 74% and in the electronic superstores even 69% have been correctly labelled. On the other hand, in general hypermarkets, only 48 % of appliances have been found correctly labelled.

Refrigerating appliances, washing machines and dishwashers are the product types where the most appliances have been correctly labelled. In these categories more than 50% of the products have been labelled properly (66 %, 59 % and 56 % respectively).

In Austria the main problems concerning the energy labelling are:

- **Built-in appliances**: In **furniture stores** only 25% of the products have been correctly labelled. In this shop type there are usually a lot of kitchens with built-in appliances displayed. Most of the time there are no labels at all. Sometimes the labels are inside the appliances (stuck on the door or laid down).

- **TVs** and especially **wine storage appliances** are at the moment rarely labelled, however for these categories the label is rather new (since November 2011). It is assumed that in most cases the not labelled products had been already in the shops before the labelling regulation came into force.

- **Household appliances:** In some shops in the household appliance area almost all products have attached a plastic wrap in the front. In the wrap there is a sheet with product and price information. On the sheet it is written "Turn around for information on the energy consumption". On the other side the label is attached. At first sight you cannot spot which label (old or new) is inside the wrap. To see the label it is necessary to turn around each plastic wrap. Sometimes the data strip is missing at the old label.

- **Lamps:** The energy label is printed directly on the product packaging and therefore lamps are usually correctly labelled. In classic shops lamps were randomly and positively checked whether they were correctly labelled and therefore it was not necessary to count the lamps. The internet retailers observed did not offer lamps.

- In **internet shops** when they present the products, they show often the price but not the energy class. In the product details often not all recommended information (according deliverable 4.8/chapter 6.2/page 14) is mentioned.

- **Typical mistakes** concerning the labelling are**:** Labels hidden inside the products and only old label's data strip available.

3.5.2 BELGIUM

Time schedule and methodology

For this first round, 20 shops have been visited between the 17th of January and the 14th of February 2012.

We have to mention that during the first round, till end of January, it was the sales period in Belgium. Half of our visits happened during this period. We can hypothesize there were some influence on the labelling process.

The shops were not warned and we proceeded as mystery customer. Three persons have realised surveys in stores.

The shop selection

The shop selection is done using the 5 type categories that were defined in the report of Proper appliance labelling in shops elaborated in this Come On Labels project.

In this first round the selection was made in order to try to have a good illustration of the different types of shops represented in the Brussels area. The selected shops of Belgium of which 20% are Electronic superstore, 45% are electric specialists, 20% are kitchen studios and furniture stores, 10% are general hypermarkets and cash and carry, and 5% are internet store. The market of the domestic appliance is dominated by Electronic superstores. We have chosen one implantation of each main group present in Brussels area and one only active in Brussels.

The category of Electric specialist is overrepresented in the sample in order to meet the great diversity of this category. We choose in this category shops having a large range of products, but with a limited items or shops which are specialised in one category: TV, lamps, wine storage appliances. In this type of shops retailers often proposes other products which are not in display in the shop, but on basis of paper catalogue or website.

In this sample one shop of each two Hypermarkets chain presents in Brussels were taken. In one of them, the head of department propose also to the customer products on a web page. And finally we chose one internet site subsidiary of major mail order company.

The results

In general 54% of the product (except Wine storage, TV and lamps) were correctly labelled, 10% partly or incorrectly labelled and 36% not labelled.

There is a big difference of compliance between shop types. If 74 % of appliance are correctly labelled in Electronic superstore and even 80% in hypermarkets, there are only 29% in Electric specialist and 6% in Kitchen studio. In other words, most problematic shops are clearly the Kitchen studios with 88% of not labelled appliances and electric specialist with 65% of not labelled appliances.

If we do not consider air conditioner, which does not represent a large amount of displayed appliances in this period of the year (winter 2012), the level of label compliance varies between 25 % for electric ovens[5] and 60% for refrigerating appliance.

This variation finds an explanation in this number of build-in appliance in each category. It is particularly true for ovens and dishwashers.

We must note that among the 1077 types of lamps we have seen, 286 were not labelled. On each shop, we have counted number of lamp types displayed, but not the number of items.

The kitchen specialist display often built-in appliance; without any labels on the panel covering the appliance. From time to time there is in some part of the shop, a place with all the type of appliance present in the show room and which are for some of them correctly labelled.

Among other partially labelled appliance cases, most common problems are: incomplete old label (only the data strip), self made labels, cut new labels without the upper part, with old labels mismatch between the strip on the right and the type of appliance and for TV new labels applied on the back. But we must note that the large number of partly or incorrectly labelled appliance come from the Internet stores.

Strategy for selection second round of shops

We will probably keep in large part the same sample of electric specialist, and choose other shops of the same group of electronic superstores and hypermarkets.

[5] We saw 307 electric ovens of which 78 (25%) were correctly labelled, 17 (6%) partially labelled and 212 (69%) not labelled

3.5.3 CROATIA

The first round of shop visits has been undertaken in Croatia in January and February 2012 without any warning or in advance planning with the shops.
Our **strategy** was to select the shops randomly to cover each type of shops represented in the market.
The shop selection is done using the 5 type's categories that were defined in the Report of Proper appliance labelling in shops elaborated in the Come on Label project.
Total of 20 shops were selected in Croatia of which 20% are electronic superstore, 35% are electric specialist, 15% are kitchen studio and furniture stores, 25% are general hypermarket and cash and carry and 5% is internet stores.

- First visit was done for 20 shops in Croatia, covering over 5000 displayed products related to energy labelling.
- During shop visits from over 1500 refrigerators have been verified, of which 65% of the products were labelled correctly, 23% partly or incorrectly labelled and 12% not labelled.
- For washing machines, 634 were labelled correctly (65%), 298 partly or incorrectly labelled (30%) and 47(5%) not labelled.
- TVs are products for which new energy label directive was applied recently, therefore less than 30% are labelled correctly in Croatian market.
- Similarly, only 23% of the observed wine storage appliances (6 of 26) were labeled.
- Although we have found about 4% not energy labelled lamps but generally electric lamps are labelled properly in shops.

Concerning the type of shops, **compliance in electric specialists is the highest**, followed by hypermarkets/cash&carry and electronic superstores. The lowest percentage of compliance was found for kitchen specialists/furniture stores(only 19% of the appliances in the shops).

Overall 61% of the products seen in the shops have been correctly labelled without taking into account the electric lamps.

Problems that we observed during the shop visit are as follow:

- There were different types of labels displayed for appliances which are not correctly labelled. In some cases it was observed that both new and old labels were attached, somewhere it was among other instructions and guidance documents which are not visible. Also black and white copies have been seen.

- Some other mistakes especially for air conditioners are that energy class was shown without full information, just strip line without energy classes.

- Some shops designed and printed out their own labels with different colour and size; for some appliances it was written by hand. In electric ovens, labels were attached inside within the ovens.

- Considering the shop type, the share of correct labels in kitchen studio / furniture stores was the lowest at only 19%. That shows kitchen stores could be one of the area to be considered in promotion activities.

Since the selected shops have more than 90% of market share in Croatia, the next round of shop visits will focus on the same type of shops to see the level of improvement.

3.5.4 CZECH REPUBLIC

In total, 25 shops have been visited, covering over 3500 displayed products related to energy labelling.

The Czech Republic selected shops representing each one of the shop sectors, but focused mainly on kitchen studios (48%) and electric specialists (24%) shops where more problems with proper display in shops was suspected.

Over 75% of the products seen in shops have been correctly labelled. When excluding the TVs and wine storage appliances with no labels, which could have entered the market before November 2011, 86% of the products have had correct energy labels.

The product categories with the highest share of proper energy labels are the ones which use energy labels for the longest time – refrigerating appliances, washing machines, dishwashers.

The main problems observed in the Czech shops are:

- The **kitchen studios** reaching close to 100% of incorrectly labelled products (either no labels at all, or labels or strips put only inside the appliances. These shops usually display only small number of (build in) appliances, but in most cases these are not properly labelled.

- The products marked only with **new energy labels** (TVs and wine storage appliances) are labelled by only less then 30%, but this may only mean that the products with no labels were sold before November 2011 already.

- While light sources (lamps) are commonly labelled properly in classic shops (and were therefore not observed), the **e-commerce** retailers (internet shops) may have a problem to display the energy class with the light source product specification.

- **Air-Conditioning** units are "traditionally" a product group with low energy label presence, since they are sold in different type of shops or made by different manufacturers – often not used to the labelling scheme.

- Among the most typical mistakes proper labelling (provided that some form of the label is available), are: Labels **hidden** inside the product, only old label's data strip available (and often only inside the product), only the energy class highlighted on another sticker with no energy label, etc.

- One question remaining as open relates to internet shops and their websites, "catalogues", where they present all products in certain category, including their price – where often no energy class indication is being made.

- Product categories which can have both old and new labels (depending on the date of the market entry), seem to have over 90% presence of the new labels already.

3.5.5 GERMANY

The time schedule of the shop visits in Germany has been for the first round:

- ✓ 23th January 2012 – 15th February 2012

The shop selection for the first round has been done by using the 5 type's categories that were defined in the Report of Proper appliance labelling in shops elaborated in this Come on Labels project. We tried to cover three different regions of Germany by selecting cities in the North-East, South-East and South-West for the shop visits. The Central Germany has not been included, since the "Verbraucherzentrale Nordrhein-Westfalen e.V.", a German consumer organization, has conducted a shop visit on proper energy label display there in 2006 (http://www.vz-nrw.de/mediabig/33292A.pdf). The North-West of Germany could not be covered due to budget restrictions.
All of the 5 shop type´s categories have been visited in each of the selected German regions.
Since it is not possible to monitor every product type in every shop type, we focused as listed below:

- Electronic superstores: televisions, tumble driers, refrigerators, freezers and combinations
- Electric specialists: televisions or washing machines and tumble driers
- Kitchen studios/ Furniture stores: electric ovens, dishwashers, refrigerators, freezers and combinations, washing machines
- General hypermarket: special weekly price offer with focus on televisions
- Mail order /internet stores: all product types

Air conditioners have not been monitored in the first round of visits, since this is a product group which is mainly sold in a special kind of cash and carry markets, the building centres or hardware stores. This type of cash and carry market will be monitored in the next round of shop visits in summer, when air conditioners are mostly sold. Household lamps have not been monitored, since the label is printed on the package directly and therefore does not have the same label display potential problem as the rest of the products. Wine storage appliances have not been monitored since this product type has a comparatively little market relevance.
In Germany the acquisition of a domestic appliance is mainly done at electronic superstores and electric specialists (Schlomann et al. 2001[6]) therefore 7 and 5 shops of each category have been visited respectively. The furniture stores and kitchen studios are the third most utilised category; therefore 8 shops of this category have been visited. Mail orders and internet stores are also quite important in the acquisition of a domestic appliance in Germany, therefore 2 internet stores have been visited. The general hypermarket is less utilised, but this type of shop category has always

[6] Schlomann et al. (2001): Evaluierung zur Umsetzung der Energieverbrauchskennzeichnungsverordnung (EnVKV). Abschlussbericht an das Bundesministerium für Wirtschaft und Technologie. GfK Marketing Services GmbH & Co. KG, Nürnberg und Fraunhofer-Institut für Systemtechnik und Innovationsforschung (ISI), Karlsruhe. English summary available for download at the following address http://isi.fraunhofer.de/isi-media/docs/isi-publ/2005/isi05b42/Standby-Consumption-Labelling-Short.pdf

special price offers for a certain product type. Therefore 10 shops of this category have been visited for monitoring the labelling of the weekly special offer. Since a shop visit on proper labelling of televisions in December 2011[7] showed, that televisions are quite poorly labelled especially in general hypermarkets, televisions have been chosen for monitoring in this kind of shop type.

In total the 32 selected shops of Germany of which 22% are electronic superstore, 16% are electric specialist, 25% are kitchen studio and furniture stores, 31% are general hypermarket and cash and carry, and 6% are mail order and internet stores.

The results are for each product category, we would fill in the number of appliances displayed (i.e. in one shop 20 refrigerators, of which 15 are labelled correctly, 3 partly and 2 not at all, and 20 air-conditioners, of which 10 are labelled correctly, 5 partly and 5 not at all...) – the same is done for 32 shops of Germany and from altogether we saw 1601 refrigerators, of which 1158 were labelled correctly, 360 partly or incorrectly labelled and 83 not labelled.

- We saw 1918 TVs of which 894 were labelled correctly, 91 partly or incorrectly labelled and 933 not labelled.
- We saw 610 washing machines of which 523 were labelled correctly, 61 partly or incorrectly labelled and 26 not labelled.
- We saw 698 dishwashers of which 587 were labelled correctly, 47 partly or incorrectly labelled and 64 not labelled.
- We saw 623 electric ovens of which 267 were labelled correctly, 266 partly or incorrectly labelled and 90 not labelled.
- And finally we saw 311 tumble driers of which 182 were labelled correctly, 191 partly or incorrectly labelled and 10 not labelled.
- Washing machines and dishwashers are the products types where the most appliances have been correctly labelled (86 % and 84 % respectively).

For the product groups "electric ovens" and "tumble driers" we saw relatively high numbers of partly or incorrectly labelled products (43 % and 38 % respectively). The reasons for this phenomenon are as follow:

- A relatively high number of the electric ovens were sold by one of the two internet stores. The internet stores showed in general a high share of partly labelled products.
- Electric ovens and tumble driers are labelled with the old energy label. Quite often we observed that such appliances are labelled only with the data strip. The coloured background sticker was missing.
- It has been observed that the label was quite often placed at the top of electric ovens and not at the front door.

There has not been observed any differences between the three selected regions.

[77] Dittmann, W. : Überprüfung der Energieverbrauchskennzeichnung von Fernsehgeräten im Handel in Sachsen-Anhalt. Abschlussbericht zur Ladenbegehung im Dezember 2011. Verbraucherzentrale Sachsen-Anhalt e.V. (s. http://www.vzsa.de/UNIQ133173529607578/link966481A.html)

Problems concerning the proper labelling that we observed during the first round of shop visits are as follow:

- The label was placed inside the domestic appliance (refrigerating appliances, washing machines, dishwashers, electric ovens). This incorrect labelling was observed in almost all different types of shops, but more particular in kitchen studios.
- Only the data strip was placed. (This phenomenon has been observed in all product types except for televisions).
- The data strip was slipped.
- The data strip was filled in by hand.
- The label was placed in black-and-white.
- The label was hidden by the price tag.
- The old label was placed in the English version.
- For the case of the product group electric ovens the label was placed very often at the top of the oven and not at the front door.
- For the case of the product group washing machines the "+" symbols for the A+, A++ and A+++ classes have been added by hand. In one case five "+" symbols have been even added.
- For the case of the product group televisions the label was placed several times at the base of the television and not at the front side. As well the label was several times hidden or partly by other information.

Looking at the different shop types it could be observed that the rate of correct labelling was good in the visited electronic superstores and the visited furniture stores of the retail chain "IKEA". Regarding the hypermarkets big differences were observed between individual shops. In general the visited kitchen studios showed quite poor rates of correct labelling (average at 46 %). But for this shop type big differences have been observed between individual kitchen studios as well. The labelling rates ranged from no label at all until 100% correctly labelled.
The labelling rate at the two visited internet stores was quite high: 84% and 95% (including partly labelled products). However, most of the unlabelled products were televisions. Assuming that these televisions have been already in stock before the date of the start of the obligatory labelling, it is still legal to sell them without label. Taking account of this aspect the rate of labelling will rise to over 99%.
Furthermore it has to be stated that only 57 % and 79 % of the products offered by the two internet stores are correctly labelled (excluding not labelled TVs).
Problems concerning the proper labelling at the internet stores that we observed during the first round of shop visits are as follow:

- Refrigerating appliances: the information on the climate class was very often missing, sometimes the information on the airborne acoustical noise emissions expressed in dB(A) was missing, too.

- Televisions: the information on the on-mode power consumption and on the annual power consumption was missing.
- Washing machines: the information on the airborne acoustical noise emissions during the washing and spinning phases, for the standard 60 °C cotton programme at full load, expressed in dB(A) was missing.
- Tumble driers: the information on noise was missing. Sometimes the information on the estimated annual consumption per household was missing, too.
- Electric ovens: the information on noise was missing.

In Germany, at two third of the visited kitchen studios very poor labelling rates were observed (only 0-7% of the appliances were correctly labelled). Therefore for the second round of shop visits a focus will be mainly on kitchen studios.
Only one of the visited shops (a hypermarket) displayed no energy label at all at TVs. Nevertheless another focus for the second round of shop visits will be to check if the rate of labelling at TVs will increase because of stock reducing of older TVs.
Finally another focus will be to check the labelling rate of air conditioners. This product group was skipped in the first round of shop visits in Germany.

3.5.6 GREECE

The first round of shop visits in Greece took place within the 1st February 2012 – 14th February 2012.

The shops were located in Athens and in its south and east suburbs. No warning prior to the visit was given to the shop employees/management.

At least 1 shop from each type was selected, but special focus was given in electric specialists, electronic superstores and kitchen studios/furniture stores with the aim to visit the main representatives in the market of these categories (focusing on those with a high load of consumer visits). In Greece electric specialists can either be independent or they can be members of a cooperative. In order to monitor both, an approximately equal number of shops were selected.

In Greece a limited number of consumers buy electrical appliances from general hypermarkets/cash and carry shops, therefore only one shop was selected.
Additionally, only one internet shop was selected for the first round of shop visits. For the next round of shop visits more focus will be given in this category, since the new legislation will be fully applicable then.

In total, the following types of shows were visited:

- electronic superstores: 5 (25%)
- electric specialists: 9 (45%)
- kitchen studios/furniture stores: 4 (20%)
- general hypermarkets/cash and carry shops: 1 (5%)
- internet stores: 1 (5%)

In this first round of shop visits, 20 shops have been visited in total, covering approximately 9000 displayed products related to energy labelling. Results showed that the majority of products were partly/incorrectly labelled (65%), while approximately equal amounts of products were either correctly labelled (18%) or not labelled at all (17%).

The results per different type of product are displayed below:

- **refrigerating appliances:**
  Although this was a product category where the energy label showed a significant presence (89%), a significant amount of products was partly/incorrectly labelled (68%). Results did not depend on the type of shop, since within the same shop category different levels of compliance were found. The significant presence of the energy label in shops could explain why refrigerating appliances are products that consumers in Greece have traditionally related them with the energy label.

- **wine storage appliances:**
  These products were found in shops with a wide variety of electric appliances, such as electronic superstores and the internet store. These products are not typically found in Greek households. Wine storage appliances in electronic superstores had no label, while in the internet store they were partly/incorrectly labelled. These appliances were recently added into the labelling system; therefore safer conclusions about their level of compliance will be made in the next rounds of shop visits.

- **televisions:**
  A significant percentage of televisions were partly/incorrectly labelled. These appliances were recently added into the labelling system; therefore safer conclusions about their level of compliance will be made in the next rounds of shop visits.

- **washing machines:**
  A significant number of products was partly/incorrectly labelled (56%). Results did not depend on the type of shop, since within the same shop category different levels of compliance were found.

- **dishwashers:**
  Although this was a product category that showed a significant presence of the energy label (87%), the majority of products were partly/incorrectly labelled (67%). Results did not depend on the type of shop, since within the same shop category different levels of compliance were found.

- **lamps:**
  Only a very small percentage of lamps (5%) did not bear any energy label on their packaging. Lamps were often correctly labelled (40%), but more often their labelling was partly (55%), omitting the luminous flux from the energy labels. Lamps could not be found in all types of shops.

- **air conditioners:**
  The overall compliance of air conditioners is low. Only in one larger kitchen studio/furniture shop a significant amount of these products were partly/incorrectly labelled (75%) and 13 % were correctly labelled, while in the internet store almost all products were partly/incorrectly labelled (99%).

- **electric ovens:**
  Compared to refrigerating appliances, washing machines and dishwashers, a lower percentage of electric ovens (13%) were correctly labelled. Significant amount of products (67%) we partly/incorrectly labelled.

- **tumble driers:**
  A limited number of tumble driers were found in shops (113), since this is a product with limited use in national households due to the weather conditions. 67% of the products were partly/incorrectly labelled.

The results per shop category were the following:

- **electronic superstores:**
  Results within this category differed between shops. Approximately the same number of correctly labelled, party/incorrectly labelled and not labelled products were found (32%, 38% and 30% respectively).

- **electric specialists:**
  They showed a low amount of correctly labelled products (13%) and a significant amount of not labelled products (56%).

- **kitchen studios/furniture shops:**
  We have visited 4 kitchen studios/furniture stores, out of which 2 were typical kitchen studios/furniture stores and 2 were larger shops that sold additionally a wide variety of household goods. The typical kitchen studios/furniture stores showed a high percentage of non labelled products (>90%).

- **general hypermarkets/cash and carry:**
  They presented the highest percentage of not labelled products (61%)

- **internet store:**
  They presented the highest percentage of partly/incorrectly labelled products (99%)

Some observations on the 1st round of shop visits:

- Total results showed that the label often was partly/incorrectly placed (in 65% of all shops); possibly due to lack of education of salespeople on the proper display of the label.
- The internet store showed a very high percentage of partly/incorrectly labelled products. This could be attributed to lack of education on the proper display of information concerning labelling, since in this case the label is not physically visible, but the legislation defines the parameters that have to be mentioned on the website of the internet store.
- A common mistake in shops was that only the data strip was present on the products.
- Another common mistake in shops was that the label was placed inside the product and not outside on a clearly visible spot.
- In the case of products which can have the old and the new label (depending on the date of the market entry), more than 75% of the products still displayed the old label.

Concerning the next steps, the aim is to:

- focus on air conditioners, because this is a type of appliance widely used in Greek households due to high temperatures during summer time,

- focus on TVs, since this is a type of product widely used in Greek households and it is a new category of products that should bear the new energy label,
- focus more on internet shops, since a large number of consumers in Greece choose to buy electric appliances via the internet,
- visit similar types of shops (electric superstores, electric specialists and kitchen studios/furniture shops), both revisiting shops of the first round to check any improvement in their compliance or visiting new shops.

3.5.7 ITALY

The Italian approach

Italy has developed an alternative action to the three-time shop visit foreseen by the project. An Italian market research firm operating since decades in shop surveys, IFR part of the GfK group, was asked to develop in early spring 2012 an Italy-wide survey on the presence of the labels in the shops. It is expected that it will be repeated after 12 months in early spring 2013. To keep this alternative approach as much as possible in line with the ComeOn Labels approach this larger shop survey has been preceded by a shop visit action that has encompassed the visit of 15 shops in Milan in the period end December 2012 mid February 2012. The overall Italian alternative approach therefore includes:

- the preliminary local shop survey: 15 shops in Milan visited in the period end December 2012 mid February 2012
- the IFR large shop survey, developed in April 2012 and including 50 shops all over the country
- the second large shop survey beginning spring 2013. If due to unexpected reasons this second large survey will not be developed then the survey in the 20 shops foreseen by the ComeOn Label project in spring 2013 will be run.

The preliminary shop visits

The first step for the shop visits was the decision about the criteria for the selection of the shops. Since the questionnaire, when used, was used by people knowing English was not necessary to translate the questionnaire.

The time schedule of the preliminary shop visits, encompassing 15 shops, is:

✓ 27th December 2011 – 13th February 2012.

The shop selection is done using the 5 shop types that were defined in the "Report of proper appliance labelling in shops" elaborated in this Come On Labels project. The analysis per channel of the household appliance sales shows that the kitchen studio/furniture shops account for 44 % for the sales value and are mainly encompassing built-in appliances (ovens, refrigerators, dishwasher, range hoods and hobs). The sales of free-standing appliances are divided in 60% for specialised large shops (electronic superstore), followed by 20% of electric specialists and 20% of general hypermarkets / Cash and Carry.

This preliminary shop visit round was meant to collect some information about the status of the label display in the different types of shops in the second largest town of the country in order to better focus the following country-wide shop survey. For these reasons an almost equal number of the different shop types was visited, irrespective of the actual importance in the overall sales of household appliances and TVs. The 15 selected shops of Italy are divided in: 4 electronic superstore

(27%), 3 electric specialist (20%), 3 kitchen studio/furniture stores (20%), 3 general hypermarket and cash and carry (20%), and 2 mail order and internet stores (17%).

Main outcome from the preliminary visits

- The results per appliance show that:
  - TV: about 20% of the displayed models are labelled
  - Refrigerating appliances: 97% of the displayed models are labelled;
  - Wine storage appliances: few wine storage appliances have been found and no one with the label
  - Washing machines: 97% of the displayed models are labelled;
  - Dishwasher: 93% of the displayed models are labelled;
  - Tumble dryers: 95% of the displayed models are labelled;
  - Electric ovens: 82% of the displayed models are labelled (both as built-in products and in ranges);
  - Lamps: all lamps are labelled, since the label is printed on the packaging. Also LED lamps are labelled.

- As expected, among **electronic superstores** (4 shops visited) present the highest level of labels displaying, although the percentage of display can vary from very close to 100% to about 88%. Only in one shop the partly incorrect labels (the strip only) were seen. This type of shops will be included in the following national shop survey to confirm on a national basis the percentage of label display and of the incorrectly labelled products.

- Among electronic **specialists** one medium shop (an independent shop), one small and one very small shop were visited: in the medium shop about half of the appliances that should have been labelled were not, the same occurred in the in the medium shop. The small shop was displaying only 2 appliances, both not labelled. Medium shops will be included in the following national shop survey to confirm the lower label presence. Small and very small shops will not be included in the national survey because the overall amount of annually sold appliances is not worth the effort.

- Not surprisingly in **kitchen studio**/furniture stores almost no products are labelled. What has been more surprising is that very few appliances are shown. Only electric ovens are *de-facto* shown in the three (small) shops that have been visited. It is worth noting that this type of shops often sells (built-in) household appliances on a catalogue, i.e. the consumer selects the furniture in the kitchen studio shop and then the appliances (usually refrigerator, washing machine, and dishwasher) he/she wants on the specific appliance manufacturer's catalogue where the energy efficiency class is (or should be) reported. The oven is the only built-in product that is impossible not showing because there will be an anti-aesthetic "hole" in the overall kitchen. To confirm this preliminary outcome a small number of kitchen studios will be included in the following national shop survey.

- Three general **hypermarkets**/cash-and-carry shops where visited, where along with food and non-food articles a small corner of TVs and white goods is present. This “corner” can be compared with a micro-electronic specialist shop. These shops were selected in order to compare the presence of the label in very small shops. It is worth noting that in this type of shops (at least in two out of the three visited shops) the label is displayed with the same percentage as in electronic superstores. It is also worth noting that in one of the shops of this type only one appliance (a TV in the packaging, but displayed for sale in the shelf with other small household appliances: irons, microwave ovens) was displayed.

- Finally 2 **on-line shops** were analysed. For all products the energy efficiency class is shown were mandatory. Some additional observations are:
  - For refrigerating appliances (excluding wine storage appliances and not non-compressor technologies) it is currently not possible to distinguish the "old" and the "new" labelled models when A+/A++ energy efficiency classes are reported. Only when A+++ is shown it is clear that it refers to the new scheme
  - in some cases, in addition to the energy efficiency class A the indication of "A-X%" was mentioned

  The conclusion for the on-line shops is that there is little scope to include them in the following national shop survey.

The national shop survey

Description of the action

The survey will be run in the first half of April 2012. The description will be added as soon as available

Results

Results will be added as soon as available. Preliminary results expected around 25 April 2012.

3.5.8 LATVIA

The first set of visits scheduled for January – February includes 20 shop visits.
The following scheme was selected in Latvia in order to cover the most diverse selection of shops and regional characteristics and to create a clear presentation of the existing situation. Thanks to the reasonable geographical size of the country, the visits were divided as following:

- electronic superstores (Riga, Daugavpils, Valmiera, Ventspils, Jelgava)
- electric specialist stores ((Riga, Daugavpils, Valmiera, Ventspils, Jelgava)
- kitchen studios (Riga, Daugavpils, Valmiera, Ventspils, Jelgava)
- 5 general supermarkets (Riga, Daugavpils, Valmiera, Ventspils, Jelgava)
- 5 mail order and internet stores (operate in all regions of Latvia)

This division would allow to picture the situation around the country and see how performance of retailers in terms of energy labelling of appliances might differ according to remoteness from the capital and economical situations of the regions.

Riga is the capital of Latvia, and located in the centre of the country, Ventspils is the largest town in Kurzeme region, Valmiera – in Vidzeme region, Jelgava – in Zemgale, and Daugavpils – in Latgale region.

Shop visits

Visits outside Riga took place in four turns, each day for one town. The shops were selected online and visits were performed within a month. Some problems occurred when it appeared that not all of the selected shops existed anymore or changed their locations, so the initial divisions of shops – one of each type in each location – could not be reached precisely. This is the main reason why the division of the type shops did not appear as equal as it was planned.

Technically shop visits in all the locations caused no problems. The visits were performed in a "secret shopper" mode, where the visitor performed as a regular customer and took notes and made photos with a telephone. A shop assistant in only one shop had a question on taking pictures, still did not object when was explained.

The common situation with labelling appeared to be quite satisfying in all the regions of Latvia. Even the most remotely located shops contained more then a half of correctly labeled products presented there. In some cases, especially in larger shops, new labels and even labeled TVs were presented.
Still, a considerably large percent of products (25 %) is incorrectly labeled, which were considered as not labeled products during the visits, or labeled with old and outdated labels,.

Some of the labels are not glued to the products, but still are in the most cases visible and readable to the customers.

Less frequently, but still spotted basically in every shop the labels are photocopied and either glued or attached with a tape.

Also, examples of placing additional, non-relevant “green” idea promoting labels were found in some shops. Own brands’ labels promoting energy efficient products and “greener” energy use and efficient use of resources were placed in visible places instead of energy labels.

In only one large store located in Riga an incorrect labelling system was found that only used labels containing a letter for efficiency class and is black-and-white with minimum additional information provided. This label was placed on different types of products including built-in and stand-alone ovens and refrigerators, washing machines, and others.

Lamps were very rarely represented in the stores since they are mostly sold in specialized or DIY stores. Still, the ones that were found were partially labelled.
Wine storage appliances and air conditioners are poorly presented in offline stores and a little more in online stores, but still offer is not as wide due to particular regional needs and habits and climate conditions.

Overall conclusion can be made that general situation is considerably satisfying and above average level of compliance with energy labelling requirements is visible in most of the shops visited (85 % compliance in electronic stores, kitchen studios and online stores, 56 % in electric specialists and 30 % on cash and carry stores).

A good will to provide information to the customers is observed in cases where label copies or non-glued labels are visibly attached to the products, or at least one of similar models is labelled. It would be important to find out the reason why not all of the products are labelled or labelled incorrectly in order to avoid future mistakes. This means that improvements should be made in order to achieve full compliance and high level information providing to the end user. This can be reached by consultations provided to the administration and management of the shops and personnel trainings as well as better information of end-users on the new labels in order to reach better demand on this information from the sellers.

3.5.9 MALTA

In Malta, a total of 25 shops have been visited, covering over 1200 displayed products that are falling under the European Energy Label legislation. The full summary of this first round of shop visits, which was being conducted in January and February 2012 without giving any notice or advance warning to shop owners, can be found in the Annex below. The procedure for checking energy label compliance in shops was discussed beforehand with the relevant authority, the Malta Competition and Consumer Affairs Authority (MCCAA), and it was agreed to share all relevant data with the authority after completing the analysis.

In Malta, Projects in Motion as the local ComeOn Labels partner aimed at selecting shops in each sector but mainly focussed on electric specialists (68%), kitchen studios (12%) and electric superstores (12%). These are the shops where Maltese households most commonly buy their domestic appliances. Hypermarkets in Malta traditionally have no or only a very limited number of white goods for sale that fall under the energy labelling legislation. Since online shopping is also getting more and more popular in Malta, two online shops were checked representing 8% of total shops visited.

Main observations:

- Ca. 69% of the products on display in shops have not been labelled at all, were only partly labelled or bear some other kind of product labelling other than the EU energy label. Excluding the appliances that were only partially or incorrectly labelled but still showed some sort of labelling the non-compliance rate still reached 65% of all appliances checked.
- In general the product categories with a slightly higher share of properly labelled appliances are those which have to be labelled for the longest time, e.g. refrigerating appliances (33%) and washing machines (30%). An exception to this rule is the case of dishwashers, which also showed a below average rate of compliance in Malta.
- TVs and wine storage appliances were only included in the evaluation when it was ensured that they were placed on the market before November 2011. However, the compliance of energy labels on TVs was surprisingly high compared to other (even traditional) product categories such as refrigerators.
- Also in Malta, good results were achieved in some online stores. In one of the online shops checked, the level of properly labelled appliances reached well over 90% while also including all required details of the energy label in the appliance specific description.

With regard to specific appliance groups the following observations were made:

Refrigerating appliances: In total we have checked compliance of 464 refrigerating appliances of which 152 were labelled correctly (33%) bearing either the old or a new energy label. 312 refrigerating appliances (67%) were not at all or incorrectly labelled. Although still well below 50%, refrigerating appliances generally showed a higher rate of compliance compared to other product categories. In some cases unknown labels were found on products that only showed an energy class. It was assumed that these labels were most likely supplied by the manufacturer as they were found on specific brands only. In other cases the energy label was still in an envelope together with the product manual inside the appliance. Overall, depending on the shop visited, there was either a high rate of compliance or a particularly low number of appliances with an energy label. The latter case particularly applies to kitchen studios and electric specialists

Air conditioners: In over 90% of the cases Air conditioner units were displayed without the energy label.

Washing machines: Although label compliance in this category is slightly better than average, of the 188 washing machines checked only 56 appliances (30%) were labelled correctly, whereas 132 (70%) were not or incorrectly labelled.

Electric Ovens: Electric ovens also scored slightly below the average in Malta when it comes to label presence. The project partners found out that only ca. 20% were labelled correctly. In many cases labels were still in the original packing together with the manual inside the appliance.

Tumble Dryers: This product category showed a particularly low rate of properly labelled appliances. Only 18% of the 56 tumble dryers checked for energy label presence were labelled properly. 82% had no label attached or were mislabelled.

TVs: Labels on TVs were only partially evaluated since the market placement date was not always identifiable. In some cases labels were put between two TVs on display so that is was not clear for the consumer to which appliance it belonged. It was observed that TVs of certain brands (e.g. Samsung) had a very high rate of compliance. In such cases labels were already attached to the appliance under its original packing. Based on this observation it could be assumed that the label in such cases was already attached to the appliance by the manufacturer on the front of the product and was not attached by the retailer in the shop.

Lamps: Lamps are the only product category where the energy label is printed directly on the product packaging. Therefore after an initial compliance check in a number of shops it was agreed to exclude this product category from the evaluation as the large quantities available in shops could have altered the overall evaluation results.

Apart from the above issues and the general lack of awareness noted among shops to display energy labels properly, the main problems observed in Malta are:

- Some shops used the energy label as part of a promotion campaign to attract consumer attention for a specific model, whereas the appliances next to them had no label attached or were mislabelled.
- Small electric specialist shops with only a few appliances on display and kitchen studios score particularly low. Energy labels could only be found in very few cases; in most kitchen studios the level of incorrectly labelled products reached a level of almost 100% (either no labels at all, or labels or strips put only inside the appliances). Sometimes more than one label and/or data strip is placed inside the same appliance which can cause confusion among the consumers.

- The usual mistakes made by shop owners with regard to labelling in Malta are: Labels are not displayed on the front of the product but are hidden inside the product together with the product manual, only old label data strip is made available, only the energy class is highlighted on a different sticker provided by the manufacturer without showing the energy label, etc.

In summary, it was observed that no major improvements were made with regard to energy labelling in Malta when compared to the situation noted in the EU-wide "Survey of Compliance Directive 92/75/EEC (Energy Labelling)" undertaken by GfK and Fraunhofer in 2009.[8] At the same time, a slightly higher level of acceptance of the new label design has been noted among shops which is hoped to eventually lead to a higher rate of correctly labelled appliances on the Maltese market. However, it became apparent that a considerable effort needs to be undertaken by both suppliers and retailers in Malta in order to increase national compliance levels. To this end, Projects in Motion is undertaking a first awareness raising event for local stakeholders in Malta in March 2011. After this first awareness raising event, the second and third round of ComeOn Labels shop visits will focus on the same shops and their outlets while directly discussing positive and problematic aspects with retailers in Malta.

[8] Survey of Compliance Directive 92/75/EEC (Energy Labelling), Fraunhofer Institute (2009) , p. 154ff. http://www.eceee.org/Eco_design/Energy_labelling_directive/Report_energy_labelling

3.5.10 POLAND

The strategy for the first round of shop visits was to cover each type of shops represented in the market. Selection of shops taking into consideration that:

- internet shops were not obliged to use the energy labels yet so we did not select the shops from that category,
- the small shops are driven out of the market by large ones.

From 13rd January to 14th February 2012 visit to 20 shops with household appliances was undertaken. In this group: 60% were electronic superstore, 15% were electric specialist, 5% were kitchen studio, 20% are general hypermarkets and cash and carry. This division follows share of particular type of shops in household appliances` market.
During visiting time it was checked if offered products were marked with appropriate labels and if the labels were correctly placed. Additionally the interviews with the shop assistants were made about their opinions concerning the energy efficiency labels.

Main observations:

- In the inspected shops 4819 products (refrigerating appliances, TVs, washing machines, dishwashers, electric ovens, tumble driers) were checked. There were the new labels on 1662 products (it makes 34% of all). 1229 items were marked with the old type labels (26%). The rest of the products were not labelled in any way (40%). (For TVs this may mean that they were placed on the market earlier than the legislation came into force.)

With regards to specific appliance groups the next results were found:

- Checking of 1285 **refrigerating appliances**. 46% was marked with a new label, 32% had old type labels and 22% was not marked.
- There were 1275 **TVs**. Only 34% of them were marked with energy efficiency labels. The others may have been put into market before November 2011.
- In the inspected shops only 10 **wine storage appliances** were found. It is not too popular product in polish market. None of them was marked with any label. The same as for TVs applies here.
- In the selected shops we found 1443 **washing machines**. About one third had a new label, one third the old label and the rest was not labelled.,
- We checked 539 **dishwashers,** from which 37 %. had new labels, 39% old type labels and 22% had no indication.
- For **electric ovens,** only about half of them (53%) was labelled.
- In the first visiting time we checked 46 **tumble driers**. The level of compliance was very low, only 15 % were labelled, 85 % not labelled.
- In winter time the visited shops do not offer **air conditioners** at all. The situation will have changed in spring; therefore they will be covered in the next shops` visiting round.

Some problems and more observations:

The main problem was that in general hypermarkets and small shops household appliances usually are not labelled. The next one is that customers can not interpret energy efficiency labels.

Generally, we can say that the biggest problem with correct labelling is in the general hypermarket, cash and carry and small shops. In electronic superstores products are marked with energy efficiency labels in a much better way.

The staff of the electronic superstores (Media Markt, EURO RTV AGD) was trained in a new labelling system, but they rather do not use labels as a source of information about particular products. When the shop assistants are talking with customers, they use special description cards made by company`s marketing department. The marketing department prepares the cards with available information downloaded from the producer's websites. On the cards clients can find some parameters from the energy efficiency labels, but not all. In the case of visited supermarkets (Tesco, Real) the staff knew little about energy efficiency labels. There is a similar situation is in the small, private shops.

Both new and the old type labels are usually placed on visible for customers places. Generally they are on the top or on the front part of a product. But we have found cases, when labels were located on the right or left side of devices. It makes that they are invisible and the same – illegible for customers.

Rarely, but sometimes it happens, that the energy efficiency labels are partly sealed (or covered) with another e.g. advertising stickers. The ones inform about additional functions or features of an appliance.
In two shops single (1 or 2) devices were marked with only right information column of the energy efficiency label without left explanation part.

The next observed phenomenon, especially in electronic superstores, is sticking a piece of paper (information column) with a new system of energy efficiency class indication on the old type labels. To illustrate the situations, pictures from shops are attached in the annex of this report.

In three shops we have found the old type labels on the refrigerators with information written by pen or marker on the empty right side of the label. Also it happens that labels are partly destroyed or torn. It causes that it is difficult to read or interpret them. On few products stickers with symbol of energy efficiency class were found,, but it was not a label within a meaning of the EU directive. But we have to say that they were incidental cases.

Another question is, whether customers use energy efficiency labels when they buy household appliances. Practically in all shops, where we were talking with shop assistants, they said, clients can not read and interpret the labels. In connection with this situation, it seems necessary to provide information campaign addressed directly to clients. The campaign should be focused on explanation of symbols used on the energy efficiency labels. Information campaign should show how useful tool the labels are, allowing to buy optimal and energy - efficient devices according to customer's needs.

3.5.11 PORTUGAL

The first round of the shop visits in Portugal took place between:

- ✓ 6th February 2012 – 14th February 2012

Shops were selected randomly to cover each type of shop. Special attention was paid to the types of shops where consumers usually purchase their appliances, i.e., electronic shops and electric specialists. Among all types of shops light bulbs are mainly sold in general supermarkets and in cash & carry shops. The cash & carry shops are usually chosen by consumers to buy air conditioner appliances in particular outside the big urban centre.

The 20 shops visited were divided, according to their type, in electronic superstore (25%), electric specialist (20%), kitchen studio / furniture store (10%), general hypermarkets / cash and carry (30%) and mail order and internet stores (15%).

Globally the visits covered more than 7100 products related to energy labelling, excluding light bulbs which represented additional nearly 7000 products.

The main observations are:

- The **overall compliance** of the products seen in the 20 shops is 64% but there is a significant distinction between internet stores compliance and the other. In the former only 26% of the appliances had the information required by legislation and 25% had not information at all. In the latter 72% of the appliances were correctly labelled (including TV sets and wine storage appliances).
- **Electronic superstore** is the type of shop where the energy class label compliance is higher (91%). For refrigerating appliances the compliance is 98%, for washing machines 81%, for dishwashers 98%, for air conditioners 43%, for electric ovens 86% electric oven and for tumble dryers 100%
- Product **categories** using the energy labels for the longest time are the ones with the highest share of proper energy labelling, like refrigerating appliances (41%), washing machines (43%), dishwashers (53%) and tumble dryers (44%).
- Electric ovens and air conditioners levels of compliance are below the average (32% and 8%, respectively).
- Share of **air conditioners** correctly labelled in shops is the lowest of all (8%).
- Since the energy label is printed directly on the lamp packaging this category presents 100% of compliance.

By product category:

- 2767 **Refrigerating appliances** of which 1146 (41%) were correctly labelled and 310 (11%) not labelled at all. In some cases the label was found inside the model (mainly in built-in appliances) or just the data strip. Four freezers with energy class bellow A were found in one internet store.

- 839 **Washing machines** of which 361 (43%) were correctly labelled and 195 (23%) not labelled at all. In 40 cases the label was not visible because the models were placed in an upper shelf or covered by other items or appliances and 7 models only had the data strip. In one internet store the energy class of one washing machine was C.

- 656 **Dishwashers machines** of which 348 (53%) were correctly labelled and 129 (20%) not labelled at all.

- 325 **Tumble dryers** of which 143 (44%) were correctly labelled and 94 (29%) not labelled at all. In 5 cases the labels were not clearly visible or labelled as washing machines.

- 603 **Electric ovens** of which 193 (32%) were correctly labelled and 193 (32%) not labelled at all. The compliance level is below the average and some models present just the data strip

- 524 **Air conditioners** of which 41 (8%) were correctly labelled and 304 (58%) not labelled at all. Also this product category compliance level is below the average. In some cases the energy class is indicated in a label created by the shop.

- 6872 **Lamps**. The energy label was printed in all products packaging.

- 1404 **TV sets** of which 191 have already the new energy label. However there is no information regarding the data they were placed on the market.

- 67 **Wine storage appliances** of which 17 (25%) were correctly labelled and 33 (49%) not labelled. All correctly labelled models were found in internet stores and all the models found in the other shops were not labelled at all. However there is no information regarding the data they were placed on the market. One model found in an electronic superstore was labelled with the old label for refrigerating appliances.

The main problems found in the Portuguese shops are:

- Energy labels not visible because covered by other sticks, price or even other products (see pictures in annex).
- Products labelled with the wrong label (see pictures in annex).
- TV sets labelled on the back instead of the front of the product.
- Electric ovens with the energy label hidden inside the product (5%).
- Built-in appliances with the energy label hidden inside the product.

- Some products with the old label do not mention the noise emission.
- One cash&carry where 25% of the appliances are labelled just with the data strip.
- Another cash&carry where 76% of the air conditioners display the energy class in a label created by them.
- Electric specialist and general hypermarkets & cash and carry shops are the ones with the higher level of products without label (around 28%).
- Internet stores do not always show the information required by the directive on energy labelling.

For the next round the focus will be made on the new labeled products and new labels and also on the shops with higher level of non compliance.

3.5.12 SPAIN

In Spain, a total of 33 shops have been visited, covering over 10262 displayed products that are falling under the European Energy Label legislation.

The time schedule of the shop visits has been for the first round January and February 2012.

The shop selection is done on a random basis covering all 5 categories of shops from two Regions, Madrid Region (urban area) and Aragón Region (rural area).

In Spain the acquisition of a domestic appliance is mainly done at electronic superstores and electric specialists therefore 3 shops (9%) and 17 shops (52%) of each category have been visited. The kitchen studios and furniture stores were visited, 8 in total that represents 24% and 2 general hypermarkets (6%). Also 3 online shops were checked representing 9% of the total sample.

Main observations:

- 69% of the appliances were **correctly** labelled and 31% of the checked products were not labelled or partially labelled or bear some other kind of product labelling other than the EU energy label. Therefore some sort of non-compliance still reached 2384 out of 7779 covered products. This data is without considering lamps, neither TVs or wine storage appliances with no labels or partially-incorrectly labelled
- In general the product **categories** with a slightly higher share of properly labelled appliances are those which have to be labelled for the longest time, e.g. refrigerating appliances (83%) and washing machines (81%).
- The **new** energy label on TVs was correctly placed in the screen of 10 % of all the checked TVs.
- Most of the shops did only sell 0-3 different models of **wine** storages appliances and the online shops did include more that 15 models each one. But nor the energy label neither the information was usually displayed. The energy labelling on wine storage appliances only arises to 4%.
- The shop type did not influence the correct grade of the energy labelling display as more than 64% of visited shops displayed the energy labels correctly. (The low number of appliances with an energy label particularly applied to 1 furniture shop, 1 online shop and 2 electric specialists).

With regard to specific appliance groups the following observations were made:

Refrigerating appliances: In total we have checked compliance of 3175 refrigerating appliances of which 2647 were labelled correctly (83%) bearing either the old or a new energy label. 528 refrigerating appliances (17%) were not at all or incorrectly labelled.

Air conditioners: In over 70% of the cases air conditioner units were displayed without the energy label (or incorrectly placed).

Washing machines: Label compliance in this category is slightly better than average, of the 1452 washing machines checked 1172 appliances (81%) were labelled correctly, whereas 280 (29%) were not or incorrectly labelled.

Dishwashers: Of the 1142 appliances 879 (77%) were labelled correctly, and 263 (23%) were not or incorrectly labelled.

Electric Ovens: Electric ovens also scored slightly below the average in Spain when it comes to label presence. The project partners found out that only 260 (21%) were labelled correctly. In many cases labels were still in the original packing together with the manual inside the appliance.

Tumble Dryers: This product category showed a particularly low rate of properly labelled appliances. Only 61% of the 339 tumble dryers checked for energy label presence were labelled properly. 39% had no label attached or were mislabelled.

TVs: Labels on TVs were only partially evaluated because the market placement date was not always identifiable. It was observed that TVs of certain brands (e.g. LG, Philips, Samsung) had a very high rate of compliance. In such cases labels were already attached to the appliance under its original packing. Based on this observation it could be assumed that the label in such cases was already attached to the appliance by the manufacturer on the front of the product and was not attached by the retailer in the shop. Most of the retailers are aware of this situation.

Lamps: Lamps are the only product category where the energy label is printed directly on the product packaging. Although compliance check in all visited shops was done, it was agreed to exclude this product category from the evaluation as the large quantities available in shops could have altered the overall evaluation results.

Apart from the above issues, the **main problems** observed in Spain are:

- The usual mistakes made by shop owners, shop responsible or product managers of the visited shops with regard to labelling: Labels are not displayed on the front of the product but are hidden inside the product together with the product manual, only old label data strip is made available, only the energy class is highlighted on a different sticker provided by the manufacturer without showing the energy label, or the energy efficiency class is printed in the front of the product.
- Little information arrives to the shop assistants about the new energy labelling. And in one of the shops we did found that they misunderstood the changes in a way that all old labels should be removed from the appliances.
- Some shop assistants do not like the new energy label. The main reason is they do not understand the meaning of large yearly consumptions in washing machines and dishwashers. One of the main reasons the shop retailers do not stick the energy label is that they believe it damages the domestic appliance and this makes difficult for selling it.

Therefore Escan is going to provide information to the shops (leaflets, training material…etc) and offer the training to shops chains, associations of retailers, manufacturers and institutions.

Up to now some consultants of Escan have had meetings with several retailers' chains and one association of small retailers providing information and the leaflet that we did elaborate.

The second round of Come On Labels shop visits will focus on the same shops while directly discussing positive and problematic aspects with retailers and offering the training material.

3.5.13 UNITED KINGDOM

The time schedule of the shop visits in the UK for the first round was 20th December 2011 – 27th February 2012

The UK Come On Labels project partner's **strategy** was to select shops randomly to cover each of the 5 types, but with an emphasis on the most common types in the UK. In the UK the acquisition of a domestic appliance is mainly done in electronic superstores and electric specialists therefore 6 and 5 shops of each category have been visited respectively. The general hypermarkets category is a diverse collection of shops including supermarkets, large DIY stores and general home stores, 6 shops visited and finally kitchen specialist shops which are less common, so only 3 of these shops were visited. No internet stores were viewed in this round.

Due to the limited number of electrical superstore companies, different branches of the same company were visited in different towns.

19 of the shop visits were done on a "mystery shopper" basis and if approached by sales staff we either discussed products with them or said we were just browsing and they left us alone to continue looking around. The 18th shop was a smaller independent shop and the project was discussed with them before the survey took place.

During this first round of shop visits in the UK we viewed 4,254 products, these were:

- 1,184 **Refrigerating** appliances of which 980 were correctly labelled, 88 incorrectly labelled and 116 were not labelled
- 1,045 electric **ovens** of which 609 were correctly labelled, 95 incorrectly labelled and 341 were not labelled
- 747 **TV's** of which 699 were not labelled, but this could be due to them being older stock. A better compliance rate should be seen on the next round of visits
- 635 **Washing** machines of which 377 were correctly labelled, 120 incorrectly labelled and 138 were not labelled
- 331 **Dishwashers**, of which 216 were correctly labelled, 66 incorrectly labelled and 49 were not labelled
- 251 Tumble **driers** of which 132 were correctly labelled, 40 incorrectly labelled and 79 were not labelled
- 61 **Wine storage** appliances of which 14 were correctly labelled and 47 were not labelled
- No air conditioners seen in any of the shops visited, and lamps were not checked in this round of the visits.

The main problems observed in the UK shops are:

- The **kitchen** sales type shops had 89% incorrectly labelled products (either no labels at all, or labels or strips put only inside the appliances. These shops have on display only a small number of (typically) built in appliances as part of display units for whole kitchens.

- The **smaller** independent specialist shops also had very poor compliance results, even though they have quite a few appliances on display in their shops. The worst performing shop only had 1 label displayed in the whole shop. In another of the shops, the assistant spoken to knew the ratings of all the electric ovens but only 4 of the 68 ovens had a label displayed.

- Some of the electrical **superstores** put labels on boards behind the appliance which may be classed as incorrectly labelled and the label was not always updated when the appliances moved, resulting in the wrong label displayed on the wall behind the appliance.

- The **large** DIY shops and supermarkets had lots of appliances still boxed on display, although most boxes had labels printed on them, they were not always visible or in black and white, as they were still boxed the label was not visible on the appliance.

Photos of a lot of the incorrect labelling issues were taken.

4. RESULTS OF THE FIRST ROUND OF VISITS (I / 2012)

4.1 Results for the whole project

ComeOn Labels - Deliverable 4.9: Shop visits

ALL COUNTRIES

SUMMARY - 1st round of visits

	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit (period)	4.-Shops visited			Visit undertaken by: partner name / person	
	1.	January/February 2012	290				

5.- Shop type	YES (1/0)	%	Compliance per type of shop: Labelled correctly	Partly / Incorrectly labelled	Not labelled
5a T1.-Electronic Superstore	64	22%	63%	16%	21%
5b T2.- Electric specialist	101	35%	57%	16%	27%
5c T3.- Kitchen studio / Furniture stores	57	20%	67%	15%	18%
5d T4.- General hypermarkets / Cash and Carry.	44	15%	67%	17%	16%
5e T5.- Mail order and internet stores	24	8%	63%	17%	20%
Total number of shops:	290		62%	16%	22%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled		Compliance per type of appliance: Labelled correctly	Partly / Incorrectly labelled	Not labelled
6a. - Refrigerating appliances	18980	old label	4724	1716	1045		25%	9%	12%
		new label (1)	8076	2106	1313		43%	11%	
6b. - Wine storage appliances	524	new label (1)	57	113	354		not calculated		
6c. - TVs	13340	new label	3069	656	9615		not calculated		
6d. - Washing Machines	10229	old label	3206	1048	793		31%	10%	16%
		new label (1)	3771	557	854		37%	5%	
6e. - Dishwashers	6659	old label	1761	642	651		26%	10%	19%
		new label (1)	2638	375	592		40%	6%	
6f. - Lamps	79586	old label	74216	2200	3170		not calculated		
6g. - Air conditioners	1702	old label	222	653	814		13%	38%	48%
		new label (2)	7	4	2		0%	0%	
6h. - Electric Ovens	8829	old label	3636	2068	3125		41%	23%	35%
6i. - Trumble driers	2351	old label	1334	486	531		57%	21%	23%
SUMMARY for calculation	51876		32501	9655	9720	51876			
SUMMARY ALL	142200		63%	19%	19%	100%			

4.2 *Results per country*

Austria

ComeOn Labels - Deliverable 4.9: Shop visits

AUSTRIA

SUMMARY - 1st round of visits

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
	1	08.02. - 15.02. 2012	20			AEA	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly labe	Not labelled
5a T1.-Electronic Superstore	3	15 %	69 %	20 %	11 %
5b T2.- Electric specialist	8	40 %	74 %	8 %	18 %
5c T3.- Kitchen studio / Furniture stores	4	20 %	25 %	28 %	47 %
5d T4.- General hypermarkets / Cash and Carry.	2	10 %	48 %	13 %	39 %
5e T5.- Mail order and internet stores	3	15 %	47 %	49 %	4 %
Total number of shops:	20	Average	57 %	20 %	23 %

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1179	old label	119	144	88	10%	12%	12%
		new label (1)	658	111	59	56%	9%	
6b. - Wine storage appliances	42					not calculated		
		new label (1)	0	3	39			
6c. - TVs	1261					not calculated		
		new label	229	12	1020			
6d. - Washing Machines	499	old label	82	106	15	16%	21%	7%
		new label (1)	214	61	21	43%	12%	
6e. - Dishwashers	428	old label	74	58	43	17%	14%	23%
		new label (1)	168	30	55	39%	7%	
6f. - Lamps	0	old label				not calculated		
			0	0	0			
6g. - Air conditioners	6	old label	0	3	3	0%	50%	50%
		new label (2)	0	0	0	0%	0%	
6h. - Electric Ovens	582	old label				29%	48%	23%
			168	280	134			
6i. - Trumble driers	171	old label				51%	33%	16%
			87	57	27			
SUMMARY for calculation	3094		1799	850	445			
SUMMARY ALL	4168		58 %	27 %	14 %			

Belgium

ComeOn Labels - Deliverable 4.9: Shop visits

BELGIUM **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
	1	17.1.- 14.2.2012	20				

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	4	20%	74%	4%	23%
5b T2.- Electric specialist	9	45%	29%	6%	65%
5c T3.- Kitchen studio / Furniture stores	4	20%	6%	7%	88%
5d T4.- General hypermarkets / Cash and Carry.	2	10%	80%	8%	11%
5e T5.- Mail order and internet stores	1	5%	41%	59%	0%
Total number of shops:	20	Average	40%	9%	51%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly labelled	Not labelled
6a. - Refrigerating appliances	604	old label	118	19	175	20%	3%	29%
		new label (1)	243	49	0	40%	8%	
6b. - Wine storage appliances	28	new label (1)	3	1	24	not calculated		
6c. - TVs	697	new label	171	31	495	not calculated		
6d. - Washing Machines	313	old label	64	28	83	20%	9%	27%
		new label (1)	118	20	0	38%	6%	
6e. - Dishwashers	257	old label	33	15	109	13%	6%	49%
		new label (1)	70	12	18	27%	5%	
6f. - Lamps	1077	old label	791	0	286	not calculated		
6g. - Air conditioners	14	old label	7	0	2	50%	0%	14%
		new label (2)	5	0	0	36%	0%	
6h. - Electric Ovens	307	old label	78	17	212	25%	6%	69%
6i. - Trumble driers	179	old label	89	24	66	50%	13%	37%
SUMMARY for calculation	1848		999	184	665			
SUMMARY ALL	3476		54%	10%	36%			

Croatia

ComeOn Labels - Deliverable 4.9: Shop visits

CROATIA — **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit (period)	4.-Shops visited			Visit undertaken by:	
CROATIA	1.	30.1.2012-8.2.2012	20			ELMA KURTALJ	Miri Motaleb & Marina Cengic

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	4	20%	65%	19%	16%
5b T2.- Electric specialist	7	35%	72%	21%	7%
5c T3.- Kitchen studio / Furniture stores	3	15%	19%	38%	42%
5d T4.- General hypermarkets / Cash and Carry.	5	25%	66%	10%	24%
5e T5.- Mail order and internet stores	1	5%	67%	25%	8%
Total number of shops:	20	Average	61%	21%	18%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled		Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1533	old label	553	301	180		36%	20%	12%
		new label (1)	445	45	9		29%	3%	
6b. - Wine storage appliances	26	new label (1)	6	3	17		not calculated		
6c. - TVs	935	new label	279	107	549		not calculated		
6d. - Washing Machines	979	old label	376	264	47		38%	27%	5%
		new label (1)	258	34	0		26%	3%	
6e. - Dishwashers	673	old label	216	149	202		32%	22%	30%
		new label (1)	98	8	0		15%	1%	
6f. - Lamps	65578	old label	62978	0	2600		not calculated		
6g. - Air conditioners	84	old label	45	25	12		54%	30%	14%
		new label (2)	0	2	0		0%	2%	
6h. - Electric Ovens	1051	old label	511	281	259		49%	27%	25%
6i. - Trumble driers	241	old label	162	53	26		67%	22%	11%
SUMMARY for calculation	4846		2949	1162	735	4 846			
SUMMARY ALL	71100		61%	24%	15%	100%			

Czech Republic

ComeOn Labels - Deliverable 4.9: Shop visits

CZECH REPUBLIC

SUMMARY - 1st round of visits

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit (period)	4.-Shops visited			Visit undertaken by:	
Czech Rep	1	II.12	25			SEVEn	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	3	12%	87%	2%	11%
5b T2.- Electric specialist	6	24%	54%	4%	43%
5c T3.- Kitchen studio / Furniture stores	12	48%	11%	12%	77%
5d T4.- General hypermarkets / Cash and Carry.	2	8%	71%	20%	9%
5e T5.- Mail order and internet stores	2	8%	99%	0%	1%
Total number of shops:	25	Average	42%	8%	50%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled		Labelled correctly	Partly / Incorrectly labelled	Not labelled
6a. - Refrigerating appliances	984	old label	83	6	8		8%	1%	5%
		new label (1)	807	36	44		82%	4%	
6b. - Wine storage appliances	49	new label (1)	4	3	42		not calculated		
6c. - TVs	560	new label	120	28	412		not calculated		
6d. - Washing Machines	839	old label	78	4	1		9%	0%	5%
		new label (1)	707	12	37		84%	1%	
6e. - Dishwashers	567	old label	17	2	14		3%	0%	11%
		new label (1)	457	28	49		81%	5%	
6f. - Lamps	32	old label	0	0	32		not calculated		
6g. - Air conditioners	17	old label	0	0	17		0%	0%	100%
		new label (2)	0	0	0		0%	0%	
6h. - Electric Ovens	863	old label	676	32	155		78%	4%	18%
6i. - Trumble driers	100	old label	97	2	1		97%	2%	1%
SUMMARY for calculation	3494		3046	122	326	3494			
SUMMARY ALL	4011		87%	3%	9%	100%			

Germany

ComeOn Labels - Deliverable 4.9: Shop visits

GERMANY **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
	1	23.01. - 15.02.2012	32			Oeko Institut	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	7	22%	93%	5%	2%
5b T2.- Electric specialist	5	16%	83%	11%	6%
5c T3.- Kitchen studio / Furniture stores	8	25%	46%	16%	38%
5d T4.- General hypermarkets / Cash and Carry.	10	31%	89%	4%	8%
5e T5.- Mail order and internet stores	2	6%	63%	32%	0%
Total number of shops:	32	Average	77%	10%	13%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1601	old label	104	79	83	6%	5%	5%
		new label (1)	1054	281		66%	18%	
6b. - Wine storage appliances	0					not calculated		
		new label (1)	0	0	0			
6c. - TVs	1918					not calculated		
		new label	894	91	933			
6d. - Washing Machines	610	old label	101	47	26	17%	8%	4%
		new label (1)	422	14		69%	2%	
6e. - Dishwashers	698	old label	177	29	64	25%	4%	9%
		new label (1)	410	18		59%	3%	
6f. - Lamps	0	old label				not calculated		
			0	0	0			
6g. - Air conditioners	0	old label	0	0	0	x	x	x
		new label (2)	0	0	0	x	x	
6h. - Electric Ovens	623	old label				43%	43%	14%
			267	266	90			
6i. - Trumble driers	311	old label				59%	38%	3%
			182	119	10			
SUMMARY for calculation	4737		3611	853	273			
SUMMARY ALL	5761		76%	18%	6%			

Greece

ComeOn Labels - Deliverable 4.9: Shop visits

GREECE **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2. / 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
	1st Round	February 2011	20			CRES	Kanellia Giannakopoulou

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	5	25%	32%	38%	30%
5b T2.- Electric specialist	9	45%	13%	31%	56%
5c T3.- Kitchen studio / Furniture stores	4	20%	31%	19%	50%
5d T4.- General hypermarkets / Cash and Carry.	1	5%	39%	0%	61%
5e T5.- Mail order and internet stores	1	5%	1%	99%	0%
Total number of shops:	20	Average	22%	32%	46%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1451	old label	149	868	153	10%	60%	11%
		new label (1)	161	120		11%	8%	
6b. - Wine storage appliances	28					not calculated		
		new label (1)	0	22	6			
6c. - TVs	805					not calculated		
		new label	65	251	489			
6d. - Washing Machines	603	old label	85	305	129	14%	51%	21%
		new label (1)	54	30		9%	5%	
6e. - Dishwashers	479	old label	32	277	66	7%	58%	14%
		new label (1)	62	42		13%	9%	
6f. - Lamps	4000	old label				not calculated		
			1600	2200	200			
6g. - Air conditioners	626	old label	7	440	179	1%	70%	29%
		new label (2)	0	0		0%	0%	
6h. - Electric Ovens	1078	old label	141	721	216	13%	67%	20%
6i. - Trumble driers	113	old label	16	76	21	14%	67%	19%
SUMMARY for calculation	4415		772	2879	764			
SUMMARY ALL	9183		17%	65%	17%			

Italy

Distribution of shops from the GfK survey for the project

Region	Province	Shop type	Total
CAMPANIA	Naples	Buying Group	3
		Electrical Chain	2
EMILIA ROMAGNA	Bologna	Buying Group	2
		Electrical Chain	1
		Hypermarket	1
		Variety Store	1
LAZIO	Rome	Buying Group	3
		Electrical Chain	2
		Hypermarket	1
		Kitchen/Furniture	2
LOMBARDIA	Milan	Buying Group	3
		Electrical Chain	2
		Hypermarket	1
		Kitchen/Furniture	4
PIEMONTE	Turin	Buying Group	2
		Electrical Chain	2
		Hypermarket	1
PUGLIA	Bari	Buying Group	2
		Electrical Chain	2
		Hypermarket	1
SICILIA	Catania	Buying Group	2
		Electrical Chain	2
		Variety Store	1
TOSCANA	Florence	Buying Group	3
		Electrical Chain	1
		Hypermarket	1
		Kitchen/Furniture	1
VENETO	Venice	Buying Group	3
		Electrical Chain	1
		Hypermarket	1
Total			54

Shop type	Total	%
Buying Group	23	42,6%
Electrical Chain	15	27,8%
Hypermarket	7	13,0%
Kitchen/Furniture	7	13,0%
Variety Store	2	3,7%
Total	54	100,0%

Region	Total	%
CAMPANIA	5	9,3%
EMILIA ROMAGNA	5	9,3%
LAZIO	8	14,8%
LOMBARDIA	10	18,5%
PIEMONTE	5	9,3%
PUGLIA	5	9,3%
SICILIA	5	9,3%
TOSCANA	6	11,1%
VENETO	5	9,3%
Total	54	100,0%

Province	Total	%
BA	5	9,3%
BO	5	9,3%
CT	5	9,3%
FI	6	11,1%
MI	10	18,5%
NA	5	9,3%
RM	8	14,8%
TO	5	9,3%
VE	5	9,3%
Total	54	100,0%

Region	Shop type	Total
CAMPANIA	Buying Group	3
	Electrical Chain	2
EMILIA ROMAGNA	Buying Group	2
	Electrical Chain	1
	Hypermarket	1
	Variety Store	1
LAZIO	Buying Group	3
	Electrical Chain	2
	Hypermarket	1
	Kitchen/Furniture	2
LOMBARDIA	Buying Group	3
	Electrical Chain	2
	Hypermarket	1
	Kitchen/Furniture	4
PIEMONTE	Buying Group	2
	Electrical Chain	2
	Hypermarket	1
PUGLIA	Buying Group	2
	Electrical Chain	2
	Hypermarket	1
SICILIA	Buying Group	2
	Electrical Chain	2
	Variety Store	1
TOSCANA	Buying Group	3
	Electrical Chain	1
	Hypermarket	1
	Kitchen/Furniture	1
VENETO	Buying Group	3
	Electrical Chain	1
	Hypermarket	1
Total		54

ComeOn Labels - Deliverable 4.9: Shop visits

ITALY

SUMMARY - 1st round of visits

1.- Country	2.- Visit Serie Nr (1. / 2. / 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
Italy	1st Round	December 2011 February 2012	15			ENEA	Milena Presutto

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	4	27%	93%	1%	6%
5b T2.- Electric specialist	3	20%	29%	0%	71%
5c T3.- Kitchen studio / Furniture stores	3	20%	0%	0%	100%
5d T4.- General hypermarkets / Cash and Carry.	3	20%	91%	0%	9%
5e T5.- Mail order and internet stores	2	13%	100%	0%	0%
Total number of shops:	15	Average	60%	0%	40%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1016	old label	743	2	26	73%	0%	3%
		new label (1)	243	0	2	24%	0%	
6b. - Wine storage appliances	26					not calculated		
		new label (1)	0	0	26			
6c. - TVs	1185					not calculated		
		new label	257	0	928			
6d. - Washing Machines	642	old label	490	2	21	76%	0%	3%
		new label (1)	129	0	0	20%	0%	
6e. - Dishwashers	279	old label	193	2	18	69%	1%	6%
		new label (1)	66	0	0	24%	0%	
6f. - Lamps	930	old label				not calculated		
			930	0	0			
6g. - Air conditioners	26	old label	18	0	8	69%	0%	31%
		new label (2)	0	0	0	0%	0%	
6h. - Electric Ovens	187	old label	153	1	33	82%	1%	18%
6i. - Trumble driers	127	old label	121	0	6	95%	0%	5%
SUMMARY for calculation	2534		2413	7	114			
SUMMARY ALL	4418		95%	0%	4%			

Latvia

ComeOn Labels - Deliverable 4.9: Shop visits

LATVIA **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
LV	1.	21/01/2012 - 27/02/2012	20			Ekodoma	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	5	25%	85%	4%	11%
5b T2.- Electric specialist	8	40%	56%	7%	37%
5c T3.- Kitchen studio / Furniture stores	2	10%	85%	2%	13%
5d T4.- General hypermarkets / Cash and Carry.	1	5%	30%	34%	36%
5e T5.- Mail order and internet stores	4	20%	83%	9%	8%
Total number of shops:	20	Average	70%	8%	22%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1737	old label	1241	150	119	71%	9%	7%
		new label (1)	159	62	6	9%	4%	
6b. - Wine storage appliances	42					not calculated		
		new label (1)	7	0	35			
6c. - TVs	958					not calculated		
		new label	190	0	768			
6d. - Washing Machines	1187	old label	788	100	138	66%	8%	12%
		new label (1)	120	41	0	10%	3%	
6e. - Dishwashers	528	old label	440	30	45	83%	6%	9%
		new label (1)	9	4	0	2%	1%	
6f. - Lamps	46	old label	24	0	22	not calculated		
6g. - Air conditioners	76	old label	20	0	56	26%	0%	74%
		new label (2)	0	0	0	0%	0%	
6h. - Electric Ovens	796	old label	419	32	345	53%	4%	43%
6i. - Trumble driers	92	old label	80	0	12	87%	0%	13%
SUMMARY for calculation	4613		3473	419	721			
SUMMARY ALL	5462		75%	9%	16%			

Malta

ComeOn Labels - Deliverable 4.9: Shop visits

MALTA **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
	1	Jan/Feb 2012	25			Projects In Motion	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	3	12%	34%	2%	64%
5b T2.- Electric specialist	17	68%	36%	4%	61%
5c T3.- Kitchen studio / Furniture stores	3	12%	17%	5%	78%
5d T4.- Genral hypermarkets / Cash and Carry.	0	0%			
5e T5.- Mail order and internet stores	2	8%	88%	0%	12%
	25	100%	36%	3%	59%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	464	old label	52	7	89	11%	2%	65%
		new label (1)	100	2	214	22%	0%	
6b. - Wine storage appliances	10					not calculated		
		new label (1)	0	0	10			
6c. - TVs	144					not calculated		
		new label	52	8	84			
6d. - Washing Machines	188	old label	11	23	57	6%	12%	56%
		new label (1)	45	3	49	24%	2%	
6e. - Dishwashers	82	old label	19	2	28	23%	2%	70%
		new label (1)	1	3	29	1%	4%	
6f. - Lamps	6	old label	0	0	6	not calculated		
6g. - Air conditioners	55	old label	5	0	50	9%	0%	91%
		new label (2)	0	0	0	0%	0%	
6h. - Electric Ovens	224	old label	46	8	170	21%	4%	76%
6i. - Trumble driers	56	old label	10	1	45	18%	2%	80%
SUMMARY for calculation	1121		341	49	731			
SUMMARY ALL	1229		30%	4%	65%			

Poland

ComeOn Labels - Deliverable 4.9: Shop visits

POLAND

SUMMARY - 1st round of visits

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
Poland	1	Jan -Feb 2012	20			KAPE	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	12	60%	79%	0%	21%
5b T2.- Electric specialist	3	15%	0%	0%	100%
5c T3.- Kitchen studio / Furniture stores	1	5%	0%	0%	100%
5d T4.- General hypermarkets / Cash and Carry.	4	20%	26%	1%	73%
5e T5.- Mail order and internet stores	0	0%			
Total number of shops:	20	Average	53%	0%	47%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1285	old label	412	0	0	32%	0%	22%
		new label (1)	583	3	287	45%	0%	
6b. - Wine storage appliances	10					not calculated		
		new label (1)	0	0	10			
6c. - TVs	1275					not calculated		
		new label	435	5	835			
6d. - Washing Machines	1443	old label	483	0	0	33%	0%	36%
		new label (1)	442	4	514	31%	0%	
6e. - Dishwashers	539	old label	212	0	0	39%	0%	22%
		new label (1)	202	5	120	37%	1%	
6f. - Lamps	0	old label				not calculated		
			0	0	0			
6g. - Air conditioners	2	old label	0	0	0	0%	0%	100%
		new label (2)	0	0	2	0%	0%	
6h. - Electric Ovens	219	old label				53%	0%	47%
			115	0	104			
6i. - Trumble driers	46	old label				15%	0%	85%
			7	0	39			
SUMMARY for calculation	3969		2891	12	1066			
SUMMARY ALL	4819		73%	0%	27%			

Portugal

ComeOn Labels - Deliverable 4.9: Shop visits

PORTUGAL **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2./ 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
	1	Feb 2012	20			Quercus	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	5	25%	91%	2%	7%
5b T2.- Electric specialist	4	20%	65%	1%	34%
5c T3.- Kitchen studio / Furniture stores	2	10%	75%	19%	6%
5d T4.- General hypermarkets / Cash and Carry.	6	30%	48%	11%	41%
5e T5.- Mail order and internet stores	3	15%	26%	49%	25%
Total number of shops:	20	Average	64%	14%	22%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	2767	old label	279	20	22	10%	1%	11%
		new label (1)	867	1291	288	31%	47%	
6b. - Wine storage appliances	67					not calculated		
		new label (1)	17	17	33			
6c. - TVs	1404					not calculated		
		new label	191	114	1099			
6d. - Washing Machines	839	old label	152	13	62	18%	2%	23%
		new label (1)	209	270	133	25%	32%	
6e. - Dishwashers	656	old label	99	1	7	15%	0%	20%
		new label (1)	249	178	122	38%	27%	
6f. - Lamps	6872	old label				not calculated		
			6848	0	24			
6g. - Air conditioners	524	old label	41	179	304	8%	34%	58%
		new label (2)	0	0	0	0%	0%	
6h. - Electric Ovens	603	old label				32%	36%	32%
			193	217	193			
6i. - Trumble driers	325	old label				44%	27%	29%
			143	88	94			
SUMMARY for calculation	5922		2440	2257	1225			
SUMMARY ALL	14057		41%	38%	21%			

Spain

ComeOn Labels - Deliverable 4.9: Shop visits

SPAIN **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2. / 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
Spain	1	January-February 2012	33			ESCAN	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	3	9%	82%	2%	16%
5b T2.- Electric specialist	17	52%	59%	27%	14%
5c T3.- Kitchen studio / Furniture stores	8	24%	64%	17%	19%
5d T4.- General hypermarkets / Cash and Carry.	2	6%	84%	0%	16%
5e T5.- Mail order and internet stores	3	9%	64%	1%	35%
Total number of shops:	33	Average	64%	18%	17%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	3175	old label	353	64	30	11%	2%	12%
		new label (1)	2294	74	360	72%	2%	
6b. - Wine storage appliances	135					not calculated		
		new label (1)	6	64	65			
6c. - TVs	1451					not calculated		
		new label	142	5	1304			
6d. - Washing Machines	1452	old label	296	78	78	20%	5%	12%
		new label (1)	876	26	98	60%	2%	
6e. - Dishwashers	1142	old label	140	37	17	12%	3%	18%
		new label (1)	739	21	188	65%	2%	
6f. - Lamps	1045	old label				not calculated		
			1045	0	0			
6g. - Air conditioners	272	old label	79	6	183	29%	2%	67%
		new label (2)	2	2	0	1%	1%	
6h. - Electric Ovens	1251	old label				21%	9%	70%
			260	118	873			
6i. - Trumble driers	339	old label				61%	8%	31%
			208	26	105			

SUMMARY for calculation	7779	5395	452	1932
SUMMARY ALL	10262	69%	6%	25%

United Kingdom

ComeOn Labels - Deliverable 4.9: Shop visits

UK **SUMMARY - 1st round of visits**

1.- Country	2.- Visit Serie Nr (1. / 2. / 3.)	3.- Date of visit	4.-Shop Nr (1. - 20.)			Visit undertaken by:	
UK	1	Jan - Feb 2012	20			SWEA	

5.- Shop type	YES (1/0)	%	Labelled correctly	Partly / Incorrectly label	Not labelled
5a T1.-Electronic Superstore	6	30%	79%	7%	15%
5b T2.- Electric specialist	5	25%	39%	7%	54%
5c T3.- Kitchen studio / Furniture stores	3	15%	11%	49%	39%
5d T4.- General hypermarkets / Cash and Carry.	6	30%	46%	40%	13%
5e T5.- Mail order and internet stores	0	0%	0%	0%	0%
Total number of shops:	20	Average	49%	23%	28%

6.- Type of appliances in the shop, with old and/or new energy label

	Total number of displayed products	Labelling	Labelled correctly	Partly / Incorrectly labelled	Not labelled	Labelled correctly	Partly / Incorrectly	Not labelled
6a. - Refrigerating appliances	1184	old label	518	56	72	44%	5%	10%
		new label (1)	462	32	44	39%	3%	
6b. - Wine storage appliances	61	new label (1)	14	0	47	not calculated		
6c. - TVs	747	new label	44	4	699	not calculated		
6d. - Washing Machines	635	old label	200	78	136	31%	12%	22%
		new label (1)	177	42	2	28%	7%	
6e. - Dishwashers	331	old label	109	40	38	33%	12%	15%
		new label (1)	107	26	11	32%	8%	
6f. - Lamps	0	old label	0	0	0	not calculated		
6g. - Air conditioners	0	old label	0	0	0			
		new label (2)	0	0	0			
6h. - Electric Ovens	1045	old label	609	95	341	58%	9%	33%
6i. - Trumble driers	251	old label	132	40	79	53%	16%	31%
SUMMARY for calculation	3504		2372	409	723			
SUMMARY ALL	4254		68%	12%	21%			

5. ANNEX: PHOTOS FROM SHOP VISITS

Examples of incorrectly labelled and not labelled products found during shop visits.

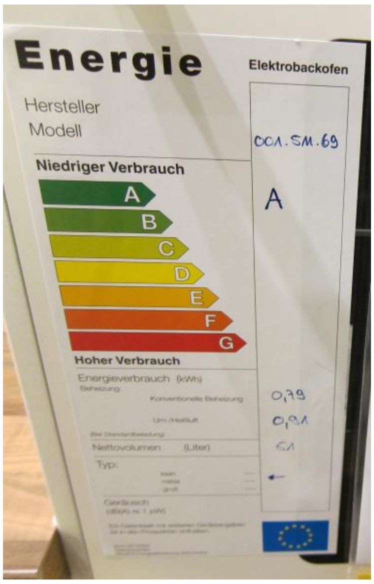
Austria

Belgium

Croatia

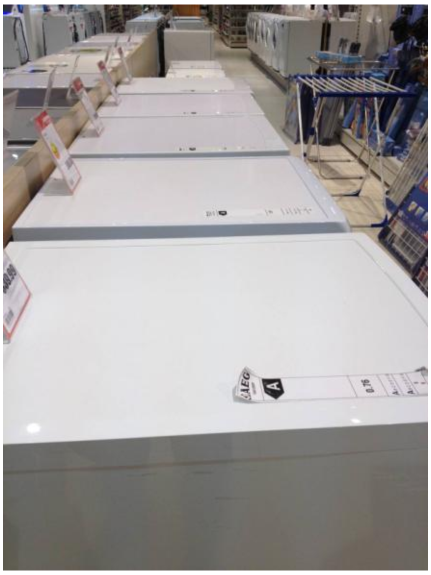
Czech Republic

Germany


Energie
Elektrobackofen
Hersteller
Modell
001.SM.69
Niedriger Verbrauch
A
B
C
D
E
F
G
A
Hoher Verbrauch
Energieverbrauch (kWh)
0,79
0,81
Nettovolumen (Liter)
Typ:

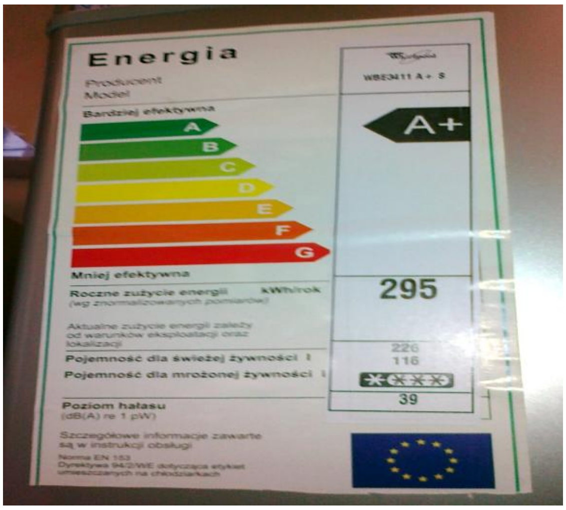

Heißluftofen
60x60 cm
elfenbeinweiß
▸ Heißluftofen; ermöglicht gute Ergebnisse bei hoher Präzision - für alle, die gerne und häufig kochen
▸ Heißluftherd: erwärmte Luft zirkuliert ständig im ganzen Backofen; für gleichmäßiges, effektives Backen.
▸ Auftaufunktion mit Gebläse; für schnelles, hygienisches Auftauen.
▸ Erhältlich auch in: Edelstahl, anthrazit
349.-

Latvia



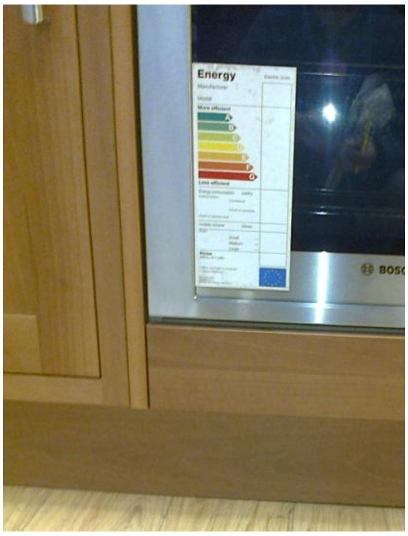
Malta

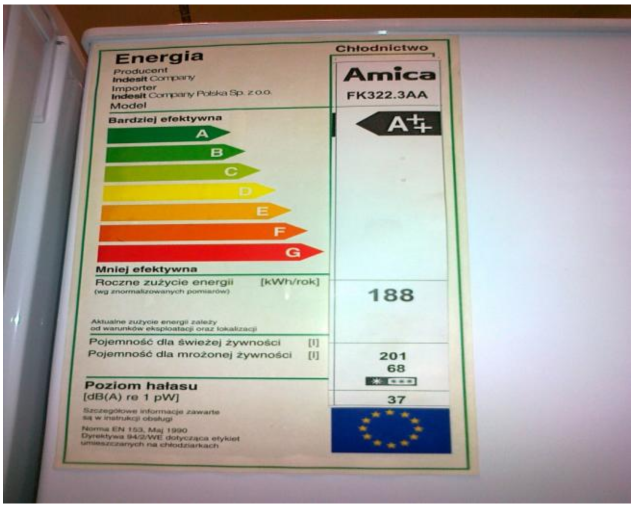
Poland



Portugal

United Kingdom





Note: ask the project organisers for more information about the shop visits, pictures, and specific advice produced within the project´s retailer training and dissemination activities.