

Getting your Z-Wave Device Tested with MK Logic GmbH

This document contains important information about the Z-Wave certification process in our company. Please read it carefully to understand the sequence of the process and the requirements that need to be fulfilled.

Prerequisites

Before starting any work with MK Logic an initially reviewed certification case for your device must exist on the new Z-Wave Alliance Certification Portal (available from July 5th 2021). The URL is as follows:

<https://certification.z-wavealliance.org>

The old Z-Wave Plus Certification Portal will remain open for ongoing certifications and for re-certifications, using the old user account under the following URL:

<https://z-wavecertification.z-wavealliance.org>

Access to the Z-Wave Alliance Portal requires Z-Wave Alliance membership & login. For further information please visit:

<https://z-wavealliance.org/join/>

When accessing the portal for the first time please make sure to read the introduction on the [Getting Started page](#). This page contains information about the whole certification process and how it is handled in the Portal. Also read the latest certification news on the [Z-Wave Certification Overview page](#).

The submitted certification case needs to pass an initial review at the Z-Wave Alliance. As a result of the passed review, a notification mail will be sent to you and to MK Logic.

We will not begin any process until we have received this notification.

Please consider sufficient time for the whole certification process. Depending on the product type it usually takes several weeks to get a device through certification.

We usually have a wait queue time of approximately two weeks. This wait time starts when we have received all items that are listed in the next section. For the actual test run we need between two to three days for slave devices and up to eight days for Z-Wave Plus v2 controller devices. Depending on the number of issues we find during our tests additional time is required to fix those issues and to perform the ad-hoc tests.

Getting Your Device into the Testing Queue

As soon as the certification case has passed the initial review it is time to approach MK Logic. The following items need to be completed in order to get your product into our wait queue.

1. MK Logic must receive a Purchasing Order either by email or by post. The certification fee schedule can be found in the Z-Wave Alliance Certification Overview document under section 2.4.2 Certification Fees on the bottom of the following page: <https://z-wavealliance.org/z-wave-certification-overview/>
2. MK Logic will issue an invoice against your PO. Please do not transfer any payment before you have received the invoice.
3. MK Logic will then put your device into the testing queue only after ALL of the following conditions are met:
 - **Two device samples** have arrived at the testing facility.
 - **Product documentation** has been uploaded. This documentation must meet the requirements for all documentation related form items. Furthermore it must explain how to use your device and how to make it participate in the testing. You are responsible for providing enough explanatory detail that the testers can reasonably use the device with the Z-Wave Test Specifications.
 - **NVR value screen shot** has been uploaded (required only for 500 chip devices).
 - **Firmware hex file** has been uploaded if the product supports over the air firmware updates. The provided file preferably alters the versioning in order to be an indication for a successful update process.
 - **Payment in full** must be received by MK Logic.

All documents and files can be uploaded on the Z-Wave Certification Portal (ZCP). Go to the Files section page of your certification case and upload them there to the particular sub section.

Your Device in the Queue

Your device enters the queue once all required conditions are met.

Please note that the queue may have one device ahead of you or many more. MK Logic can tell you where you are in the queue but cannot tell you which devices are ahead of you. MK Logic is also unable to predict the length of time it will take to get to your device; if there are many problems with several devices, testing takes much more time. Some devices are tested quickly while some require extensive documentation for complex issues. We strive to test each and every device with accuracy and efficiency.

If time pressure is high, we offer a Fast Track Service to handle your device in a preferred queue, see details below in the additional services section.

What Happens During Testing

Once your device has reached the first position in the testing queue, we will begin testing. We will test your device using the Z-Wave Test Specifications. Our role in the process is to document the results of the test and report those results to the Z-Wave Alliance Certification Coordinator.

Only the Z-Wave Alliance Certification Coordinator has the ability to tell you whether you passed certification, failed, or went into ad-hoc resolution.

The testers may contact you to address a specific issue where the documentation is unclear during testing, though it is unlikely. Overall, there will not be any communication from the testers regarding your product during the testing process.

Failures of command classes or hardware are simply documented and reported to the Z-Wave Alliance Certification Coordinator.

Common Issues We See During Testing and How You Can Avoid Them

- We strongly recommend you to go through the self-certification process as thoroughly as possible. Please make sure to use the Compliance Test Tool (CTT) from the Z-Wave Alliance and run all the associated CTT test cases in your CTT project based on your particular Z-Wave Certification Portal (ZCP) case during self-certification.
- Review your product documentation against the certification document requirements. Many times devices are placed into ad-hoc based solely on documentation; some have even failed. Double check that you have correctly identified which command classes your device actually supports/controls.
- Make sure your product documentation is the user manual and not a software specification document.
- Pack your device appropriately for freight transit. When we receive damaged or unusable devices, we require you to ship a fully functioning replacement before entering the device into the queue.

When MK Logic completed the initial test run the results will be sent back to the Z-Wave Alliance. The Z-Wave Alliance Certification Coordinator reviews the results and decides on the next step for the certification case:

- In case no issues were found the technical tests are done at this point. **Please note that Z-Wave Alliance is not able to process the results if the market certification has not been completed already.**
- With a small number of minor issues the device will be placed into the ad-hoc resolution phase. During this 30 day period one updated device or firmware can be provided that will be re-tested for free. Each additional device or firmware that is needed to get the device error-free will be charged according to the certification fee schedule.
- If the device has major issues, the certification may fail at this point. A new certification case needs to be created and new fees will apply when the device is resubmitted for another certification attempt.

After the Certification Process has been completed

At least one of the test samples will be kept at the test house for later reference. Unless requested in writing within forty (40) business days, all devices you supply for testing become property of MK Logic GmbH and will not be returned. To request return of products, please send your address and shipping account with billing zip code to our email address. We will not return devices without a shipping account.

Shipping Information

Our shipping address is:

MK Logic GmbH
Attn: Lydia Kramer
Hauptmarkt 9/10
08056 Zwickau Germany

Phone: +49 (0) 375-39098696

Email: z-wave@mk-logic.de

Please make sure that all shipping costs are covered by your company.

Do not forget to put an invoice/ bill of lading on the outside of the package. This invoice must contain a list of all parts together with their material value and their HS codes. It is recommended to use the code for network devices: 85176990. The combined material value should not exceed 150 Euro. Please also print the following statement on the invoice:

“Value for customs purposes only. Intercompany transfer of engineering samples for technical tests/certification.”

If we are charged with any import taxes, we need to invoice these costs to you.

Billing Information

Our wire transfer information is:

Bank: Sparkasse Zwickau
Bank Address: Crimmitschauer Str. 1, 08056 Zwickau, Germany
IBAN: DE23 8705 5000 1020 0190 49
BIC/SWIFT: WELADED1ZWI

The sender of the payment must bear all transfer and currency exchange costs.

Please specify the invoice number in your wire transfer. Otherwise we may not be able to map your payment to your certification case.

If you like to use PayPal for your payment, please let us know when you send your PO to us. We need to add 5% transaction fee to the amount on the invoice if PayPal is used.

Other Services We Provide

If you need someone to test your device prior to the official certification, we offer pre-certification test services. Also, if you are in need of time-sensitive testing, you can pay for the fast-track certification testing process. The following fees will be charged in addition to the normal certification fees. Please contact us for details.

Test House Fast Track

For USD 3000.00, your device will be taken out of the queue and handled in a parallel track where it is processed ASAP. Usually, testing of devices in the Fast Track Queue is started within 2 to 3 business days.

Pre-Certification Assistance

For a rate of USD 150.00 per hour a MK Logic staff member will provide clients with pre-certification assistance during which we will:

- Review and compare the Certification Form against design documentation/specification of the device.
- Physically test device against Z-Wave certification requirements
- Provide comments and recommendations if necessary.
- Visiting MK Logic during the Pre-Certification Tests is possible.

To perform a full test run we need between 16 and 24 hours for slave devices, 40 to 50 hours for Z-Wave Plus v1 controller devices and 50 to 60 hours for Z-Wave Plus v2 controller devices.

**We thank you for choosing MK Logic GmbH as
your testing partner for Z-Wave Certification!**