



Appliance Product Application Guide

25 November 2025



Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities, and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

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Introduction

This guide provides product applicants with guidance on how to apply for appliance products to be listed on the [VEU Register of Products](#), so that they are eligible to be installed and create Victorian energy efficiency certificates (VEECs) under the Victorian Energy Upgrades (VEU) program.

About this guide

This guide provides instructions on how to apply for an appliance product to be listed on the VEU Register of Products.

The products covered by this guide are:

- High efficiency refrigerator and freezers (product category 22)
- High efficiency televisions (product category 24)
- Energy efficient clothes dryers (product category 25)
- High efficiency pool pumps (product category 26)
- High efficiency motors (product category 31)
- Refrigerated cabinets (product category 32)
- Refrigeration/ventilation fan motors (product category 33)

This guide is divided into two sections:

- Section 1 provides general information on product applications
- Section 2 provides further detail of the performance criteria and documentary evidence required for appliance products.

You should also read our [Application Guide for Product Applicants](#), which provides additional information on:

- the VEU Register of Products
- our product application and assessment process, including things to bear in mind throughout the process
- some product application functionality

Induction cooktop products and freestanding combined induction cooking products which are eligible for sale under the VEU program are those listed in the [product list](#) approved by the Secretary of the Department of Energy, Environment and Climate Action (the department). The products listed in the Secretary's product list are automatically listed in the VEU Register of Products to enable accredited persons to create Victorian Energy Efficiency Certificates (VEECs) for this prescribed activity.

The Secretary may add, suspend, reinstate or remove products from the approved product list in accordance with clause 37C of the Victorian Energy Efficiency Target Regulations 2018. The department intends to release further details on the process for adding and amending the Secretary's product list for induction cooktops and freestanding combined induction cooking products.

For all enquiries about the Secretary's product list, please contact the Victorian Energy Upgrades team at the department at energy.upgrades@deeca.vic.gov.au

Who should use this guide

You should use this guide if you are

- applying for appliance products to be listed on the VEU Register of Products
- interested in understanding the product application requirements for appliance products under the VEU program

You must hold a VEU account to apply for a product listing. Find out more about creating a VEU account at www.esc.vic.gov.au/become-veu-accredited

Seeking assistance

If you encounter difficulties with your application that cannot be answered using this guide, contact us on (03) 9032 1310 or veu@esc.vic.gov.au

We appreciate the time and effort that businesses put into their applications and product officers will endeavour to work with you during the assessment process.

Legal context for this guide

We have prepared this guide as a general summary of relevant parts of:

- *Victorian Energy Efficiency Target Act 2007* (the VEET Act)
- Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- Victorian Energy Upgrades Specifications 2018 (the VEU specifications)

- Victorian Energy Efficiency Target Guidelines (the VEET guidelines)

View these documents at www.esc.vic.gov.au/veu-legislation

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

1. Product requirements

1.1. Product criteria and documentation

Products must meet the specified requirements to be listed on the [VEU Register of Products](#) and create Victorian energy efficiency certificates (VEECs). We do not accept deviations from the listed standards.

You must review and familiarise yourself with the product performance and documentation requirements for each type of product before testing products and submitting product applications.

If you are unable to provide sufficient evidence that a product can meet the minimum criteria, the product will not be approved.

Consult the relevant sections of the VEET Regulations and VEU specifications when preparing documentary evidence for your application.

1.2. Applying for product to be listed on the VEU Register of Products

Applicants must submit a product application form via your account in the [VEU Registry](#) for the relevant product category, together with supporting documentation as detailed in Section 2 of this guide.

You should read the Application Guide for Product Applicants for more information on the product application process, including product application fees which may apply.

Product application forms and the guide are available for download from the [commission website](#).

1.3. GEMS products under the program

The following products listed on the Greenhouse and Energy Minimum Standards (GEMS) Register which meet the product criteria do not need to be approved by the commission to be eligible for installation under the VEU program:

- High efficiency refrigerators and freezers (product category 22A, 22B, 22C and 22D)
- High efficiency televisions (product category 24A)
- Energy efficient clothes dryers (product category 25A)
- High efficiency motors (product category 31A¹)

¹ Note that high efficiency (super-premium and premium) motors (product category 31B) must be approved by the commission for listing on the VEU Register of Products to be eligible for installation under the VEU program.

- Refrigerated cabinets (product category 32A)

However, the products need to be listed in the VEU Register of Products to enable the processing and calculation of VEECs for the installed product.

We do not automatically update eligible GEMS listings to the VEU Register of Products. You can request a GEMS-listed product be listed on the VEU Register of Products by submitting a product application with minimal supporting documentation as listed in section 2 below. You are entitled to a fee waiver when applying for listing of these products on the VEU Register of Products.

Applications for fee waivers are to be made when submitting your product application in the VEU Registry.

To add GEMS-listed products (product categories 22A-D, 24A, 25A, 31A and 32A) to the VEU Register of Products²:

- the brand and model of the product must comply with the relevant GEMS determination and be registered on the GEMS Register
- the product category must meet the product criteria specified in the VEET Regulations and the minimum energy efficiency requirements specified in the VEU specifications

The GEMS Register is maintained by the Australian GEMS Regulator, which is also responsible for administering the GEMS Act, and monitoring and enforcing compliance with the GEMS Act. View the GEMS Register at reg.energyrating.gov.au/comparator/product_types/

In some cases, the data available from the GEMS Register is incomplete and in such cases these products may not be added to the VEU Register of Products until additional data is provided. Likewise, if a product is updated or removed from the GEMS Register, that change may not be reflected in the VEU Register of Products immediately.

Products that are removed from the GEMS Register cease to be eligible for VEU installation activities from the date of removal. If you are aware of your product being removed from the GEMS Register prior to its GEMS expiration date, please let us know immediately.

² Note that due to data quality issues, a product listed on the GEMS Register may not be added to the VEU Register of Products until such times as those data quality issues are resolved by the product applicant or GEMS.

2. Product performance and documentation requirements

2.1. Product category 22: High efficiency refrigerators and freezers

Product category	Product criteria	Documentary evidence
High efficiency single door refrigerator (22A)	A single door refrigerator that: • is a Group 1 refrigerator, determined in accordance with AS/NZS 4474:2018 • does not have a designation of cooled appliance under AS/NZS 4474:2018 • does not have any compartment that is designated as a wine storage compartment, cellar compartment or pantry compartment under AS/NZS IEC 62552.1:2018 • has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018has a minimum star rating index of 5.5 as determined in accordance with AS/NZS 4474:2018.	A screenshot or a copy of the GEMS list (Excel file) showing that the product is listed in the GEMS Register demonstrating compliance with the product criteria
High efficiency two-door refrigerator (22B)	A two-door refrigerator that: • is a group 4, 5B, 5S or 5T refrigerator/freezer, determined in accordance with AS/NZS 4474:2018 as • does not have a designation of cooled appliance under AS/NZS 4474:2018 • does not have any compartment that is designated as a wine storage compartment, cellar compartment or pantry compartment under AS/NZS IEC 62552.1:2018 • has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018 • has a minimum star rating index of 5.5 as determined in accordance with AS/NZS 4474:2018.	

High efficiency chest freezer (22C)	A chest freezer that: • is a Group 6C product, determined in accordance with AS/NZS 4474:2018 does not have a designation of cooled appliance under AS/NZS 4474:2018 • has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018 • has a minimum star rating index of 4.0 as determined in accordance with AS/NZS 4474:2018.	
High efficiency upright freezer (22D)	An upright freezer that: • is a Group 6U or 7 product, determined in accordance with AS/NZS 4474:2018 does not have a designation of cooled appliance under AS/NZS 4474:2018 • has a total storage volume of not less than 250 litres and not more than 700 litres determined in accordance with AS/NZS IEC 62552.3:2018 • has a minimum star rating index of 4.0as determined in accordance with AS/NZS 4474:2018.	

2.2. Product category 24: High efficiency televisions

Product criteria	Documentary evidence
A television that: • has a minimum star rating of 6 stars • has a minimum screen area of 4,000cm² Measurement, testings and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Television) Determination 2013 (No.2).	A screenshot or a copy of the GEMS list (Excel file) showing that the product is listed in the GEMS Register demonstrating compliance with the product criteria

2.3. Product category 25: Energy efficient clothes dryers

Product criteria	Documentary evidence
An electric clothes dryer that: • is not part of a combination washer or dryer • has a minimum star rating of 7 stars • has a capacity of 5kg or more.	A screenshot or a copy of the GEMS list (Excel file) showing that the product is listed in the GEMS Register demonstrating compliance with the product criteria

Measurement, testings and ratings must be in accordance with the Greenhouse and Energy Minimum Standards (Rotary Clothes Dryers) Determination 2015

2.4. Product category 26: High efficiency pool pumps

Product criteria	Documentary evidence
A product for use within a domestic pool or spa that: • is a single phase, single speed, dual speed, multiple speed or variable speed pump unit • has an input power of not less than 100W and not more than 2500W when tested in accordance with AS 5102.1 • is either: – listed as part of a labelling scheme determined in accordance with the Equipment Energy Efficiency (E3) Committee's Voluntary Energy Rating Labelling Program for Swimming Pool Pump-units: Rules for Participation, amended in November 2010 and achieves a minimum star rating of 7 stars when determined in accordance with AS 5102.2 – registered for energy labelling and achieves the minimum star rating of 7 when determined in accordance with AS 5102.2	Evidence of star rating under the E3 committee's voluntary energy rating labelling program OR Evidence of star rating under the energy labelling program

2.5. Product category 31: High efficiency motors

Product category	Product criteria	Documentary evidence
HE motor (31A)	A three-phase cage induction motor that: • has 2,4,6 or 8 poles • has a rated output of not less than 0.75 and not more than 185 kW in accordance with AS 60034.1 • is labelled as a high efficiency motor in GEMS • is GEMS registered in accordance with the Greenhouse and Energy Minimum Standards (Three Phase Cage Induction Motors) Determination 2019	A screenshot or a copy of the GEMS list (Excel file) showing that the product is listed in the GEMS Register demonstrating compliance with the product criteria

HE motor (Super Premium and Premium) (31B)	A three-phase cage induction motor that: • has 2, 4 or 6 poles, and • meets the requirements for an IE3 (premium) or IE4 (super-premium) efficiency level motor proposed in Annex A of IEC/TS 60034-31 when tested in accordance with IEC 60034-2-1; and • has a rated output, as determined in accordance with AS 60034.1-2009 as published on 15 July 2009 of not less than 0.75 and not more than 185 kW	Test report conducted to IEC 60034-2-1 by a laboratory accredited by NATA or equivalent body to perform that test.
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2.6. Product category 32: Refrigerated cabinet (GEMS determination 2020)

Note: A discount factor of zero was applied for installation of products belonging to product class 1 to 11 (inclusive) under the GEMS Refrigerated Cabinets Determination 2020 (Cth) effective from 29 June 2022

Product category	Product criteria	Documentary evidence
32A(i): A refrigerated display cabinet (RDC) or a gelato or ice-cream scooping cabinet	A refrigerated display cabinet or a gelato or ice cream scooping cabinet that: • Is a class 12,13,14 or 15 in the Greenhouse and Energy Minimum Standards (GEMS) (Refrigerated Cabinets) Determination 2020 • achieves an Energy Efficiency Index of below 81 within the meaning of GEMS (Refrigerated Cabinets) Determination 2020	A screenshot or a copy of the GEMS list (Excel file) showing that the product is listed in the GEMS Register demonstrating compliance with the product criteria

2.7. Product category 33: Refrigeration/ventilation fan motor

Product category	Product criteria	Documentary evidence	
Refrigeration fan motor for installation in a refrigerated display cabinet, or cool room (33A)	A fan motor installed in a fan in a refrigerated display cabinet or cool room that is: - an electronically commutated motor (being a permanent magnet motor with electronic commutation) and - if an internal rotor motor, has a rated motor output of not more than 600 Watts - if an external rotor motor, has a rated motor input of not more than 800 Watts - is designed to be installed onto a fan in a refrigerated cabinet or cold room	Product specification sheet and/or manufacturer's declaration specifying: - motor type (internal or external rotor motor) - the input power (IP) (Watts) of the motor - the output power (Watts) of internal rotor motors only - refrigerator type.	
	Electromagnetic compatibility (EMC) compliance certification.	ACMA ³ supplier's declaration of conformity.	Or RCM ⁴ certificate to cover both requirements.
	Safety certification.	Safety certificate issued by a state government safety body or JAS-ANZ accredited approval provider.	
Refrigeration fan motor for installation in a ducted fan or partition fan in an air-handling system (33B)	A fan motor installed into a ducted fan or partition fan in an air-handling system as defined in ISO 13349:2010 that is: - an electronically commutated motor (being a permanent magnet motor with electronic commutation) and - if an internal rotor motor, has a rated motor output of not more than 600 Watts - if an external rotor motor, has a rated motor input of not more than 800 Watts - is designed to be installed onto a ducted fan or partition fan in an air-handling system as defined in ISO 13349:2010	Product specification sheet and/or manufacturer's declaration specifying: - motor type (internal or external rotor motor) - the input power (IP) (Watts) of the motor - the output power (Watts) of internal rotor motors only - refrigerator type.	

³ ACMA = Australian Communications and Media Authority (www.acma.gov.au)

⁴ RCM = Regulatory compliance mark (see www.rcm.standards.org.au)

Product category	Product criteria	Documentary evidence	
	Electromagnetic compatibility (EMC) compliance certification.	ACMA ⁵ supplier's declaration of conformity.	Or RCM ⁶ certificate to cover both requirements.
	Safety certification.	Safety certificate issued by a state government safety body or JAS-ANZ accredited approval provider.	

⁵ ACMA = Australian Communications and Media Authority (www.acma.gov.au)

⁶ RCM = Regulatory compliance mark (see www.rcm.standards.org.au)

Glossary

Term	Definition
Accredited body	In relation to a product, this means a body accredited under the Joint Accreditation System of Australia and New Zealand to give product certification or component certification of a product.
AP	An accredited person is a business that has been accredited by the commission to operate within the VEU program. An AP is entitled to create VEECs through the undertaking of energy efficient activities which are prescribed under the VEET Regulations.
Approved laboratory	Means a laboratory that is accredited by the National Association of Testing Authorities under a mutual recognition agreement.
Business premises	Under the VEU program, business premises are defined as: (i) the premises that is not registered as a residential premises (see definition below), and (ii) the premises not registered as a 'scheduled activity premises' unless it has been 'opted in' to the VEU program pursuant to Regulation 10AA of the VEET Regulations.
Equivalent body	A testing body recognised by NATA under a mutual recognition agreement.
ESV	Energy Safe Victoria
GEMS	Greenhouse and Energy Minimum Standards
GEMS Register	the register kept by the Greenhouse and Energy Minimum Standards Regulator under the GEMS Act and made available to the public at http://reg.energyrating.gov.au/comparator/product_types/ ;
MEPS	Minimum energy performance standard regulated by the GEMS Act;
NATA	National Association of Testing Authorities
RCM	Regulatory Compliance Mark
Residential premises	A building classified under part A3 of the Building Code of Australia as a class 1, 2, 3, or 4 building.
RFI	Request for further information
Total U-Value	The thermal transmittance (W/m ² K) of the composite element allowing for the effect of any airspace and associated surface resistances.
VEEC	Victorian energy efficiency certificate. Each VEEC represents one tonne of carbon dioxide equivalent (CO ₂ -e) abated by the prescribed activity.
VEET Act	Victorian Energy Efficiency Target Act 2007
VEET Regulations	The Victorian Energy Efficiency Target Regulations 2018
VEU	Victorian Energy Upgrades program
VEU specifications	Specifications published by the Secretary under regulation 35 of the VEET Regulations

Document version control

The RM reference for this document is: C/18/24091

Version	Amendments made	Date published
1.0	First release	10 December 2018
1.1	Update to reflect revision to product category 32 with release of VEU Specifications - version 11.0	30 October 2021
1.2	Updated to reflect the changes to VEU GEMS-listed products registration process.	28 March 2022
1.3	Updates to product categories 26 and 33 to align with changes in VEU Specifications – version 13.0	19 September 2022
1.4	Update to reflect introduction of induction cooktop activity with release of updated VEET Regulations and VEU Specifications – version 18.0.	25 October 2024
1.5	Update to product categories 22, 24 and 25 to reflect the release of updated VEU Specifications – version 19.0	17 December 2024
1.6	Update to reflect transition to new VEU Registry system	3 June 2025
1.7	Update to product category 31 B to reflect release of updated VEU Specifications – version 21.	1 October 2025
1.8	Update to product category 31A to include updated standard and reference to GEMS register.	25 November 2025