



Space Conditioning and Water Efficiency Product Application Guide

3 June 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 space conditioning and water efficiency 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 a space conditioning, water efficiency or hot pipe lagging product to be listed on the VEU Register of Products.

The product categories which are covered by this guide are: -

- Space conditioning products:
 - Underfloor insulation (product category 12)
 - Double-glazed window (product category 13)
 - Thermally efficient window product (product category 14)
 - Weather sealing (product category 15)
- Water efficiency products:
 - Low-flow shower rose (product category 17)
 - Water efficient prerinse spray valve (product category 36)

This guide is divided into four sections:

- Section 1 provides general information on product applications.
- Section 2 provides further detail of the performance criteria and documentary evidence required for space conditioning and water efficiency products.
- Section 3 provides further detail of the performance criteria and documentary evidence required for water efficiency products.
- Section 4 provides further detail of the performance criteria and documentary evidence required for hot pipe lagging

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.

Who should use this guide

You should use this guide if you are

- applying for space conditioning and water heating products to be listed on the VEU Register of Products under the Victorian Energy Upgrades program.
- interested in understanding the product application requirements for space conditioning and water efficiency products under the VEU program
- Applying for product approval of hot pipe lagging products under the Victorian Energy Upgrades 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, by email: veu@esc.vic.gov.au or via the 'Contact Us' form in the [VEU Registry](#).

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.

For most of the product categories listed on the following pages, you must submit an independent third-party verification of the product performance against established safety and performance standards, such as a test report from an accredited laboratory.

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 Sections 2 and 3 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](#).

2. Product performance and documentation requirements for space conditioning products

2.1. Product Category 12: Underfloor insulation¹

Product criteria	Documentary evidence
<p>A product, or two or more products that,</p> <ul style="list-style-type: none">• is or are designed to comply with the performance requirements of AS/NZS 4859.1 when installed, or installed together• achieves or together achieve a minimum winter value of R2.5 when measured and declared in accordance with AS/NZS 4859.1.	<p>Test report by a NATA accredited laboratory or equivalent body showing compliance with the product criteria.</p>

2.2. Product Category 13: Double glazed window

Product criteria	Documentary evidence
<p>A glazing product that: -</p> <ul style="list-style-type: none">• complies with the performance requirements of AS 2047—1999 and AS 1288—2006• has a total U-value of not more than 4• is WERS rated and labelled to a minimum of 4 stars for heating.	<p>WERS product certificate or screenshot of listing on the WERS² website demonstrating compliance with the product criteria.</p>

¹ A review is pending relating to administrative and installation requirements for the underfloor insulation activity. This review will be undertaken when ceiling insulation is re-introduced into the program. Until this review is complete, products cannot be registered and VEECs cannot be created for this activity.

² *Window Energy Rating Scheme. A list of WERS rated products can be found at www.wers.net.

2.3. Product Category 14: Thermally efficient window product

Product criteria	Documentary evidence
A product that, when installed on a single glazed window, results in a still air gap being created between the single glazed window and the product, and raises the thermal efficiency performance of the window	<ul style="list-style-type: none"> WERS product certificate or screenshot of listing on the WERS3 website demonstrating compliance with the product criteria, or Independent third party assessment – to be approved by us.

2.4. Product Category 15: Weather sealing

Product criteria	Documentary evidence
<p>A door sealing or door weather stripping product, or a combination of those product (s) that:</p> <ul style="list-style-type: none"> when installed to the frame of, or each edge of, an external door, restricts airflow around the entire perimeter of the door and does not impair normal operation of the door is each covered by warranty against defects for at least 2 years from the date of installation includes manufacturer instructions for installation 	<ul style="list-style-type: none"> Manufacturer's declaration stating that the product, or combination of products, is fit for purpose Manufacturer's declaration stating the type(s) of doors on which the product could be installed Product specification sheet(s) that include diagrams or photographs Installation instructions Warranty for each product. <p>Note: When applying for combination products, applicants should enter into the activity's product application form:</p> <ul style="list-style-type: none"> the brands and model numbers of all products into the 'brand' and 'model' fields using the format: 'brand; brand; brand' and 'model; model; model'. the brands, model numbers and component type (e.g. bottom door seal) of each product into the 'product combination' field using the following example format: <ul style="list-style-type: none"> brand model (bottom door seal)

³ *Window Energy Rating Scheme. A list of WERS rated products can be found at <http://www.wers.net>

Product criteria	Documentary evidence
<p>A window sealing or window weather stripping product, or a combination of those product (s) that:</p> <ul style="list-style-type: none"> • when installed to frame of, or each edge of, an external window, it restricts airflow around the relevant edges of the window and does not impair normal operation of the window • is each covered by warranty against defects for at least 2 years from the date of installation • includes manufacturer instructions for installation 	<ul style="list-style-type: none"> – brand model (door frame seal). <ul style="list-style-type: none"> • Manufacturer's declaration stating that the product, or combination of products, is fit for purpose • Manufacturer's declaration stating the type of window(s) on which the product could be installed • Product specification sheet(s) that include diagrams or photographs • Installation instructions • Warranty for each product. <p>Note: When applying for combination products, applicants should enter into the activity's product application form:</p> <ul style="list-style-type: none"> • the brands and model numbers of all products into the 'brand' and 'model' fields using the format: 'brand; brand; brand' and 'model; model; model'. • enter the brands, model numbers and component type (e.g. bottom door seal) of each product into the 'product combination' field using the following example format: <ul style="list-style-type: none"> – brand model (bottom door seal) – brand model (door frame seal).
<p>A ceiling or wall exhaust fan that</p> <ul style="list-style-type: none"> • expels air either outside or into the roof space of the premises • is fitted with a self-closing damper, flap, filter or other sealing product that is designed to allow airflow through the exhaust of the fan when the fan is operating, and restrict airflow when the fan is not operating • is covered by warranty against defects for at least 2 years from the date of installation • includes manufacturer instructions for installation 	<ul style="list-style-type: none"> • Manufacturer's declaration stating that the product is fit for purpose • Product specification sheet that includes diagrams or photographs • Installation instructions • Product warranty.

Product criteria	Documentary evidence
<p>A self-closing damper, flap, filter or other sealing product on a ceiling or wall exhaust fan that:</p> <ul style="list-style-type: none"> • is designed so that when installed on a ceiling or wall exhaust fan, allows airflow through the exhaust of the fan when the fan is operating and restricts airflow when the fan is not operating • is covered by warranty against defects for at least 2 years from the date of installation. • includes manufacturer instructions for installation 	<ul style="list-style-type: none"> • Manufacturer's declaration stating that the product is fit for purpose • Product specification sheet that includes diagrams or photographs • Retrofit installation instructions • Product warranty.
<p>A product that is made of robust non-shrinking sealing material that:</p> <ul style="list-style-type: none"> • when installed in an unsealed wall vent, results in the ventilation opening being sealed or closed: • is covered by warranty against defects for at least 2 years from the date of installation. • includes manufacturer instructions for installation 	<ul style="list-style-type: none"> • Manufacturer's declaration stating that the product is fit for purpose and that it is made of robust, non-shrinking material • Product specification sheet that includes diagrams or photographs • Installation instructions • Product warranty.

Product criteria	Documentary evidence
<ul style="list-style-type: none"> • A product that: • is designed so that when fitted to a chimney or flue of an open fireplace used to burn solid fuel, restricts the airflow into or out of the chimney or flue when closed and allows the fireplace to operate safely and effectively when open • is designed to be installed permanently to the chimney or flue • is covered by warranty against defects for at least 5 years from the date of installation • includes manufacturer instructions for installation 	<ul style="list-style-type: none"> • Manufacturer's declaration stating that the product is fit for purpose and that the product is non-flammable • Product specification sheet that includes diagrams or photographs • Installation instructions • Product warranty.
<p>A product that:</p> <ul style="list-style-type: none"> • is not a chimney or flue balloon • is designed so that when fitted to a chimney or flue of an open fireplace used to burn solid fuel when closed, restricts the airflow into or out of the chimney or flue • is designed to be installed on a temporary or seasonal basis • is covered by warranty against defects for at least 2 years • includes manufacturer instructions for installation and signage instructions for removal of the product 	<ul style="list-style-type: none"> • Manufacturer's declaration stating that the product is fit for purpose • Product specification sheet that includes diagrams or photographs • Installation and removal instructions • Product warranty.

Product criteria	Documentary evidence
<p>A product that</p> <ul style="list-style-type: none"> • is designed so that when installed to cover the ceiling outlet of a ducted evaporative cooling system, restricts airflow from inside the residential premises into the evaporative cooling ductwork • is designed to be installed on a temporary or seasonal basis • is covered by warranty against defects for at least 2 years • includes manufacturer instructions regarding its installation and removal and the time of the year that the product should be installed and removed 	<ul style="list-style-type: none"> • Manufacturer's declaration stating that the product is fit for purpose • Product specification sheet that includes diagrams or photographs and compatible cooler outlet sizes • Installation and removal instructions that include when the product should be installed and removed • Product warranty.

3. Product performance and documentation requirements for water efficiency products

3.1. Product Category 17: Low flow shower rose

Product criteria	Documentary evidence
<p>A shower rose that:</p> <ul style="list-style-type: none">• complies with AS/NZS 3662:2013• achieves 3 stars and a flow rate of range E, determined in accordance with AS/NZS 6400:2016	<p>WELS⁴ certificate demonstrating compliance with the product criteria</p>

3.2. Product Category 36: Water efficient pre-rinse spray valve

Product criteria	Documentary evidence
<p>A pre-rinse spray valve that:</p> <ul style="list-style-type: none">• is tap equipment that is determined to be a WELS product under the Water Efficiency Labelling and Standards Determination 2013 (No.2) made under sections 18, 19 and 26 of the Water Efficiency Labelling Standards Act 2005 (Cth) is rated as having a minimum 6 star water efficiency rating when assessed and labelled in accordance with AS/NZS 6400:2016.	<p>WELS⁴ certificate demonstrating compliance with the product criteria</p>

⁴ * WELS = Water Efficiency and Labelling Standards. WELS certificates can be downloaded by following the links at www.waterrating.gov.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/non-residential premises	Under the VEU Program, business/non-residential 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.
COP	Coefficient of performance is the ratio of a product's rated heating capacity to its effective power input at its rated heating capacity.
DNSP	Distribution network service provider
Equivalent body	A testing body recognised by NATA under a mutual recognition agreement.
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
R-Value	The thermal resistance ($\text{m}^2\text{K/W}$) of a component calculated by dividing its thickness by its thermal conductivity.
Total U-Value	The thermal transmittance ($\text{W/m}^2\text{K}$) of the composite element allowing for the effect of any airspace and associated surface resistances.

Term	Definition
VEEC	Victorian Energy Efficiency Certificate. Each VEEC represents one tonne of carbon dioxide equivalent (CO ₂ -e) abated by the prescribed activity.
WELS	Water Efficiency and Labelling Standards
WERS	Window Energy Rating Scheme managed by the Australian Window Association.

Document version control

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1.0	First release	10 December 2018
1.1	Updated publication date references to the following standards: AS/NZS 3662:2013 and AS/NZS 6400:2016	10 June 2019
1.2	Update to product categories 12, 14 and 15 to align with amended wording in VEU specifications – Version 13.0	19 September 2022
1.3	Update to reflect transition to new VEU Registry system	3 June 2025