



EPA NSPS Enforcement Visit Checklist for Retailers

- ✓ **Be welcoming to the EPA or state enforcement officer.**
 - Do not kick them out of your shop or refuse to cooperate.
- ✓ **Show them around your store and answer their questions to the best of your ability.**
 - Remember, it is ok to not know the answer to a question, as long as you follow up with them after the visit (“I don’t have an answer for you today, but I will get you that information as soon as possible.”)
- ✓ **If something is found out of place during the visit, such as an operation manual not being near a floor model, get a copy of the operation manual immediately and place it in front of or near the floor model**
 - Ensure that a copy of the operation manual is always kept with the floor model in the future.
- ✓ **If the enforcement officer finds an appliance on your show floor that shouldn’t be there (such as a non-certified stove), be apologetic and remove the product from your store as soon as possible.**
 - Remember, the product cannot be sold or given away if it is not previously owned by a non-commercial owner. It must be disposed of.
- ✓ **After the visit, call or email your regional HPBA affiliate director.**
 - Alert them to the visit so they may alert others of an enforcement officer in the area to help stores have the needed technical person onsite for their potential visit.
- ✓ **Have questions about anything that came up during the visit?**
 - Contact Rachel Feinstein, HPBA’s Senior Manager – Government Affairs, via email at feinstein@hpba.org (preferred communication) or phone at 703-522-0086 ext. 109.