

**CONSUMER PROTECTION
(CONSUMER GOODS SAFETY REQUIREMENTS)
REGULATIONS 2011
(CGSR)**

**Information Booklet
(Edition 5)**



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1 INTRODUCTION

This information booklet serves as a guide to the Consumer Protection (Consumer Goods Safety Regulations) Regulations 2011 (CGSR). It also provides a non-exhaustive list of applicable safety standards for respective product categories as a reference.

Enterprise Singapore as the Safety Authority reserves the right to revise the booklet and introduce new safety standards or additional safety requirements as and when the need arises.

Users are advised to obtain the latest version of this booklet from the website www.enterprisesg.gov.sg.

Feedback is welcome.

The contact information on Enterprise Singapore's **Consumer Protection, Weights & Measures Division** is as follows:

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2 WHAT IS CGSR

The Consumer Protection (Consumer Goods Safety Requirements) Regulations 2011 (CGSR) were introduced on 1 April 2011 to enhance consumer protection against unsafe *general consumer goods*. The CGSR covers general consumer goods which are not under the purview of other regulations or regulatory agencies in Singapore. Examples of these are toys, children's products, apparel, sports and recreation products, furniture, mattresses and bedding and DIY tools.

The CGSR stipulates that general consumer goods shall conform with internationally accepted safety standards. In recognition of Singapore's small and open market, the CGSR also focuses on post-market action to reduce the impact of unsafe general consumer goods as soon as safety issues are discovered.

Enterprise Singapore is appointed by the Ministry of Trade and Industry (MTI) as the Safety Authority to administer the CGSR. As the Safety Authority, Enterprise Singapore has the power to investigate, stop the sale of, or ban unsafe general consumer goods from the market. Enterprise Singapore conducts market surveillance and monitors the safety of general consumer goods through various means including sharing of safety information and alerts with its overseas and local partners, as well as from information provided by consumers, suppliers, consumers associations, and other regulatory authorities in Singapore.

Besides performing regulatory and enforcement functions, Enterprise Singapore also educates the public on product safety through various outreach activities such as public talks and seminars, and media platforms such as the newspapers, posters, pamphlets and its website.

To further assist consumers and suppliers, some examples of general consumer goods that fall under the CGSR as well as those that do not, are provided in Appendices B and C respectively.

3 WHO SHOULD BE CONCERNED WITH THE CGSR

Consumers and Suppliers should all be concerned as we have a shared responsibility for the safety of general consumer goods sold in Singapore.

Consumers

Consumers should take ownership of their own safety. They should purchase goods from trustworthy suppliers, read and understand the labels, warnings and instructions that accompany the product and use the product only for the intended purpose.

An educated consumer who is well-informed on consumer product safety provides the best insurance against unsafe products. Responsible consumers who keep the supplier and the Safety Authority informed of product safety failures facilitate timely measures to be taken by Safety Authority to contain damage within the shortest possible time.

Consumers can log on to www.enterprisesg.gov.sg to find out more details on the CGSR, product safety alerts and safety tips.

Suppliers

Suppliers of consumer goods (*this includes manufacturers, importers, distributors, retailers and other traders*) should sell only safe goods. Supplying unsafe goods may result in:

- loss of company reputation and consumer confidence
- costs incurred for remedial action, such as removal of products from the market
- penalties and fines imposed by the Safety Authority

Suppliers can enhance the safety of their products by:

- ensuring that their products have been tested and/or certified to applicable safety standards. This can be done either by sourcing from reputable manufacturers who have an established reputation for supplying products that are tested for safety compliance, or engaging an independent – and preferably accredited – laboratory to conduct safety testing of products
- checking their products for safety problems or defects before sale
- providing sufficient and appropriate warnings to consumers regarding potential hazards or risks associated with the use of the product

4 KEY POINTS OF CGSR

General consumer goods covered by CGSR are classified into 2 categories:

Category 1:

General consumer goods for which there are applicable International Organisation for Standardisation (ISO) standards, International Electrotechnical Commission (IEC) standards, European Standards (EN) or ASTM International standards.

Category 1 consumer goods have to meet the requirements imposed by ISO, IEC, EN or ASTM safety standards, as well as any *additional safety requirements* imposed by the Safety Authority and as listed in this Information Booklet.

Category 2:

General consumer goods *other than* Category 1 goods.

Category 2 consumer goods have to conform to applicable regional or national safety standards.

Enterprise Singapore, as the Safety Authority, is empowered under the CGSR, to stop the sale of consumer goods found to be unsafe as well as publicise the results of its findings. Once a consumer good has been publicised as being unsafe, the supply of the consumer goods is not allowed.

Suppliers that do not comply with Enterprise Singapore's instruction to stop sale, or continue to sell such consumer goods after Enterprise Singapore has publicised them to be unsafe, shall be liable to be convicted and subject to a fine and/or imprisonment.

DEFINITIONS

- (1) “**Consumer Goods**” means goods which are ordinarily supplied for private use or consumption, excluding those regulated by the provisions of any other written laws, and includes the packaging in which the consumer goods are supplied.

Consumer goods are items bought by people for their own use, rather than by businesses. They are goods that satisfy personal needs rather than those required for the production of other goods or services.

- (i) “**Category 1 goods**” means consumer goods for which safety standards have been formulated or adopted and published by –

- (a) the International Organisation for Standardisation (ISO standards);
- (b) the International Electrotechnical Commission (IEC standards);
- (c) the European Committee for Standardisation (EN standards); or
- (d) the ASTM International (ASTM standards).

- (ii) “**Category 2 goods**” means consumer goods, not being Category 1 goods;

- (2) “**Published**” means made available to the public, whether in Singapore or elsewhere;

- (3) “**Consumer**” means any person who primarily acts for purposes falling outside business operations;

- (4) “**Supplier**” means:

- manufacturer/representative/person who affixes his name or trademark or other distinctive mark onto the product
- importer
- distributor
- retailer
- any person who exchanges or disposes of the product for any consideration
- any person giving the product as a prize or gift for commercial purposes;

- (5) “**CPS Scheme**” means Consumer Protection (Safety Requirements) Registration Scheme;

- (6) “**Controlled Goods**” means any goods of a type, class or description specified in the First Schedule of the Consumer Protection (Safety Requirements) Regulations;

- (7) **EN** stands for European Norm (Standards), and are standards published by European Committee for Standardisation (CEN);

- (8) **ASTM** standards are those published by ASTM International, which is a USA-based standards setting organisation.

EXAMPLES OF GENERAL CONSUMER GOODS UNDER CGSR

The following are some examples of products that are deemed as general consumer goods under CGSR:

- **Toys**
 - Toy guns
 - Toy containers with candy / sweets
 - Toy chemistry sets
 - Balloons
 - Building blocks
 - Dolls
- **Children's products**
 - Baby cribs
 - Baby walkers
 - High chairs
 - Finger paints
 - Swimming floatation aids
 - Inflatable PVC plastics
- **Recreation and exercise equipment**
 - General fitness equipment
 - Off-road bicycles such as trekking and mountain bikes
 - Non-gymnastic trampolines
- **Apparel**
- **Furniture**
- **Stationery**

Listed below are some examples of electrical, electronic and gas products that are not regulated by the CPS Scheme as Controlled Goods, but are covered as general consumer goods under CGSR:

- Split air-conditioners
- Clothes dryers
- Massage chairs
- Wine coolers
- Dishwashers
- Camping stoves
- BBQ stoves

EXAMPLES OF CONSUMER GOODS NOT UNDER THE PURVIEW OF CGSR

These are examples of consumer goods that are already covered under existing regulations or legislation and thus do not come under the purview of CGSR. Visit the respective regulator’s website for the definition and list of products under their purview.

s/n	Product type	Regulator
1.	Food products and products containing/in contact with food or beverages	<u>Singapore Food Agency (SFA)</u>
2.	Cosmetics, medical devices, pharmaceuticals and Chinese proprietary medicines	<u>Health Sciences Authority (HSA)</u>
3.	Motor vehicles and electric bicycles	<u>Land Transport Authority (LTA)</u>
4.	Motorcycle helmets and children car seats	<u>Traffic Police (TP)</u>
5.	33 categories of household electrical, electronic and gas appliances and accessories (Controlled Goods)	<u>Enterprise Singapore</u>
6.	Hazardous substances	<u>National Environment Agency (NEA)</u>
7.	Pesticides and vector repellents	<u>National Environment Agency (NEA)</u>

FAQS ON THE CONSUMER PROTECTION (CONSUMER GOODS SAFETY REQUIREMENTS) REGULATIONS 2011 (CGSR)

1. What are the Consumer Protection (Consumer Goods Safety Requirements) Regulations 2011 (CGSR) about?

The CGSR seeks to enhance the safety of *general consumer goods* in Singapore. This generally covers physical/mechanical hazards and electric shock/fire hazards related to consumer products.

For products not under the purview of the CGSR please see Q4.

2. What are *consumer goods*?

Consumer goods are items bought by people for their own use, rather than by businesses. They are goods that satisfy personal needs rather than those required for the production of other goods or services.

3. What products are covered under the CGSR?

The following are examples of general consumer goods covered under CGSR:

- Children's products, such as walkers and cribs
- Toys, such as balloons, balls and rattle
- Electrical, electronic and gas products that are not regulated under the *Consumer Protection (Safety Requirements) Registration Scheme (CPS Scheme)*
- Furniture, mattresses and bedding
- DIY products, such as power tools and home improvement products
- Apparel
- Sports and recreation products such as exercise equipment
- Stationery products, such as writing instruments and paper items
- Costume jewellery and watches

4. What products are not under the purview of the CGSR?

The CGSR does not cover consumer goods already under the purview of other regulations or regulatory agencies in Singapore. Some examples are:

- a. **Food products and products containing/in contact with food or beverages:** [Singapore Food Agency \(SFA\)](#)
- b. **Cosmetics, medical devices, pharmaceuticals and Chinese proprietary medicines:** [Health Sciences Authority \(HSA\)](#)
- c. **Motor vehicles and electric bicycles:** [Land Transport Authority \(LTA\)](#)
- d. **Motorcycle helmets and children's car seats:** [Traffic Police \(TP\)](#)
- e. **33 categories of household electrical, electronic and gas appliances and accessories:** [Enterprise Singapore](#)
- f. **Hazardous substances:** [National Environment Agency \(NEA\)](#)
- g. **Pesticides and vector repellents:** [National Environment Agency \(NEA\)](#)

The following are also not under the purview of CGSR:

- Used or second-hand products
- Goods produced solely for export or imported solely for re-export
- Installation works
- Fixtures and fittings
- Products for commercial or industrial use
- The long-term health effects of consumer products

5. How is CGSR different from the Consumer Protection (Safety Requirements) Registration Scheme (CPS Scheme)?

The CPS Scheme covers 33 categories of household electrical, electronic and gas appliances and accessories, and is based on pre-market control which requires registration with Enterprise Singapore.

The CGSR covers general consumer goods which are not under the purview of other regulations or regulatory agencies in Singapore, and is based on post-market surveillance and action. There is no requirement for pre-market testing, certification or approval from Enterprise Singapore.

While there is no requirement for general consumer goods to be furnished with a test report before it can be sold, in practice, investigations of a possible non-compliance will include request to access relevant test reports and information to determine the existence of reasonable means in ensuring the consumer good complies to safety requirements.

6. When did the CGSR come into effect?

The CGSR came into effect on 1 April 2011.

7. Who will be affected by CGSR?

Suppliers (includes manufacturers, importers, distributors, retailers and traders) of general consumer goods that are not under the purview of other regulations or regulatory agencies in Singapore will be affected by CGSR.

8. What are the respective roles of Enterprise Singapore, suppliers and consumers in the CGSR?

- a. As the Safety Authority, **Enterprise Singapore's** role is to investigate and instruct suppliers of unsafe consumer goods to stop selling them.
- b. Role of **suppliers** (includes manufacturers, importers, distributors, retailers and traders): To supply safe products. If any consumer goods are found to be unsafe, they should stop selling the unsafe goods immediately and notify Enterprise Singapore.
- c. Role of **consumers**: To take ownership of their own safety when purchasing and using products, and to take note of unsafe products and recall notices. They should also inform Enterprise Singapore and suppliers if they suspect any product is unsafe. For redress related matters, consumers should take it up directly with the suppliers or contact the Consumers Association of Singapore (CASE) if they are unable to resolve the matter with the suppliers.

9. Are safety/conformity marks (e.g. CE marking) sufficient to ensure that the products are safe?

Consumers should be aware of various safety/conformity marks and their limitations. For example, the CE marking is based on suppliers' declaration of conformity and there is no assurance that consumer goods marked CE have actually been tested to the relevant EN safety standards.

10. What should I do when I suspect that a product is unsafe?

- a. Consumer: Immediately stop using the product and inform the Supplier and Enterprise Singapore.
- b. Supplier (includes manufacturers, importers, distributors, retailers and traders): Immediately stop the supply of the product and notify Enterprise Singapore.

11. What action will Enterprise Singapore take?

Enterprise Singapore carries out routine market surveillance regularly as part of its enforcement efforts.

- **If there are reasonable grounds to believe a product is unsafe**
Enterprise Singapore will investigate whether the product is indeed unsafe.
- **If a product is found to be unsafe**
Enterprise Singapore will notify the supplier (includes manufacturers, importers, distributors, retailers and traders) and the public of the unsafe product and instruct the supplier to stop the supply of the unsafe product. Enterprise Singapore may also instruct suppliers to inform users of the potential dangers of the product.

12. What are the offences under the CGSR?

Any person who –

- a. *continues selling the goods on or after the day following the issue of a public notice declaring any consumer goods to be unsafe; or*
- b. *fails to comply with a direction issued by Enterprise Singapore to –*
 - (i) *control or cease the supply; and*
 - (ii) *inform users of the potential dangers of the goods*

shall be guilty of an offence.

13. What are the penalties for the offences?

The first time offender on conviction shall be liable to a fine not exceeding \$2,000 or to an imprisonment for a term not exceeding 12 months or to both. In the case of a second or subsequent offence, the offender shall be liable to a fine not exceeding \$10,000 or to an imprisonment for a term not exceeding two years or to both.

14. How do I find out more about CGSR?

Details on the CGSR are available at www.enterprisesg.gov.sg

15. How do I contact Enterprise Singapore to report on safety issues related to general consumer goods covered under the CGSR?

You may report safety issues to Enterprise Singapore using the recommended form provided in Appendix G and send it to the following mailing address, or contact us as follows:

Hotline : 1800-773 3163
Email : consumerprotection@enterprisesg.gov.sg

Mailing Address

Enterprise Singapore
Consumer Protection, Weights & Measures Division
2 Fusionopolis Way
#15-01, Innovis
Singapore 138634

<u>List of Applicable Safety Standards</u>			
TOYS	Applicable Safety Standards		
	European	American	International
Balloon Balls Marbles Pompoms Projectile toys Stroller and carriage toys Stuffed toys Toys Toys intended to be attached to a crib Yo-Yo	EN 71	ASTM F963	ISO 8124
Electric toys	EN 71 EN 62115	ASTM F963	ISO 8124 IEC 62115
CHILDREN'S PRODUCTS	Applicable Safety Standards		
	European	American	International
Babies' dummies/pacifiers	EN 1400	ASTM F963	
Baby carriers	EN 13209	ASTM F2050 ASTM F2236	
Baby changing tables	EN 122211		
Baby slings		ASTM F2907	
Baby walker	EN 1273	ASTM F977	
Bassinet/Cradles	EN 1130	ASTM F2194	
Carriages and strollers	EN 1888	ASTM F833	
Child floor seat		ASTM F3317	
Child safety barriers	EN 1930	ASTM F1004	
Child seats for cycles	EN 14344	ASTM F1625	
Children cots/cribs	EN 716	ASTM F1169 ASTM F406	ISO 7175
Children's chairs and stools		ASTM F2613	
Children's jewellery		ASTM F2923	
High chairs	EN 14988	ASTM F404	ISO 9221
Infant bouncer seats	EN 14036	ASTM F2167	
Infant mattresses	EN 16890	ASTM F2933	

Playpens	EN 12227	ASTM F406	
Portable hook-on chair		ASTM F1235	
Soother holders	EN 12586		
APPAREL	Applicable Safety Standards		
	European	American	International
Adult jewellery		ASTM F2999	
Children's clothing upper outerwear	EN 14682	ASTM F1816	
Children's sunglasses	EN ISO 12312		ISO 12312
FURNITURE and BEDDINGS	Applicable Safety Standards		
	European	American	International
Beds/Mattresses	EN 1725		
Bunk beds	EN 747	ASTM F1427	ISO 9098
Chairs/Sofas Bean bag chairs	EN 12520	ASTM F1912	
Storage units	EN 14749	ASTM F2057 ASTM F2598	ISO 7170
Tables and desks	EN 12521 EN 527		ISO 7172
RECREATION and EXERCISE EQUIPMENT	Applicable Safety Standards		
	European	American	International
Children's bicycles	BS EN ISO 8098		ISO 8098
Elliptical trainers	EN 957-9	ASTM F2810	ISO 20957-9
Exercise bicycles with a fixed wheel	EN 957-10	ASTM F1250	ISO 20957-10
General fitness equipment		ASTM F2276	ISO 20957-1
Non-gymnastic trampolines	EN 71-14		
Pedal crank training equipment	EN 957-5		ISO 20957-5
Rowing machines	EN 957-7		ISO 20957-7
Stationary strength training equipment	EN 957-2		ISO 20957-2
Steppers, stair climbers and climbers	EN 957-8		ISO 20957-8
Strength training benches	EN 957-4		ISO 20957-4

Treadmills	EN 957-6	ASTM F2115	ISO 20957-6
Trekking and mountain bicycles	BS EN ISO 4210		ISO 4210
DO-IT-YOURSELF (DIY) TOOLS	Applicable Safety Standards		
	European	American	International
Electric power tools	EN 50144 EN 60745 EN 61029		IEC 60745 IEC 61029 IEC 60335-2-45
ELECTRICAL and ELECTRONIC PRODUCTS	Applicable Safety Standards		
	European	American	International
Air purifier	EN 60335-2-65		IEC 60335-2-65
Can opener	EN 60335-2-14		IEC 60335-2-14
Clock	EN 60335-2-26		IEC 60335-2-26
Clothes dryer/tumbler	EN 60335-2-11 EN 60335-2-43		IEC 60335-2-11 IEC 60335-2-43
Cooker hood	EN 60335-2-31		IEC 60335-2-31
Dehumidifier	EN 60335-2-40		IEC 60335-2-40
Dishwasher	EN 60335-2-5		IEC 60335-2-5
Double-capped LED lamps designed for retrofitting linear fluorescent lamps			IEC 62776
Freezer	EN 60335-2-24		IEC 60335-2-24
Garment steamer	EN 60335-2-85		IEC 60335-2-85
Humidifier	EN 60335-2-98		IEC 60335-2-98
Laptop	EN 60950-1		IEC 60950-1
Self-Ballasted LED Light Bulbs > 50V			IEC 62560
Sewing machine	EN 60335-2-28		IEC 60335-2-28
Shaver/hair clipper	EN 60335-2-8		IEC 60335-2-8
Split air-conditioner	EN 60335-2-40		IEC 60335-2-40
Steam mop	EN 60335-2-79		IEC 60335-2-79
Toothbrush	EN 60335-2-52		IEC 60335-2-52
Wine cooler	EN 60335-2-24		IEC 60335-2-24

Mains Plugs: All household electrical and electronic products intended to be connected to the mains power supply via plug and socket outlet shall be fitted with appropriate mains plugs that are acceptable for local use.

The acceptable mains plugs are as follows:

13A and 15A 3-pin mains plugs that have been registered with Enterprise Singapore and are affixed with the **SAFETY Mark**

2.5A 2-pin mains plugs that comply with EN 50075

Power Supply Voltage: Electrical and electronic products with rated voltage that are not suitable for local supply voltage

All household electrical and electronic products with rated voltage that are not suitable for local supply voltage shall be supplied with a step-down isolating transformer and must be tested with the transformer as a complete set.

Suppliers are to conduct tests to ensure that the electrical/ electronic products shut-down/fail safely, should the consumer accidentally plug the product directly into the 230V mains supply socket outlet without using the isolating step-down transformer.

Others	Applicable Safety Standards		
	European	American	International
Disposable lighters	EN ISO 9994	ASTM F400	ISO 9994

Note: The above list of applicable safety standards is non-exhaustive. Suppliers are to ensure that the latest versions of test standards are to be used.

ADDITIONAL SAFETY REQUIREMENTS IMPOSED BY THE SAFETY AUTHORITY

Consumer Goods Safety Requirements Notice No. 1 of 2011

Published on : 1 April 2011

Last updated on : 1 June 2014

In addition to complying with the safety requirements of applicable ISO, IEC, or EN, or ASTM safety standards, and under the provision of Regulation 4(a)(ii) of CGSR, Enterprise Singapore, as the Safety Authority, also requires **toys and childcare articles** to comply with the following safety requirements:

Consumer Goods	Safety Requirements
Toys ¹ & childcare articles ²	Plasticized materials in toys and childcare articles shall not contain concentration of more than 0.1% by mass Diethyl hexyl phthalate (DEHP), Dibutyl phthalate (DBP) or Benzyl butyl phthalate (BBP) (computed for each phthalate, individually).
Toys & childcare articles	Plasticized materials in toys and childcare articles <i>that can be placed in the mouth</i> ³ shall not contain concentration of more than 0.1% by mass (computed for each phthalate, individually) Diisononyl phthalate (DINP), Diisodecyl phthalate (DIDP) or Di-n-octyl phthalate (DnOP) - (computed for each phthalate, individually).

Notes:

1. Toy is defined as any product or material designed or intended for use in play by children of less than 14 years.
2. *Childcare article* is defined as any product intended to facilitate sleep, relaxation, hygiene, feeding of children or sucking on the part of children [Please see note 1 of Entry 51 and 52 in Annex XVII of Regulation (EC) No. 1907/2006 concerning Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)].
3. If a toy or part of a toy in one dimension is smaller than 5 centimetres, it can be placed in the mouth.

Consumer Goods Safety Requirements Notice No. 1 of 2015

Published on : 1 August 2015

Last updated on : 4 September 2019

In addition to complying with the safety requirements of applicable safety standards specific to the product, and under the provision of Regulation 4(a)(ii) of the Consumer Protection (Consumer Goods Safety Requirements) Regulations [CGSR], Enterprise Singapore as the Safety Authority also requires **portable power banks**¹ to comply with the following minimum safety requirements, as detailed in Appendix F Additional Safety Requirements Imposed by the Safety Authority:

A “portable power bank” is defined as any portable energy-storage device containing secondary batteries with charging circuitry, which is used to charge portable consumer electronic devices via DC output of up to 12 volts. The revised definition arose from technological advancements where it is observed that power banks of higher voltages are being supplied in the consumer market for charging of consumer electronics such as laptops and phablets.

The following products do not fall within the above definition:

- Products with AC input
- Products with jump starter function
- Rechargeable batteries and their chargers, sold as separate products
- Power packs intended for charging high power industrial devices
- Uninterruptible Power Supply (UPS) systems

Besides IEC 60950 for IT equipment, Enterprise Singapore will also accept IEC 62368 to meet the safety requirements for power banks supplied in the market. The table below provides more details.

Consumer Goods	Safety Requirements
<p>Portable power banks¹</p>	<p>1 Portable power banks shall comply with the requirements of the following safety standards:</p> <p>1.1 IEC 62133:2012 <i>Secondary cells and batteries containing alkaline or non-acid electrolytes – Safety requirements for portable sealed secondary cells, and for batteries made from them, for use in portable applications;</i></p> <p>AND (option between 1.2A or 1.2B)</p> <p>1.2A IEC 60950-1:2005+A1:2009+A2:2013 <i>Information technology equipment – Safety – Part 1: General requirements</i></p> <p>1.2B IEC 62368-1:2018 <i>Audio/video, information and communication technology equipment – Part 1: Safety requirements</i></p> <p>OR</p> <p>1.3 Any other industry standard specific to power banks.</p> <p>2 Portable power banks shall be supplied with the following safety information:</p> <p>2.1 'Instructions for use' as specified below</p> <p>2.2 Instructions on how to charge the portable power bank</p> <p>2.3 Information on the minimum and maximum operating temperatures of the portable power bank</p>
<p>Minimum Instructions for Use for Portable Power Banks to be Provided with Portable Power Banks to the Consumer</p> <p>a) The power bank will generate heat when charging. Always charge in a well ventilated area. Do not charge under pillows, blankets or on flammable surfaces.</p> <p>b) Keep the power bank away from heat sources, direct sunlight, combustible gas, humidity, water or other liquids.</p> <p>c) Do not disassemble, open, microwave, incinerate, paint or insert foreign objects into the power bank.</p> <p>d) Do not subject the power bank to mechanical shock such as crushing, bending, puncturing or shredding. Avoid dropping or placing heavy object on the power bank.</p> <p>e) Do not short-circuit the power bank or store it in a receptacle where it may be short-circuited by other metallic or conductive objects.</p> <p>f) Do not operate the power bank if it has been wet or otherwise damaged, to prevent electric shock, explosion and/or injury. Contact the dealer of authorised agent.</p>	

- g) Power bank usage by children should be supervised.
- h) Please read the operating instructions (including charging instructions and information on the minimum and maximum operating temperatures), supplied with this power bank.

Notes:

The requirements listed above are the minimum requirements. Please include other information relevant to the specific product as may be deemed necessary.

Product Incident Report Form – Consumers

For Official Use Only

Received on	
Case Reference	

1. Information on the safety issue

I am reporting:

- A hazardous incident:** An actual incident or injury involving an unsafe consumer product.
- Product failure/defect/problem**

Please describe the hazardous incident/product failure/defect/problem. Also how and when problem was discovered/ incident occurred (*Important: Include details such as how the product was being used, what and how the incident happened to prompt your report, and factors leading to the incident. Use separate sheet if necessary*)

Date & Time of Incident: _____

Incident Address *This is my home address (please tick if so)*

2. Actions you have taken

- Contacted the store from which product was purchased or supplier/manufacturer
- Asked the store from which product was purchased for a **repair/replacement/reduction in price/refund** (*Please see https://case.org.sg/consumer_guides_cpfta.aspx for details of the Lemon Law and the Consumer Protection (Fair Trading) Act*)
- Others _____ (*please give details*)

3. Information on the product (*In order to follow-up on your report, Enterprise Singapore needs to know about the product. Product identification found on labels or manuals is especially important.*)

Product Description

Important: *Please write a description of the product, including the product name and any other information that will help us identify the product and purpose for which it is used. Please try to fill in as much information as you can about the product.*

Product Information

Brand Name :
 Model Name :
 Serial Number :
 Name of Manufacturer :
 Date Manufactured (dd/mm/yyyy) :

<p>Purchase Information</p> <p>Purchase Date (dd/mm/yyyy) :</p> <p>Purchased From : (Give Store Name & Address)</p> <p>Warranty Period (if any) :</p> <p>Any Other Information :</p>		
<p>Other Information about the Product</p> <p><input type="checkbox"/> I still have the product</p> <p>If no, who is having custody of the product? (Given name & contact details)</p> <p>_____</p> <p>Were there any issues with this specific unit in question prior to the incident:</p> <p>Were there similar incidents relating to this particular model:</p> <p><i>Note: Do submit pictures of the product, its packaging, bar code or other identifying information if available.</i></p>		
<p>4. Information on people involved and their injuries</p>		
<p><i>This section only applies if there was a victim/s involved in the incident. (The term "victim" covers any person killed, injured or exposed to a possible product-related hazard and does not imply that the product caused an incident. For each victim involved you will need to provide the following information. Please provide separately if there were more than one victim.)</i></p> <p>Number of Victims Involved: _____ / NIL (proceed to section 5)</p>		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Injury Information (select one):</p> <p><input type="checkbox"/> Incident, No Injury</p> <p><input type="checkbox"/> Injury, No First Aid or Medical Attention Received</p> <p><input type="checkbox"/> Injury, First Aid Received</p> </td> <td style="width: 50%; vertical-align: top;"> <p><input type="checkbox"/> Injury, Medical Attention Received</p> <p><input type="checkbox"/> Injury, Emergency Dept. Treatment Received</p> <p><input type="checkbox"/> Injury, Hospital Admission</p> <p><input type="checkbox"/> Death</p> </td> </tr> </table>	<p>Injury Information (select one):</p> <p><input type="checkbox"/> Incident, No Injury</p> <p><input type="checkbox"/> Injury, No First Aid or Medical Attention Received</p> <p><input type="checkbox"/> Injury, First Aid Received</p>	<p><input type="checkbox"/> Injury, Medical Attention Received</p> <p><input type="checkbox"/> Injury, Emergency Dept. Treatment Received</p> <p><input type="checkbox"/> Injury, Hospital Admission</p> <p><input type="checkbox"/> Death</p>
<p>Injury Information (select one):</p> <p><input type="checkbox"/> Incident, No Injury</p> <p><input type="checkbox"/> Injury, No First Aid or Medical Attention Received</p> <p><input type="checkbox"/> Injury, First Aid Received</p>	<p><input type="checkbox"/> Injury, Medical Attention Received</p> <p><input type="checkbox"/> Injury, Emergency Dept. Treatment Received</p> <p><input type="checkbox"/> Injury, Hospital Admission</p> <p><input type="checkbox"/> Death</p>	
<p>Please provide an elaboration to the injuries sustained or if there were damages to property:</p> 		

Particulars of victim involved in the incident

Name : Gender : **Male / Female**

Email : Tel :

Address

Victim's address is the same as the incident address (please tick if so)

Victim's address is as follows:

Your relationship to this victim:

Self / My child / My parent/ My spouse

Other _____ (please give details)

5. Your contact information (You must be 18 years old to submit a report. If you are not 18, please provide the contact information for your parent or guardian. Enterprise Singapore will contact this person to verify this report.)

Name:

Email:

Tel (H):

Tel (M):

Address:

My contact address is the same as the incident address

My address is as follows:

6. Declaration

I declare the contents of my submission are true and correct to the best of my knowledge and belief. I understand that for Enterprise Singapore to investigate into the matter, it may be necessary for Enterprise Singapore to share the information with other government agencies, retailers/suppliers/ manufacturers or associations.

I hereby confirm that I have no objections to Enterprise Singapore sharing the information as described above.

Name/Signature/NRIC

Date

Form for Notification of Safety Issues – Suppliers

For Official Use Only

Received on	
Case Reference	

1. Company information	
Name of company:	
Email:	Tel:
Address:	
Name of submitter:	
Designation:	
2. Information on the product	
Product type (what is the product):	
Brand Name :	
Model Name :	
Serial Number :	
Distribution of product:	
<input type="checkbox"/> Nationwide	<input type="checkbox"/> Limited / specify:
Total number of products involved:	
Information about any other firms involved (importers, distributors, retailers, etc.):	
3. Information on product failure/defect/problem	
Product failure/defect/problem:	

<p>How and when failure/defect/problem was discovered:</p> <p>Type of hazard:</p> <p> <input type="checkbox"/> Fire <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrocutation <input type="checkbox"/> Chemical <input type="checkbox"/> Other </p>
<p>Were there similar failures/defects/problems relating to this particular model:</p> <p>Total number of failures/defects/problems:</p>
<p>4. Information about the incident(s) – attach separate sheets if there is more than 1 incident/victim</p>
<p>Date: _____ Time: _____</p> <p>Address:</p> <p>Description of what happened, how it happened, factors leading to the incident:</p> <p>Any injuries sustained or damages to property (if yes, to provide an elaboration on the injuries or damages):</p>
<p>Particulars of victim involved in the incident</p> <p>Name : _____ Gender : Male / Female</p> <p>Email : _____ Tel : _____</p>
<p>5. Supplier's on-site checks conducted (if applicable)</p>
<p>Date : _____ Time : _____</p> <p>Name of personnel involved:</p> <p>Designation:</p>

<p>What were the checks conducted and equipment used:</p> <p>What was the outcome of the checks conducted:</p> 	
<p>Full name, NRIC and signature of personnel who conducted the checks</p>	
6. Supplier's assessment	
<p>What were the additional checks conducted:</p> <p>What could be the likely cause(s) of the incident:</p> 	
7. Supplier's action	
<p>Corrective action taken:</p> <p>Stopped (check as many as needed):</p> <p> <input type="checkbox"/> Production <input type="checkbox"/> Distribution <input type="checkbox"/> Retail Sale </p> <p>Measures taken to notify (check as many as needed):</p> <p> <input type="checkbox"/> Owners of Product <input type="checkbox"/> Distribution Chain <input type="checkbox"/> Others </p> <p>When and how notification was done:</p> 	

8. Declaration

I declare the contents of my submission are true and correct to the best of my knowledge and belief. I understand that for Enterprise Singapore to investigate into the matter, it may be necessary for Enterprise Singapore to share the information with other government agencies, retailers/suppliers/ manufacturers or associations.

I hereby confirm that I have no objections to Enterprise Singapore sharing the information as described above.

Name/Signature/NRIC

Date