

CONSUMER PROTECTION (CONSUMER GOODS SAFETY
REQUIREMENTS) REGULATIONS 2011

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

**Information Booklet
(Edition 3)**



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

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Published : 1 April 2011

Updated : 2 April 2018

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ISBN: 978-981-08-8385-0

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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 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:

Enterprise Singapore
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2 Fusionopolis Way
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Hotline : 1800-7733163
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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 regulations cover general consumer goods which are not already regulated by other specific legislations. Examples of these are toys, children's products, apparel, sports and recreation products, furniture, mattresses and bedding and DIY tools.

The CGSR regulations stipulate that general consumer goods should comply with internationally accepted standards. In recognition of Singapore's small and open market, the CGSR also focus 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 purpose it is intended.

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
- 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 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);
 - (b) the International Electrotechnical Commission (IEC);
 - (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
 - Balloons
 - Building blocks
 - Dolls

- **Children's products**
 - Baby cribs
 - Baby food warmers
 - Baby milk bottle sterilisers
 - Baby walkers
 - High chairs
 - Chemistry sets
 - Finger paints
 - Floatation devices
 - Inflatable PVC plastics

- **Sports and exercise equipment**
 - Gymnastics equipment
 - Stationary training equipment
 - City and trekking bicycles
 - Racing bicycles
 - Trampolines

- **Apparel**
- **Furniture**
- **Stationery**

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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
- Bread makers
- Gas operated water heaters
- 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>Agri-Food and Veterinary Authority of Singapore (AVA)</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* that are currently not under the purview of other regulations or regulatory agencies 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 bicycles and treadmills
- Stationery products, such as writing instruments and paper items
- Others such as 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/contacting food or beverages:** [Agri-Food and Veterinary Authority of Singapore \(AVA\)](#)
- b. **Cosmetics, medical devices, pharmaceuticals and Chinese Proprietary medicines:** [Health Sciences Authority \(HSA\)](#)
- c. **Motor vehicles and electric bicycles:** [Land Transport Authority \(LTA\)](#)

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- 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)?

CGSR covers all general consumer goods that 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 as the Safety Authority.

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

6. When did the CGSR regulations come into effect?

The CGSR regulations 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.
- 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.

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They should also inform Enterprise Singapore and suppliers if they suspect any product is unsafe

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 a product is reported to be 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*

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

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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 regulations 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

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Appendix E

<u>List of Applicable Safety Standards</u>			
TOYS	Applicable Standards		
	European	American	International
Toys Balloon Yo-Yo Balls Stuffed toys Projectile toys Toys intended to be attached to a crib Stroller and carriage toys Marbles Pompoms	EN 71	ASTM F963	ISO 8124
Electric toys	EN 71 and EN 62115	ASTM F963	ISO 8124 and IEC 62115
Children's paints	EN 71-3	ASTM F963	ISO 8124-3
CHILDREN'S PRODUCTS	Applicable Standards		
	European	American	International
Children's clothing: cords and drawstrings	EN 14682	ASTM F1816	
Baby walker	EN 1273	ASTM F977	
Cribs and cradles	EN 1130	ASTM F2194	
Crib mattresses		ASTM F2933	
Baby carriers	EN 13209	ASTM F2050	
Child seats for cycles	EN 14344	ASTM F1625	
Bunk beds	EN 747	ASTM F1427	ISO 9098
Child safety barriers	EN 1930	ASTM F1004	
Children's cots	EN716	ASTM 1169	ISO 7175
Children's jewellery		ASTM F2923	
Children's chairs and stools		ASTM F2613	
High chairs	EN 14988	ASTM F404	ISO 9221
Playpens	EN 12227	ASTM F406	
Baby changing tables	EN 12221	ASTM F2388	
Carriages and strollers	EN1888	ASTM F833	
Infant bouncer seats	EN 14036	ASTM F2167	
Babies' dummies / pacifiers	EN1400	ASTM F963	

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Swimming and floating aides for children			ISO 8124 AS 1900
Portable Hook-on Chair		ASTM F1235	
APPAREL	Applicable Standards		
	European	American	International
Children's upper outerwear	EN 14682	ASTM F1816	
Children's sunglasses	EN ISO 12312	OLA Z80.3	ISO 12312
Children's clothing: cords and drawstrings	EN 14682	ASTM F1816	
FURNITURE, BEDDINGS	Applicable Standards		
	European	American	International
Mattresses	EN 1725 EN 1957 EN 1334 EN 597 (Series) EN 7177 EN 1877	ASTM F1566 ASTM E1590 ASTM A974	ISO 12952 Series
Mirrors	EN 1036 (Series)		ISO 25537
Tables and desks	EN 527		ISO 21016
SPORTS AND RECREATIONAL PRODUCTS	Applicable Standards		
	European	American	International
Gymnastic equipment	EN12197 EN 12346 EN 12432 EN 12655 EN 12196 EN 916 EN 913 EN 13219 EN 914 EN 915	ASTM F355	ISO 379 ISO 5907 ISO 378 ISO 5903 ISO 5904 ISO 5905 ISO 5906
Strength training equipment	EN 957-2		ISO 20957-2
Strength training benches	EN 957-4		ISO 20957-4
Pedal crank training equipment	EN 957-5		ISO 20957-5
Treadmills	EN 957-6	ASTM F2115	ISO 20957-6
Rowing machines	EN 957-7		ISO 20957-7

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Steppers, stair climbers and climbers	EN 957-8		ISO 20957-8
Elliptical trainers	EN 957-9	ASTM F2810	ISO 20957-9

Exercise bicycles with a fixed wheel	EN 957-10	ASTM F1250	ISO 20957-10
City and trekking bicycles	BS EN ISO 4210		ISO 4210
Mountain-bicycles	BS EN ISO 4210		ISO 4210
Racing bicycles	BS EN ISO 4210		ISO 4210
Young adult bicycles	BS EN ISO 4210		ISO 4210
Children's bicycles	BS EN ISO 8098		ISO 8098

DO-IT-YOURSELF(DIY) TOOLS	Applicable Standards		
	European	American	International
Electric power tools	EN50144 EN/ISO28662 EN 60745 EN61029		ISO 20643 IEC60745 IEC61029 IEC 60335-2-45
ELECTRICAL and ELECTRONIC PRODUCTS	Applicable Standards		
	European	American	International
Split air-conditioner	EN 60335-2-40		IEC 60335-2-40
Clothes dryer/tumbler	EN 60335-2-43 EN 60335-2-11		IEC 60335-2-11 IEC 60335-2-43
Wine cooler	EN 60335-2-24		IEC 60335-2-24
Dishwasher	EN 60335-2-5		IEC 60335-2-5
Bread maker	EN 60335-2-9		IEC 60335-2-9
Shaver/hair clipper	EN 60335-2-8		IEC 60335-2-8
Warming plate	EN 60335-2-12		IEC 30335-2-12
Clock	EN 60335-2-26		IEC 60335-2-26
Sewing machine	EN 60335-2-28		IEC 60335-2-28
Battery charger	EN 60335-2-29		IEC 60335-2-29
Cooker hood	EN 60335-2-31		IEC 60335-2-31
Clothes ironer	EN 60335-2-44		IEC 60335-2-44

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Toothbrush	EN 60335-2-52		IEC 60335-2-52
Insect killer	EN 60335-2-59		IEC 60335-2-59
High pressure cleaner and steam cleaner	EN 60335-2-79		IEC 60335-2-79
Humidifier	EN 60335-2-98		IEC 60335-2-98
Dehumidifier	EN 60335-2-40		IEC 60335-2-40
Air freshener and insect repeller	EN 60335-2-101		IEC 60335-2-101
Can opener	EN 60335-2-14		IEC 60335-2-14
Freezer	EN 60335-2-24		IEC 60335-2-24
Laptop	EN 60950-1		IEC 60950-1
Uninterruptible power supply	EN 62040-1-1		IEC 62040-1-1

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 Standards		
	European	American	International
Disposable lighters	EN ISO 9994	ASTM F400	ISO 9994
Adult jewellery		ASTM F2999	

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.

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Appendix F

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 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) Diiononyl phthalate (DIDP), Di-isodecyl phthalate (DINP) 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

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In addition to complying with the safety requirements of applicable 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:

Consumer Goods	Safety Requirements
Portable power banks ¹	<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; and</i></p> <p>1.2 IEC 60950-1:2005+A1:2009+A2:2013 <i>Information technology equipment – Safety – Part 1: General requirements</i></p> <p style="text-align: center;">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 style="text-align: center;"><u>Minimum Instructions² for Use for Portable Power Banks to be provided with portable power banks to the customer</u></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 against electric shock, explosion and/or injury. Contact the dealer or authorized agent.</p>

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- 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:

1. 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 5 volts.

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
- Higher capacity power packs intended for charging high power industrial devices
- Uninterruptible Power Supply (UPS) systems

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

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Appendix G

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 happened to prompt your report and any injuries that were sustained. Use separate sheet if necessary)

Date of Incident: _____

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

2. Actions you have taken

- Contacted the store from which product was purchased/supplier/manufacturer
- Asked the store from which product was purchased for a **repair/replacement/reduction in price/refund** (Please see <http://www.case.org.sg/cpfta.html> 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.)

- | | |
|--|---|
| <p>Product Category (select one) <i>costume</i></p> <p><input type="checkbox"/> Accessories such as jewellery and watches</p> <p><input type="checkbox"/> Apparel & Textiles <input type="checkbox"/> Children's Products</p> <p><input type="checkbox"/> Children's Toys</p> | <p><input type="checkbox"/> Electrical, Electronic and Gas Products</p> <p><input type="checkbox"/> Furniture, Mattresses and Beddings</p> <p><input type="checkbox"/> Household Products</p> <p><input type="checkbox"/> Sports & Recreation Products</p> <p><input type="checkbox"/> Others _____ (please give details)</p> |
|--|---|

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. Pl try to fill in as much information as you can about the product.

Product Information

Brand Name : _____

Model Name or Number : _____

Serial Number : _____

Manufacturer/Private Labeler Name : _____

Date Manufactured (dd/mm/yyyy) : _____

Purchase Date (dd/mm/yyyy) : _____

Purchase Price : _____

**CONSUMER PROTECTION (CONSUMER GOODS SAFETY REQUIREMENTS)
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Purchased From _____ : (Give Store Name & Address) Warranty Period (if any) : Any Other Information :								
Other Information about the Product <input type="checkbox"/> I still have the product <input type="checkbox"/> The product was repaired before the incident. <input type="checkbox"/> The product was damaged before the incident. <input type="checkbox"/> The product was modified before the incident. <input type="checkbox"/> Others (please give details) _____ <i>Note: Do submit pictures of the product, its packaging, bar code or other identifying information if available.</i>								
4. Information on people involved and their injuries								
<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> Number of Victims Involved: _____ / NIL (proceed to section 5)								
<table style="width:100%; border:none;"> <tr> <td style="width:50%; border:none;">Injury Information (select one):</td> <td style="width:50%; border:none;"><input type="checkbox"/> Injury, Medical Attention Received</td> </tr> <tr> <td style="border:none;"><input type="checkbox"/> Incident, No Injury</td> <td style="border:none;"><input type="checkbox"/> Injury, Emergency Dept Treatment Received</td> </tr> <tr> <td style="border:none;"><input type="checkbox"/> Injury, No First Aid or Medical Attention Received</td> <td style="border:none;"><input type="checkbox"/> Injury, Hospital Admission</td> </tr> <tr> <td style="border:none;"><input type="checkbox"/> Injury, First Aid Received</td> <td style="border:none;"><input type="checkbox"/> Death</td> </tr> </table>	Injury Information (select one):	<input type="checkbox"/> Injury, Medical Attention Received	<input type="checkbox"/> Incident, No Injury	<input type="checkbox"/> Injury, Emergency Dept Treatment Received	<input type="checkbox"/> Injury, No First Aid or Medical Attention Received	<input type="checkbox"/> Injury, Hospital Admission	<input type="checkbox"/> Injury, First Aid Received	<input type="checkbox"/> Death
Injury Information (select one):	<input type="checkbox"/> Injury, Medical Attention Received							
<input type="checkbox"/> Incident, No Injury	<input type="checkbox"/> Injury, Emergency Dept Treatment Received							
<input type="checkbox"/> Injury, No First Aid or Medical Attention Received	<input type="checkbox"/> Injury, Hospital Admission							
<input type="checkbox"/> Injury, First Aid Received	<input type="checkbox"/> Death							
Victim's Information Name : _____ Gender : Male / Female E-mail : _____ Tel: _____ <u>Address</u> <input type="checkbox"/> Victim's address is the same as the incident address (pl tick if so) <input type="checkbox"/> Victim's address is as follows: _____ Your relationship to this victim: <input type="checkbox"/> Self / My child / My parent/ My spouse <input type="checkbox"/> 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 : _____ E-mail: _____ Tel (H): _____ Tel (M): _____ Address: <input type="checkbox"/> My contact address is the same as the incident address <input type="checkbox"/> My address is as follows: _____								
6. Declaration								

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

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

CONSUMER PROTECTION (CONSUMER GOODS SAFETY REQUIREMENTS)
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Form for Notification of Safety Issues
Suppliers

For official Use Only

Received on	
Case Reference	

Report on a Product Failure

Name of Company:

Address:

Name of Submitter:
Designation:

Tel: **Fax:**
Email:

Product Type (what is the product):
Brand and Model No:
Serial No:

Product failure/defect/problem:

How and When problem was discovered:

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Type of Hazard:

Fire Mechanical Electrocutation Chemical Other

Total Number of Incidents:

Give a brief description of incident including date of occurrence, age of person(s) involved and any injury information (you may send the summary as a file attachment).

Distribution of Product:

Nationwide or Limited / specify:

Total number of products involved:

Information about any other firms involved (importers, distributors, retailers, etc.)

Corrective Action Taken:

Stopped (check as many as needed):

Production Distribution Retail Sale

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Measures taken to Notify (check as many as needed):

Owners of Product Distribution Chain Others

When and How notification was done:

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/Designation/Signature/NRIC

Date