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

Information Booklet
(Edition 3)
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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
Consumer Protection, Weights & Measures Division
2 Fusionopolis Way
#15-01, Innovis
Singapore 138634

Hotline : 1800-7733163
Email : consumerprotection@enterprisesg.gov.sg
Website : www.enterprisesg.gov.sg
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.
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**
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.

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<tr>
<th>s/n</th>
<th>Product type</th>
<th>Regulator</th>
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<td>Food products and products containing/in contact with food or beverages</td>
<td><strong>Agri-Food and Veterinary Authority of Singapore (AVA)</strong></td>
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<tr>
<td>2.</td>
<td>Cosmetics, medical devices, pharmaceuticals and Chinese proprietary medicines</td>
<td><strong>Health Sciences Authority (HSA)</strong></td>
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<tr>
<td>3.</td>
<td>Motor vehicles and electric bicycles</td>
<td><strong>Land Transport Authority (LTA)</strong></td>
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<td>Motorcycle helmets and children car seats</td>
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<td>5.</td>
<td>33 categories of household electrical, electronic and gas appliances and</td>
<td><strong>Enterprise Singapore</strong></td>
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<td></td>
<td>accessories (Controlled Goods)</td>
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<td>6.</td>
<td>Hazardous substances</td>
<td><strong>National Environment Agency (NEA)</strong></td>
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<tr>
<td>7.</td>
<td>Pesticides and vector repellents</td>
<td><strong>National Environment Agency (NEA)</strong></td>
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</table>
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)
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.
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
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](http://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
### List of Applicable Safety Standards

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<td>Yo-Yo</td>
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<td>Toys</td>
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<td>Projectile toys</td>
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<td>Cribs and cradles</td>
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<td>Bunk beds</td>
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<td>EN1400</td>
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## Swimming and floating aids for children
- ISO 8124
- AS 1900

## Portable Hook-on Chair
- ASTM F1235

### APPAREL

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### FURNITURE, BEDDINGS

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<td>EN 1334</td>
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### SPORTS AND RECREATIONAL PRODUCTS

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<td>Strength training equipment</td>
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<td>Steppers, stair climbers and climbers</td>
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<td>Exercise bicycles with a fixed wheel</td>
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<td>Mountain-bicycles</td>
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<td>Young adult bicycles</td>
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<td>Children’s bicycles</td>
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**DO-IT-YOURSELF(DIY) TOOLS**

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<td>Electric power tools</td>
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<td>EN61029</td>
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<td>IEC 60335-2-45</td>
</tr>
</tbody>
</table>

**ELECTRICAL and ELECTRONIC PRODUCTS**

<table>
<thead>
<tr>
<th>Products</th>
<th>European Standards</th>
<th>American Standards</th>
<th>International Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split air-conditioner</td>
<td>EN 60335-2-40</td>
<td></td>
<td>IEC 60335-2-40</td>
</tr>
<tr>
<td>Clothes dryer/tumbler</td>
<td>EN 60335-2-43</td>
<td></td>
<td>IEC 60335-2-11</td>
</tr>
<tr>
<td>Wine cooler</td>
<td>EN 60335-2-24</td>
<td></td>
<td>IEC 60335-2-24</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>EN 60335-2-5</td>
<td></td>
<td>IEC 60335-2-5</td>
</tr>
<tr>
<td>Bread maker</td>
<td>EN 60335-2-9</td>
<td></td>
<td>IEC 60335-2-9</td>
</tr>
<tr>
<td>Shaver/hair clipper</td>
<td>EN 60335-2-8</td>
<td></td>
<td>IEC 60335-2-8</td>
</tr>
<tr>
<td>Warming plate</td>
<td>EN 60335-2-12</td>
<td></td>
<td>IEC 30335-2-12</td>
</tr>
<tr>
<td>Clock</td>
<td>EN 60335-2-26</td>
<td></td>
<td>IEC 60335-2-26</td>
</tr>
<tr>
<td>Sewing machine</td>
<td>EN 60335-2-28</td>
<td></td>
<td>IEC 60335-2-28</td>
</tr>
<tr>
<td>Battery charger</td>
<td>EN 60335-2-29</td>
<td></td>
<td>IEC 60335-2-29</td>
</tr>
<tr>
<td>Cooker hood</td>
<td>EN 60335-2-31</td>
<td></td>
<td>IEC 60335-2-31</td>
</tr>
<tr>
<td>Clothes ironer</td>
<td>EN 60335-2-44</td>
<td></td>
<td>IEC 60335-2-44</td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>Applicable Standards</th>
<th>European</th>
<th>American</th>
<th>International</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disposable lighters</td>
<td>EN ISO 9994</td>
<td>ASTM F400</td>
<td>ISO 9994</td>
</tr>
<tr>
<td>Adult jewellery</td>
<td>ASTM F2999</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.
## 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:

<table>
<thead>
<tr>
<th>Consumer Goods</th>
<th>Safety Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Toys¹ &amp; childcare articles²</strong></td>
<td>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).</td>
</tr>
<tr>
<td><strong>Toys &amp; childcare articles</strong></td>
<td>Plasticized materials in toys and childcare articles <strong>that can be placed in the mouth³</strong> shall not contain concentration of more than 0.1% by mass (computed for each phthalate, individually) Diisononyl phthalate (DIDP), Di-isodecyl phthalate (DINP) or Di-n-octyl phthalate (DnOP) - (computed for each phthalate, individually).</td>
</tr>
</tbody>
</table>

**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
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:

<table>
<thead>
<tr>
<th>Consumer Goods</th>
<th>Safety Requirements</th>
</tr>
</thead>
</table>
| Portable power banks\(^1\) | **1** Portable power banks shall comply with the requirements of the following safety standards:  
1.1 IEC 62133:2012 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  
OR  
1.3 Any other industry standard specific to power banks.  

**2** Portable power banks shall be supplied with the following safety information:  
2.1 ‘Instructions for use’ as specified below  
2.2 Instructions on how to charge the portable power bank  
2.3 Information on the minimum and maximum operating temperatures of the portable power bank

**Minimum Instructions**\(^2\) for Use for Portable Power Banks to be provided with portable power banks to the customer

- 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.
- b) Keep the power bank away from heat sources, direct sunlight, combustible gas, humidity, water or other liquids.
- c) Do not disassemble, open, microwave, incinerate, paint or insert foreign objects into the power bank.
- 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.
- 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.
- 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.
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.
CONSUMER PROTECTION (CONSUMER GOODS SAFETY REQUIREMENTS) REGULATIONS 2011

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.

Product Category (select one)

☐ Accessories such as jewellery and watches

☐ Apparel & Textiles ☐ Children’s Products

☐ Children’s Toys

☐ Electrical, Electronic and Gas Products

☐ Furniture, Mattresses and Beddings

☐ Household Products

☐ Sports & Recreation Products

☐ Others _____________________________ (please give details)

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) REGULATIONS 2011

Purchased From:

(Give Store Name & Address)

Warranty Period (if any):

Any Other Information:

Other Information about the Product

- [ ] I still have the product
- [ ] The product was repaired before the incident.
- [ ] The product was damaged before the incident.
- [ ] The product was modified before the incident.
- [ ] Others (please give details) __________________________________________

Note: Do submit pictures of the product, its packaging, bar code or other identifying information if available.

4. Information on people involved and their injuries

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.)

Number of Victims Involved: _________ / NIL (proceed to section 5)

**Injury Information (select one):**

- [ ] Incident, No Injury
- [ ] Injury, No First Aid or Medical Attention Received
- [ ] Injury, First Aid Received
- [ ] Injury, Medical Attention Received
- [ ] Injury, Emergency Dept Treatment Received
- [ ] Injury, Hospital Admission
- [ ] Death

**Victim’s Information**

Name: ________________________________ Gender: Male / Female
E-mail: ________________________________ Tel: ________________________________
Address: ________________________________

- [ ] Victim’s address is the same as the incident address (pl 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: ________________________________
E-mail: ________________________________ 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

Report on a Product Failure

Name of Company:

Address:

Name ofSubmitter:

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:
Type of Hazard:

- Fire [ ]
- Mechanical [ ]
- Electrocution [ ]
- 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 [ ]
- 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 [ ]
CONSUMER PROTECTION (CONSUMER GOODS SAFETY REQUIREMENTS) REGULATIONS 2011

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