

# Hong Kong Customs alerts public on unsafe hot water bottles (with photos)

Hong Kong Customs today (January 22) alerted members of the public to potential scalding hazards posed by three models of hot water bottles.

Customs earlier conducted a test-buy operation on hot water bottles from the local market for safety testing. During the tests, it was found that the seams of three models of hot water bottles could break and pose a risk of scalding, violating the relevant safety standards.

Customs officers today seized a total of 27 hot water bottles from two chain stores. Prohibition notices were served on the retailers and the suppliers concerned, prohibiting the continued sale of the relevant hot water bottles.

Customs advises members of the public to check hot water bottles carefully before use and to stop using them immediately if there is any sign of damage.

Customs is committed to the protection of consumer interests and regularly conducts spot checks and safety tests on consumer goods to ensure that they are reasonably safe for use by consumers.

Under the Consumer Goods Safety Ordinance, it is an offence to supply, manufacture or import into Hong Kong consumer goods unless the goods comply with the general safety requirements for consumer goods. The maximum penalty upon conviction is a fine of \$100,000 and imprisonment for one year on first conviction, and \$500,000 and imprisonment for two years on subsequent conviction.

Members of the public with information relating to unsafe consumer goods may make a report via Customs' 24-hour hotline 2545 6182 or its dedicated crime-reporting email account ([crimereport@customs.gov.hk](mailto:crimereport@customs.gov.hk)).

