[Hong Kong Customs alerts public to one model of unsafe hot water bottle (with photo)](#)

        Hong Kong Customs today (February 23) alerted members of the public to potential scalding hazards posed by one model of a hot water bottle.

        Customs earlier conducted a test-buy operation on three models of hot water bottles from retailers in the market for safety testing according to relevant European standards. Test results revealed that the seams of one of the models could break and pose a risk of scalding.

        A prohibition notice was served on the retailer concerned, prohibiting the continued sale of the relevant hot water bottle. An investigation is ongoing.

        Customs reminds members of the public to observe the following safety tips when using hot water bottle products:

• Check hot water bottles carefully every time before use, and stop using them immediately if there is any sign of damage in the seams;
• Firmly hold the neck of the hot water bottle and retain its vertical position. Pour hot water with caution slowly to avoid overflow;
• Do not pour boiling water (100 degrees Celsius) into the hot water bottle;
• Do not pour hot water up to the bottle neck level, considerable space should be left; and
• Do not fold the hot water bottle.

        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.
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        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).

HOT WATER BAG
注水型暖水袋