

# Hong Kong Customs alerts public to two models of unsafe external power banks (with photo)

Hong Kong Customs today (November 26) alerted members of the public to the potential thermal burn injury posed by two models of external power banks and advised them to stop using the products for safety's sake.

Customs officers recently conducted spot checks and test-purchased nine models of external power banks for safety testing. Test results revealed that two of the models failed the thermal burn injury test when using the wireless charging function if an object was placed between the power bank and the device being charged. Therefore, the products did not comply with the relevant international product safety standard, and were suspected to be in contravention of the Consumer Goods Safety Ordinance (CGSO).

Customs officers later conducted operations and searched two retailers and one wholesaler involved in the case. A total of 437 pieces of the two models of external power banks were seized. Prohibition notices were also served on the retailers and wholesaler concerned, prohibiting the continued sale of the two suspected unsafe external power banks.

Furthermore, Customs officers have conducted spot checks and inspections in various districts and have not found any sales of the two external power banks concerned so far. An investigation is ongoing.

Customs reminds members of the public to observe the following safety tips when purchasing and using external power banks:

- Purchase external power banks manufactured by reputable brands and equipped with short circuit protection devices, including overcharging, overcurrent and battery temperature protection devices, and choose charger cables produced by original manufacturers;
- External power banks in use should be placed in an environment with good ventilation so not to obstruct heat dissipation from the batteries and to minimise the risk of a short circuit. Devices being charged should not be placed near inflammable substances such as clothes;
- Keep the external power bank and the chargers clean;
- Avoid prolonged charging and unplug the external power bank immediately after it is fully charged;
- Place the external power bank and chargers in use within sight;
- When charging the external power bank, do not use it to charge mobile phones or other devices to avoid overloading or combustion; and
- Avoid putting any objects between the wireless power bank and the device being charged while conducting wireless charging.

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.

Customs also reminds traders to comply with the statutory requirements of the CGSO to protect the safety of consumers. Under the CGSO, 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 182 8080 or its dedicated crime-reporting email account ([crimereport@customs.gov.hk](mailto:crimereport@customs.gov.hk)) or by filling in an online form ([eform.cefs.gov.hk/form/ced002/](http://eform.cefs.gov.hk/form/ced002/)).

