

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

Hong Kong Customs today (March 1) 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 six 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.

Customs officers later conducted operations and seized a total of 80 pieces of one of the models of suspected unsafe external power banks from a retailer and a wholesaler. Prohibition notices were also served on retailers and the wholesaler concerned, prohibiting the continued sale of the two models of external power banks concerned.

Apart from the retailers and the wholesaler connected with the case, Customs officers also conducted spot checks and inspections in various districts. Those two models of products have not been found on sale 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 as 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;
- Avoid prolonged charging and unplug the external power bank immediately after it is fully charged;
- When charging the external power bank, do not use it to charge mobile phones or other devices to avoid overload 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.

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)).

