In 2021, the Singapore Consumer Product Safety Office (CPSO) found more than 2,900 household appliances – classified as Controlled Goods – sold on major e-commerce platforms like Amazon, Carousell, Ezbuy, Lazada, Qoo10 and Shopee in Singapore that were not registered with the CPSO or did not bear a valid SAFETY Mark in accordance with regulatory requirements with the top five categories listed:

1. **AC adaptors**
2. **Portable socket outlets**
3. **Cooking appliances (such as toasters, grills and hotplates)**
4. **Hair care appliances (such as hair dryers)**
5. **Liquid heating appliances (such as kettles and hot water dispensers)**

The e-commerce platforms have since delisted the unregistered household appliances and put in efforts to safeguard product safety.

**Controlled Goods – what are they?**

Refers to 33 categories of household electrical, electronic and gas appliances & accessories to be tested to specified safety standards and affixed with the **SAFETY Mark** before they can be sold in Singapore. These include testing for safety measures against fire, electric shock, explosion and other hazards that could result in injury, death or property damage.
The 33 categories of Controlled Goods are:

- Air coolers
- Audio & video products (e.g. radios, TVs, hi-fi sets)
- Microwave ovens
- Multi-way adaptors
- Hose, regulator and valve for liquefied petroleum gas (LPG) systems
- Hair care appliances (e.g. hair dryers, hair curlers, hair straighteners)
- Stationary cooking appliances (e.g. electrical cooking ranges, steam ovens)
- Kitchen appliances that heat food (e.g. deep fryers, hot plates, toasters)
- AC adaptors
- Ceiling, wall, table and standing fans
- Decorative lighting chains
- Electric wall switches
- Fuses (≤13 amperes)
- Gas canisters for portable gas cookers
- Gas cooking appliances
- Home computer systems
- Irons
- Isolating transformers for downlight fitting
- Kettles, hot water dispensers and airpots
- Kitchen appliances that heat liquids (e.g. coffee makers, slow cookers, steamboat pots)
- Kitchen appliances used in food preparation (e.g. mixers, blenders, mincers)
- Lamp control gear (ballast/LED drivers)
- Main socket-outlets
- Portable socket-outlets
- Refrigerators
- Residual Current Circuit Breakers (RCCBs)
- Rice cookers
- Room air-conditioners
- Table/standing lamps
- Vacuum cleaners
- Washing machines
- Water heaters
- 3-pin mains plugs

Note: any controlled goods found without Safety Mark will be removed from use in SPMS.
As a consumer, what are the Safety Considerations to check when buying products online?

1. Check product listing:

Listings on online marketplaces may show limited product angles and description. When in doubt, consumers should contact the sellers for more details on the product features, functionality and safety requirements (including whether it bears a SAFETY Mark).

2. Check product safety:

You can also check if a safety alert has been issued for a product by visiting CPSO’s Product Safety Alerts and Recalls page and to determine whether products have previously been recalled by the manufacturer or had its sale ceased by regulatory bodies over safety issues.

You can check the validity of the SAFETY Mark for a product by visiting the Consumer Product Safety and Accuracy Plus (CPSA+) System to view the Register of Registered Controlled Goods.
3. Check seller reliability:

Consumers can check past buyers’ feedback, seller ratings and independent product reviews to ensure no safety hazards or reliability issues have been reported for the product that they intend to purchase. They should also choose a seller that provides full product warranty by the manufacturer, customer service support and a return or exchange policy.

4. Check product compatibility for local use:

For online purchases of electrical appliances, technical specifications printed on the packaging may not be shown on the product page. Consumers should always contact the seller to verify the details and ensure that it comes with plugs and voltages that are suitable for use locally.

Examples of approved mains plugs

![Examples of approved mains plugs]

Examples of non-approved mains plugs

![Examples of non-approved mains plugs]

Refer to SPMS SaM poster dated Jan 2021 for more details about electrical safety

As consumers, we should stay vigilant and conduct due checks on products and sellers when shopping online to prevent fire, mechanical and electrical hazards. Controlled Goods with SAFETY Mark help us to identify products that meet safety requirements and are suitable for local use. These good practices will go a long way towards keeping yourself, your friends, and your family safe.

Should you encounter any product safety-related issues for online purchases of household appliances, you can lodge a report to the CPSO at 6898 1800 or consumerproductsafety@enterprisesg.gov.sg.