

## Product recall system needed

Written by admin2

Tuesday, 21 February 2017 14:14 - Last Updated Tuesday, 21 February 2017 14:18

---

Sunday, 29 May 2016<br />The star online</p> <p>A MORE effective and specific product recall system, similar to the one in Europe, is needed to better protect consumers from faulty and potentially dangerous products.</p> <p>Malaysian Association of Standards Users technical policy (product safety) executive Nur Asyikin Aminuddin says such a system is important to help consumers identify which products to avoid.</p> <p>◆The system should also be easy for consumers to refer to by having a user-friendly product recall list uploaded online,◆ she says.</p> <p>Nur Asyikin adds that the European Commission◆s Rapid Alert System enables information about dangerous products found in the market to be exchanged among countries in the region.</p> <p>The European Commission also updates a list of alerts on products reported by national authorities every week.</p> <p />◆The association wants such a pro◆duct recall system because it is very important when it comes to product safety.</p> <p>◆If a product has a problem in terms of its safety or functions, there will be a market recall until such items are safe enough for the consumer,◆ she says.</p> <p>She urges consumers to report unsafe incidents through the Apec (Asia-Pacific Economic Cooperation) Product Safety Incident Information Sharing System◆s website at psiiss.net.</p> <p>The Domestic Trade, Co-operatives and Consumerism Ministry says it developed an online product recall system last year through its MyStandard portal at mystandard.kpdnkk.gov.my.</p> <p>◆Using this portal, local manufacturers, importers or suppliers of any goods may voluntarily report product recalls to the ministry and their recall notice will be published for public viewing,◆ says a ministry spokesperson.</p> <p>The ministry advises consumers to lodge a complaint with its enforcement division if they encounter counterfeit products in the domestic market.</p> <p>National Consumer Complaints Centre (NCCC) legal and policy executive Shabana Naseer Ahmad says there has been an increase in the number of complaints about general consumer products, including digital devices.</p> <p>◆Many complainants were not aware the handphones and other electronic products purchased were not genuine and some found they were secondhand products.</p> <p>◆Only when problems occurred and they had it checked at the service centre or repair shop did they realise that the items were not genuine,◆ she says, adding that there have also been complaints of batteries overheating or their cases bulging.</p> <p>According to the NCCC◆s 2014 Annual Consumer Complaints Report, there was a rise in the number of complaints regarding electronics and telecommunication products. Of the 6,318 complaints lodged in 2014 about general products, some 1,807 were concerning these gadgets ◆ an increase from the 26.9% recorded in 2013.</p> <p>Among the complaints received were that brand new mobile phones could not be charged or cameras that did not work.</p> <p>Shabana advises consumers to demand for a refund or replacement of faulty products, as it is their right to do so.</p> <p>◆If merchants refuse to comply with the request, complaints can be lodged with the Consumer Claims Tribunal, the Domestic Trade, Co-operatives and Consumerism Ministry or the NCCC at nccc.org.my,◆ she says.</p> <p>◆</p>