

MARKET SURVEILLANCE AGENCY OF BIH

Bulletin 1/2012

BULLETIN

on unsafe products found on the
market of Bosnia and Herzegovina



1st issue – July 2012



Publisher

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Contents

Foreword	4
PART I - Market Surveillance Agency STATISTICS	5-12
PART II - Unsafe products in 2012	13-20
TOYS	
1. Doll " <i>MISS THEA</i> "	13
2. Wooden toy " <i>Shape puzzle</i> "	13
3. Soft toy " <i>Easter Bunny</i> "	14
4. Rubber bath toys " <i>Playgro</i> "	15
5. Magnetic toy " <i>Snake Eggs</i> "	16
COSMETICS	
6. Children's cosmetics " <i>Alverde Molkemichel</i> "	17
7. Deodorant " <i>Harmony of Flowers</i> "	17
ELECTRICAL EQUIPMENT	
8. Desktop computer – <i>Lenovo</i>	19
9. Cordless telephone – <i>Gigaset SL910</i>	20



Foreword

Dear readers,

Market Surveillance Agency of BiH, in cooperation with inspection authorities of Republic of Srpska, Federation of Bosnia and Herzegovina and Brčko District of BiH, commenced publishing Bulletin on unsafe products found on the BiH market. Information published in this first issue was collected during proactive and reactive market surveillance activities.

Market surveillance authorities of BiH carry out reactive and proactive activities. As a rule, competent surveillance authorities in BiH act reactively upon receiving information about unsafe products. By now, in most cases so-called reactive surveillance was triggered by RAPEX notifications (Rapid Alert System for Non-food consumer Products within the EU), but in practice it could also be initiated by consumer or competitor complaints or by reports of injuries at work, etc.

Unlike reactive, proactive market surveillance is based on planned control of product groups selected in advance, where the sampling is done randomly. Proactive market surveillance is conducted in line with an annual market surveillance plan, which is based on precisely defined criteria and detailed analysis of current market situation, and approved in the current year for the purposes of surveillance activities in the upcoming calendar year.

This very first issue of Bulletin provides an overview of products that were withdrawn from the market of Bosnia and Herzegovina in the period from January to June 2012. The range of products that have been subject to market surveillance include toys and childcare articles, cosmetics, IT and electrical appliances, etc. You may notice that for some products certain details are missing, since it was impossible to identify them, because they were mostly products from unknown producers.

The aim of this Bulletin is to raise public awareness by spreading information on unsafe products that can be found on the local market, which we believe is one of the ways to achieve higher level of protection and safety of consumers in Bosnia and Herzegovina.

Istočno Sarajevo, July 2012

Part I

STATISTICS

Market Surveillance Agency of Bosnia and Herzegovina

With the aim of raising awareness and strengthening consumer protection in Bosnia and Herzegovina, Market Surveillance Agency of BiH commenced publishing notifications on unsafe non-food consumer products found on the market of Bosnia and Herzegovina on its website www.annt.gov.ba, as of November 2009.

Non-food consumer products are:

- products intended for consumers, excluding food, pharmaceutical and medical devices,
- products which consumers, under reasonably foreseeable conditions, can use even if not intended for them (for instance, a machine which is intended to be used for a professional purpose, but it is made available in the course of a commercial activity)
- products which are made available in the context of providing a service, (for instance, hair dryers in hotels),
- products which are supplied or made available to the consumers in the course of a commercial activity, whether in return for payment or free of charge.



The statistics on unsafe products found on the market of Bosnia and Herzegovina, which are presented in this part of the bulletin, cover the period from November 2009 to June 2012. The statistics include the following information:

- The number of published notifications on unsafe products,
- Product groups that have been subject to market surveillance,
- Types of risks posed by unsafe products,
- Measures taken,
- Origin of unsafe products.

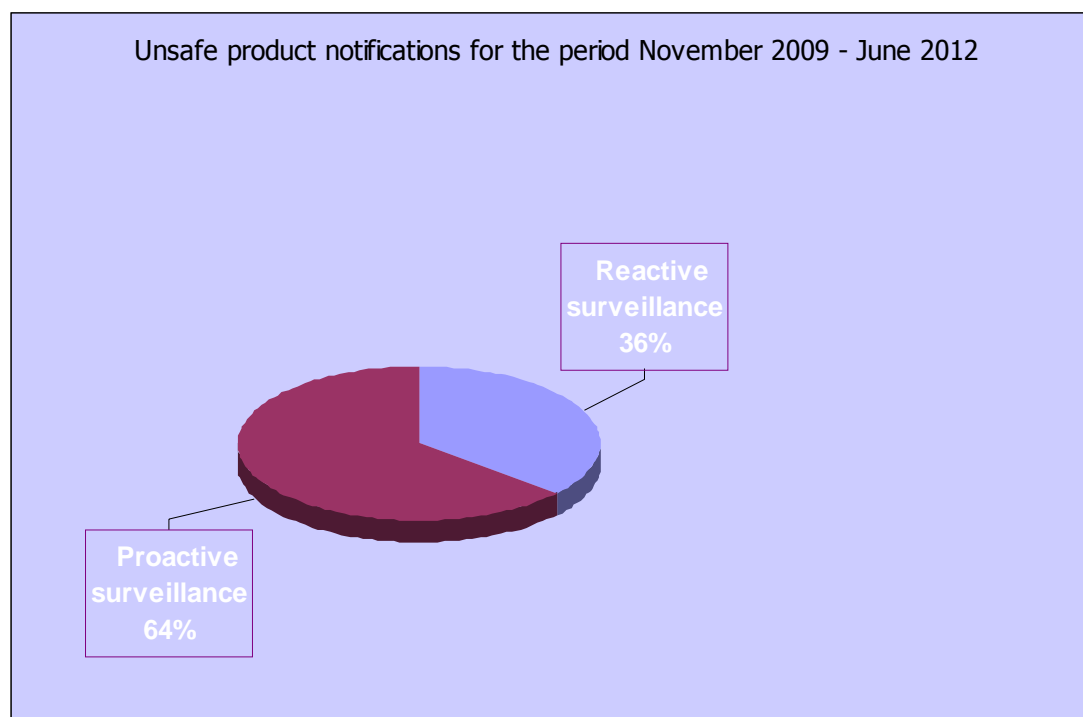
1. NOTIFICATIONS ON UNSAFE PRODUCTS IN BOSNIA AND HERZEGOVINA

In the period from 1st November 2009 to 30th June 2012, Market Surveillance Agency published **105** notifications on unsafe products found on the market of Bosnia and Herzegovina. Out of this number, **67** notifications were published as a result of reactive market surveillance, while the remaining **38** notifications were published as a result of proactive market surveillance.

Proactive market surveillance is based on planned market surveillance activities for targeted consumer product groups, which are established on an annual basis. Over the last

three years, these activities have been carried out in cooperation of Market Surveillance Agency of BiH with the competent inspection authorities in Bosnia and Herzegovina.

Apart from proactive market surveillance, there are market surveillance activities that can not be planned in advance, which are initiated on the basis of consumer or competition complaints, reports on accidents and injuries or notifications on unsafe products submitted by economic operators. Market surveillance triggered by one of the above mentioned information is called **reactive market surveillance**.



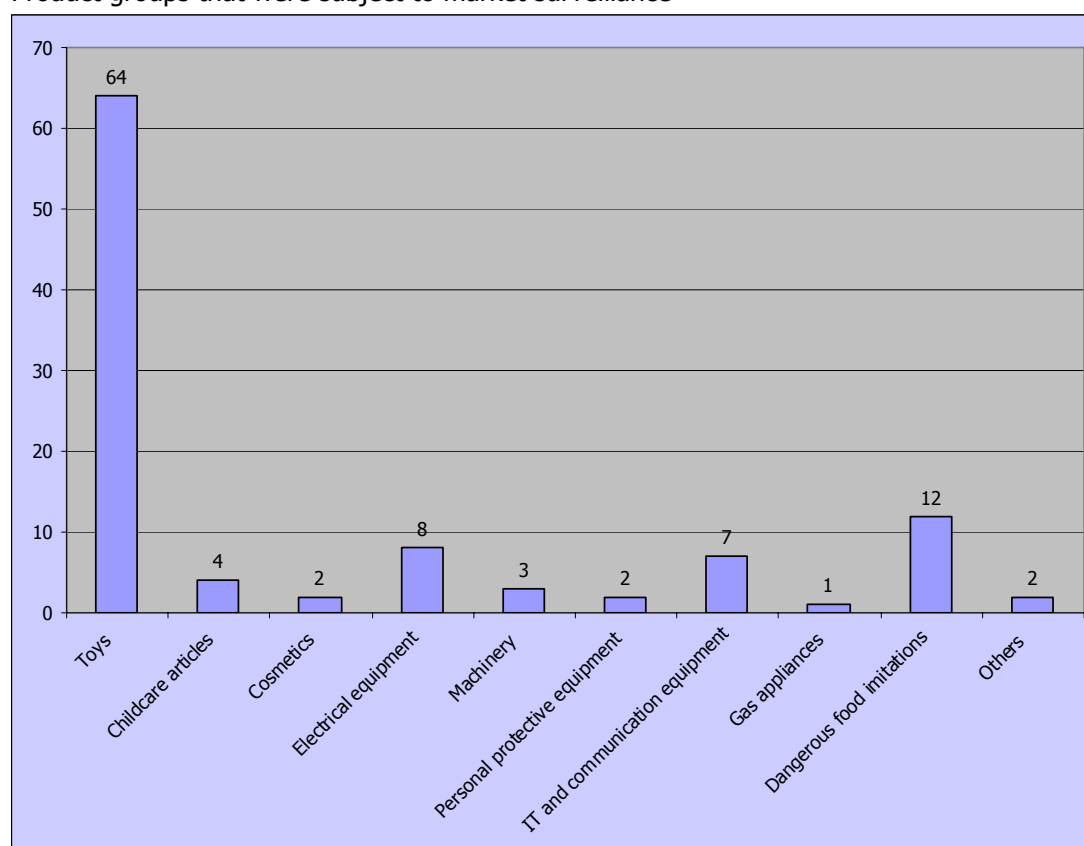
2. PRODUCT GROUPS THAT HAVE BEEN SUBJECT TO MARKET SURVEILLANCE

According to the published notifications on unsafe products found on the market of Bosnia and Herzegovina, the most notified products are toys, and this trend is expected to continue in the second half of 2012. The situation is similar in the European Union, where about one third of all notifications are related to toys. A large number of unsafe toys, which are notified through the Rapid Alert System for Non-Food Products (RAPEX), indicates that a lot of shortcomings have been identified for this product group and explains why toys are priority in market surveillance activities and why the public is interested in toys safety issues.

	Toys	Childcare articles	Cosmetics	Electrical equipment	Machinery	Personal protective equipment	IT and communication equipment	Gas appliances	Dangerous food imitations	Others
2009	2	1		3			2			1
2010	35	3		1		1	3			
2011	22			4	3	1		1	12	1
2012	5		2				2			
TOTAL	64	4	2	8	3	2	7	1	12	2

Apart from toys, the most frequently notified unsafe products in the previous period were electrical and IT equipment, machines and cosmetics.

Product groups that were subject to market surveillance

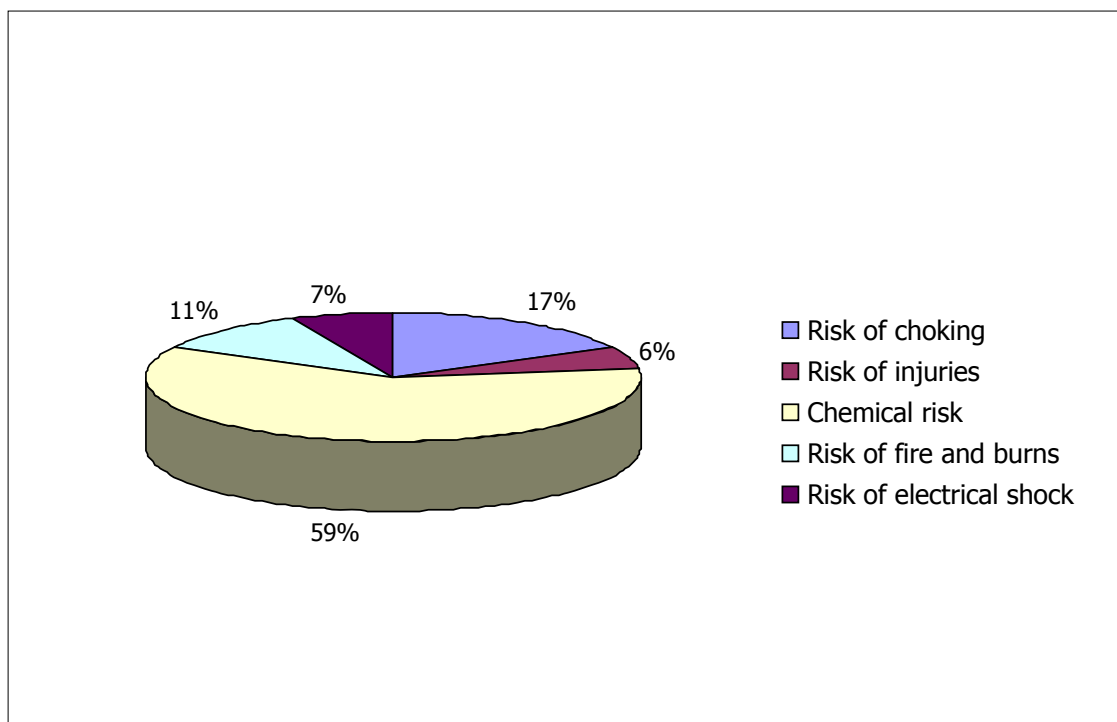


A proactive market surveillance project focused on dangerous food imitations, conducted in 2011, resulted in withdrawal of 6501 products from the BiH market.

3. TYPES OF RISKS POSED BY UNSAFE PRODUCTS

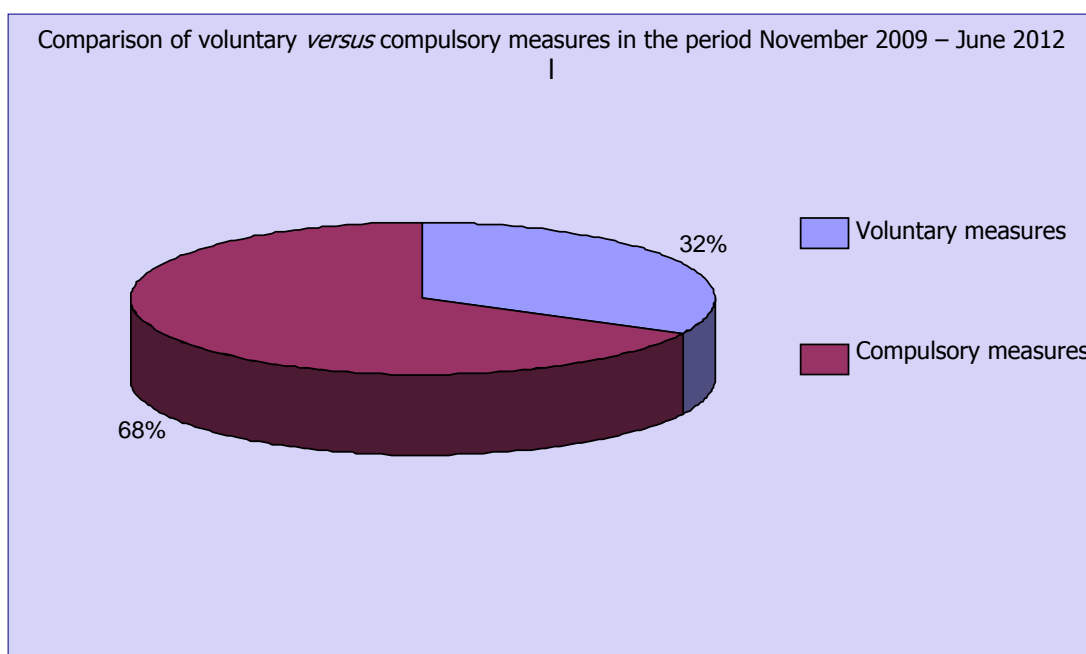
When using non-complaint and unsafe products, consumers are exposed to different types of risks. In most cases, unsafe products found on the market of Bosnia and Herzegovina pose chemical risk to consumers.

	Risk of choking	Risk of injuries	Chemical risk	Risk of fire and burns	Risk of electrical shock
2009	2	2		2	2
2010		2	36	4	1
2011	13	2	22	3	4
2012	3		4	2	
TOTAL	18	6	62	11	7

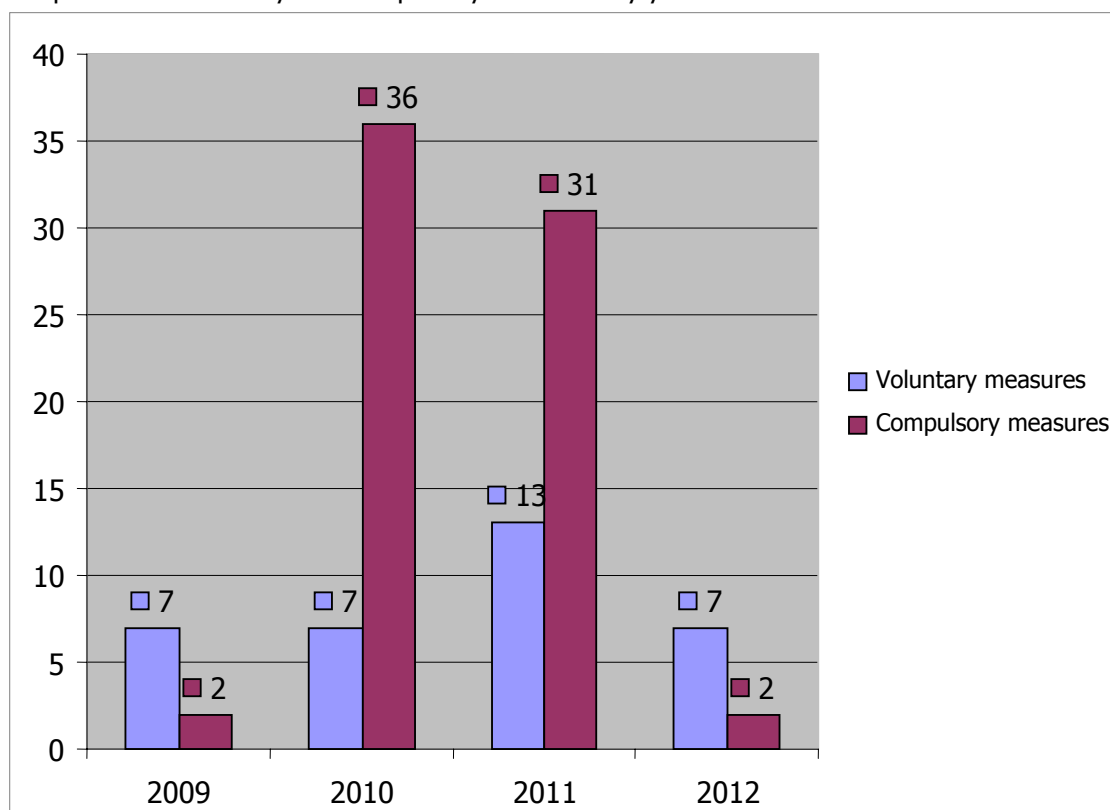


4. TYPES OF MEASURES

If a product is found to be non-complaint and if it poses a risk to the health and safety of consumers, two types of measures can be taken. **Voluntary measures** are measures taken by economic operators (on their own initiative or in consultation with Market Surveillance Agency of BiH and/or inspection authorities). **Compulsory measures** are measures taken by an inspector, if an economic operator does not take measures voluntarily. In Bosnia and Herzegovina, the percentage of compulsory measures taken in the previous period was greater than the percentage of voluntary measures taken by economic operators:



Comparison of voluntary and compulsory measures by years:



If a product is found to be non-complaint, the measures are taken with respect to the principle of proportionality and the level of risk. Some of the measures taken are: withdrawal of a product from the market, recall from consumers, destruction of products etc.

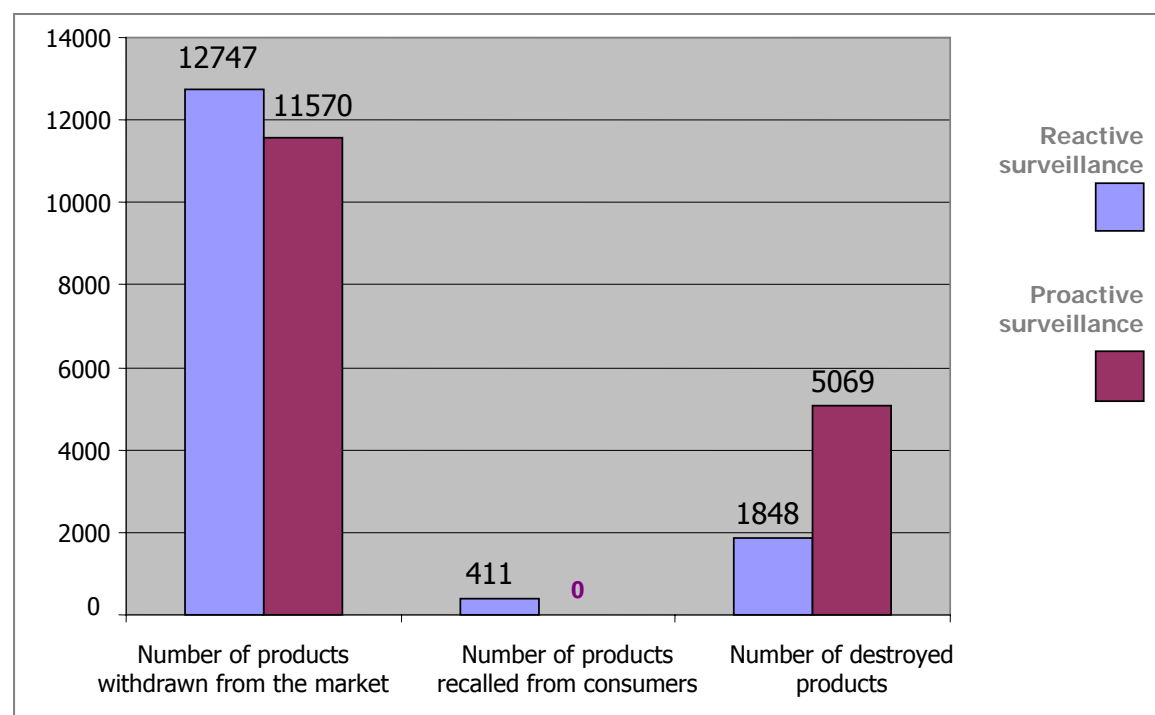
WHAT DOES "WITHDRAWAL FROM THE MARKET" AND "RECALL FROM CONSUMERS" MEAN?

Terms "*withdrawal from the market*" and "*recall from consumers*" are relatively new in our practice and they originate from the EU legislation, which is being gradually transposed into BiH legal acts.

Withdrawal from the market means any measure aimed at preventing distribution, display and offering of unsafe products to consumers.

Recall from consumers is more rigorous type of measure in comparison to withdrawal, although in practice these two types of measures are often undertaken together. Recall means any measure aimed at returning unsafe product, which the manufacturer or distributor has already delivered or made available to end consumers. This measure is mostly taken by publishing safety notice in shops and/or on the economic operator's web site, which contains instructions on how consumers may return the unsafe product and how they can exercise other rights arising from the situation. For the first time in our legislation, these terms were defined by the Law on general product safety.

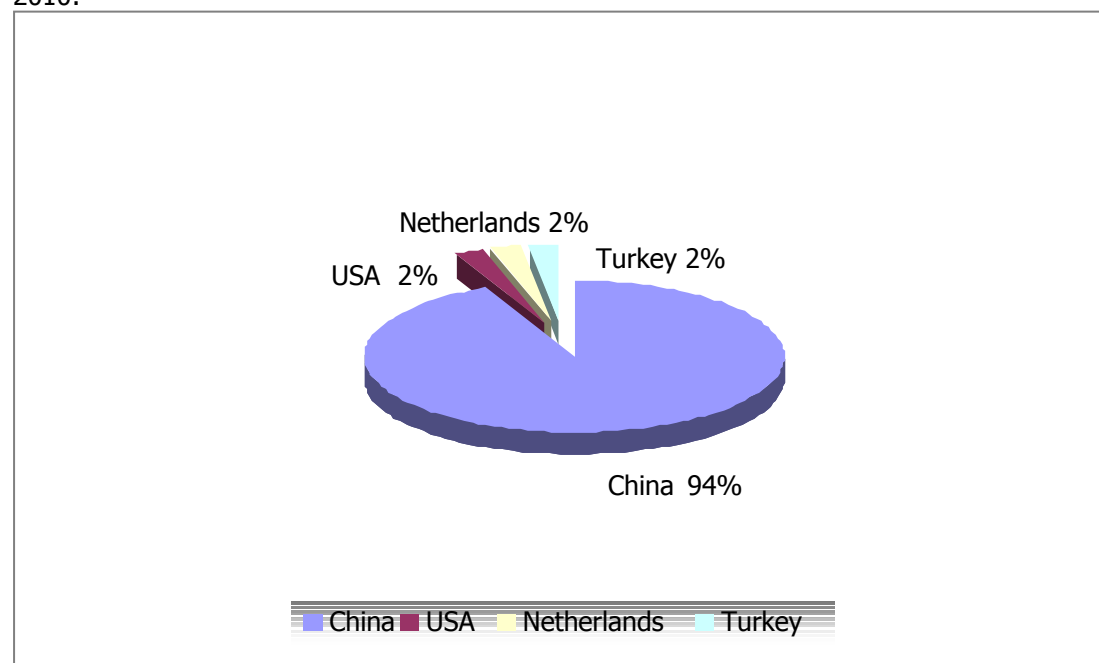
The chart below shows the number of products that were subject to the measures described above, including a measure of product destruction. The chart refers to proactive and reactive market surveillance activities in the period from November 2009 to June 2012:



5. Origin of unsafe products

It is notable that the largest percentages of unsafe products that appear on the BiH market originate from the East, mostly from **China**. The situation is similar on the European Union internal market. In 2011 RAPEX Annual Report, the European Commission stated that the share of unsafe products of Chinese origin on the EU market is 65% of the total number of products reported on RAPEX.

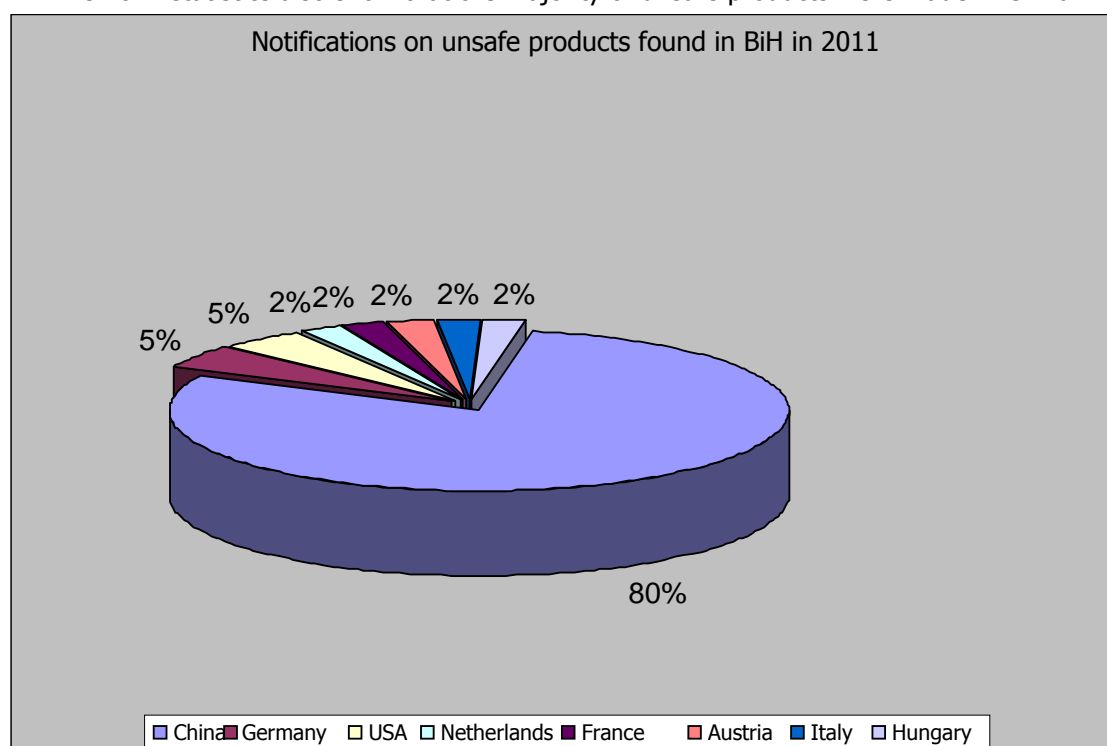
The situation on the BiH market related to origin and number of unsafe product notifications in 2010:



The number of unsafe product notifications by country of origin in 2010:

Country of origin	Number of notifications
China	40
USA	1
Netherlands	1
Turkey	1
Total:	43

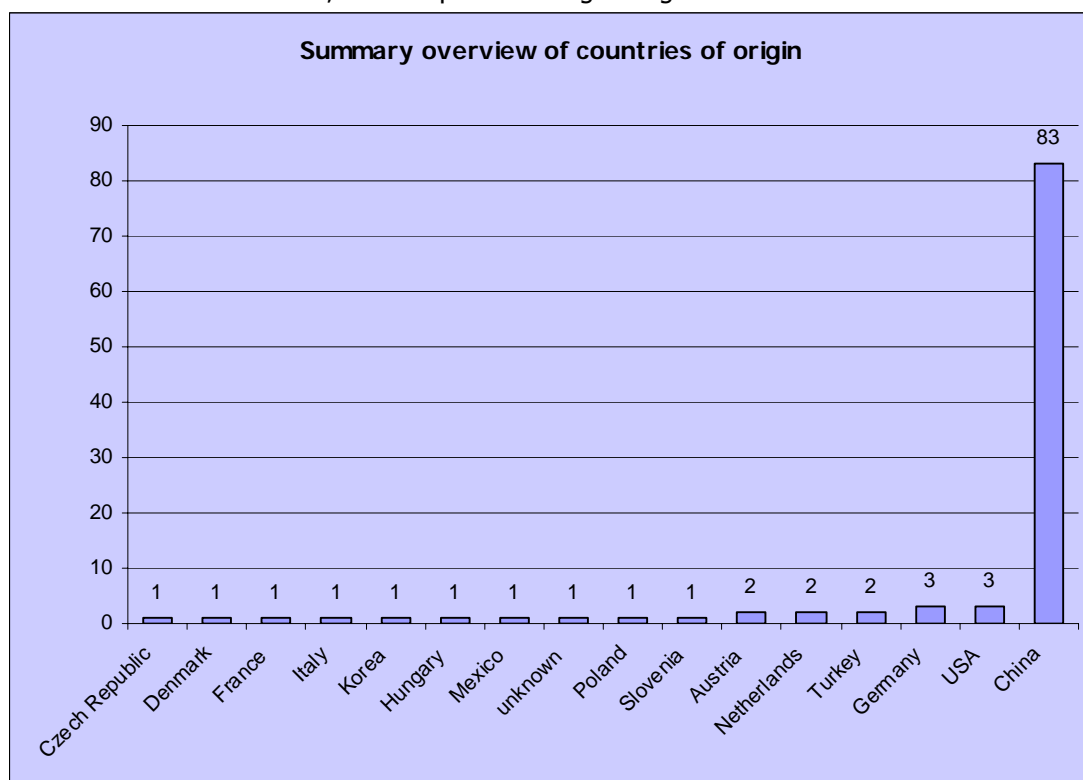
The 2011 statistics also show that the majority of unsafe products were made in China:



The number of unsafe product notifications by country of origin in 2011:

Country of origin	Number of notifications
China	35
Germany	2
USA	2
Netherlands	1
France	1
Austria	1
Italy	1
Hungary	1
Total:	44

83 out of 105 unsafe product notifications, which were published by the Agency in the period November 2009 - June 2012, refer to products originating from China:



What can consumers do for their own safety?

In addition to the measures described above, that are taken by the BiH market surveillance authorities, consumers have to be aware that they can also do more to help ensure their own protection and safety.

Therefore, we remind consumers in BiH that, during product purchase and usage, it is strongly recommended to:

- Read and follow the producer's instructions which are supplied with the product (instructions for use, installation, maintenance, etc.).
- Use the product **only** in accordance with its purpose, which means in the way it was envisaged by the producer!
- Maintain the product on a regular basis, in order to keep it functioning properly!
- Notify Market Surveillance Agency of BiH on any product you suspect to be unsafe!

Further information on submitting consumer complaints is available on the web site www.annt.gov.ba.

Part II

UNSAFE PRODUCTS in 2012

TOYS

withdrawn from the BiH market in the period January 2012 – June 2012

Doll "MISS THEA"

Product	Doll "Miss Thea"
Product details (brand, model, type, serial no.)	unknown
Producer	unknown
Country of origin	China
Importer/distributor/ authorised representative	unknown
Danger (hazard/risk)	This product poses a chemical risk, because it contains di(2-ethylhexyl) phthalate (DEHP) in concentration which exceeds the limit of 0.1% by mass of the material containing plasticizers.
Measures taken	Based on laboratory testing results, health inspection of the Republic of Srpska ordered destruction of the affected toys.
Product photos	



Wooden toy "Shape Puzzle"

Product	SHAPE PUZZLE
Product details (brand, model, type, serial no.)	Art. no.: 90005
Producer	WoodyLand – Czech Republic

Country of origin
Importer/distributor/
authorised representative

Czech Republic
Importer: "Italgroup" d.o.o.
Stara cesta bb, Vogošča

Danger
(hazard/risk)

The toy may pose a health risk due to color
inconstancy.

Measures taken

Competent inspection of the Republic of Srpska ordered
sales ban and destruction of the remaining affected toys.

Product photos



Instructions for consumers

Consumers are advised to stop using this product and to
contact the importer for further instructions.

Soft toy "Easter bunny"

Product
Product details
(brand, model, type, serial no.)
Producer
Country of origin
Importer/distributor/
authorised representative

Easter bunny (a gift attached to perfume)
unknown

Procter & Gamble
unknown

Orbico d.o.o. Sarajevo

Danger (hazard/risk)

This toy poses a risk of injuries as the metal reinforcement
in the bunny's ears may penetrate the protective cover.
The product also poses a risk of choking because the
bunny's eyes may easily be detached and swallowed by a
child.

Measures taken

The distributor published a safety notice for consumers in
the newspapers and on the web site
<http://www.orbico.ba/>. According to the legal obligations
laid down by the Law on general product safety, the
distributor has submitted all available information on the
affected product to Market Surveillance Agency of BiH.

Product photos



Instructions for consumers published in stores in BiH:

Upozorenje o proizvodu – Mogući sigurnosni rizik od sivo bijelog zeca koji se nudi kao dio promocije parfema za Uskrs 2012.

Kompanija P&G Prestige je otkrila problem sa kvalitetom sivo-bijelog plišanog zeca koji se daje kao poklon prilikom kupovine nekih parfema (Gabriela Sabatini, Avril Lavigne, Naomi Campbell, Replay, Puma, Mexx, Christina Aguilera, Bruno Banani). Propust u kvalitetu može predstavljati potencijalnu opasnost za malu djecu. Plišanog zeca treba ukloniti izvan domašaja djece.

Iako ovaj promotivni poklon zadovoljava zahtjeve svih propisa, pronađen je propust u kvalitetu uslijed kojega, u nekim slučajevima, metalni komad dizajniran tako da oblikuje uši može stršati iz svoje zaštitne navlake i na taj način predstavlja potencijalni rizik za djecu. Osim toga, olabavljeno biserno oko može predstavljati rizik od gušenja. Porijeklo problema kvaliteta je ustanovljeno i preduzeti su neophodni koraci u svrhu provođenja hitnih korektivnih mjera.

Dobrovoljno pozivamo javnost da odstrani ove predmete kao mjeru prevencije.



Ukoliko imate dodatnih pitanja ili Vam trebaju dodatna pojašnjenja, molimo Vas da nazovete broj info linije od ponedjeljka do petka od 8:00 do 16:30 tel: 033-756-000.

Kvalitet i sigurnosni standardi uvijek predstavljaju naš glavni prioritet, te se izvinjavamo zbog neprijatnosti koje ovo može prouzrokovati.

Rubber bath toys "Play Gro"

Product	Rubber bath toys
Product details (brand, model, type, serial no.)	Brand: Playgro Model no.: 0109864, Serial no.: 001724, EAN code: 9321104098641 Date of production: 01.04.2011
Producer	Playgro pty – Australia
Importer/distributor/ authorised representative	Importer: "Italgroup" d.o.o. Sarajevo
Danger (hazard, risk)	This product poses a risk of choking because it contains small parts that can easily be detached and swallowed by a child.
Measures taken	The importer has taken a voluntary measure of withdrawal from the retail shops and published a safety notice for consumers. According to the obligations laid down by the Law on general product safety, the distributor has submitted all available information on the affected product to the Agency.

Product photos



Instructions for consumers

Consumers are advised to stop using this product and to contact the retail shop Baby Center at the BBI Shopping Centre for further instructions.

Magnetic toy "Snake eggs"

Product
Product details
(brand, model, type, serial no.)
Producer
Country of origin
Importer/distributor/
authorised representative

Magnetic toy "Snake eggs"
Art. no.: A11280
Bar-code: 0611888112800
unknown
China
Distributor: Vido-prom d.o.o. Bratunac

Danger (hazard/risk)

This product poses a risk of choking and internal injuries. The toy contains small parts that can easily be detached. The eggs are small parts that can be swallowed by a child, and their magnetic flux index is too high.

Measures taken

The distributor has taken a voluntary measure of withdrawal from the market and published a safety notice for consumers. According to the obligations laid down by the Law on general product safety, the distributor has submitted all available information on the affected product to the Agency.

Product photos



Instructions for consumers

Consumers are advised to stop using this product and to contact the distributor for further instructions.

COSMETICS

Children's cosmetics "Alverde Molkemichel"

Product	Children's cosmetics Alverde Molkemichel
Product details (brand, model, type, serial no.)	Brand: Alverde Molkemichel
Country of origin	Denmark
Importer/distributor/ authorised representative	<i>dm drogerie-markt</i>
Danger (hazard/risk)	<p>The following products:</p> <ul style="list-style-type: none">• alverde Molkemichel Face Cream, 75 ml• alverde Molkemichel Shampoo, 200 ml• alverde Molkemichel Shower Gel , 250ml• alverde Molkemichel Body Lotion, 200ml• alverde Molkemichel Foaming Soap, 250ml <p>contain elevated amounts of the bacteria <i>Enterobacter gergoviae</i>, which can cause infection in contact with the children's skin.</p>
Measures taken	DM drugstore chain in BiH has taken a voluntary measure of withdrawal from the market and recall of products from consumers, and published a safety notice for consumers.
Product photos	



Deodorant "Harmony of Flowers"

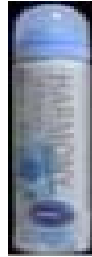
Product	Deodorant "Harmony of Flowers"
Product details (brand, model, type, serial no.)	unknown
Producer	Wats Piasecki i Wspolnicy Sp.J .- Poland
Country of origin	Poland
Importer/distributor/ authorised representative	Importer: Izbor trgovine d.o.o. Nurije Pozderca bb 77220 Cazin
Danger (hazard/risk)	On the packaging of the affected products there are two different labels. There is a label indicating that it is a deodorant "Harmony of Flowers". When you remove this

label, on the product packaging there is another label in Polish ("*Moskiter komar repellent*"), which indicates that it is a mosquito repellent, which misleads consumers about the type of the product.

Measures taken

Competent cantonal inspections ordered the importer "Izbor" d.o.o. Cazin to withdraw the product from all its retail shops and to inform the consumers who purchased this product on the possibility of returning the affected products for a full refund.

Product photos



Instructions for consumers

For additional information, please contact the retailers or call: 037/31 85 69.

ELECTRICAL EQUIPMENT

Desktop computers "Lenovo"

Product
Product details
(brand, model, type, serial no.)

Desktop computer
ThinkCentre M70z and ThinkCentre M90z "all-in-one" (AIO)

Producer
Country of origin
Importer/distributor/
authorised representative

LENOVO
Mexico
BBS d.o.o.
Kranjčevićeva 39
71000 Sarajevo

Danger (hazard/risk)

According to the manufacturer, there is a potential failure of the power supply in the computers, which can lead to overheating of the computer and cause a fire. Manufacturer has received two reports of a fire caused by the computers and decided to recall these products and offer consumers a free replacement of the affected power supply. The product does not comply with the Ordinance on electrical equipment designed for use within certain voltage limits ("Official Gazette of BiH", No. 98/09).

Measures taken

The authorized distributor has taken voluntary measure of withdrawal from the market and recall of products from consumers, and repaired all the affected devices.

Product photos



Instructions for consumers

Lenovo advised consumers to immediately stop using potentially affected "all-in-one" desktop computers, disconnect the power cord from the power outlet, and contact their local retailer to replace the affected power supply.


Cordless telephones "Gigaset SL910"

Product	Cordless telephone
Product details (brand, model, type, serial no.)	SL910, SL910A and SL910H
Producer	"GIGASET"
Country of origin	Germany
Importer/distributor/ authorised representative	Simco d.o.o. Vladislava Skarića 6 71000 Sarajevo Tel: 033 550 960 Fax: 033 550 966
Danger (hazard/risk)	According to the manufacturer, it is likely that the lithium-ion batteries in these devices overheat and cause a fire. Therefore, the manufacturer decided to replace all the affected batteries in the devices free of charge. Also, all the remaining products will be withdrawn from the market and batteries will be replaced. The product does not comply with the Ordinance on electrical equipment designed for use within certain voltage limits ("Official Gazette of BiH", No. 98/09)
Measures taken	The authorized distributor has taken voluntary measure of withdrawal from the market and recall of products from consumers, and repaired all the affected devices.
Product photos	
Instructions for consumers	Consumers are advised to immediately stop using the affected devices, remove the battery and contact the authorized distributor for its replacement.

ATTENTION!

**UNSAFE PRODUCTS MUST BE REPORTED
TO
MARKET SURVEILLANCE AGENCY OF BiH**

www.annt.gov.ba



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