



BULLETIN

2nd issue, May 2015

- Unsafe products
- Consumer protection
- Economic operators





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FOREWORD



Dear readers,

We are exceptionally proud of the fact that we continued to achieve significant results in the area of consumer protection in Bosnia and Herzegovina in 2014. Despite very limited financial and human resources, as well as the aggravating circumstances caused by the floods in B&H in May, we have managed to achieve outstanding results in the field of product safety surveillance. Therefore, we would like to express our gratitude to the inspection authorities in B&H for the promptness and active engagement, which contributed to the results of our work and reflected through implementation of 17 joint projects of proactive surveillance. The results of the projects are published in this issue.

Apart from our regular activities, including implementation of proactive and reactive surveillance projects, we focused on improving communication with institutions and organizations dealing with consumer protection issues, with the aim of developing synergy among all actors responsible for protection of consumers' interests in B&H and the public in general. Within these activities, we organized a round-table conference on the occasion of the World Consumer Rights Day on *"Improvement of consumer protection in Bosnia and Herzegovina"*. The conference was attended by representatives of consumer protection organizations (members of the Consumers' Association of B&H), representatives of the Institution of Ombudsman for Consumer Protection in B&H, as well as representatives of market inspections from Republic of Srpska, Federation of B&H and Brčko District of B&H. Aiming to enhance consumer protection in B&H, we shall continue to work on the initiative of improving communication between consumers and competent institutions and organizations.

At first, publishing the Bulletin was the result of enthusiasm and creativity of the employees of the Agency. By entering the 4th consecutive year of publishing, we can say that it grew into a regular practice that is not lagging behind the European practices. Having in mind that this informative and educational publication is intended for the entire consumer and economic community in Bosnia and Herzegovina, as well as all administrative bodies involved in consumer protection in the broadest sense, we shall continue to publish it, striving to provide useful and current information for all of you.

Remember: An informed consumer is a protected consumer!

Gordana Krsmanović Kusmuk



Know your rights

In order to protect consumers in Bosnia and Herzegovina, the laws guaranteeing basic consumer rights (the right to protection of health, safety and economic interests) have been adopted.

In accordance with the Law on General Product

Safety ("Official Gazette of B&H" No. 102/09) products on the market shall be safe and must not pose risk to the health and safety of consumers.

In accordance with the Law on Consumer Protection in Bosnia and Herzegovina ("Official Gazette of B&H" No. 25/06) retailers shall provide accurate information about products and shall not use unfair or deceptive advertising. Also, retailers are required to compensate the consumer in case of deceptive advertising and product defect. In accordance with the Law, consumers have the right to choose products of satisfactory quality at competitive prices.

Consumers in Bosnia and Herzegovina are exposed to a dynamic market with a large number of products from different manufacturers and at different prices, for many years now. The consumer expects that a purchased product has a certain quality which implies affordability, safety, reliability and lack of defects.



Nowadays it is quite important that each consumer is well informed, in order to choose a safe, reliable product of a good quality at the appropriate price. How to choose the right product in an extremely wide offer? We shall provide you with a few tips.

Read the label on the product! Label is an identification document of each product and it includes all the written markings relating to the product. The label is printed on the packaging, sticker or a tag, on the documents and notices accompanying or referring to the product. Content of the label for individual product or groups of products is regulated by specific regulations. However, a label for any product should contain at least the following information:

- ◆ name of the product - the name under which the product is sold;
- ◆ a type or a model of the product;
- ◆ name and address of the manufacturer; for imported products - name and address of the importer, as well as the country of origin.

Prepare yourself for purchase! Take enough time, especially if you are planning to buy products such as household appliances, children's equipment or similar products. Purchase of these products depends on many factors. The most important are: price, safety, quality, possibility of payment by instalments, warranty period, current sales, etc. Explore before purchasing! Use the Internet, because you can find lots of information in a short time.



- SHOP SAFELY



Before purchasing:

- ◆ Think about the characteristics of the product that are important to you.
- ◆ Compare the prices of products in stores.
- ◆ Ask what the price of the product includes.

During purchasing:

- ◆ Check the safety of the product on the spot.
- ◆ Make sure that there are no visible physical damages on the product (e.g. broken bulbs, cracks in the insulation, sharp edges, etc.).
- ◆ Avoid buying products by unknown manufacturers and/or brands.
- ◆ Be careful with special offers, discounts and price reductions.
- ◆ Avoid buying products that are much cheaper than other products in their class. It might be a sign that cheap materials were used or another way of economising was practised during the manufacture.
- ◆ Do not rush with making decision.
- ◆ Ask the retailer what they will do if the goods are defective - whether you will get a refund, repair or replacement of the product.
- ◆ Is there a manufacturer's warranty? What exactly does the warranty period and the warranty itself refer to (what is the warranty period for the appliance and for spare parts)?



After the purchase, check the receipt and amounts of the receipt. Keep the receipt and the warranty! Read the instructions and product information carefully. Use the product in accordance with the instructions.

Whom to contact?

If you think that your consumer rights guaranteed by the Law on Consumer Protection have been violated, you should contact market inspection of one of the Inspectorates:

Federal Administration for Inspection Affairs (F B&H)	Republic Administration for Inspection Affairs (RS)	Inspectorate of Brčko district B&H
24-hour hotline for complaints: +387 33 226 644 Address: Fehima ef. Čurčića 6, 71000 Sarajevo Telephone: +387 33 563 350 Fax: +387 33 563 351 E-mail: info@fuzip.gov.ba Web: www.fuzip.gov.ba	24-hour hotline for complaints: +387 51 456 140 Address: Trg Republike Srpske 8, 78000 Banja Luka Telephone: +387 51 334 627 Fax: +387 51 307 955 E-mail: uprava@inspektorat.vladars.net Web: www.inspektorat.vladars.net	Address: Bulevar mira 1 76100 Brčko distrikt BiH Telephone: +387 49 240 600 Fax: +387 49 220 002 Web: www.bdcentral.net

If you have purchased a non-food consumer product and you have concerns about its safety characteristics, please contact:

Market Surveillance Agency of Bosnia and Herzegovina

Karađorđeva 8
 71123 Istočno Sarajevo,
 Tel: +387 57 343 503; 340 718;
 Fax: +387 57 343 502;
 E-mail: msa.info@annt.gov.ba



Legislation

Visibly glowing radiant heaters fall within electrical equipment. In accordance with the Order on electrical equipment designed for use within certain voltage limits ("Official Gazette of B&H" No. 98/09), they can be placed on the market only if they are manufactured in accordance with good engineering practice in terms of safety, that is in force in Bosnia and Herzegovina, and if they do not endanger safety of persons, domestic animals or property, provided that they are properly installed, maintained and used in accordance with their intended purpose.

Since the Order on electrical equipment designed for use within certain voltage limits contains only basic and general safety requirements for all electrical appliances, it is necessary to refer to the applicable technical standards for heaters to get familiar with the specific safety requirements for these appliances.

The results of the surveillance of visibly glowing radiant heaters in 2014 showed that none of the samples tested comply with the requirements of the Order on electrical equipment designed for use within certain voltage limits. 80% of the samples pose a risk of electric shock and fire.

The principle of operation of quartz heaters

Visibly glowing radiant heater (quartz heater) is a simple home device that is used for space heating.

Active element of the heater is one or more heating elements that convert electric energy into light energy. The light energy travels in waves through the surrounding area. Objects and people in the room absorb this energy and convert it into thermal energy, and this is how the effect of heating is achieved.

Additional element of the heater is so-called reflector, which is made from highly reflective metal. The reflector is designed to reject the light rays at the angle that allows the greatest degree of absorption of light rays in space, making the heater more efficient.

The light emitted by the heater is in the infrared and red part of the spectrum, so it **appears to the viewer that the heater is "smouldering"**. Another important element of a quartz heater is a fireguard that protects the user from possible contact with heating elements or with live parts. The heater itself is powered by mains cable, and it has a thermostat to control the temperature in the room.

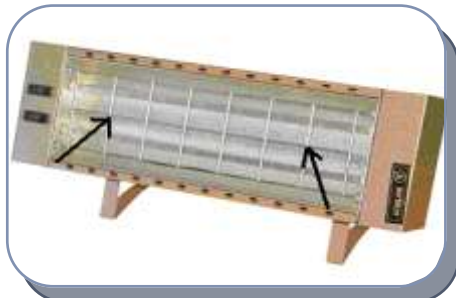
Typical risks

Electric shock is possible if live parts of the heater are accessible because mains cable insulation is not adequate or parts of the heater are made from material of very poor quality and they cannot withstand foreseeable conditions of use.



A fire may occur if the heater is poorly designed, so the base of the device or another part of it overheats during normal use. Also, a fire may occur if creepage distances and clearances between live parts are insufficient (due to the occurrence of arcing) or if there are bad and/or incorrect internal connections (high electrical resistance) in the product itself. Fire could also occur due to mishandling, e.g. if the heater is installed near curtains or similar combustible materials.

Burns, like fire, can occur if the heater is badly designed, so a part of it overheats during normal use, or if the heating elements are not protected by adequate fireguard, so the user can touch glowing heating elements.





RADIANT HEATERS

Instructions for use



When using visibly glowing radiant heater, explicitly follow the manufacturer's instructions for use. Each product (heater) shall be supplied with user manual. The user manual shall be written in one of the official languages in B&H and it shall include at least the following statements or statements that are substantially equal:

◆ *Do not use this heater with a programmer, timer or any other device that switches the heater on automatically, as this may cause a risk of fire if the heater is covered or positioned incorrectly.*

- ◆ *Do not use the heater in the immediate surroundings of a bath, a shower or a swimming pool.*
- ◆ *for visibly glowing radiant heaters with a fireguard that can be partly removed without the aid of a tool:*
- ◆ *the fireguard of this heater is intended to prevent direct access to heating elements and must be in place when the heater is in use;*
- ◆ *the fireguard does not provide full protection for young children and for infirm persons.*

If the manufacturer considers that there are other elements which should be taken into consideration for safe use of the product, the user manual shall contain them, too.

Purchasing tips

When you decide to purchase a visibly glowing radiant heater, we recommend that you pay attention to the following:

- ◆ the heater (e.g. on a data plate) shall contain **visible, legible and indelible** manufacturer's marking or trademark;
- ◆ the heater shall be labelled with a model/type marking;
- ◆ among other markings, the heater shall contain rated voltage (V), nature of supply (–) and rated power input (W);
- ◆ the supply cable must not be damaged and it must be fixed in an appropriate manner;
- ◆ live parts of the appliance (e.g. conductors in the cable, heating elements, etc.) must not be accessible during normal use;
- ◆ heaters intended to be filled with liquid by the user shall be marked with the minimum and maximum liquid levels (MAX and MIN);
- ◆ heaters shall have a fireguard that prevents contact with the heating elements. The fireguard must not be removable without the aid of tools. Even if it is not possible to remove the fireguard by hands, the heating elements must not be accessible through the fireguard.



Standards

Technical standards represent a particular good manufacturing practice and they contain all the relevant safety requirements that the product shall meet before being placed on the market.

Essentially, this includes product labelling, constructional requirements, elimination of mechanical and electrical risks and any other relevant safety requirements for the product. Standards are constantly developing and changing simultaneously with the development of new manufacturing techniques and technologies, thus developing and promoting the market for these products.

As regards visibly glowing radiant heaters, the following standards are currently in force in Bosnia and Herzegovina:

BAS EN 60335-1:2013 (identical to the European standard EN 60335-1:2012)

which is the so-called umbrella (basic) standard for household electrical appliances, and BAS EN 60335-2-30:2012 (identical to the European standard EN 60335-2-30:2009) which contains safety requirements only for room heaters.



VISIBLY GLOWING RADIANT HEATERS

Unsafe visibly glowing radiant heaters found on the market of Bosnia and Herzegovina in 2014:

Portable heater Casino, unknown type



Portable heater Afrodita, type 3x800 lux B



Portable heater Kumtel, type LX-2825 MD



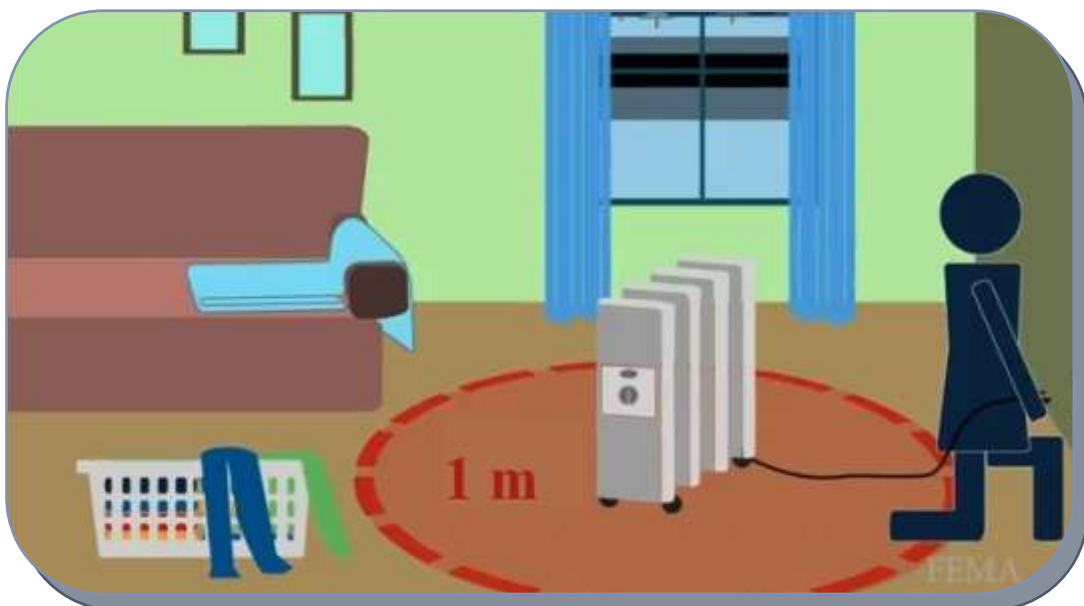
Portable heater Kumtel, type LX-2831 QM



Tips for using space heaters

In addition to the manufacturer's instructions for use, when using visibly glowing radiant heaters, please follow these safety tips:

- ◆ If the heater contains protective panels made of glass or similar material, do not use it if the panel is damaged.
- ◆ If the heater contains a fireguard, do not use it if the fireguard is removed from the appliance.
- ◆ Always supply the heater directly from the mains socket. Heaters use a lot of electricity, so supplying via an extension cord can cause overheating and the risk of fire.
- ◆ Do not use the heater to dry laundry. Do not cover the heater or install it close to curtains or other combustible materials.
- ◆ Do not use the heater if there are visible damages. Do not attempt to repair the appliance yourself, take it to an authorized service centre.
- ◆ Regularly clean the heater to prevent the build-up of dust and dirt on it. When cleaning the heater, strictly follow the manufacturer's instructions for cleaning and always make sure that the appliance is unplugged.
- ◆ If the heater contains a water container, make sure that the liquid level is always between minimum and maximum levels indicated on the container.
- ◆ Pay particular attention when the heater is placed on carpet or similar combustible material. Make sure that the heating elements of the appliance are far enough from the carpet and the appliance does not emit heat in the direction of the carpet.
- ◆ **Always follow "the rule of one meter"! Keep the heater at the minimum distance of one meter from all combustible surfaces.**



LEGAL FRAMEWORK FOR CONSTRUCTION PRODUCTS



Construction represents the driving force of the economy of each country, and the industry of construction materials significantly affects economic trends and the economy of each country, including ours. Since local manufacturers of construction products meet a series of administrative barriers to prove quality of their products and compliance with the requirements prescribed by the laws in force in Bosnia and Herzegovina, the following review provides summary of the applicable legislation in the field of construction at the levels of B&H entities and Brčko District of B&H, which regulate or give conditions for use of construction products, their marketing and control.



A review of regulations in the field of construction legislation at the levels of B&H entities and Brčko District of B&H, which regulate or give conditions for use of construction products, their marketing and control.

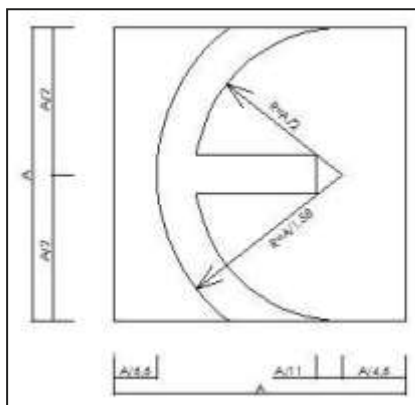
In the entities of Bosnia and Herzegovina (the Federation of Bosnia and Herzegovina and Republic of Srpska), the Laws on Construction Products have been adopted ("Official Gazette of FB&H", no. 78/09 and "Official Gazette of RS", no. 5/12). In Brčko District of B&H, the Law on Spatial Planning and Construction is in force ("Official Gazette of Brčko District of B&H", no. 29/08). In addition to these laws, the use of construction products is regulated by the Law on Spatial Planning and Land Use in the Federation of B&H ("Official Gazette of FB&H", no. 2/06, 72/07, 32/08, 4/10, 13/10 and 45/10) and the Law on Spatial Planning and Construction in RS ("Official Gazette of RS", no. 40/13).

By comparing the Laws on Construction Products in the Federation of B&H and Republic of Srpska, we can conclude that the laws are for the most part identical and their provisions largely transpose the provisions of the Construction Products Directive (Council Directive 89/106/EEC: 21.12.1988). The laws prescribe different solutions for labelling of construction products.

The Law on Construction Products in the Federation of B&H prescribes the "E" conformity marking for construction products with a declaration of conformity, which confirms compliance with a relevant technical specification transposing harmonized European specification.

	Manufacturer's name Manufacturer's address The last two digits of the year in which the marking was affixed to the product Register number of conformity assessment body*
	Identification of technical specifications of the construction product Name of the construction product Manufacturer's identification mark of the construction product Notice on the characteristics of the construction product

* Register number is affixed in case that the conformity assessment body participated in the conformity assessment procedure



Identification of the construction products that meet the requirements prescribed in Article 3 of the Rulebook on labelling of construction products ("Official Gazette of FB&H", no. 88/10)

LEGAL BASIS

In accordance with The Program of Transposition of Technical Regulations

("Official Gazette of B&H", No. 35/06), Bosnia and Herzegovina had an obligation to transpose the Construction Products Directive (Council Directive 89/106/EEC: 21.12.1988) by the end of 2008.

The expert team for transposition of the Directive stopped their work, because B&H entities adopted the Laws on Construction Products in the meantime, and the EU repealed the Directive and adopted the Regulation on Construction Products (No. 305/2011: 9.3.2011).



LEGAL FRAMEWORK FOR



The laws in the Federation of B&H and Republic of Srpska prescribe conditions under which a construction product can be placed on the market, distributed and used, as well as conditions for adoption of technical approval, conformity assessment, documents of conformity, technical instructions and conformity markings, the validity of documents and markings issued in accordance with foreign regulations, surveillance and penalty provisions. On the basis of these laws, Republic of Srpska and the Federation of B&H adopted five rulebooks respectively, prescribing more details for particular procedures, as well as conditions for their implementation.

The Law on Construction Products in Republic of Srpska prescribes the “C” conformity marking for construction products with a declaration of conformity, which confirms compliance with a relevant standard or technical specification (standard of Republic of Srpska, i.e. SRS), if it is not **compliant with the European specifications**. The “CE” conformity marking is prescribed for construction products with a declaration of conformity, which confirms compliance with a relevant standard or technical specification transposing harmonized European specifications. Marking of construction products compliant with the requirements prescribed in Article 2 of the Rulebook on labelling of construction products (“Official Gazette of RS”, no. 93/132):

<i>(this space must remain blank)</i>	
Manufacturer's name Manufacturer's address The last two digits of the year in which the marking was affixed to the product Register number of the authorized body – class, number and the date of issuance of the certificate of conformity	
Identification of technical specifications of the construction product Name of the construction product Manufacturer's identification mark of the construction product Notice on the characteristics of the construction product	

On the basis of the Law on Construction Products in the Federation of Bosnia and Herzegovina, the following Rulebooks have been adopted:

- ◆ The Rulebook on technical approvals for construction products (“Official Gazette of FB&H”, no. 2/11);
- ◆ The Rulebook on requirements for persons who conduct conformity assessment of construction products (“Official Gazette of FB&H”, no. 49/10 and 64/11);
- ◆ The Rulebook on conformity assessment of construction products (“Official Gazette of FB&H”, no. 88/10 and 64/11);
- ◆ The Rulebook on labelling of construction products (“Official Gazette of FB&H”, no. 88/10);
- ◆ The Rulebook on the control procedure and methods of conducting the control procedure (“Official Gazette of FB&H”, no. 28/11).

On the basis of the Law on Construction Products in Republic of Srpska, the following Rulebooks have been adopted:

- ◆ The Rulebook on adopting technical approvals (“Official Gazette of RS”, no. 93/12);
- ◆ The Rulebook on methods of conducting the conformity assessment of construction products (“Official Gazette of RS”, no. 93/12);
- ◆ The Rulebook on issuance of authorization for adoption of documents of conformity for construction products (“Official Gazette of RS”, no. 93/12);
- ◆ The Rulebook on labelling of construction products (“Official Gazette of RS”, no. 93/12);
- ◆ The Rulebook on the control procedure for construction products (“Official Gazette of RS”, no. 93/12).

The Law on Spatial Planning and Construction of Brčko District of B&H prescribes conditions for use of construction products, but it does not regulate their placing on the market. Chapter VIII of Article 56, paragraph 2 of the Law defines six essential technical characteristics: a) mechanical resistance and stability; b) safety in case of fire; c) protection of life and health; d) accessibility; e) energy efficiency and thermal protection; f) protection from adverse effects on the environment.

CONSTRUCTION PRODUCTS



	The Federation of Bosnia and Herzegovina	Republic of Srpska	Brčko district of B&H
Laws	The Law on Construction Products	The Law on Construction Products	The Law on Spatial Planning and Construction
Rulebooks	Five rulebooks adopted	Five rulebooks adopted	Adoption of four rulebooks foreseen*
Standards	BAS	SRS, BAS	BAS
Usability of a construction product	Shall be proved by: - document of conformity - conformity marking	Shall be proved by: - document of conformity - conformity marking	Shall be proved by a technical regulation, which: a) directly prescribes technical characteristics; or b) refers to another regulation that prescribes technical characteristics
Technical approval (prescribing technical characteristics and the method of proving its usability)	Chapter II of the Law Issued for a product for which there is no technical regulation, BAS standard or a harmonized European standard applicable, or whose characteristics deviate substantially from technical regulations	Chapter II of the Law Issued for a product for which there is no SRS or BAS standard applicable, or whose characteristics deviate substantially from technical regulations	Chapter IX of Article 69 Technical approval prescribes technical characteristics of a construction product for which there is no technical regulation or whose characteristics deviate substantially from technical regulations
Conformity assessment	Chapter III of Article 22 Certificate of factory production control, issued by an authorized legal entity	Chapter III of Article 23 Certificate of factory production control, issued by an authorized legal entity	Chapter IX of Article 74 Certificate of conformity, issued by a legal entity accredited by BATA
Documents of conformity	Chapter IV of Article 26 - Certificate of Conformity - Declaration of Conformity	Chapter IV of Article 26 - Certificate of Conformity - Declaration of Conformity	Chapter IX of Article 74 - Certificate of Conformity
Technical instructions and conformity markings	Chapter V „E”	Chapter V „C” or „CE”	Conformity marking not prescribed

*This applies only to the rulebooks relating to construction products.

The table above gives a brief overview of the laws and regulations in force, as well as similarities and differences in the construction legislation that is in force in Bosnia and Herzegovina, with a note that the Law on Spatial Planning and Construction of **Brčko District of B&H prescribes technical characteristics and conditions for use of construction products**, but it does not regulate their placing on the market.

The laws of B&H entities and Brčko District of B&H do not precisely define mutual relations regarding the prescribed conditions under which a construction product can be placed on the market, distributed and used, the conditions for adoption and use of technical approval, conformity assessment, documents of conformity, technical instructions and conformity markings. In addition, due to the small number of authorized legal entities/bodies for conformity assessment and certification of conformity, the Laws on Construction Products in the entities of B&H cannot be consistently implemented.

It is evident from the review that the construction legislation in B&H should be aligned with the Construction Products Regulation (EU Regulation no. 305/2011: 9.3.2011) and the regulations at the state level should be harmonized, in order to eliminate obstacles to free marketing of construction products and their sale.



CHILDREN'S BICYCLES SAFETY –

Legal basis

In order to place children's bicycles on the market of Bosnia and Herzegovina, they shall be safe according to the Law on General

Product Safety ("Official Gazette of B&H", No. 102/09).

Children's bicycles are considered to be safe if they meet all safety requirements

prescribed by the standard BAS EN 14765 + A1:2011. The standard prescribes safety and functional requirements and test methods for bicycles intended for young children, with a maximum saddle height of more than 435 mm and less than 635 mm (typical rider weight of 30 kg).

Instructions for use

Each bicycle shall be supplied with instructions for use, written in one of the official languages in B&H. Generally, instructions for use shall include information related to the following: the intended use of a bicycle with warnings about the dangers of improper use; preparation for riding; safe use of a bicycle; the correct procedure of assembling of all components; lubricating bicycle components; adjusting certain components of a bicycle; fitting, adjustment and removal of stabilizers, and warnings about the risks of use.

The results of the surveillance of children's bicycles in 2014 in B&H showed that none of the 11 tested children's bicycles comply with the prescribed safety requirements.

The main purpose of this text is to draw attention to the typical security and functional requirements that children's bicycles have to meet, which can be easily controlled visually. In addition, we aim to inform economic operators - importers, distributors and retailers of children's bicycles about the safety requirements they have to meet in order to place safe children's bicycles on the market.



Safety requirements

Children's bicycles are considered to be safe for use if they meet the safety requirements relating to the following aspects:

- ◆ labelling of children's bicycles,
- ◆ instructions for use and
- ◆ functional safety requirements.

Labelling of children's bicycles

The frame of a children's bicycle shall be labelled with the following visible, legible and indelible markings:

- ◆ frame number at a visible position;
- ◆ name of the manufacturer or manufacturer's representative;
- ◆ number of the standard (BAS EN 14765 or EN 14765).

Functional safety requirements

Typical safety requirements relating to the design and functionality of a children's bicycle can be easily checked visually, in order to determine whether the bicycle is safe for use. These requirements will be discussed below.

1. Components of a bicycle that come into contact with user's body parts shall not be sharp.

Bicycle components that come into contact with user's arms, legs and other body parts during the ride or maintenance shall not be sharp. The following pictures show tested bicycles with sharp edges, posing a risk of laceration to children.



GUIDELINES FOR ECONOMIC OPERATORS



2. Pedals of a bicycle shall not be fitted with straps or toe clips to hold feet.

Pedals of a bicycle shall not be fitted with straps or toe clips to hold feet, so a child can smoothly pull out feet in case of some unforeseen situations. The picture to the left shows an example of a bicycle which does not meet this requirement.

3. A bicycle shall be equipped with two brakes: front handbrake and a brake for the rear wheel.

A bicycle shall be equipped with not less than two independent brakes: a handbrake for the front wheel (front handbrake) and a brake for the rear wheel (handbrake or a back-pedal brake). Back-pedal brakes shall be actuated by a force applied to the pedal in a direction opposite to that of the drive force. The picture to the right shows a bicycle without a front handbrake.

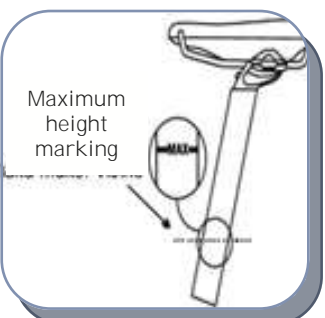


4. Diameter of the grips at the ends of the handlebar shall be at least 40 mm.

The grips at the ends of the steering handlebar are required to have a minimum diameter of 40 mm. The picture shows a grip with a diameter less than 40 mm, so a child cannot fully clasp the grip and therefore may lose control over the bicycle.

5. Bicycle tyres shall be labelled with the maximum inflation pressure.

Bicycle tyres shall be labelled with the maximum inflation pressure recommended by the manufacturer. The marking shall be visible and legible, printed on the sidewall of a tyre.



6. The seat pillar shall be permanently marked with the maximum height of the pillar.

The seat pillar shall contain a permanent marking indicating the insertion depth of the pillar into the frame, which indicates the maximum height of the seat pillar, or there shall be a permanent stop to prevent pulling the pillar out of the frame. The picture shows an example of a proper marking of the maximum height of the seat pillar.



7. Bicycles shall be equipped with a chain guard that fully shields the outside and inside face of the chain and sprockets.

Bicycles shall be equipped with a chain guard that fully shields the outer side and the edges of the chain, front and rear sprocket, the inner side of the front sprocket and the contacts between the chain and the front sprocket. The pictures show bicycles without complete protection around the chain.



8. The distance between stabilizers and the rear wheel shall be at least 175 mm.

The distance between the vertical axis of each stabilizer and the vertical axis of the rear wheel must be at least 175 mm.

The pictures below show two bicycles with the distance less than 175 mm, which can affect the stability while a child is riding a bicycle.





RISK ASSESSMENT

RISK

Risk is usually defined as combination of probability of the injury and severity of the injury:

$$\text{Risk} = \text{Severity} \times \text{Probability}$$

LEGAL BASIS

Legal basis for risk assessment lies in the Law on General Product Safety ("Official Gazette of B&H", no. 102/09) and the Decision on the form and contents of the notification of dangerous products ("Official Gazette of B&H" No. 55/10).

Methodological framework for facilitating consistent risk assessment and evaluation, which is an integral part of the Decision, is given in order to help economic operators (manufacturers, importers and distributors) in assessing the level of risk and making a decision whether to notify Market Surveillance Agency of Bosnia and Herzegovina about a dangerous product.

It is the duty of each economic operator to place only safe products on the market of Bosnia and Herzegovina. In order to be sure that a product is safe, an economic operator needs to carry out risk assessment, predicting potential risks that the product poses. The aim of risk assessment is to eliminate the risk completely or to reduce it to an acceptable, i.e. the lowest possible level.

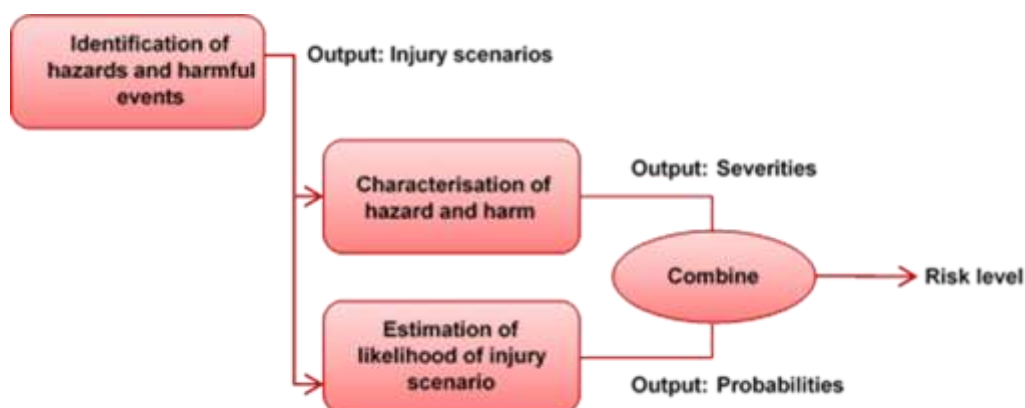
Risk level

In order to identify the level of risk that a particular product poses to the health and safety of consumers, a procedure called risk assessment is carried out. There are several methods of risk assessment. We will focus on the method adopted in the European Union, which is also applied in B&H. The Decision on the form and contents of the notification of dangerous products ("Official Gazette of B&H" No. 55/10), provides the guidelines for economic operators in Bosnia and Herzegovina (manufacturers, importers and distributors) referring to the procedure of risk assessment, with the aim of notifying the Agency if the products posing a risk for consumers are placed on the market¹.

Risk assessment must be objective, systematic, structured and, as much as possible, based on the evidence. It is recommended that a risk assessment is carried out by a small team of experts with knowledge of the product and the potential risks that the product may pose.

If the products that are available to consumers on the market do not meet prescribed safety requirements, they can cause personal injuries and considerable material damage: e.g. the accessible live parts of electrical equipment can cause electric shock, insufficient cross-section of the conductors may cause fire, small parts in toys can lead to suffocation of a child, etc. In order to determine what is the actual level of risk to which consumers might be exposed if they use unsafe products, it is necessary to carry out risk assessment of such products.

A simplified graphical presentation of the steps of a risk assessment is given in the following chart²:



¹The Decision on the form and contents of the notification of dangerous products transposes the EU Decision 2004/905/EC, laying down guidelines for the notification of dangerous consumer products to the competent authorities of the Member States by producers and distributors, in accordance with Article 5(3) of the General Product Safety Directive 2001/95/EC.

²Best practice techniques in market surveillance, Project EMARS 1 (PROSAFE), revised version (2011).




FOR ECONOMIC OPERATORS

Combination of the severity of an injury which may be caused by a product and the probability of the injury results in the risk level, which may be expressed in one of the following levels:

Low risk	Medium risk	High risk	Serious Risk
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The risk level depends on many factors, such as vulnerability of the consumer group, probability and severity of the harm to health, as well as the extent to which the manufacturer has taken precautions to protect consumers from hazard and to warn them of the dangers that are not obvious.

The following table can be used to determine the risk level:

Combine severity of the injury and the probability to determine the risk level					
Probability of injury during the foreseeable lifetime of the product		Severity of injury			
		1	2	3	4
<div>High</div> <div></div>	> 50 %	High risk	Serious Risk	Serious Risk	Serious Risk
	> 1/10	Medium risk	Serious Risk	Serious Risk	Serious Risk
	> 1/100	Medium risk	Serious Risk	Serious Risk	Serious Risk
	> 1/1.000	Low risk	High risk	Serious Risk	Serious Risk
	> 1/10.000	Low risk	Medium risk	High risk	Serious Risk
	> 1/100.000	Low risk	Low risk	Medium risk	High risk
	> 1/1.000.000	Low risk	Low risk	Low risk	Medium risk
Low	< 1/1.000.000	Low risk	Low risk	Low risk	Low risk

The ultimate aim of risk assessment is taking decisions and measures based on the estimated risk level. As a rule, the decision should be made by persons responsible for risk management, not the risk assessor, although it is recommended that the risk assessment team is involved in the process of making final decisions. The decision should be proportional to the risk level.

Economic operators are obliged to carry out risk assessment when the product is in the design and manufacturing stage, and when the product is placed on the market. In both cases, after the risk level that a product poses is determined, appropriate corrective measures are taken in order to eliminate the risk or reduce it to an acceptable level, as shown in the chart.

If you have any questions regarding risk assessment, you can send an enquiry to the Agency at the address:

Market Surveillance Agency
of B&H

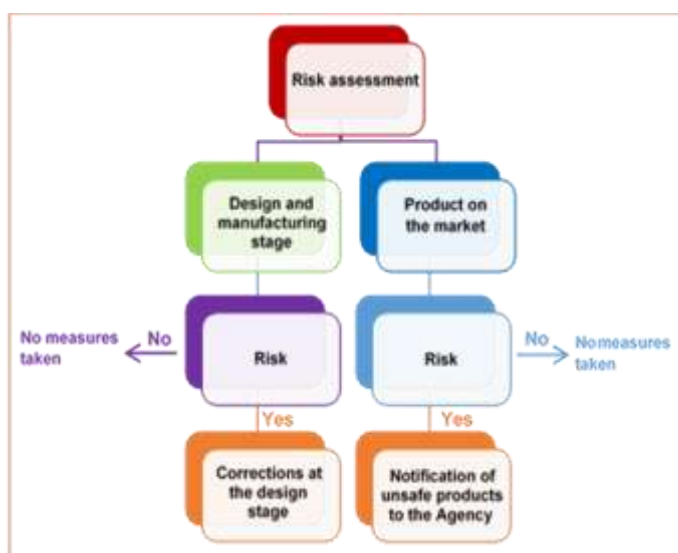
Karađorđeva 8,

71123 Istočno Sarajevo

Tel: +387 57343-503, 340-

718; Fax: +387 57343502;

E-mail: msa.info@annt.gov.ba



Identification of the hazard and determination of probability

Identification of the hazard is an essential step in the risk assessment and it represents the identification of all potential hazards associated with the product.

In order to identify hazards, we recommend that you analyse the information you have collected and try to answer the following questions:

- What is the nature of the hazard?
- What is the cause of the hazard?
- What is the number of non-compliant products?
- Who is exposed to the hazard?
- What factors could affect the severity and probability of injury?

Hazard caused by a non-compliant product can cause injury to the user during use of the product (e.g. high temperature of the surface of appliance, **openings on children's** equipment, instability, excessive noise generated by the product, etc.). Based on the description of the hazard, the degree of severity is determined.

Determination of probability for the injury scenario is estimation of the probability that the injury may occur during the foreseeable lifetime of the product.



PROACTIVE SURVEILLANCE IN 2014

In 2014, Market Surveillance Agency of B&H, Federal Administration for Inspection Affairs, Republic Administration for Inspection Affairs and Inspectorate of Brčko District of B&H implemented 17 projects of proactive surveillance of non-food consumer products, in accordance with the Annual market surveillance plan for 2014.

The aim of the projects was to determine whether the controlled groups of products, which are placed on the market of B&H, meet safety requirements of the regulations in force in Bosnia and Herzegovina. Within the projects, administrative and visual controls were carried out, as well as laboratory testing of products for most of the projects.

PRODUCTS CONTROLLED WITHIN THE PROACTIVE SURVEILLANCE PROJECTS

Product group	Legal basis
Baby walkers	The Law on General Product Safety ("Official Gazette of B&H", No. 102/09)
Chairs for outdoor use	
Children's bicycles	
Children's playground equipment	
Children's clothing with cords and drawstrings	
Cosmetics	The Rulebook on the conditions regarding the health and safety of products for general use that may be placed on the market ("Official Gazette of SFRY", No. 26/83, 61/84, 56/86, 50/89 and 18/91)
Cord extension sets	The Order on electrical equipment designed for use within certain voltage limits ("Official Gazette of B&H" No. 98/09)
Visibly glowing radiant heaters	
Electric irons	
Hand-held electric orbital sanders	The Order on the safety of machinery ("Official Gazette of B&H" No. 04/10)
Engine-driven hedge trimmers	
Buoyancy aids	The Order on personal protective equipment ("Official Gazette of B&H" No. 75/10)
Protective gloves against mechanical risks	
Helmets for alpine skiers and snowboarders	
Portable fire extinguishers	The Order on pressure equipment ("Official Gazette of B&H" No. 52/11)
Clay roofing tiles	The Law on Construction Products in FB&H ("Official Gazette of FB&H", No. 78/09) and The Law on Construction Products in RS ("Official Gazette of RS", No. 5/12)
Factory produced rendering and plastering mortar	

BABY WALKERS



LABELLING OF BABY WALKERS

Baby walkers shall be labelled with the following visible, legible and indelible markings:

- ◆ name or a trademark of the manufacturer, importer or economic operator responsible for its sale;
- ◆ number of the standard BAS EN 1273:2010 or EN 1273:2005;
- ◆ inscription **"WARNING — Never leave the child unattended"**;
- ◆ if a plastic bag is used for packaging of a baby walker, it shall be visibly marked with the next or similar warning: **"WARNING — Keep plastic covers away from children to avoid suffocation"**.

INFORMATION FOR CONSUMERS AT THE POINT OF SALE

Information for consumers at the point of sale shall be clearly visible and legible, and they shall contain the following:

- ◆ inscription: **"Intended only for children who can sit unaided, over the age of 6 months. Not intended for children who can walk by themselves or weigh over 12 kg"**;
- ◆ **"WARNING: Never leave the child unattended"**;
- ◆ **"WARNING: Prevent access to stairs, steps and uneven surfaces"**.

INSTRUCTIONS FOR USE

Each baby walker shall be supplied with instructions for use, written in one of the official languages in B&H.

VISUAL CHECK

The following features can be controlled visually:

- ◆ number of wheels on a baby walker (if there are more than four wheels, the baby walker is considered to be unsafe);
- ◆ stoppers which are mounted under the base of a baby walker.

Baby walkers are intended for children who can sit unaided, over the age of 6 months, with a weight limit of approximately 12 kg. Baby walker is a moving frame, in which a child is placed in a sitting or standing position, which allows the child to move around.

LEGAL BASIS

In accordance with the Law on General Product Safety, baby walkers can be placed on the market of Bosnia and Herzegovina only if they are safe. Baby walkers are considered to be safe if they meet safety requirements specified in the standard BAS EN 1273:2010.

Results of the project: Surveillance of baby walkers

The project was carried out during the period from 1st June to 31st October 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	7	5	5	4	0	201	50	201
RS	5	5	5	5	3	4	11	4
BD B&H	2	1	1	1	0	30	0	30
TOTAL	14	11	11	10	3	235	61	235



CHAIRS FOR OUTDOOR USE

Chairs for outdoor use can be used for domestic and public use, as well as for camping. Chairs shall be designed so as not to cause any injuries if used in accordance with the intended use.

LEGAL BASIS

In accordance with the Law on General Product Safety, chairs for outdoor use can be placed on the market of Bosnia and Herzegovina only if they are safe. Chairs for outdoor use are considered to be safe if they meet safety requirements specified in the standards
BAS EN 581-1:2009
and
BAS EN 581-2:2010.

INSTRUCTIONS FOR USE

Each chair for outdoor use, which is placed on the market, shall be accompanied with instructions for use, written in one of the official languages in B&H.

Instructions for use shall contain at least the following information:

- ◆ the following inscription shall be written at the top: "IMPORTANT, RETAIN FOR FUTURE REFERENCE —READ CAREFULLY" (written in letters not less than 5 mm high);
- ◆ name and address of the manufacturer (or distributor);
- ◆ information regarding maintenance;
- ◆ conditions for use of the product (camping, domestic or public use).



VISUAL CHECK

The following features can be controlled visually:

- ◆ edges that come into direct contact with the user during use shall be rounded;
- ◆ openings and gaps in the chair shall be less than 7 mm or wider than 12 mm, with a depth of less than 10 mm;
- ◆ the bottom of the chair legs shall be closed.

Results of the project: Surveillance of chairs for outdoor use

The project was carried out during the period from 1st June to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	11	5	5	4	0	86	0	80
RS	5	5	5	4	0	21	0	21
BD B&H	2	1	1	1	0	7	0	0
TOTAL	18	11	11	9	0	114	0	101

CHILDREN'S BICYCLES



LABELLING OF CHILDREN'S BICYCLES

The frame of a children's bicycle shall be labelled with the following visible, legible and indelible markings:

- ◆ frame number at a visible position;
- ◆ name of the manufacturer or manufacturer's representative;
- ◆ number of the standard (BAS EN 14765 or EN 14765).

INSTRUCTIONS FOR USE

Each children's bicycle shall be supplied with instructions for use, written in one of the official languages in B&H.

VISUAL CHECK

The following features can be controlled visually:

- ◆ Components of a bicycle that come into contact with user's arms and legs shall not be sharp;
- ◆ Pedals of a bicycle shall not be fitted with straps or toe clips to hold feet;
- ◆ A bicycle shall be equipped with a front handbrake and a brake for the rear wheel (handbrake or a back-pedal brake);
- ◆ Diameter of the grips at the ends of the handlebar shall be at least 40 mm;
- ◆ Bicycle tyres shall be labelled with the maximum inflation pressure recommended by the manufacturer;
- ◆ The seat pillar shall be permanently marked with the maximum height of the pillar;
- ◆ A bicycle shall be equipped with a chain guard that fully shields the outside and inside face of the chain and sprockets;
- ◆ The distance between stabilizers and the rear wheel shall be at least 175 mm.

Children's bicycles or bicycles for young children are intended for children weighing up to approximately 30 kg, with a maximum seat height of more than 435 mm and less than 635 mm. Maximum seat height is defined as the vertical distance from the ground to the top of the seat surface.

LEGAL BASIS

In accordance with the Law on General Product Safety, children's bicycles can be placed on the market of Bosnia and Herzegovina only if they are safe. Children's bicycles are considered to be safe if they meet safety requirements specified in the standard BAS EN 14765 + A1: 2011.

Results of the project: Surveillance of children's bicycles

The project was carried out during the period from 1st June to 30th November 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	10	5	5	5	1	27	98	18
RS	8	5	5	5	1	46	1	8
BDB&H	2	1	1	1	0	20	0	20
TOTAL	20	11	11	11	2	93	99	46



CHILDREN'S PLAYGROUND EQUIPMENT

Playground equipment includes parts and structural elements with or on which children can play outdoors or indoors, either individually or in groups, in accordance with their own rules or their own reasons for playing, which can be changed at any time.

LEGAL BASIS

Playground equipment shall be safe in accordance with the Law on General Product Safety. Playground equipment shall meet general and additional specific safety requirements laid down in the standard BAS EN 1176:2011 and parts of this standard, as well as requirements for impact attenuating playground surfacing specified in the standard BAS EN 1177:2011.

LABELLING OF PLAYGROUND EQUIPMENT

The equipment shall be labelled permanently and legibly with at least the following information:

- ◆ name and address of the manufacturer or authorized representative;
- ◆ equipment reference number and the year of manufacture;
- ◆ number and date of the standard EN 1176 -1:2008 or BAS EN 1176-1:2011
- ◆ marking of the basic surface level.



VISUAL CHECK

The following features can be controlled visually:

- ◆ foundations are visible or covered with impact attenuating materials;
- ◆ stability of slides, carousels and seesaws must be appropriate (shake them strongly to make sure that they are firmly attached and sufficiently stable);
- ◆ the equipment must not contain rusted parts and protruding nails, bolts or wires that could cause injuries;
- ◆ if the playground equipment is made of wood, check if the surface is smooth or it contains cracks or wood splinters which could cause injuries, or maybe the wood is rotten and can break under load;
- ◆ if the equipment is made of metal, it should not have sharp edges or damages that could cause cuts;
- ◆ **check the chain that holds the swing for damages or gaps in which children's fingers can be trapped;**
- ◆ if there are ropes on the equipment, check their condition and whether they are damaged or worn out;
- ◆ check the playing surface around the equipment (around every piece of equipment there should be sufficient playing surface that covers the entire impact area around the equipment - about 1.5 m from the equipment, depending on the height of equipment on which the child is playing).

Results of the project: Surveillance of playground equipment

The project was carried out during the period from 1st June to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	85	85	10	81	0	0	0	
RS	13	13	0	12	0	0	0	
BD B&H	17	17	0	10	0	0	0	
TOTAL	115	115	10	103	0	0	0	

CHILDREN'S CLOTHING WITH CORDS AND DRAWSTRINGS



MAIN RISKS

Cords and drawstrings on children's clothing can lead to injury or death if they get trapped in objects such as playground equipment, escalators, moving vehicle doors or the spokes of a bicycle wheel.

The main risks are:

- ◆ clothing with cords or drawstrings in the hood and neck area pose the risk of strangulation;
- ◆ clothing with cords or drawstrings at the waist area, on the sleeve or lower hems of the garment which are too long pose the risk of entrapment, for example in the door of a moving vehicle;
- ◆ elastic cords near the face of a child pose the risk of injuries to the eyes, especially if they have toggles on the ends.

Economic operators shall ensure that cords and drawstrings in children clothing comply with the requirements of the standard BAS EN 14682:2007 (or the equivalent level of safety). Parents and guardians can perform visual check of the clothing and make them safe by removing or cutting off the cords or a drawstring to the acceptable length.

VISUAL CHECK

The following features can be controlled visually:

- ◆ clothing for children up to the age of 7 must not have cords or drawstrings in the hood and neck area;
- ◆ clothing for children at the age of 7-14 must not have drawstrings with free ends in the hood and neck area;
- ◆ free ends of drawstrings in the waist area shall protrude by a maximum of 140 mm;
- ◆ cords or drawstrings must not hang below the lower hem of the garment;
- ◆ drawstrings and cords that protrude from the back of the garment or are intended to be tied at the back are not permitted.

Children's clothing include all garments intended by design, manufacture or marketing to be worn by children up to the age of 14 years, including all garments intended for boys up to the height of 182 cm and for girls up to the height of 176 cm.

LEGAL BASIS

Safety of children's clothing is regulated by the Law on General Product Safety ("Official Gazette of B&H" No. 102/09) and the standard BAS EN 14682:2011. The standard specifies safety requirements relating to the presence or length of any cords and drawstrings on children's clothing, including costumes and skiwear for children up to the age of 14 years.

Results of the project: Surveillance of children's clothing with cords and drawstrings

The project was carried out during the period from 1st June to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	12	15	0	6	6	0	312	0
RS	12	25	0	15	13	46	159	6
BD B&H	10	15	0	13	11	66	111	66
TOTAL	34	55	0	34	30	112	582	72



COSMETICS

Cosmetic product is any substance or preparation intended to be placed in contact with mucous membranes, remain on the skin for a long time, as well as preparations that are removed from the skin after a short time or preparations used for beautification and colouring of hair or nails.

LEGAL BASIS

Cosmetic products for personal hygiene, facial and body care and beautification shall be compliant in accordance with the Rulebook on the conditions regarding the health and safety of products for general use that may be placed on the market ("Official Gazette of R B&H", No. 2/92 and 13/94 and "Official Gazette of the Federation B&H", No. 36/05 and 35/13).

LABELLING

Any product for personal hygiene, facial and body care and beautification (cosmetic product) that is placed on the market shall be labelled. A label shall contain:

- ◆ name or marking of the product and
- ◆ name or trademark of the manufacturer.

Packaging of the products that are placed on the market in the original collective package must contain name and address of the manufacturer.



INSTRUCTIONS FOR USE

Cosmetic products for personal hygiene, facial and body care and beautification with effects depending on their proper application (preparations for cold permanent wave, depilatories, hair colours, hair colour shampoos, neutralizers etc.) shall be accompanied by instructions for use.

TESTING

The presence of heavy metals and contamination by microorganisms cannot be determined visually. It is necessary to perform laboratory testing to determine the presence and amount of heavy metals/microorganisms in cosmetic products.

According to the Rulebook on the conditions regarding the health and safety of products for general use, products for lips beautification and colouring must not release more than:

- ◆ 2 mg/kg of cadmium (Cd);
- ◆ 20 mg/kg of lead (Pb).

As regards microbiological safety, 0.1 g or 0.1 ml of washing and cleansing products for body and face must not contain the following agents: coagulase-positive staphylococcus, *Pseudomonas aeruginosa*, *Escherichia coli* and *Proteus* species. The total count of aerobic mesophilic bacteria must not be higher than 1000 cfu per 1 g or 1 ml of the product. The content of yeasts and moulds must not exceed 100 cfu per 1 g or 1 ml of a product for personal hygiene, facial and body care and beautification.

Results of the project: Surveillance of cosmetics

The project was carried out during the period from 1st May to 31st August 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	9	12	12	0	0	0	0	0
RS	12	12	12	0	0	0	0	0
BD B&H	2	3	3	0	0	0	0	0
TOTAL	23	27	27	0	0	0	0	0

CORD EXTENSION SETS



PRODUCT LABELLING



Cord extension sets shall be labelled at least with the following visible, legible and indelible markings:

- ◆ manufacturer's marking or trademark,
- ◆ CE (C) conformity marking, in the form and size as described in Annex III of the Order on electrical equipment designed for use within certain voltage limits,

- ◆ rated current in amperes (A),
- ◆ rated voltage in volts (V),
- ◆ rated maximum power input in watts (W_{max}),
- ◆ symbol for nature of supply (~),
- ◆ protection class marking.

INSTRUCTIONS FOR USE

Cord extension set is a simple electrical appliance which does not require instructions for use.

VISUAL CHECK

The following features can be controlled visually:

- ◆ live parts of the cord extension set must not be accessible;
- ◆ the socket outlets shall contain shutters protecting the holes in the sockets from insertion of a screw driver or another small object into the live connections.
- ◆ cord extension sets shall have adequate mechanical strength in order to withstand foreseeable conditions of use.

Cord extension set is an appliance consisting of a flexible electrical power cable fitted with a plug on one end and one or more sockets on the other end. It is used to connect electrical appliances to the mains where the direct connection is not possible.

LEGAL BASIS

Cord extension sets fall within electrical equipment. In accordance with the Order on electrical equipment designed for use within certain voltage limits, they can be placed on the market only if they do not endanger the safety of persons, domestic animals or property, i.e. if they meet provisions of the Order and safety requirements specified by the following standards:
BAS IEC 60884-1:2011 + BAS IEC 60884-2-7:2011.

Results of the project: Surveillance of cord extension sets

The project of was carried out during the period from 1st February to 30th April 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	7	4	4	1	0	58	0	6
RS	5	4	4	2	0	32	0	24
BD B&H	2	2	2	2	0	33	0	17
TOTAL	14	10	10	5	0	123	0	47



VISIBLY GLOWING RADIANT HEATERS

Visibly glowing radiant heater is a simple home device that is used for room heating. This is done by one or more heating elements which convert electric energy into thermal energy.

LEGAL BASIS

Visibly glowing radiant heaters fall within electrical equipment. In accordance with the Order on electrical equipment designed for use within certain voltage limits, they can be placed on the market only if they do not endanger the safety of persons, domestic animals or property, i.e. if they meet the provisions of the Order and safety requirements laid down in the following standards:
BAS EN 60335-1:2005 + A1:2007 + A2:2007 + A11:2007 + A12:2007 + A13:2011 + A14:2012 and BAS EN 60335-2-30:2007 + A1:2007 + A2:2009.

PRODUCT LABELLING

Visibly glowing radiant heaters shall be labelled at least with the following visible, legible and indelible markings:

- ◆ manufacturer's marking or trademark;
- ◆ model/type marking;
- ◆ CE (C) conformity marking, in the form and size as described in Annex III of the Order on electrical equipment designed for use within certain voltage limits;
- ◆ rated voltage or rated voltage range in volts (V);
- ◆ rated power input in watts (W) or rated current in amperes (A);
- ◆ symbol for nature of supply (~) or rated frequency (Hz);
- ◆ protection class marking;
- ◆ heaters intended to be filled with liquid by the user shall be marked with the minimum and maximum liquid levels (MAX and MIN).



INSTRUCTIONS FOR USE

Instructions for use shall be written in one of the official languages in B&H and they shall include all the details required for safe installation, use and maintenance of the product.

VISUAL CHECK

The following features can be controlled visually:

- ◆ live parts of the heater must not be accessible;
- ◆ heating elements of the heater must not be accessible (there has to be a fireguard that prevents contact with the heating elements);
- ◆ heaters shall have adequate stability and mechanical strength in order to withstand foreseeable conditions of use.

Results of the project: Surveillance of visibly glowing radiant heaters

The project was carried out during the period from 1st February to 30th April 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	4	2	2	2	1	68	350	25
RS	2	2	2	2	0	21	0	9
BD B&H	1	1	1	1	0	1	0	1
TOTAL	7	5	5	5	1	90	350	35

ELECTRIC IRONS



PRODUCT LABELLING

Electric irons shall be labelled at least with the following visible, legible and indelible markings:

- ◆ **manufacturer's marking or trademark;**
- ◆ **model/type marking;**
- ◆ **CE (C) conformity marking, in the form and size as described in Annex III of the Order on electrical equipment designed for use within certain voltage limits;**

- ◆ **rated voltage or rated voltage range in volts (V);**
- ◆ **rated power input in watts (W);**
- ◆ **symbol for nature of supply (~) or rated frequency (Hz);**
- ◆ **protection class marking.**

INSTRUCTIONS FOR USE

Instructions for use shall be written in one of the official languages in B&H and they shall include all the details required for safe installation, use and maintenance of the product.

VISUAL CHECK

The following features can be controlled visually:

- ◆ **live parts of the iron must not be accessible;**
- ◆ **the design of the iron shall allow the iron to be placed on a stable surface, without the hot plate touching anything that could be damaged;**
- ◆ **the iron shall have adequate mechanical strength in order to withstand foreseeable conditions of use.**

Electric irons are used for ironing clothes and products made of cloth by incorporated heater, which heats the ironing plate that is used for ironing.

LEGAL BASIS

Electric irons fall within electrical equipment. In accordance with the Order on electrical equipment designed for use within certain voltage limits, they can be placed on the market only if they do not endanger the safety of persons, domestic animals or property, i.e. if they meet provisions of the Order and safety requirements laid down in the following standards:
BAS EN 60335-1:2005 + A1:2007 + A2:2007 + A11:2007 + A12:2007 + A13:2011 + A14:2012 and BAS EN 60335-2-3:2007 + A1:2007 + A2:2010.

Results of the project: Surveillance of electric irons

The project was carried out during the period from 1st February to 30th April 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	4	3	3	0	0	32	0	32
RS	3	3	3	2	0	17	0	0
BD B&H	1	1	1	1	0	2	0	2
TOTAL	8	7	7	3	0	51	0	34



HAND-HELD ELECTRIC ORBITAL SANDERS

Hand-held electric orbital sander is a machine for grinding or polishing, equipped with a plate that performs circular oscillating movement parallel to the work surface. Removal of the material surface is carried out with an abrasive medium.

LEGAL BASIS

In accordance with the Order on the safety of machinery, orbital sanders can be placed on the market of Bosnia and Herzegovina or in use only if they do not endanger the health and safety of users, i.e. if they meet provisions of the Order and safety requirements laid down in the following standards:

BAS EN 60745-1 and
BAS EN 60745-2-4.

PRODUCT LABELLING

Hand-held electric orbital sanders shall be labelled with the following visible, legible and indelible markings:

- ◆ CE (C) conformity marking;
- ◆ name (or trademark) and address of the manufacturer (authorized representative);
- ◆ model or type marking;
- ◆ the year of manufacture;
- ◆ serial number (if any);
- ◆ rated voltage or rated voltage range in volts (V);
- ◆ symbol for nature of supply (~ or AC) or rated frequency (Hz);
- ◆ rated power input in watts (W) or rated current in amperes (A);
- ◆ symbol for construction class II (only for orbital sanders falling within class II);
- ◆ IP number, depending on the degree of protection from moisture (only if the number is different than IPX0);
- ◆ inscription: **"WARNING – To reduce the risk of injury, user must read instructions for use" or the appropriate pictogram.** The word **"WARNING"** shall be written in capital letters not less than 2.4 mm high and shall not be separated from the rest of the inscription.



INSTRUCTIONS FOR USE

Each electric orbital sander shall be supplied with instructions for use, written in one of the official languages in B&H.

VISUAL CHECK

The following features can be controlled visually:

- ◆ protective housing, covers, guards and parts of the machine shall have adequate mechanical strength and they must not be removable without the aid of tools;
- ◆ the supply cable shall be attached so that it is not possible to pull, twist or retract it to the housing of the machine and come into contact with the live wires;
- ◆ accessible parts of the electric orbital sander which can be touched during normal use must not have sharp edges, ridges or points which could cause injuries.

Results of the project: Surveillance of hand-held electric orbital sanders

The project was carried out during the period from 15th April to 15th July 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	6	12	5	3	2	6	86	6
RS	10	12	3	5	4	5	109	5
BD B&H	1	1	1	0	0	0	0	0
TOTAL	17	25	9	8	6	11	195	11

ENGINE-DRIVEN HEDGE TRIMMERS



PRODUCT LABELLING



Engine-driven hedge trimmers shall be labelled at least with the following visible, legible and indelible markings:

- ◆ CE (C) conformity marking,
- ◆ name (or trademark) and address of the manufacturer (authorized representative),
- ◆ model or type marking,
- ◆ the year of manufacture,
- ◆ serial number (if any),
- ◆ clear identification of the features, direction and/or operating mode of controls, if applicable;
- ◆ **inscription:** "WARNING - Read the instructions for use" or the appropriate



pictogram;

inscription: "Wear ear protection" and "Wear eye protection" or the appropriate pictogram.

INSTRUCTIONS FOR USE

Each engine-driven hedge trimmer shall be supplied with instructions for use, written in one of the official languages in B&H.

VISUAL CHECK

The following features can be controlled visually:

- ◆ engine-driven hedge trimmers with the cutting blades longer than 200 mm shall have two handles with the minimum length of 100 mm;
- ◆ it shall not be possible to reach the blade with the tips of outstretched fingers when you hold the handle;
- ◆ the distance between the cutting blade and any of the handles shall not be less than 120 mm;
- ◆ engine-driven hedge trimmers shall have a safety blade regulator at least on 1 handle;
- ◆ the guard (cover) for the cutting blade shall be supplied as an integral part of the equipment of the hedge trimmer and shall be designed to cover the cutting blade during transportation or when the hedge trimmer is stored;
- ◆ hedge trimmer shall have a switch for stopping the engine, which can be operated without releasing the hold on either of the handles and shall not depend on sustained manual pressure;
- ◆ the "stop" position shall be clearly marked with a different colour against its background;
- ◆ the exhaust system of the engine shall be protected, so that the hot parts of the engine are not accessible in case of unintentional contact during normal use;
- ◆ the fuel cap shall have a retainer and the tank opening diameter shall be at least 20 mm.

Engine-driven hedge trimmers are garden machines intended for cutting and forming hedges, bushes and similar vegetation. Cutting blade performs cutting by shearing action, either against other blade teeth or against a sharpened shear plate.

LEGAL BASIS

In accordance with the Order on the safety of machinery, engine-driven hedge trimmers can be placed on the market of Bosnia and Herzegovina or in use only if they do not endanger the health and safety of users, i.e. if they meet provisions of the Order and safety requirements laid down in the standard BAS EN ISO 10517.

Results of the project: Surveillance of engine-driven hedge trimmers

The project was carried out during the period from 15th April to 15th July 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	4	5	0	3	3	0	75	0
RS	4	2	0	0	0	0	0	0
BD B&H	1	1	0	1	1	0	1	0
TOTAL	9	8	0	4	4	0	76	0



BUOYANCY AIDS

Buoyancy aids (floating swimming aids) fall within personal protective equipment which is intended to be put on or safely fastened to the body (for active use) and has the ability to float (buoyancy) or may be inflated.

LEGAL BASIS

Buoyancy aids fall within Category II of personal protective equipment. In accordance with the Order on personal protective equipment, they can be placed on the market of Bosnia and Herzegovina or in use only if they do not endanger the health and safety of users, i.e. if they meet provisions of the Order and safety requirements laid down in the standard BAS EN 13138-1:2010.

LABELLING OF BUOYANCY AIDS

Buoyancy aids shall be labelled with the following indelible, visible and legible markings:

- ◆ conformity marking;
- ◆ the inscription "WARNING" imprinted or printed with accompanying text in capital letters (does not protect against drowning, always inflate all air chambers to the end, use only under constant supervision) or a graphic warning symbol;
- ◆ maximum weight and/or age of the user;
- ◆ standards BAS EN 13138-1: 2010 or EN 13138-1: 2008;
- ◆ product type and brand name, model or code marking;
- ◆ name or trademark of the manufacturer, importer or distributor;
- ◆ the label on the packaging or the product (if it is inside a transparent package) with specific product information (table with the buoyancy aid class, maximum weight of the user and the warning: "does not protect against drowning - use only under constant supervision").



INSTRUCTIONS FOR USE

Each buoyancy aid shall be supplied with instructions for use, written in one of the official languages in B&H.

VISUAL CHECK

The following features can be controlled visually:

- ◆ a product is marked with the inscription "**WARNING**", with accompanying text or graphic symbols; the markings are positioned less than 100 mm away from the valve for inflation;
- ◆ inflatable buoyancy aids have at least two separate air chambers;
- ◆ non-return valve has a stopper which is connected to the valve body;
- ◆ the valve and the stopper protrude less than 5 mm from the surrounding surface of the floating aid.

Results of the project: Surveillance of buoyancy aids

The project was carried out during the period from 1st June to 31st October 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	12	7	7	3	2	465	370	465
RS	8	7	7	6	2	229	41	229
BD B&H	3	6	2	6	0	727	0	727
TOTAL	23	20	16	15	4	1.421	411	1.421

PROTECTIVE GLOVES AGAINST MECHANICAL RISKS



PRODUCT LABELLING

Protective gloves for mechanical risks shall be labelled with the following indelible, visible and legible markings:

- ◆ conformity marking;
- ◆ name, trademark or another identification mark of the manufacturer or authorized representative;
- ◆ model of protective gloves;
- ◆ size or rank of size;
- ◆ marking of the applied

standard - BAS EN 388: 2005 or EN 388: 2003;

- ◆ pictogram in the form of a hammer that strikes the surface;

====>

- ◆ level of protection in the form of a 4-digit code.



INSTRUCTIONS FOR USE

Each pair of protective gloves against mechanical risks shall be supplied with instructions for use, written in one of the official languages in B&H. The instructions shall contain at least the following information:

- ◆ name and address of the manufacturer and/or the authorized representative, and
- ◆ information on the storage, use, cleaning, maintenance or disinfection of the product.

REQUIRED INFORMATION ON THE PACKAGING

Packaging of protective gloves against mechanical risks shall be marked with:

- ◆ name and full address of the manufacturer or the authorized representative;
- ◆ model of protective gloves;
- ◆ size or rank of size;
- ◆ marking of the applied standard - BAS EN 388: 2005 or EN 388: 2003;
- ◆ pictogram in the form of a hammer that strikes the surface;
- ◆ level of protection in the form of a 4-digit code.

Protective gloves against mechanical risks are intended to protect the hand or any part of the hand by reducing the risk of injury from abrasion, cuts, tearing and puncture.

LEGAL BASIS

Protective gloves against mechanical risks fall within Category II of personal protective equipment. In accordance with the Order on personal protective equipment, they can be placed on the market of Bosnia and Herzegovina or in use only if they do not endanger the health and safety of users, i.e. if they meet provisions of the Order and safety requirements laid down in the standards BAS EN 420+A1:2011 and BAS EN 388:2005.

Results of the project: Surveillance of protective gloves

The project was carried out during the period from 1st October to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	11	10	3	9	7	3.358	24.313	3.241
RS	14	10	3	5	3	100	9.747	17
BD B&H	2	2	1	2	2	0	2.610	0
TOTAL	27	22	7	16	12	3.458	36.670	3.258



SKI HELMETS

Helmets for alpine skiers and snowboarders fall within personal protective equipment intended to protect the head of alpine skiers and snowboarders. Helmets absorb the impact energy and thus reduce the risk of injury.

LEGAL BASIS

Helmets for alpine skiers and snowboarders fall within Category II of personal protective equipment. In accordance with the Order on personal protective equipment, they can be placed on the market of Bosnia and Herzegovina or in use only if they do not endanger the health and safety of users, i.e. if they meet provisions of the Order and safety requirements laid down in the standard BAS EN 1077:2009.

LABELLING OF SKI HELMETS

Helmets for alpine skiers and snowboarders shall be labelled with the following visible, legible and indelible markings:

- ◆ conformity marking;
- ◆ name or trade mark of the manufacturer;
- ◆ model of the ski helmet;
- ◆ number of the standard BAS EN 1077:2009 or EN 1077:2007;
- ◆ size or rank of size, with the circumference of user's head in centimetres;
- ◆ weight of the ski helmet in grams;
- ◆ label or inscription: "Helmet for alpine skiers and snowboarders - Class A" (or B);
- ◆ the year and quarter of manufacture;



INSTRUCTIONS FOR USE

Each helmet for alpine skiers and snowboarders shall be supplied with instructions for use, written in one of the official languages in B&H. The instructions shall contain at least the following information:

- ◆ name and address of the manufacturer and/or manufacturer's representative;
- ◆ information about storage, use, cleaning, maintenance and disinfection;
- ◆ inscription containing the message that the helmet shall be adjusted to the user;
- ◆ instruction on how the helmet should be positioned on the user's head;
- ◆ inscription containing the message that the helmet subjected to a severe shock should not be used;
- inscription of the following or similar content: "Helmets of Class A and B are intended for alpine skiers and snowboarders. Class A provides increased protection, while Class B provides increased ventilation and better audibility."

VISUAL CHECK

The following features can be controlled visually:

- ◆ the width of the chin strap, which is intended for adjustment of the ski helmet and keeping it in a proper position, is equal to or greater than 15 mm;
- ◆ all parts of the adjustment system of the helmet should be securely connected to the system or to the helmet, so they cannot detach during use.

Results of the project: Surveillance of ski helmets

The project was carried out during the period from 1st November to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	4	5	5	5	1	14	1	0
RS	7	5	5	4	2	12	52	0
BD B&H	1	1	1	1	1	0	2	0
TOTAL	12	11	11	10	4	26	55	0

PORTABLE FIRE EXTINGUISHERS



PRODUCT LABELLING

Portable fire extinguishers shall be labelled with the following visible, legible and indelible markings:

- ◆ conformity marking;
- ◆ serial number;
- ◆ the year of manufacture;
- ◆ maximum pressure – PS;
- ◆ test pressure – PT.

Along with these markings, an additional sticker or the frame of the fire extinguisher shall contain information regarding the product description, concise and clear instructions for use followed by one or more pictograms, pictograms representing the classes of fire on which the extinguisher will be effective, warnings relating to any restrictions or dangers of use, servicing and maintenance, identification and characteristics of the extinguishing medium, identification of the propellant gas, model marking, number or reference relating to the approval of the extinguisher, temperature range, name and address of the manufacturer and/or the authorized representative. These information shall be printed in contrasting colour to the background and written in one of the official languages in B&H.

VISUAL CHECK

visually:

- ◆ is the extinguisher fitted with a regulating device, which enables temporary interruption of the discharge;
- ◆ is the extinguisher fitted with a discharge hose (only for extinguishers with a mass of extinguishing medium or volume greater than 3kg or 3 litres);
- ◆ is the extinguisher fitted with a pressure indicating device – a connector, pressure gauge or pressure indicator (only for stored pressure extinguishers, except CO₂ extinguishers).

Portable fire extinguisher is an appliance containing the extinguishing medium, which can be discharged by the action of internal pressure and directed onto a fire, and which is designed to be carried and operated by hand.

LEGAL BASIS

Portable fire extinguishers can be placed on the market of Bosnia and Herzegovina only if they meet the essential safety requirements laid down in the Order on pressure equipment and the standards BAS EN 3-7+A1:2009 and BAS EN 3-8:2008.

Results of the project: Surveillance of portable fire extinguishers

The project was carried out during the period from 1st October to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	3	3	0	1	1	0	166	0
RS	3	3	0	2	2	0	209	0
TOTAL	6	6	0	3	3	0	375	0



CLAY ROOFING TILES

Clay roofing tiles and fittings are suitable for use as pitched roof coverings and vertical wall cladding and lining which is produced by forming (extrusion and/or pressing), drying and burning of prepared clay with or without additives.

LEGAL BASIS

Clay roofing tiles and fittings can be placed on the market of Bosnia and Herzegovina or in use only if they meet provisions laid down in the Laws on Construction Products in FB&H and RS ("Official Gazette of FB&H", No. 78/09 and "Official Gazette of RS", No. 5/12). The Law on Spatial Planning and Construction of Brčko District of B&H prescribes technical characteristics and conditions for use of construction products, but it does not regulate their placing on the market.

PRODUCT LABELLING

Clay roofing tiles which are to be placed on the market of Bosnia and Herzegovina shall be labelled with the conformity marking prescribed by The rulebooks on labelling of construction products ("Official Gazette of FB&H", No. 88/10 and "Official Gazette of RS", No. 93/12) or by the standard BAS EN 1304:2009 (on the territory of Republic of Srpska). Conformity marking shall contain the following information:

- ◆ "E" marking in the Federation of B&H and without marking, or "CE" marking in Republic of Srpska;
- ◆ name and address of the manufacturer;
- ◆ the last two digits of the year in which the marking was affixed to the product;
- ◆ register number of the conformity assessment body (only if the conformity assessment body participated in the conformity assessment procedure);
- ◆ No. of the standard - BAS EN 1304:2014;
- ◆ name of the construction product;
 - manufacturer's construction product identification mark;
 - information on the characteristics of the construction product.



TECHNICAL INSTRUCTIONS

The Laws on Construction Products in FB&H and RS prescribe that the manufacturer, authorized representative or importer of the construction product shall issue technical instructions before placing the construction product on the market or in use.

Technical instructions shall accompany each construction product and each single packaging or bulk cargo shipment.

Technical instructions shall contain the information relevant for transport and use of the product, and they shall contain the expiration date or a notice that there is no expiration date.

All the information on the product or its packaging and in the instructions shall be written in one of the official languages in Bosnia and Herzegovina.

Technical instructions shall also contain a copy of the Declaration of Conformity.

Results of the project: Surveillance of clay roofing tiles

The project was carried out during the period from 1st September to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	2	4	0	1	1	0	7.346	0
RS	4	4	0	0	0	0	0	0
TOTAL	6	8	0	1	1	0	7.346	0

RENDERING/PLASTERING MORTAR



PRODUCT LABELLING

Rendering/plastering mortars which are to be placed on the market of Bosnia and Herzegovina shall be labelled with the conformity marking prescribed by The rulebooks on labelling of construction products ("Official Gazette of FB&H", No. 88/10 and "Official Gazette of RS", No. 93/12) or by the standard BAS EN 998-1:2011 (on the territory of Republic of Srpska). Conformity marking shall contain the following information:

- ◆ "E" marking in the Federation of B&H and without marking, or "CE" marking in Republic of Srpska;
- ◆ name and address of the manufacturer;
- ◆ the last two digits of the year in which the marking was affixed to the product;
- ◆ register number of the conformity assessment body (only if the conformity assessment body participated in the conformity assessment procedure);
- ◆ No. of the standard - BAS EN 998-1:2011;
- ◆ name of the construction product;
 - manufacturer's construction product identification mark;
 - information on the characteristics of the construction product.

TECHNICAL INSTRUCTIONS

The Laws on Construction Products in FB&H and RS prescribe that the manufacturer, authorized representative or importer of the construction product shall issue technical instructions before placing the construction product on the market or in use.

Technical instructions shall accompany each construction product and each single packaging or bulk cargo shipment.

Technical instructions shall contain the information relevant for transport and use of the product, and they shall contain the expiration date or a notice that there is no expiration date.

All the information on the product or its packaging and in the instructions shall be written in one of the official languages in Bosnia and Herzegovina.

Technical instructions shall also contain a copy of the Declaration of Conformity.

Rendering/plastering mortar is binding material made as a mix of basic binder/s, aggregates, water and sometime admixtures and/or additions.

According to the standard BAS EN 998-1:2011, rendering/plastering mortars are classified by the concept of production, the mode of manufacture, the properties and/or use.

LEGAL BASIS

Rendering/plastering mortars used as external renders or internal plasters can be placed on the market of Bosnia and Herzegovina or in use only if they meet provisions laid down in the Laws on Construction Products in FB&H and RS ("Official Gazette of FB&H", No. 78/09 and "Official Gazette of RS", No. 5/12). The Law on Spatial Planning and Construction of Brčko District of B&H prescribes technical characteristics and conditions for use of construction products, but it does not regulate their placing on the market.

Results of the project: Surveillance of rendering/plastering mortars

The project was carried out during the period from 1st September to 31st December 2014.

Inspectorate	Number of inspection controls	Number of controlled products (models)	Number of products tested in the laboratory	Number of non-compliant products (models)	Non-compliances removed (models)	Number of products withdrawn from the market (pieces)	Non-compliances removed (pieces)	Number of destroyed products (pieces)
FB&H	4	14	0	9	9	0	2.571	0
RS	10	8	0	3	3	0	178	0
TOTAL	14	22	0	12	12	0	2.749	0



REACTIVE SURVEILLANCE IN 2014

THE RESULTS OF REACTIVE SURVEILLANCE

Based on the available information on unsafe products, Market Surveillance Agency of Bosnia and Herzegovina initiated 23 cases of reactive surveillance in 2014.

The total number of initiated reactive surveillance cases included 14 cases in which it was established that the unsafe products were placed on the market of Bosnia and Herzegovina.

As the result of these activities, 1,258 products were withdrawn from the market (605 products destroyed), 90 products were recalled from consumers, and the non-compliances were removed in 1,257 products.

Reactive market surveillance has been carried out continuously throughout the year and it included the following activities:

- ◆ monitoring and analysing the notifications on the withdrawal from the market and/or recall of unsafe/non-compliant products, published through RAPEX, ICSMS, CPSC or other sources of information;
- ◆ checking if the unsafe products are available on the market of Bosnia and Herzegovina;
- ◆ identification of the importer, distributor or authorized representative in Bosnia and Herzegovina;
- ◆ establishing communication with economic operators, exchange of information and providing technical assistance;
- ◆ coordination of activities and providing technical assistance to inspectors in carrying out surveillance activities;
- ◆ collecting, summarizing and analysing the results of the reactive surveillance;
- ◆ preparation of final reports on the activities of reactive surveillance;
- ◆ informing the public about the activities of surveillance and the unsafe products found on the market of Bosnia and Herzegovina.

PRODUCTS CONTROLLED WITHIN THE REACTIVE SURVEILLANCE

No.	Product	Number of products withdrawn from the market (pieces)	Number of products recalled from consumers (pieces)	Number of destroyed products (pieces)	Non-compliances removed (pieces)
1	Lighting chain "Denis by Eurom"- type 52-376000	12	0	0	0
2	Tablet computer "Goclever TAB R76.2"	0	0	0	99
3	Porcelain toys set "Malena"	61	0	14	0
4	Porcelain toys "Porcelain tea set"	161	0	15	0
5	Laptop batteries "Lenovo"	0	0	0	1
6	Toy: plastic doll	576	0	576	0
7	Sunscreen spray „alverde SUN“ SPF20, 200 ml	368	0	0	0
8	Hunting gun "Remington"	0	52	0	0
9	Electric chainsaw "Moller ROA CHS010Q"	0	0	0	807
10	Electric orbital sander "Moller ROA S006"	0	0	0	39
11	Electric Jigsaw "Moller ROA JS003"	0	0	0	196
12	Hand-held electric drill "Moller ROA ID014"	0	0	0	115
13	Soother "Nuby"	80	0	0	0
14	AC power cords with IEC 60325 C5 connector	0	38	0	0
TOTAL	FB&H	1.229	90	576	1.257
	RS	29	0	29	0
	TOTAL	1.258	90	605	1.257

CHECKLIST



CHECKLIST for children's bicycles		
Labelling of a children's bicycle	YES	NO
The frame of the children's bicycle shall be labelled with the following visible, legible and indelible markings:		
• frame number, marked at a visible position		
• name of the manufacturer or manufacturer's representative		
• number of the standard BAS EN 14765 or EN 14765		
Instructions for use	YES	NO
Is the bicycle supplied with instructions for use, written in one of the official languages in B&H?		
Visual check	YES	NO
Components of the bicycle that come into contact with user's arms and legs are not sharp.		
Pedals of the bicycle are not fitted with straps or toe clips to hold feet.		
The bicycle is equipped with a front handbrake and a brake for the rear wheel (handbrake or a back-pedal brake).		
Diameter of the grips at the ends of the handlebar is at least 40 mm.		
Tyres of the bicycle are labelled with the maximum inflation pressure recommended by the manufacturer .		
The seat pillar is permanently marked with the maximum height of the pillar.		
The bicycle is equipped with a chain guard that fully shields the outside and inside face of the chain and sprockets.		
The distance between stabilizers and the rear wheel is at least 175 mm.		

Are the components of the bicycle sharp?



Is the bicycle equipped with two independent brakes?



Does the chain guard shield the outside and the edges of the chain?



Is the distance between the vertical axis of each stabilizer and the vertical axis of the rear wheel at least 175 mm?



If the answer to any of the questions above is NO, please notify Market Surveillance Agency of Bosnia and Herzegovina.

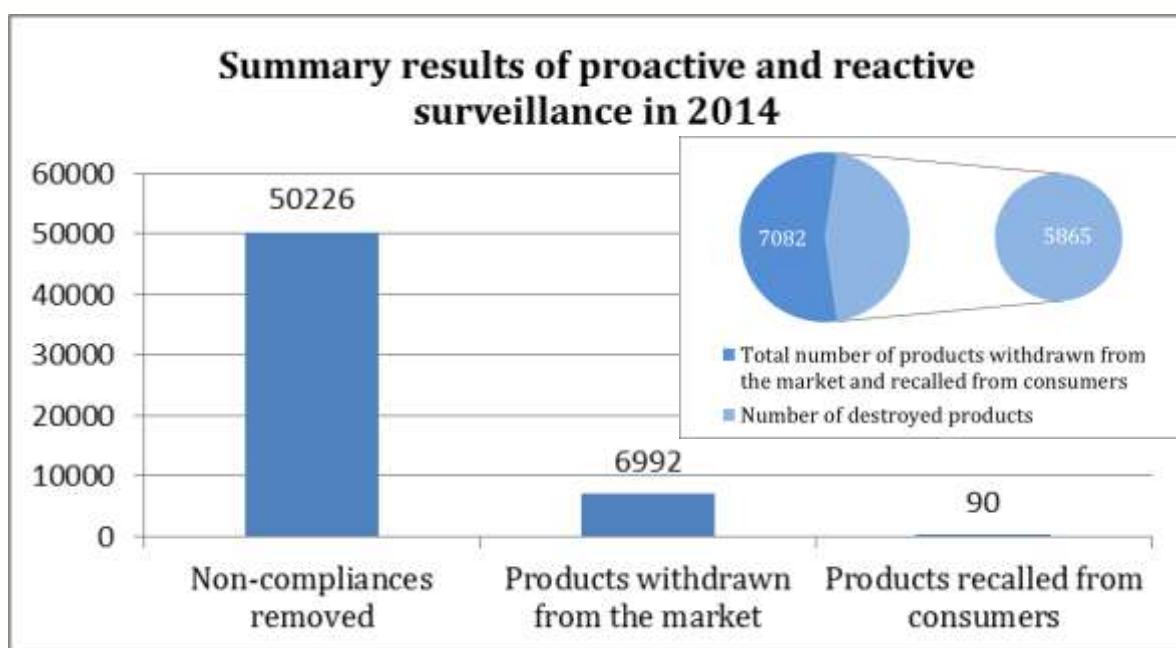


SUMMARY RESULTS OF SURVEILLANCE IN 2014

Summary results of proactive and reactive surveillance with measures taken

Implementation of proactive and reactive surveillance through joint engagement of the Agency and the competent inspections from B&H entities and BD of B&H (market, health and sanitary inspections) in 2014 led to the following results:

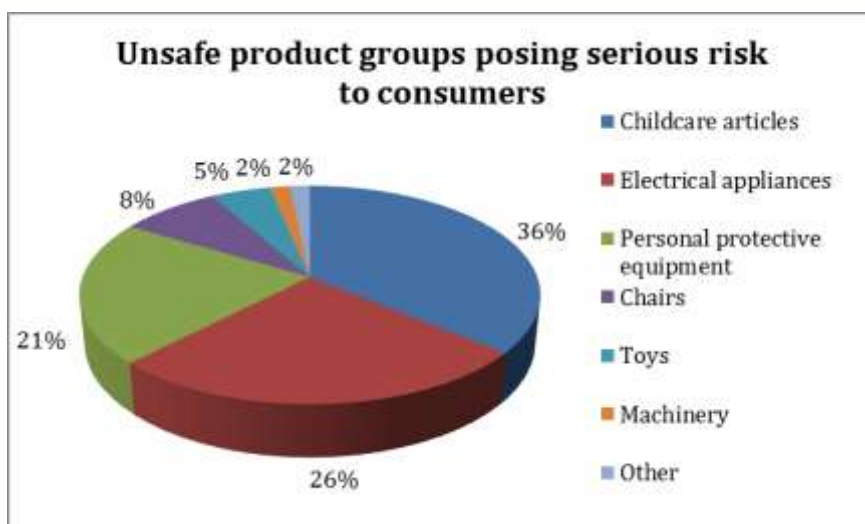
- ◆ total of 388 product models controlled (administrative, visual control and/or laboratory testing),
- ◆ 125 product models were compliant with the prescribed safety requirements,
- ◆ 263 product models were non-compliant:
 - ◇ the non-compliances were removed in 88 product models (50,226 pieces);
 - ◇ 72 product models were withdrawn from the market - 61 models posing serious risk to consumers and 11 models with other risk levels (total number of withdrawn products: 6,992, out of which 5,865 products were destroyed and 90 products were recalled from consumers);
 - ◇ there are 103 children's playgrounds with non-compliances (to be removed by competent authorities/services).



Groups of products posing serious risk to consumers

During the implementation of proactive and reactive surveillance in 2014, it was found that 61 product models posed serious risk to consumers due to failure to meet the safety requirements:

Childcare articles and children's equipment	22
Electrical appliances and equipment	16
Personal protective equipment	13
Chairs for outdoor use	5
Toys	3
Machinery	1
Other (sunscreen spray)	1



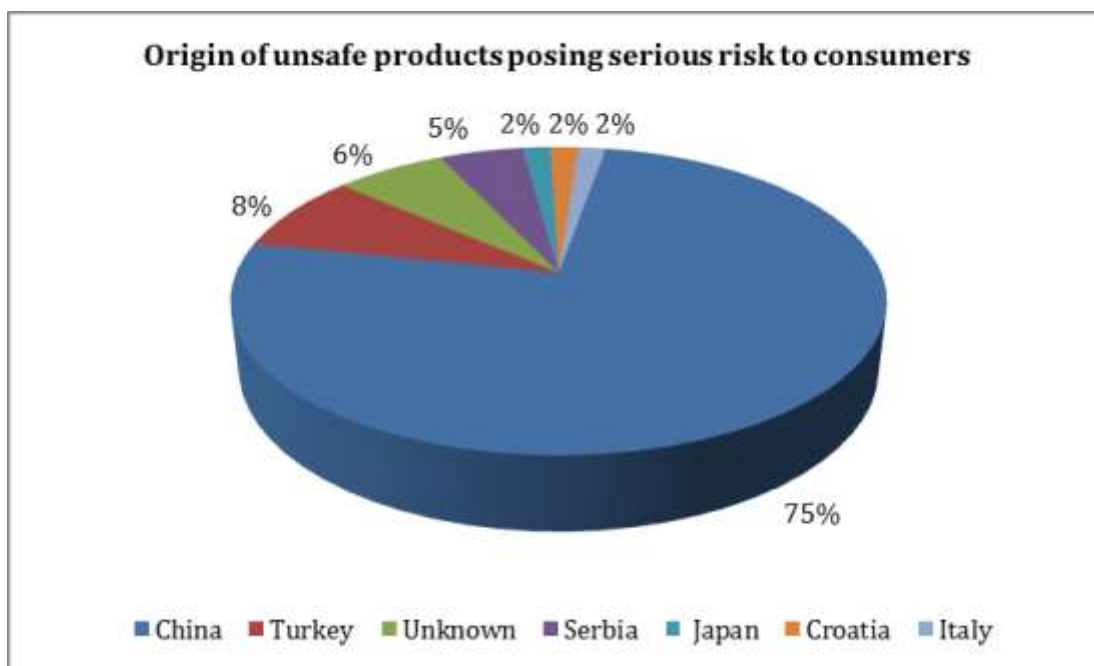
SUMMARY RESULTS OF SURVEILLANCE IN 2014



Origin of products posing serious risk

Summarizing, evaluation and analysis of the results of proactive and reactive surveillance in 2014 led to the conclusion that most unsafe products posing serious risk to consumers originated from China (46). The following table shows other countries of origin of unsafe products posing serious risk:

China	Turkey	Unknown	Serbia	Japan	Croatia	Italy
46	5	4	3	1	1	1

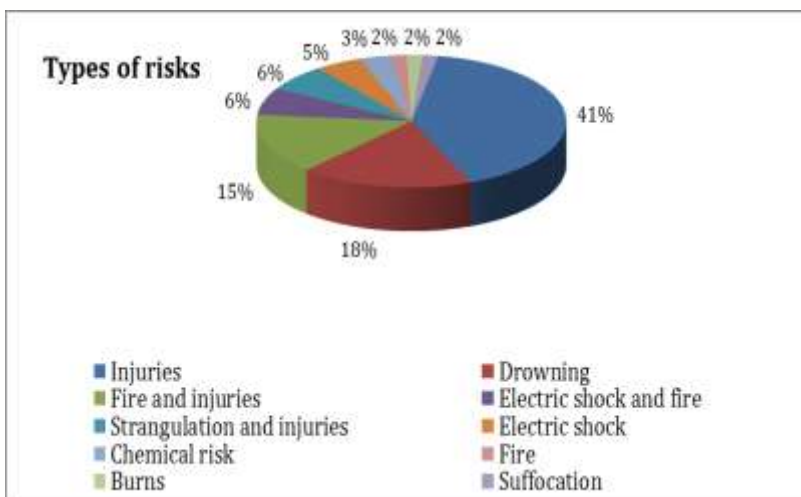


These results confirm the trend of previous years, implying that the goods manufactured in China have a significant market share in B&H. For 4 unsafe products it was not possible to identify the country of origin.

Types of Risks

Types of serious risks identified in products controlled within proactive and reactive surveillance in 2014 are as follows:

Injuries	25
Drowning	11
Fire and injuries	9
Electric shock and fire	4
Strangulation and injuries	4
Electric shock	3
Chemical risk	2
Fire	1
Burns	1
Suffocation	1





LIST OF PRODUCTS POSING SERIOUS RISK

No.	Product name	Model/type	Country of origin	Type of risk
1.	Lighting chain "Denis by Eurom"	52-376000	Hong Kong, China	electric shock and fire
2.	Tablet computer "GoClever"	R76.2	China	electric shock
3.	Laptop batteries "Lenovo ThinkPad"	T410, T420, T510, W510, X100E, X120E, X200, X201, X201s, Edge 11, Edge13, and Edge 14	Japan	fire and injuries
4.	Toy: plastic doll	PVC NO. E5918	unknown	suffocation
5.	Porcelain toys "Malena porcelain tea set"	CX 12287B and CX 1797	China	injuries
6.	Porcelain toys "Porcelain tea set"	23-101000 and 23-103000	China	injuries
7.	Extension cord with three socket outlets	unknown	China	electric shock and fire
8.	Extension cord	KLAN DG-205	China	electric shock
9.	Extension cord	1517	Croatia	electric shock and fire
10.	Extension cord	ART.01.52	Serbia	electric shock
11.	Extension cord	3M-3H3W	China	electric shock and fire
12.	Portable electric quartz heater "Kumtel"	LX-2831 QM	Turkey	fire and injuries
13.	Portable electric quartz heater "Kumtel"	LX-2825 MD	Turkey	fire and injuries
14.	Portable electric quartz heater "Afrodita"	3x800 lux B	Serbia	fire and injuries
15.	Portable electric quartz heater "Casino"	unknown	unknown	fire and injuries
16.	Sunscreen spray "Alverde"	SUN ZF20, 200 ml	unknown	burns
17.	Electric iron "Federal"	LB-5188	China	fire and injuries
18.	Electric iron "Royal"	YPF-2003A	China	fire and injuries
19.	Electric iron "Sokany"	6047	China	fire and injuries
20.	Swimming armbands "Water sleeves"	MS72	China	drowning
21.	Swimming armbands	XL-811	China	drowning
22.	Swimming armbands "Intex"	58652 NP	China	drowning
23.	Swimming armbands "FUN"	20130315	China	drowning
24.	Swimming armbands "Fish"	unknown	China	drowning
25.	Swimming armbands "Cars"	PIT CREW 95	China	drowning
26.	Swimming armbands "Cinderella"	unknown	China	drowning
27.	Swimming armbands "Spiderman"	unknown	China	drowning
28.	Swimming armbands "Sponge Bob"	L44222	China	drowning
29.	Swimming armbands "Intex"	L 43781	China	drowning
30.	Swimming vest "Swim Vest"	Hello Kitty 48 cm	China	drowning

LIST OF PRODUCTS POSING SERIOUS RISK



No.	Product name	Model/type	Country of origin	Type of risk
31.	Baby walker "Dido"	TP014	Turkey	injuries
32.	Baby walker	8120062CE	China	injuries
33.	Baby walker	SL-AA-3-5	China	injuries
34.	Baby walker "Fulai"	FI-618	China	injuries
35.	Baby walker	SL-AA-2	China	injuries
36.	Baby walker	W 8868	China	injuries
37.	Baby walker	W 4001	China	injuries
38.	Children's bicycle	Spider Man	China	injuries
39.	Children's bicycle	IG301020	China	injuries
40.	Children's bicycle "JHD"	Rambo Partner	China	injuries
41.	Children's bicycle "MTB"	Good Bike	China	injuries
42.	Children's bicycle "BMX"	Super Star	China	injuries
43.	Children's bicycle	Colt 12 MD Bike	China	injuries
44.	Children's bicycle "Lolipop"	12	China	injuries
45.	Children's bicycle "Adria"	12 P.T.	China	injuries
46.	Children's bicycle "Adria Super Sports"	G12BA236	China	injuries
47.	Children's bicycle "Vision 12"	07875	China	injuries
48.	Children's bicycle "Sixteam"	RM 12	China	injuries
49.	AC power cord with IEC 60325 C5 connector	HTS 8544429090	China	fire
50.	Metal chair	AL WMSC-001	China	injuries
51.	Folding chair	unknown	China	injuries
52.	Beach chair	3962700	China	injuries
53.	Folding camping chair	unknown	China	injuries
54.	Chair	Camelia	Italy	injuries
55.	Orbital sander "DELTA SANDER"	S 1407	China	fire and injuries
56.	Girls' swimsuit "NO: 3336"	STILENO 983	China	strangulation and injuries
57.	Girls' overalls 318	318/24	Serbia	strangulation and injuries
58.	Girls' swimsuit	159701	Turkey	strangulation and injuries
59.	Girls' swimsuit	Kleopatra	Turkey	strangulation and injuries
60.	Protective gloves "SIMON MIDI"	VOZ 1312	unknown	chemical risk
61.	Protective gloves "KOŽNA"	VS OJAČANA	China	chemical risk



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