

Based on the Consumer Product Safety Act

**Explanation of the Product Incident
Information Reporting and
Publication System:
Handbook for Business Operators 2025**

**Consumer Affairs Agency,
Ministry of Economy, Trade and Industry**

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1.1 Purpose and Intent of the Product Incident Information Reporting and Publication System

- ◇ In order to ensure the safety of products used in people's daily lives, it is essential for business operators, consumers, and the government to each properly fulfill their respective roles, including the manufacture, import, and sale of safe products and provision of information to consumers on the part of business operators, rational selection and use of products on the part of consumers, and efforts to ensure safety on the part of government.
- ◇ To this end, it is necessary not only to prevent the manufacture, import, and sale of potentially hazardous products, but also, in the event of a product incident, to share information about the incident with the public as a whole and prevent its recurrence. It is therefore essential to require manufacturers and other business operators to report product incident information to the government and for the government to provide incident information to consumers in a prompt and accurate manner.
- ◇ With this in mind, the Consumer Product Safety Act (Act No. 31, June 6, 1973) established the "Product Incident Information Reporting and Publication System."
- ◇ This system is designed to prevent product incidents by having business operators and government administrative agencies work together to collect and disclose information on product incidents and take measures to prevent their recurrence.
- ◇ Business operators, for their part, are required to fully understand the purpose of the Consumer Product Safety Act and respond appropriately to product incidents when conducting business activities. By steadily implementing these systems, the government is seeking to protect as many citizens as possible from harm as a result of product incidents and build a safe and secure society.

1.2 Establishment and Background of the Product Incident Information Reporting and Publication System

- ◇ Triggered by a fatal accident involving carbon monoxide poisoning caused by a gas instantaneous water heater, which came to public consciousness as a social issue in 2006, a series of tragic accidents involving products used in daily life came to light, such as the severing of an infant's fingers by a household shredder.
- ◇ As a result of a thorough investigation and analysis of responses to these product incidents, it became clear that manufacturers and importers, who are the most knowledgeable about and responsible for the products, rarely provided consumers with incident information or alerted them to such incidents, and rarely reported incident information to the government.
- ◇ The collection and publication of product incident information had been implemented prior to 2006 as a voluntary system relying on the cooperation of business operators, but was not legally mandated. This meant that it was difficult to promptly implement measures to prevent the recurrence of incidents, resulting in delays and inadequate responses on the part of government.
- ◇ Based on these lessons learned, a bill to amend the Consumer Product Safety Act, which broadly sets rules for the safety of Consumer Products, was debated in the 165th Extraordinary Diet Session in November 2006, with the aim of establishing a new system for reporting and publicizing information on incidents involving products used in daily life. The act was passed unanimously by the House of Representatives and the House of Councillors, and promulgated on December 6, 2006, and came into effect on May 14, 2007.

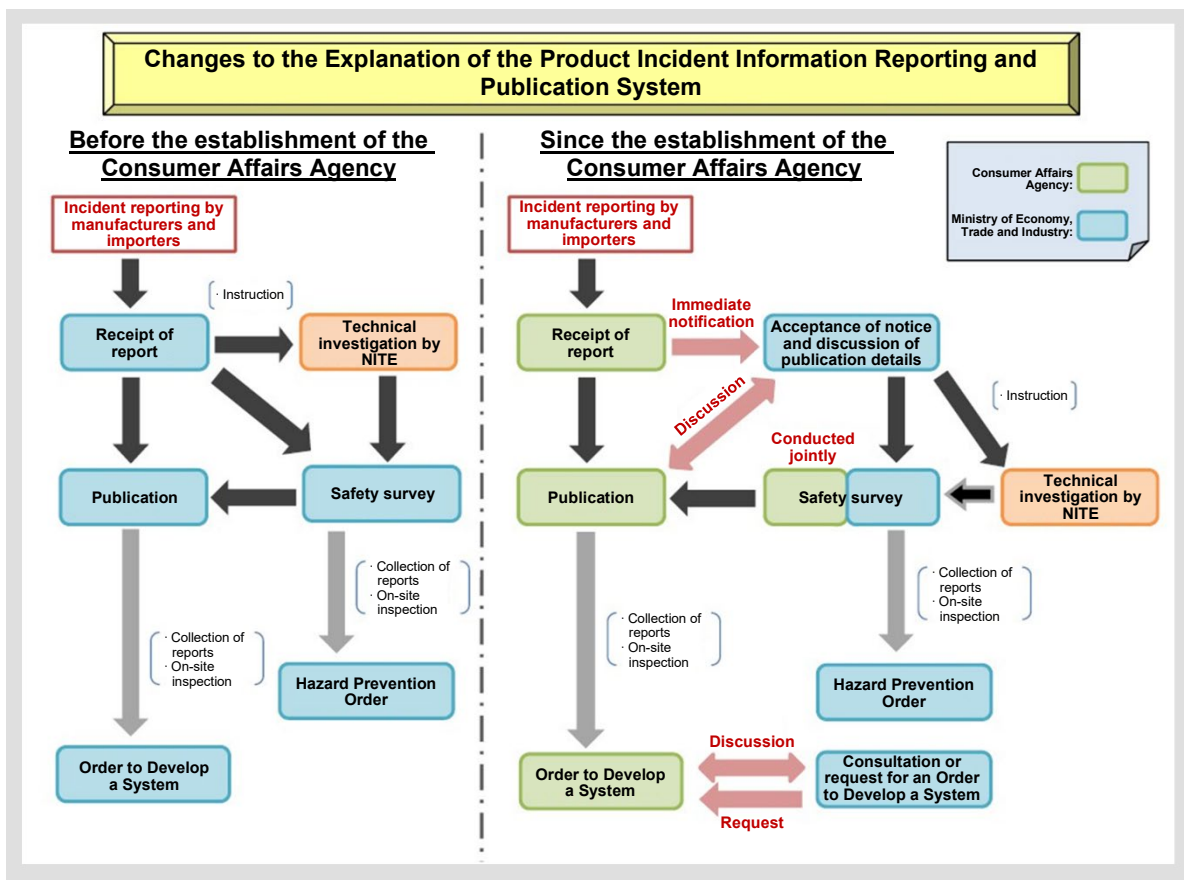
1.3 System for Preventing Incidents Caused by Age-Related Deterioration

- ◇ In May 2007, the Product Incident Information Reporting and Publication System came into effect, and among the serious product incidents reported by manufacturers or importers to the Ministry of Economy, Trade and Industry (from September 2009 to the Consumer Affairs Agency), some incidents were identified as being caused by the age-related deterioration of products.
- ◇ This has led to the recognition of the need for measures to prevent incidents caused by age-related deterioration of products after they have been shipped to the market. Therefore, in November 2007, at the 168th Extraordinary Diet Session, the Consumer Product Safety Act was partially amended to establish a new "Long-term Use Consumer Product Safety Inspection System," which was promulgated in the same month and came into effect on April 1, 2009.
- ◇ The two types^{*1)} of product under this system, which are difficult for product owners to maintain by themselves and run a high risk of serious product incidents due to age-related deterioration, are positioned as "Specified Products Requiring Maintenance," and a system has been established for manufacturers or importers of Specified Products Requiring Maintenance (Specified Manufacturers) to support product owners so that they can properly perform inspection and maintenance to prevent incidents from occurring.
*1) Oil water heaters and oil boilers
- ◇ When this system was first established, the specific standard was set at 1 ppm, which is a socially unacceptable incident rate, and nine products that exceeded this standard were designated as Specified Products Requiring Maintenance. Meanwhile, as a result of measures taken to prevent age-related deterioration in product design, the age-related deterioration incident rates for products have been greatly reduced in recent years. Thus, on August 1, 2021, the Order for Enforcement of the Consumer Product Safety Act was revised to remove seven products (enclosed combustion kerosene hot air heaters, electric dryers for bathroom use, built-in electric dishwashers, indoor instantaneous gas water heaters, and indoor gas boilers) that are significantly below the 1 ppm level from the designation as Specified Products Requiring Maintenance. For some of the seven excluded products, transitional measures have been put in place, such as retaining limited statutory inspections.
- ◇ At the same time as the Long-term Use Product Safety Inspection System was established under the Consumer Product Safety Act, the Electrical Appliances and Materials Safety Act (Act No. 234, November 16, 1961) also stipulated that five products^{*2)} which experience frequent incidents be labeled with a standard design use period and other information, even though their rates of serious product incidents due to age-related deterioration are not high, in order to raise awareness among consumers of the need for caution when using these products long term.

*2) Electric fans, air conditioners, ventilation fans, washing machines, CRT TVs

1.4 Establishment of the Consumer Affairs Agency as a Command Center for Consumer Administration

- ◇ In the 169th Ordinary Diet Session in 2008, discussions were held on the creation of a Consumer Affairs Agency with the idea that it would be "a new organization with strong authority to promote consumer administration in a unified and centralized manner." In the 171st Ordinary Diet Session in June 2009, the Act on the Establishment of the Consumer Affairs Agency and the Consumer Commission and the Consumer Safety Act were passed, and the Consumer Affairs Agency was established on September 1 of the same year, with the following three pillars: "to have jurisdiction over various laws close to consumers," "to centralize information on consumer detriments and incidents," and "to act as a command center for consumer administration, making recommendations to ministries and agencies, requesting them to take measures, and intervening cases that fall through gaps in the system."
- ◇ With the establishment of the Consumer Affairs Agency, under the Product Incident Information Reporting and Publication System based on the Consumer Product Safety Act, the Consumer Affairs Agency became responsible for receiving and publicizing reports of serious product incidents; jointly investigating and analyzing the causes of serious product incidents became the responsibility of the Consumer Affairs Agency and Ministry of Economy, Trade and Industry, and instructing the National Institute of Technology and Evaluation (NITE) to conduct investigations and implementing measures to prevent the recurrence of incidents became the responsibility of the Ministry of Economy, Trade and Industry.



What Is the Consumer Product Safety Act?

The Aims of the Consumer Product Safety Act

- The Consumer Product Safety Act was promulgated in 1973 and came into effect the following year as a general law to ensure the safety of Consumer Products, and has since undergone numerous revisions in response to the demands of the times.
- The Consumer Product Safety Act aims to protect the interests of general consumers by taking the following measures to prevent the occurrence and escalation of threats to the lives or physical wellbeing of general consumers caused by Consumer Products.



Measures Implemented Under the Consumer Product Safety Act

- Establishment of technical standards for highly dangerous Consumer Products (Specified Products) and regulation of the sale, etc. of products the safety of which cannot be guaranteed
- Collection and provision of information on product incidents, etc.
- Ordering recalls and other measures in the event of serious danger to the lives or physical wellbeing of general consumers arising or being likely to arise
- An inspection system establishing maintenance standards to ensure safety for two types of Consumer Products which have a high risk of causing serious harm due to safety problems caused by deterioration (age-related deterioration) that occurs with long-term use (Specified Products Requiring Maintenance) (the Long-term Use Product Safety Inspection System)



**Protection of General
Consumer Interests**

1.5 Overview and Operating Flow of the Product Incident Information Reporting and Publication System

- ◇ The Product Incident Information Reporting and Publication System consists of the following two major components.
 - (1) Collection and publication of incident information
 - (2) Investigation of the causes of the incidents and measures to prevent recurrence
- ◇ It is hoped that the prompt collection and publication of incident information under this system will help prevent the recurrence of similar incidents in future years.

(1) Collection and publication of incident information

1 Fundamental responsibilities of operators in relation to incident information

Any person engaged in the manufacture, import or retail of Consumer Products must collect information on Product Incidents caused by the Consumer Products that the person manufactured, imported or retailed and must endeavor to provide such information properly to general consumers.

(Article 34, Paragraph (1) of the Consumer Product Safety Act)

Digital platform providers (DPF Providers) shall endeavor to cooperate in the collection and provision of information that a person engaged in the manufacture, import or retail of Consumer Products (limited to those pertaining to mail order sales conducted using the digital platform it provides (DPF); the same applies in Paragraph (4)) would seek to perform pursuant to the provisions of the preceding Paragraph.

(Article 34, Paragraph (2) of the Consumer Product Safety Act)

2 Manufacturers and importers are obliged to report incidents.

A manufacturer or importer of a Consumer Product who comes to know that Serious Product Incidents have originated with the Consumer Products that the person manufactured or imported must report to the Prime Minister (Commissioner of the Consumer Affairs Agency) the name and model of the Consumer Products and details of the incidents within ten days including the day on which the person came to know.

(Article 35, Paragraphs (1) and (2) of the Consumer Product Safety Act, and Article 3 of the Cabinet Office Order on Report of Serious Incidents Based on the Provisions of the Consumer Product Safety Act)

3 The Prime Minister (Commissioner of the Consumer Affairs Agency) will promptly announce the details of the incident.

When the Prime Minister becomes aware of the occurrence of a Serious Product Incident through a report received from a business operator, the Prime Minister will promptly disclose the name, model, incident details of the Consumer Products involved in said Serious Product Incident, if deemed necessary to prevent the occurrence or spread of serious harm to the lives or physical wellbeing of general consumers.

(Article 36, Paragraph (1) of the Consumer Product Safety Act)

4 Distributors must endeavor to notify the government of serious product incidents.

When a retailer, repairer, or installer of a Consumer Product becomes aware that a Serious Product Incident has occurred, said party shall endeavor to notify the manufacturer or importer of the Consumer Product of such fact.

(Article 34, Paragraph (3) of the Consumer Product Safety Act)

A DPF Provider, who comes to know that Serious Product Incidents have originated with the Consumer Products, must endeavor to notify the business operator engaged in the manufacture, import or retail of the Consumer Products of these incidents.

(Article 34, Paragraph (4) of the Consumer Product Safety Act)

(2) Investigation of the causes of the incidents and measures to prevent recurrence

1 Manufacturers and importers must endeavor to take measures such as product recalls.

In the event of a product incident involving a Consumer Product, the manufacturer or importer of said Consumer Product must investigate the cause of the product incident and, if deemed necessary to prevent the occurrence or spread of harm, endeavor to take measures such as voluntary product recalls.

(Article 38, Paragraph (4) of the Consumer Product Safety Act)

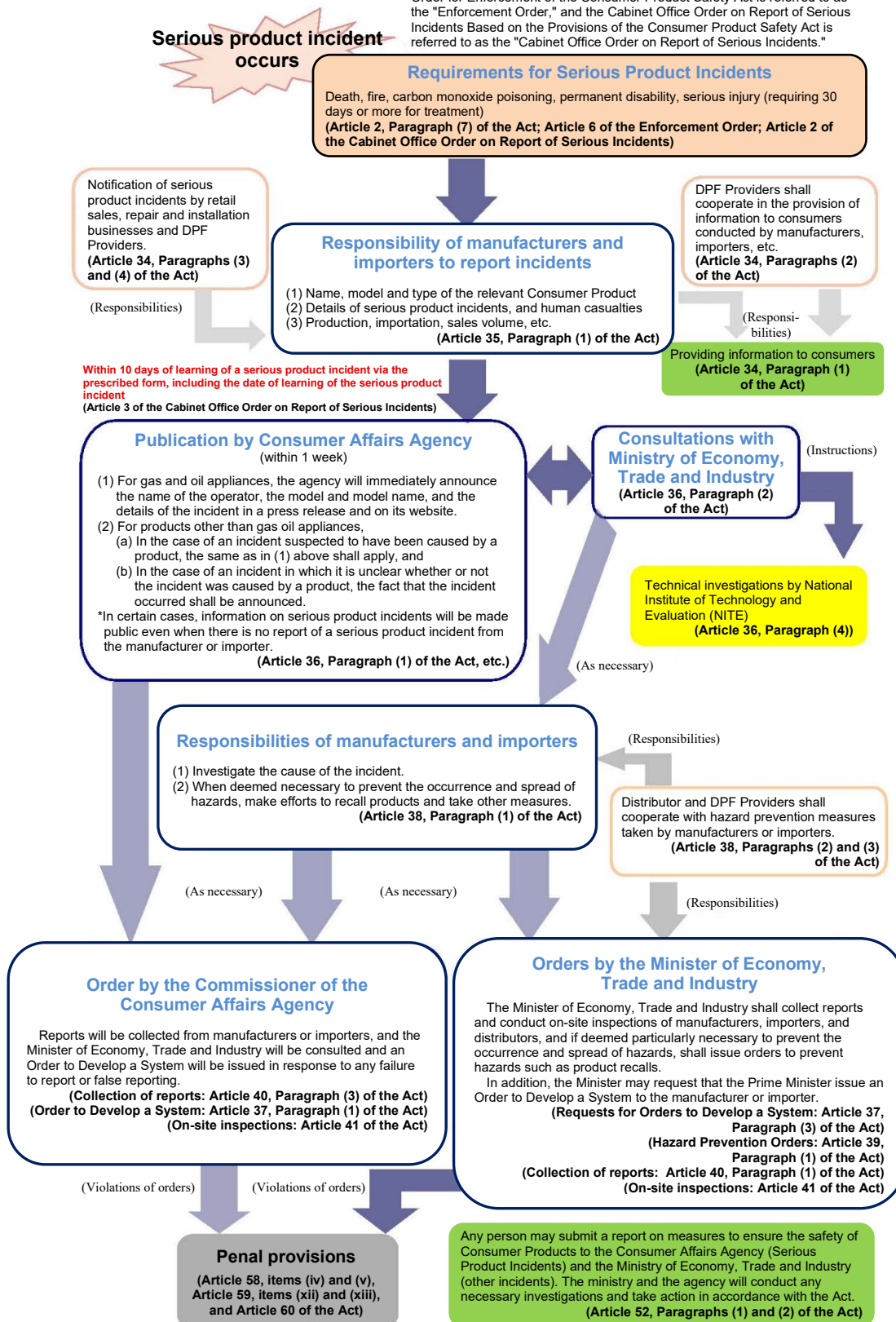
2 Distributors must endeavor to cooperate with measures such as product recalls.

When a manufacturer or importer takes measures to recall Consumer Products (in the case of a DPF Provider, limited to those pertaining to mail order sales conducted using the DPF), the seller or DPF Provider of said Consumer Products shall endeavor to cooperate with said measures.

(Article 38, Paragraph (2) of the Consumer Product Safety Act)

- ◇ The sequence of events under this system, from the occurrence of a serious product incident to the reporting of product incident information by the manufacturer or importer, the publication of incident information by the Prime Minister and the Minister of Economy, Trade and Industry, and the issuing of orders and penalties for businesses that fail to report, is shown on the next page.

"In this page, the Consumer Product Safety Act is referred to as the "Act," the Order for Enforcement of the Consumer Product Safety Act is referred to as the "Enforcement Order," and the Cabinet Office Order on Report of Serious Incidents Based on the Provisions of the Consumer Product Safety Act is referred to as the "Cabinet Office Order on Report of Serious Incidents."



2.1 Definition of and Approach to Consumer Products (Article 2, Paragraph (2) of the Act)

- ◇ Under Article 2, Paragraph (2) of the Consumer Product Safety Act, **"Consumer Products" are defined as "any product supplied mainly for use by general consumers in their everyday lives (except for those products listed in the Appended Table)."**
- ◇ All products normally sold to the general public in the market for the purpose of being used in the daily lives of general consumers, other than those listed in the Appended Table, are products subject to the Act.
- ◇ The Consumer Product Safety Act makes clear the **products that are excluded from the category of Consumer Products** listed in the Appended Table, but **does not limit Consumer Products themselves**. This is because it is virtually impossible to add new products to the list of Consumer Products each and every time new products are released due to technological innovation and other factors. The negative list system was thus adopted to limit and specify only those products that are excluded from the list of Consumer Products so as not to impede the assurance of safety for general consumers.
- ◇ The expression "mainly for use by general consumers in their everyday lives" means all cases other than when a business operator or worker uses a product in the conduct of their business or labor. However, a business operator or worker that is not engaged in such business or labor is a "general consumer."
- ◇ Even if a Consumer Product happens to be used for business purposes, it is subject to the Consumer Product Safety Act.
 - Example: Use of "personal computer" in a company office
 - Use of an "oil stove" in a workshop
 - Use of a "sofa" in a hotel room, etc.
- ◇ Even if a product is manufactured or imported by a manufacturer for "business use," it may be a Consumer Product if, due to its specifications and sales channels, it can be easily purchased by general consumers at stores such as home improvement stores or by mail order through catalogs or the Internet, and can be widely used in ordinary households.
- ◇ A "product" is an object that has undergone industrial processing, has independent value, and is sold for the purpose of being used in the daily lives of ordinary consumers. For this reason, buildings, structures (e.g., amusement park merry-go-rounds), rolling stock and primary products (e.g., crude oil, iron ore, asbestos) are not Consumer Products.

- ◇ "Components" are not usually included in Consumer Products because their users are typically business operators, because they are used as integral parts of products, and because they are not something that the average consumer would usually purchase on the market. Note, however, that items such as dry cell batteries, cutter replacement blades and ski bindings, which are incorporated into Consumer Products but are also sold to the general public on the market, are considered products in themselves and are therefore Consumer Products.

- ◇ Products that are subject to individual safety regulations under other laws and regulations are excluded from Consumer Products as "items listed in the Appended Table." Thus, in the event of a Serious Product Incident involving a product listed in the Appended Table, there is no obligation to report the incident under the Consumer Product Safety Act, but it must be handled in accordance with individual laws and regulations.

2.2 Products Excluded from the Category of Consumer Products

★Consumer Product Safety Act (Appended Table)

- (i) Ship Safety Act (Act No. 11 of 1933): **ships** to which the provisions of Article 2, Paragraph (1) are applied;
- (ii) Food Sanitation Act (Act No. 233 of 1947): **food** described in Article 4, Paragraph (1) and **additives** described in Paragraph (2) of said Article and **detergents** described in Article 62, Paragraph (2) of said Act;
- (iii) Fire Service Act (Act No. 186 of 1948): instruments for examination, etc. described in Article 21-2, Paragraph (1) and instruments for voluntary indication described in Article 21-16-2 (referring to so-called **fire-extinguishing equipment**);
- (iv) Poisonous and Deleterious Substances Control Act (Act No. 303 of 1950): **poisonous substances** described in Article 2, Paragraph (1) and **deleterious substances** described in Paragraph (2) of said Article;
- (v) Road Trucking Vehicle Act (Act No. 185 of 1951): **road trucking vehicles** described in Article 2, Paragraph (1);
- (vi) High Pressure Gas Safety Act (Act No. 204 of 1951): **containers** described in Article 41;
- (vii) Ordnance Manufacturing Act (Act No. 145 of 1953): **hunting guns** described in Article 2, Paragraph (2);
- (viii) **Pharmaceuticals** prescribed in Article 2, Paragraph (1) of the Act on Securing Quality, Efficacy and Safety of Products Including Pharmaceuticals and Medical Devices (Act No. 145 of 1960), **quasi-pharmaceutical products** prescribed in Paragraph (2) of the same Article, **cosmetics** prescribed in Paragraph (3) of the same Article, **medical devices** prescribed in Paragraph (4) of the same Article and **regenerative medicine products** prescribed in Paragraph (9) of the same Article
- (ix) In addition to those products listed in the preceding items, any products for which the manufacture, import or sale is restricted by establishing standards or requirements pursuant to the provisions of Acts designated by Cabinet Order and that are found not to be likely to cause danger to the lives or bodies of general consumers because of such restriction, as **specified by Cabinet Order**
**(Specifically, as indicated in the following enforcement order.)*

★Excerpt from the Order for Enforcement of the Consumer Product Safety Act

(Products Excluded from Consideration as Consumer Products)

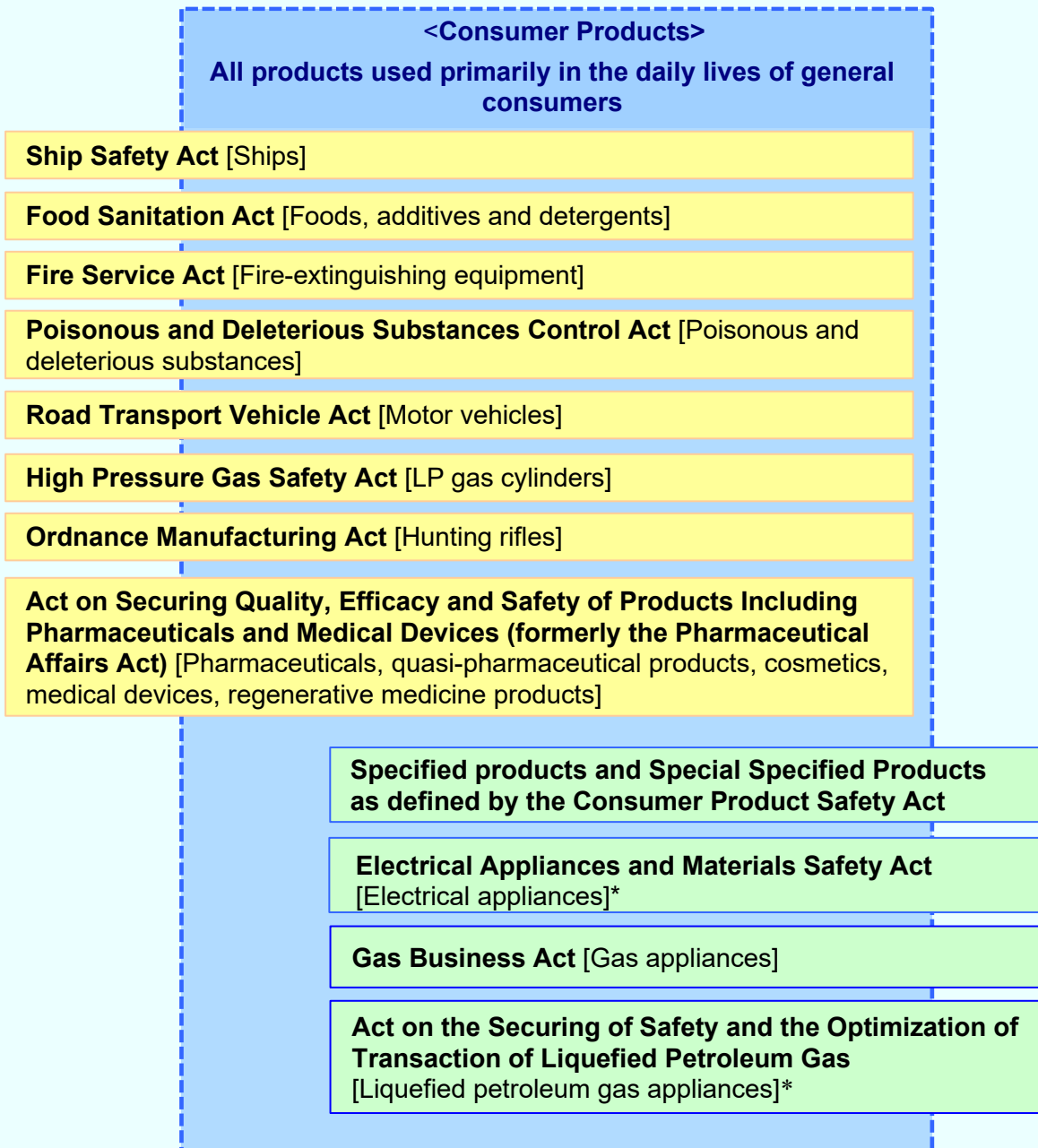
Article 20 Acts specified by Cabinet Order as referred to in item (ix) of the Appended Table of the Act are as listed in the left-hand column of the Appended Table 4, and the products specified by Cabinet Order as referred to in that item are as listed in the right-hand column of the Appended Table 4 respectively for each Act listed in the left-hand column of the Appended Table 4.

Appended Table 4 (Re: Article 20)

- (i) **Objects** related to the particulars listed in the items of Article 2, Paragraph (1) of the Ship Safety Act (Act No. 11 of 1933);
(e.g., **marine engines** and **marine supplies**, etc.)
- (ii) **Automobile devices** listed in the items of Article 41 of the Road Transport Vehicle Act (Act No. 185 of 1951) and **motorized bicycle devices** listed in Article 44, items (iii) through (xi) of that Act;
(For example, **tires**, **tire chains**, **window glass**, **headlights**, **turn signals**, **child seats**, **ski carriers**, **car navigation systems**, **car stereos**, etc.)

Products to which this is applicable are not exhaustively listed

The Consumer Product Safety Act specifies only those products used in our daily lives that are not covered by the category of Consumer Products, and all other products are considered Consumer Products (i.e., the negative list method is employed).



Products Excluded from Consumer Products

Products Included in Consumer Products

(*Excluding some commercial products (in the case of liquefied petroleum gas equipment, equipment used in supply facilities))

2.3 Products that Qualify as Consumer Products

- ◇ The Consumer Product Safety Act covers all products used in consumers' daily lives, excluding only those the safety of which is guaranteed by other laws (see above).
- ◇ Specifically, the following are examples of products that may or may not fall under the category of Consumer Products, focusing on those that may be difficult to determine.

Q&A What are the criteria for distinguishing between consumer and commercial products?

● What situations does "sale to the general public" refer to?	
Applicable	The sale of products in the market for the purpose of their being used in the daily lives of general consumers, including sales in retail stores targeting general consumers as well as various mail order sales via the Internet and other methods. For this reason, products sold to general consumers at home improvement stores that deal in DIY (abbreviation of Do It Yourself) products fall under this category.
● What is meant by "sold for business use?"	
Applicable	"Sold for business use" refers to the sale of products by persons operating a business to meet demand for purchase of products to be applied in business, with the targets of such sale limited to business owners. The form of sales includes methods other than store sales.
● Are there any guidelines for what is sold as a business use product?	
Applicable	For example, the following are guidelines for a product to be sold as a business use product: (a) the use of the product being for business purposes is confirmed at the time of sale, (b) the product is sold to a predetermined destination and is limited to business operators, and (c) it is clear from the size, amount, etc. of the product that the product is not for purchase by general consumers.
● Is it correct to say that if a product is sold for business use, it is a business use product?	
Applicable	The fact that a product is labeled and sold for business use does not necessarily mean that it immediately constitutes a business use product. If the product is sold in a context wherein it can be purchased by the general public, it is considered a Consumer Product.
● If, normally, a product is sold only to businesses, but even one unit is sold to a consumer, is it then not considered a business use product?	
Applicable	Such determinations are made on an individual product basis, taking into account how the product was sold to general consumers. For example, if an ordinary consumer purchases a product from a retailer knowing that it is a special product sold exclusively for business use, but the consumer insists on buying it, that case does not immediately constitute a product for consumer use.
● It is unclear whether a product qualifies as a Consumer Product or a business use product because it is not known in which manner the retailer selling the product is actually conducting sales.	
Applicable	If the product is sold to general consumers, it falls under the category of Consumer Products. Manufacturers and importers should investigate how consumers purchased the product in relation to which an incident occurred, and confirm with the retailer that the product is sold exclusively for business use. If this is unclear, please contact the Consumer Affairs Agency as soon as possible.
● If a person operating a business purchases a product for other than business use, is the purchase made as a general consumer? (E.g., if they purchase a refrigerator to be used in their company's office to keep tea for visitors cold)	
Applicable	If a product is purchased for use in a company's office other than for business use, these provisions apply.

● If products are sold for business use, but second-hand products are sold via the Internet and other means, how is applicability determined?

Applicable Used products are considered Consumer Products as long as they are "products that are normally sold to the general public in the market." However, online auctions conducted by individuals who are not business operators do not immediately fall under the category of Consumer Products, even if they are purchased by general consumers.

Q&A Are the following products classified as Consumer Products?

Product name	Whether the category of Consumer Product is applicable to a product and explanation of the thinking behind this Applicable: Items that fall under the category of Consumer Products. Not applicable: Items that do not fall under the category of Consumer Products.
Cellular telephones	Applicable This product is classified as a Consumer Product.
Floor heating	Applicable This product is classified as a Consumer Product.
Intercoms	Applicable This product is classified as a Consumer Product.
Cassette cylinders for use in household cassette stoves (cylinders for simple gas stoves)	<p>Applicable High pressure gas container products, which are exempt from the High Pressure Gas Safety Act (Act No. 204 of June 7, 1951), are classified as Consumer Products.</p> <p>Under Article 3, Paragraph (1), Item (viii) of the High Pressure Gas Safety Act, and Articles 2, Paragraph (5), Item (viii) and Article 4 of the Enforcement Order (Cabinet Order No. 20 of February 19, 1997), containers filled with only a very small amount of gas, for which the indications specified in the Act, the Enforcement Order, and the relevant notifications have been provided, are exempt from the application of the High Pressure Gas Safety Act.</p>
Aerosol containers	
Gas lighter cylinders, etc.	
Gas sensors	Applicable This product is classified as a Consumer Product.
Shutters, windows, doors	Applicable Shutters, windows, doors, etc. installed in houses are distributed as single products and widely available to consumers through showrooms and catalogs. These are thus classified as Consumer Products.
Paragliders, hang gliders	Applicable Paragliders and hang gliders, which do not fall under the category of aircraft as defined in Article 2 of the Civil Aeronautics Act (Act No. 230 of 1952), can be purchased on the market by general consumers and are thus classified as Consumer Products.
Small solar cell power generation equipment for home use, gas engine power generation equipment	Applicable Small power generation devices (gas engines, solar power panels, fuel cells, etc.) installed in homes are classified as Consumer Products.

<p>Electric wheelchairs</p>	<p>Applicable The category of Consumers Products is applicable to electric wheelchairs that meet the following criteria.</p> <p>(a) Having the external form of a wheelchair and the function of complementing the movement of the limbs of a person with a physical disability</p> <p>(b) Having a shape and size that does not have sharp projections or corners and is appropriate for pedestrians to pass on sidewalks or pedestrian paths</p> <p>(c) Having a maximum speed not exceeding approximately 6 km/h</p> <p>*An electric wheelchair for persons with disabilities that meets the above three conditions, which plays a prosthetic role in complementing the movement of the limbs of the persons with disabilities. (As such persons are treated as pedestrians,) such wheelchairs do not fall under the category of "road vehicles" under the Road Transport Vehicle Act (Act No. 185 of June 1, 1951).</p> <p>Not applicable However, electric wheelchairs other than those listed above that fall under the category of "road vehicles (motorized bicycles)" or "motor vehicles" under the Road Transport Vehicle Act are excluded.</p>
<p>Commercial kitchen equipment (gas stoves, gas ovens, etc.)</p>	<p>Applicable Even commercial kitchen equipment used in the kitchens of restaurants and other establishments falls under this category if the equipment is sold to general consumers.</p> <p>Not applicable If the product is sold only for business use, it is not considered a Consumer Product.</p>
<p>Ceilings, walls, floors, columns, roofs, gardening materials</p>	<p>Applicable Bricks for gardening, insulation materials for ordinary houses, etc. purchased and installed by general consumers are classified as Consumer Products.</p> <p>Not applicable Ceilings, walls, floors, columns, roofs and roofing materials are considered to be buildings and are not of a nature that ordinary consumers would purchase from stores and install, so they are not classified as Consumer Products.</p>
<p>Items incorporated into products (e.g., batteries)</p>	<p>Applicable Dry cell batteries and other batteries sold as stand-alone products in stores are classified as Consumer Products.</p> <p>Not applicable If the battery is not intended to be replaced and is not sold separately, as in the case of a battery built into a device itself, it is considered a part of the device (a component) and is not classified as a Consumer Product.</p>
<p>Desks and chairs used in schools</p>	<p>Applicable Products used in schools but also sold to the general public (stationery, tableware, musical instruments) are considered Consumer Products.</p> <p>Not applicable Desks and chairs sold exclusively for use in school classrooms and not for sale to the general public are not considered Consumer Products.</p>

Car navigation systems, car stereos, and other products that can be installed in automobiles and other vehicles	Not applicable	With regard to vehicles as stipulated in Article 2, Paragraph (2) of the Road Transport Vehicle Act and products (car navigation systems, car stereos, etc.) manufactured to be attached to motorized bicycles as defined in Paragraph (3) of the same Article, these fall under the category of "motor vehicle equipment" as defined in each item of Article 41 of the same Act. They are thus not classified as Consumer Products.
Off-road vehicles such as snowmobiles, engine carts, etc.	Not applicable	Vehicles such as snowmobiles, engine carts, racing cars and racing motorcycles ridden at circuit tracks, and go-karts ridden at amusement parks fall under the category of road vehicles as defined in Article 2 of the Road Transport Vehicle Act. Therefore, they do not fall under the category of Consumer Products.
Transportation equipment (forklifts, etc.)	Not applicable	Forklifts and automated guided vehicles used in factories that are sold only for business use do not fall under the category of Consumer Products.
Vending machines, automated teller machines (ATMs), ticket vending machines	Not applicable	These products are interpreted as not being sold to general consumers and so do not fall under the category of Consumer Products.
Gasoline, diesel, kerosene	Not applicable	These are intermediate or semi-finished products and so are not classified as Consumer Products.
Cloth, wood, thread	Not applicable	These are intermediate or semi-finished products and so are not classified as Consumer Products.
Elevators, residential elevators, stairlifts	Not applicable	Elevators are treated as buildings in accordance with the Building Standards Act (Act No. 201, May 24, 1950) and are thus not classified as Consumer Products.
Park slides and swings	Not applicable	Park playground equipment is generally considered a park facility under the Urban Park Act (Act No. 79, April 20, 1956) and is thus not considered a Consumer Product.
Software	Not applicable	Software is an intangible product and thus does not constitute a Consumer Product. Generally, in the case of software, products incorporating the software (e.g., game software products, computer software products, etc.) fall under the category of Consumer Products.
Microcomputer gas meter	Not applicable	Microcomputer gas meters for city gas are not considered gas appliances under the Gas Business Act (Act No. 51, March 31, 1954), and microcomputer meters for LP gas are not products owned by general consumers but by LP gas suppliers. Therefore, microcomputer gas meters are not classified as Consumer Products.

<p>Fire extinguishers, machinery and equipment used for firefighting, etc. (Equipment that has been tested or evaluated by the Japan Fire Equipment Inspection Institute), residential fire alarms, etc.</p>	<p>Not applicable Fire extinguishers and other fire-fighting equipment are subject to the technical standards set forth in the Cabinet Order for Enforcement of the Fire Service Act (Cabinet Order No. 37 of March 25, 1961), and are thus not classified as Consumer Products. (This applies to the following 12 items:)</p> <ul style="list-style-type: none"> • Fire extinguishers • Fire extinguishing agents for fire extinguishers (excluding carbon dioxide) • Firefighting foam (excluding firefighting foam for water-soluble liquids) • Fire detectors and alarms • Transmitters • Control and indicating equipment • Residential disaster prevention alarms • Closed sprinkler heads • Water flow detection devices • Deluge valves • Metal evacuation ladders • Descending devices <p>Similarly, fire-fighting equipment and appliances other than those listed above that have been evaluated by the Japan Fire Equipment Inspection Institute for conformity to technical standards are not classified as Consumer Products.</p> <ul style="list-style-type: none"> • Power fire pumps • Fire hoses • Firefighting suction pipes • Firefighting connectors • Aerosol fire extinguishers • Leakage fire alarms • Auxiliary warning devices • Transmitter equipment • External test equipment • Arson monitoring equipment • Acoustic equipment (for automatic fire alarm systems and electric leakage fire alarms) • Backup power supplies (for automatic fire alarm system and gas leakage fire alarm system) • Gas containers for pressurizing fire extinguishers • Pressure indicators for storage-type fire extinguishers • Vessel valves (for fire extinguishers and gas containers for pressurizing fire extinguishers) • Fire extinguishing agents for fire extinguishing systems • Residential sprinkler systems • Firefighting ladders • Firefighting connection fixtures • Hose layers • Special fire extinguishing systems for special fire pump vehicles or special firefighting vehicles • Portable fire pump loading trucks • Special fire extinguishing equipment that has been overhauled • Optical alarm systems • Outdoor alarm systems
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<p>Power tools and other DIY products</p>	<p>Applicable Products that can be used at worksites and construction sites, but are sold to general consumers at home improvement stores or by mail order are classified as Consumer Products.</p> <p>Not applicable Products that are difficult for ordinary consumers to operate or manage, require special skills or qualifications, and cannot be purchased by ordinary consumers do not qualify as Consumer Products.</p>
<p>Electric kick scooters (electric kickboards)</p>	<p>Not applicable Electric kick scooters (electric kickboards) fall under the category of road vehicles as stipulated in Article 2 of the Road Transport Vehicle Act. Therefore, they do not fall under the category of Consumer Products.</p> <p>However, electric two-wheeled self-balancing vehicles used as toys are classified as Consumer Products.</p>

3.1 Definitions of Product Incident and Serious Product Incident; What are Product Incidents?

- ◇ Article 2, Paragraph (6) of the Consumer Product Safety Act stipulates that "Product Incidents" are incidents resulting from the use of Consumer Products that fall under any of the following categories, **other than those apparently not caused by a defect in the Consumer Product** (except for those specified by Cabinet Order as incidents where the occurrence and increase of safety hazards can be considered to be preventable by the provisions of other Acts¹).
 - (1) Incidents which endanger the lives or health of general consumers;
 - (2) Incidents in which Consumer Products are lost or damaged and that are found to be likely to endanger the lives or health of general consumers.

- ◇ Please note that "incidents other than those apparently not caused by a defect in the Consumer Product" also include **"incidents whose cause is unknown, but which may have been caused by a defect in the product."**

- ◇ The "incidents apparently not caused by a defect in the Consumer Product" are incidents that are apparently not caused by a defect in the product from anyone's point of view, as shown in examples (1) through (3) below. Such incidents do not fall under Product Incidents under the Act.

<Example>

 - (1) Cases in which a Consumer Product called a kitchen knife is used in such a way as to intentionally cause harm to a human body (clearly an erroneous form of use);
 - (2) Cases in which a person is riding a bicycle and is struck by a car coming from behind, causing him or her to fall over and suffer serious injuries (when the Consumer Product being used is functioning properly but the incident was triggered by a cause unrelated to the relevant product);
 - (3) In the case of a fire, when the source of the fire and the fact that the fire did not originate from the relevant product have been clarified by the fire department or other public agency, and the investigation of the relevant product has been completed.

- ◇ Even if an incident is thought to have been caused by misuse of a Consumer Product by a consumer or by use of the product for other than its intended purpose, it must be judged in individual incident cases very carefully to determine whether or not it is clear that the incident was not really caused by a defect in the product.

In cases where there is no public agency, etc. involved, and the consumer and the business operator are communicating alone, it must be avoided to easily conclude that the cause of the incident was the fault of the consumer.

As noted above, it should be noted that incidents that are not known to have been caused by a product defect are also subject to reporting.

¹ The term "specified by Cabinet Order" refers to food sanitation hazards (such as food poisoning) caused by utensils, containers and packaging or toys provided for in the Food Sanitation Act (Act No. 233 of December 24, 1947). In short, food utensils, containers, packaging, etc. fall under Consumer Products, but "food sanitation hazards" such as food poisoning, among incidents caused by these products, are addressed within the framework of the Food Sanitation Act.

[Incident Case] Incident involving a household shredder

There was an incident in which a relatively inexpensive shredder caused the amputation of a child's fingers at home. It is extremely hasty and inappropriate to conclude that this was not a Product Incident simply because the user misused the shredder (negligence) while the parent was away.

This is because there are cases like the following: In other words, while the manufacturer was aware of the increasing number of shredders being used in homes, it continued to sell its products without modifying the specifications for commercial use with respect to product specifications (width of the input slot and position of the blade from the input slot), and without changing the design and manufacturing to take into account use in homes with children and other family members. As a result, it was determined that the incident fell under a Product Incident because it was not necessarily "obvious that the product was not defective" due to the fact that the input slot was wide, the blade was positioned so that even a child's hand could reach it, and the material of the input slot was soft and flexible enough for a finger to get into.

Therefore, it is not an appropriate judgment to simply conclude that the incident resulted from the misuse of the user or the parent who did not constantly monitor the child's behavior.

◇ **The Consumer Product Safety Act considers a "defect" to be a lack of safety that the relevant product should normally possess at the time a failure thereof occurs.**

The following types of defects are included:

(1) Manufacturing defects

Cases in which a product is not made according to the design and specifications and lacks safety due to the inclusion of inferior materials in the manufacturing process or errors in the assembly of the product;

(2) Design flaws

Cases in which the safety of a product was not adequately considered at the design stage thereof, and as a result, all manufactured products lack safety;

(3) Display and warning defects

Cases in which the manufacturer, etc. fails to provide adequate information in an easy-to-understand manner to consumers to prevent or avoid incidents caused by the hazardous effects of the product, where the hazardous effects cannot be eliminated in relation to the usefulness or efficacy of the product.

3.2 What are requirements for Serious Product Incidents and Reportable Product Incidents?

- ◇ Article 2, Paragraph (7) of the Consumer Product Safety Act stipulates that **Serious Product Incidents are Product Incidents falling under the requirements provided for by Cabinet Order with respect to details of the safety hazard or the manner of the incident, being incidents where actual or potential harm is serious**. The term "Cabinet Order" refers to the Order for Enforcement of the Consumer Product Safety Act (Cabinet Order No. 48 of March 5, 1974; hereinafter referred to as the "Enforcement Order" in this document).
- ◇ Specifically, a Product Incident that causes safety hazards shown in (1) and (2) below is considered a Serious Product Incident (Article 5 of the Enforcement Order).
 - (1) Incidents which endanger the lives or health of general consumers;
 - Fatal incidents
 - Incidents resulting in serious injury or disease (injury or disease requiring 30 days or more for treatment)
 - Incidents resulting in residual disabilities (the provisions concerning physical disability are described below)
 - Carbon monoxide poisoning incidents
 - (2) Incidents in which Consumer Products are lost or damaged and that are found to be likely to endanger the lives or health of general consumers;
 - Fire (fire certified by the fire department)
- ◇ Before the establishment of the Consumer Affairs Agency, the provisions concerning physical disability were stipulated in the Regulations for Enforcement of the Consumer Product Safety Act. However, with the enforcement of the Act on Consolidation of the Relevant Acts for the Enforcement of the Act to Establish the Consumer Affairs Agency and the Consumer Commission (Act No. 49 of June 5, 2009) (September 1, 2009), the Cabinet Office Order on Report of Serious Incidents Based on the Provisions of the Consumer Product Safety Act (Cabinet Office Order No. 47 of August 28, 2009; hereinafter referred to as "Cabinet Office Order" in this document) was established, and the Cabinet Office Order now stipulates physical disability.
- ◇ The requirements for a "Serious Product Incident" as defined by the Enforcement Order and Cabinet Office Order are as follows:

★Excerpt from the Order for Enforcement of the Consumer Product Safety Act

(Requirements for Serious Product Incidents)

Article 6 The requirements specified by Cabinet Order as referred to in Article 2, Paragraph (7) of the Act are any of the following:

- (i) any of the following harm has come to the lives or health of general consumers;
 - (a) death;
 - (b) injury or disease for which treatment requires no less than 30 days or which causes physical disability specified by Cabinet Office Order when the injury or disease is cured (including when the symptoms stabilize); or
 - (c) carbon monoxide poisoning.
- (ii) the occurrence of a fire.

★Excerpt from the Cabinet Office Order on Report of Serious Incidents Based on the Provisions of the Consumer Product Safety Act

(Physical Disabilities)

Article 2 The physical disabilities specified by Cabinet Office Order referred to in Article 6, item (i), (b) of the Order are as follows:

- (i) the following stated visual impairments that are present on the body for a long period of time:
 - (a) the visual acuities of both eyes (meaning those measured using the international visual acuity test chart, and for a person with an abnormality in refraction, those measured with corrected vision; the same applies below) in each eye are 0.1 or less;
 - (b) the visual acuity in one eye is 0.02 or less, and the visual acuity in the other eye is 0.6 or less;
 - (c) the visual fields in both eyes are 10 degrees or less respectively; or
 - (d) one-half or more of the visual field of both eyes is lost;
- (ii) the following impairments of hearing or equilibrium function that are present in the body for a long period of time:
 - (a) the hearing levels of both ears are 70 decibels or more respectively;
 - (b) the hearing level of one ear is 90 decibels or more, and the hearing level of the other ear is 50 decibels or more;
 - (c) the best articulation score for ordinary speaking voices using both ears are 50% or less; or
 - (d) serious impairment of equilibrium function;
- (iii) the following impairments of smell:
 - (a) loss of the sense of smell; or
 - (b) serious impairment of the sense of smell that is present in the body for a long period of time;
- (iv) the following impairments of voice function, language function, or masticatory function:
 - (a) loss of the voice function, language function, or masticatory function; or
 - (b) serious impairment of voice function, language function, or masticatory function that is present in the body for a long period of time.
- (v) the following orthopedic impairments:
 - (a) serious impairment of the function of one upper limb, one lower limb, or the trunk that is present on the body for a long period of time;
 - (b) loss of part of the distal phalange or more of any finger of one upper limb or any toe of one lower limb;
 - (c) serious impairment of the function of the thumb of one upper limb or the big toe of one lower limb, or the function of three fingers or more including the index finger of one upper limb that is present on the body for a long period of time; or
 - (d) beyond what is stated in (a) through (c), an impairment of a degree that is found to be equal to or greater than those stated in (a) through (c).
- (vi) an impairment of the function of cardiovascular organs, respiratory organs, digestive organs, or urinary organs that is present in the body for a long period of time and that is found to be of a degree that significantly restricts the daily life.

***For details on the concept of Serious Product Incidents, see "4.4 Q&A Identifying Serious Product Incidents."**

Q&A What cases are reportable?

<p>● A carbon monoxide poisoning incident occurred when a gas water heater, which is also sold for home use, was used in an office.</p>
<p>Applicable Gas water heaters, which are also sold for home use, are Consumer Products. Therefore, even if the relevant product is used in an office and not at home, and a carbon monoxide poisoning incident occurs, it is still subject to reporting.</p>
<p>● In a dish dryer, the wire cord broke due to age-related deterioration and ignited, resulting in a fire.</p>
<p>Applicable In general, when a Serious Product Incident occurs due to "age-related deterioration," it is not "obvious that it is not a defect in the product" and is therefore subject to reporting.</p>
<p>● A Serious Product Incident occurred when a part, for which "replacement time" is clearly stated in the instruction manual, etc., was used beyond the specified time due to age-related deterioration.</p>
<p>Applicable Age-related deterioration (use beyond replacement time) is subject to reporting as described above. Even if the instruction manual clearly states when to replace the part, it is necessary to determine on an individual basis whether the method and details of replacement are appropriate. Therefore, even if an incident occurs due to the use of a part beyond its replacement time, it is not "obvious that the incident was not caused by a defect in the product," and is therefore subject to reporting.</p>
<p>● The fire was caused by an electrical wiring error during the installation of the product.</p>
<p>Applicable All products are subject to reporting except in cases where the business operator who installed the product is not under the direction or supervision of the manufacturer or importer of the relevant product, the cause of the relevant fire was clarified by the fire department or other public agency to be the fault of the business operator who installed the relevant product, and the investigation of the relevant product has been completed.</p>
<p>● Alkaline detergents caused vision loss and chemical burns.</p>
<p>Applicable It must be determined on a case-by-case basis whether the requirements for Serious Product Incidents apply. An incident that falls under an incident resulting in serious injury or disease that requires medical treatment for 30 days or more, or an incident resulting in residual disabilities (physical disability, significant visual impairment, etc.) is subject to reporting as a Serious Product Incident.</p>
<p>● The chemicals in the computer keyboard caused an allergic disease that required treatment for 30 days or more.</p>
<p>Applicable Any serious injury or disease requiring medical treatment for 30 days or more resulting from the use of a Consumer Product is subject to reporting.</p>
<p>● A person got seriously injured by pinching his/her foot in agricultural machinery used in an ordinary vegetable garden.</p>
<p>Applicable Serious Product Incidents that occur as a result of the purchase and use of agricultural machinery by general consumers at a home improvement store and other locations are subject to reporting.</p>
<p>Not applicable If a farmer purchases agricultural machinery for farming and suffers an incident, it is considered an occupational incident caused by a commercial product and is not subject to reporting.</p>
<p>● A child accidentally swallowed a Go piece, choked on it, and suffocated to death.</p>
<p>Applicable Damaged products that are inadvertently placed in the mouth are subject to reporting. Incidents involving products such as toy whistles, which are usually held in the mouth, are also subject to reporting.</p>
<p>Not applicable If the product is not supposed to be ingested when it is used and it is clear that the product was accidentally swallowed, it is not subject to reporting.</p>

● **While the parent was not paying attention, the infant choked to death after swallowing parts of a toy.**

Applicable Even if there are no witnesses and the circumstances of the incident are unknown, it is not "obvious that the incident was not caused by a defect in the product," and is still subject to reporting.

● **When a person was jogging in his/her running shoes, he/she suddenly slipped and fell, resulting in an injury requiring 30 days or more to fully recover.**

Applicable Incidents, for which it is not possible to determine whether the incident was caused by running shoes, human motion, road surface conditions, or a combination of these causes, are subject to reporting because it is not clear whether the incident was caused by a defect in the product.

Not applicable If an incident is judged by a public agency, etc. as "not caused by a defect in the product," it is not subject to reporting.

● **A fire incident occurred when a tempura pot was left on a gas stove that did not have an automatic fire extinguishing system.**

Not applicable If a public agency such as the fire department determines that "it is clear that the incident was caused by the carelessness of a general consumer," and the investigation of the relevant product has been completed, it is not subject to reporting.

● **The gas leaked from the rupture of the old gas pipe ignited, causing a fire.**

Not applicable Gas pipes are not subject to the Consumer Product Safety Act and are therefore not subject to reporting.

● **Information on incidents in Japan involving products imported from overseas by individuals for personal use or brought into Japan by individuals for personal possession was received from consumers who had incidents at import agencies or authorized dealers handling equivalent products.**

Not applicable If the import agency or authorized dealer that received the information is not the importer of the product causing the incident, it is not subject to reporting. However, business operators that handle equivalent products are required to consider the possibility of similar incidents occurring and, if necessary, to make efforts to prevent such incidents from occurring by disseminating information to raise awareness.

● **A laptop computer of the same model, which is also manufactured and sold in Japan, caught fire in a private home in the U.S., partially destroying the house by fire.**

Not applicable Serious Product Incidents occurring overseas are not subject to reporting.

● **Information about an incident in which a product carried on an overseas trip was damaged at a destination outside Japan, and the consumer was injured in the incident at that time, was received by the business operator from the consumer after the consumer returned to Japan.**

Not applicable Serious Product Incidents occurring overseas are not subject to reporting.

4.1 Collection and reporting of Product Incident information, basic responsibilities of business operators

- ◇ Article 34, Paragraphs (1), (2), (3), and (4) of the Consumer Product Safety Act stipulate the basic responsibilities of business operators with regard to the collection and provision of Product Incident information.
 - Collection and provision of information on Product Incidents by manufacturers, importers, etc. (Paragraph 1)

Any business operator engaged in the manufacture, import or retail of Consumer Products (meaning a person who engages in the business of selling to general consumers) must collect information on Product Incidents caused by the Consumer Products that the business operator manufactured, imported or retailed, and must endeavor to provide such information properly to general consumers. Therefore, it is essential to take any information regarding Product Incidents from consumers and others seriously and respond to it.
 - Cooperation in the collection and provision of information on Product Incidents by the DPF Provider (Paragraph 2)

A DPF Provider must endeavor to cooperate in the collection and provision of information that a person engaged in the manufacture, import or retail of Consumer Products (limited to those pertaining to mail order sales conducted using the DPF it provides; the same applies in Paragraph 4) intends to carry out pursuant to the provisions of the preceding paragraph.
 - Notification of information by a retailer, etc. to a manufacturer or importer (Paragraph 3)

Any business operator engaged in the retail, repair or installation of Consumer Products, who comes to know that Serious Product Incidents have originated with the Consumer Products that the business operator retailed, repaired or installed, must endeavor to notify the business operator engaged in the manufacture or import of the Consumer Products of these incidents.
 - Notification of information by the DPF Provider to the manufacturer, importer or retailer (Paragraph 4)

A DPF Provider, who comes to know that Serious Product Incidents have originated with the Consumer Products, must endeavor to notify the business operator engaged in the manufacture, import or retail of the Consumer Products of these incidents.
- ◇ A manufacturer is defined as a person who substantially and repeatedly continues the act of manufacturing Consumer Products, and thus includes an assembly manufacturer. In addition, **in the case of Original Equipment Manufacturing (OEM), if only the act of manufacturing is subcontracted (e.g., the outsourcer designs the product itself and inspects the finished product on its own responsibility), the outsourcer is basically considered to be the manufacturer.**
- ◇ An importer is a person who is substantially engaged in the import of Consumer Products on a repetitive and continuous basis. If there is an import agent involved, the importer is determined based on the consignment agreement, etc. for import.

- ◇ Under the Consumer Product Safety Act (excluding provisions pertaining to Specified Products Requiring Maintenance), the act of importing includes the act of a person located in a foreign country having another person bring into Japan from a foreign country and having a general consumer pick up the product. If an overseas business operator sells a Consumer Product directly to a consumer in Japan through the DPF, such overseas business operator is considered to be the importer.

Guidelines for the Handling of OEM Products and PB Products under the Consumer Product Safety Act (July 2008)

https://www.meti.go.jp/product_safety/producer/shouan/07_shouan_guideline_3.pdf

4.2 Reporting obligations of manufacturers or importers

- ◇ Manufacturers or importers of Consumer Products are **obliged to report Serious Product Incidents** because they are the first to introduce their products into the Japanese market and consequently contribute to the causes of Product Incidents through the design, manufacture, processing, assembly, importation, etc. of their products.
- ◇ When **a manufacturer or importer** becomes aware of a Serious Product Incident involving a Consumer Product manufactured or imported by the manufacturer or importer, the manufacturer or importer must, **within 10 days from the date of becoming aware of the incident**, report the name and model of the relevant Consumer Product, the nature of the incident, and the quantity of the relevant Consumer Product manufactured or imported and sold, in Japanese, on the prescribed reporting form to the **Prime Minister (Commissioner of the Consumer Affairs Agency) (Article 35, Paragraphs (1) and (2) of the Consumer Product Safety Act, Article 3 of the Cabinet Office Order)**.
- ◇ **Any manufacturer or importer of Consumer Products, regardless of the size or type of company, is obliged to report incidents under the Consumer Product Safety Act.**
- ◇ **The reporting deadline of "within 10 days" includes Saturdays, Sundays, and national holidays**, so please be careful **not to exceed the 10-day reporting deadline** when reporting to the Consumer Affairs Agency.
However, if the 10th day is a Saturday, Sunday, national holiday, or a day when the Consumer Affairs Agency is closed for the year-end and New Year holidays (December 29 to January 3), the reporting deadline will be the following day (Article 2 of the Act on Holidays of Administrative Organs (Act No. 91 of December 13, 1988)).
Example: If December 30 falls on the 10th day, the reporting deadline will be January 4, after the year-end and New Year holidays. If January 4 is a Sunday, the report must be submitted by Monday the 5th; if January 4 is a Saturday, the report must be submitted by the following Monday the 6th.
- ◇ The "minister having jurisdiction over the business of manufacture, import or sale of such products" in Article 54, Paragraph (1), item (iii) of the Consumer Product Safety Act means, in accordance with the provisions of Article 13 of the Enforcement Order, that the competent minister for most Consumer Products is the Minister of Economy, Trade and Industry, but for example, the Minister of Agriculture, Forestry and Fisheries has jurisdiction over the business of manufacturing plows, hoes, etc. Therefore, if a Serious Product Incident occurs as a result of the use of a plow or hoe, etc., and the Consumer Affairs Agency receives a report, the Consumer Affairs Agency will notify the Minister of Agriculture, Forestry and Fisheries in accordance with Article 35, Paragraph (3) of the Act.
However, in cases where a notice falls under the provisions of Article 10 of the Enforcement Order (which stipulates that the Act on Control of Household Products Containing Harmful Substances* is applicable as "other laws"), or where information on Serious Product Incidents reported to the Consumer Affairs Agency is related to the jurisdiction of another ministry or agency, the Consumer Affairs Agency will appropriately notify or forward the information to the relevant competent ministerial agency for the convenience of the manufacturer or importer.
*Act on Control of Household Products Containing Harmful Substances (Act No. 112 of October 12, 1973)

- ◇ Effective December 25, 2025, the Consumer Product Safety Act, etc. was amended to designate foreign importers of specified products, etc. as specified importers and to establish a domestic administrator to take necessary measures to prevent the occurrence and spread of safety hazards to the lives or health of general consumers in Japan due to the specified products, etc. imported by the specified importers. In reporting Serious Product Incidents at specified importers, it is conceivable that the report may be submitted via a domestic administrator.

★Excerpt from the Order for Enforcement of the Consumer Product Safety Act

(The Other Acts Which Should Prevent the Occurrence and Amplification of Safety Hazards Caused by Serious Product Incidents)

Article 12 The other Act specified by Cabinet Order as referred to in Article 35, Paragraph (4) of the Act is the Act on Control of Household Products Containing Harmful Substances (Act No. 112 of 1973).

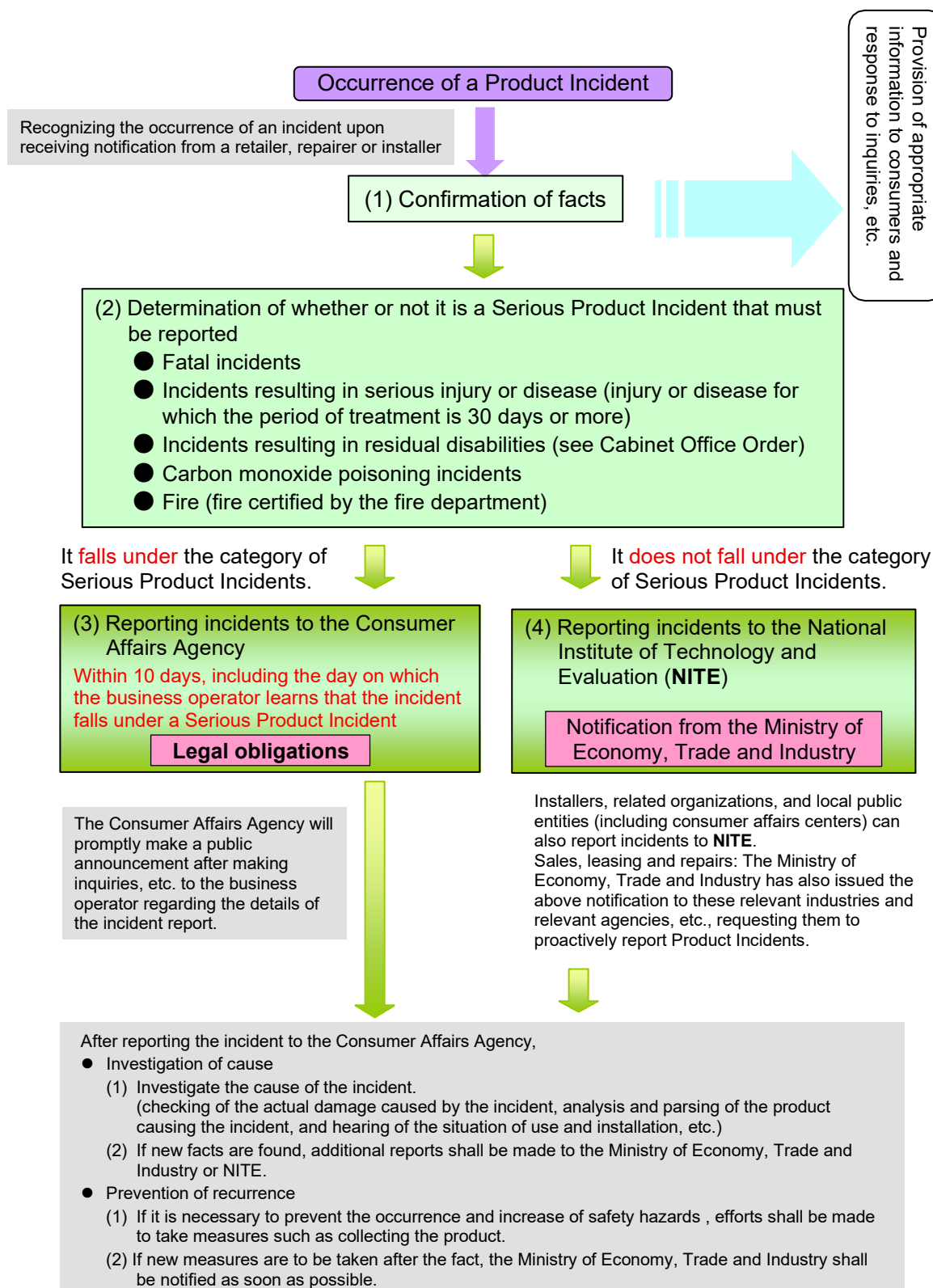
(Competent Minister and Order of the Competent Ministry)

Article 15 The competent minister for the particulars provided for in Article 54, Paragraph (1), item (iii) of the Act (excluding the particulars concerning the collection of information under the provisions of Article 33 of the Act, the receipt of a notice under the provisions of Article 35, Paragraph (3) of the Act, the consultation under the provisions of Article 36, Paragraph (2) of the Act and the investigation under the provisions of Paragraph (3) of that Article, the consultation under the provisions of Article 37, Paragraph (2) of the Act and the request under the provisions of Paragraph (3) of that Article, the orders under the provisions of Article 39, Paragraph (1) of the Act, and the request under the provisions of Article 39-2, Paragraph (1) of the Act) and the particulars provided for in Article 54, Paragraph (1), item (iv) of the Act (excluding the particulars concerning the recommendations under the provisions of Article 32-8, Paragraph (1) of the Act and the publication under the provisions of Paragraph (2) of that Article, and the collection of information under the provisions of Article 32-23, Paragraph (1) of the Act) is the Minister of Economy, Trade and Industry.

- 2 The competent minister for the particulars concerning the recommendations under the provisions of Article 32-8, Paragraph (1) of the Act and the publication under the provisions of Paragraph (2) of that Article is the minister having jurisdiction over the business in which the enterprise transacting specified products requiring maintenance engages.

4.3 How to fulfill reporting obligations

- ◇ The flow from the occurrence of a Product Incident to the reporting to the Consumer Affairs Agency is described below.



4.4 Concept of confirmation of facts, determination of serious incidents, and reporting deadlines

- ◇ When a manufacturer or importer is contacted regarding the occurrence of an incident, it is necessary to verify the facts. Especially in cases where there is a high possibility of a Serious Product Incident, **it is important to accurately "understand the details of the incident"** as indicated in (1) below as soon as possible.
 - (1) Understanding the details of the incident
 - Sources of information (contact information, name of the business operator, name of the contact person, etc.)
 - Product in which the incident occurred (product name, brand name, model/type name, etc.)
 - Circumstances of the incident (date, place, and nature of incident)
 - Human damage (number of deaths, number of injuries), etc.
 - (2) Investigation of the relevant product, model or type [internal information gathering]
 - Date and quantity of manufacture, import, and sale of the relevant product or model product
 - Information on incidents, failures, complaints, etc. for the same or similar products
 - Confirmation of internal correspondent (department in charge, title, name, contact information, etc.)
- ◇ Next, based on the facts gathered above, whether the incident falls under a Serious Product Incident under the Consumer Product Safety Act will be determined from the following perspectives. If you have difficulty in making a determination, please refer the matter to the Consumer Affairs Agency as soon as possible within the reporting deadline.
 - (1) **Does it fall under Consumer Products?**
 - (2) **Can you say 100% that it was not an incident caused by a product defect?**
 - (3) **Do the details of the safety hazard or the manner of the incident, involve death, serious injury or disease, residual disabilities, carbon monoxide poisoning or fire?**
 - (4) **Is the relevant fire recognized and treated as a fire by the fire department?**
- ◇ If, based on the above results, it is determined that the incident falls under a Serious Product Incident, the party obliged to report the incident must report it to the Consumer Affairs Agency within 10 days, including "the day on which the party became aware that the incident meets the requirements for a Serious Product Incident."
- ◇ The "day on which the party obliged to report the incident became aware that the incident meets the requirements for a Serious Product Incident" is the time when one of the departments of the business operator (e.g., one employee who is in charge of the customer service center and received the call) became aware of the incident. This is not the time when the head of the business operator or the incident response department finds out. Therefore, it is necessary to establish and confirm in advance the procedures to be followed when responding to any incident report received on a daily basis.

- ◇ Prioritizing the collection of detailed information must not lead to a delay in informing consumers of the fact that an incident has occurred, resulting in a situation where many incidents involving similar products occur.
- ◇ Therefore, when you become aware of the occurrence of a Serious Product Incident, you must make every effort to gather the maximum amount of information within a limited period of time and report it to the Consumer Affairs Agency within 10 days, including the day you became aware of the incident. Note that **information collection here does not refer to the collection of information pertaining to the cause of the incident (investigation of the cause of the incident), but rather to the understanding of the details of the incident.**
- ◇ After reporting to the Consumer Affairs Agency, please continue to investigate the actual damage caused by the relevant Product Incident and investigate its cause, etc. If new facts are found, or new measures are taken after the fact, please submit an additional report (second report) as soon as possible. If the incident information is not made public, it should be reported to the Consumer Affairs Agency; if it is made public, it should be reported to the Ministry of Economy, Trade and Industry.

Q&A Identifying Serious Product Incidents

<p>● If an incident occurs that appears to be mild carbon monoxide poisoning as reported by the individual, is it necessary to report it anyway? Is a doctor's medical certificate required for reporting?</p>
<p>Answer Carbon monoxide poisoning, regardless of whether the symptoms are mild or serious, falls under a Serious Product Incident and is subject to reporting. To prevent the spread of safety hazards, any suspected carbon monoxide poisoning must be reported within 10 days, including the day you became aware of the relevant incident.</p> <p>Thereafter, in order to gather additional information on whether carbon monoxide poisoning is involved and to accurately grasp the safety hazard, the final determination of whether carbon monoxide poisoning is involved will be made with the victim's consent and by a doctor's medical certificate.</p>
<p>● If the victim does not show us the doctor's medical certificate and we cannot determine a Serious Product Incident, is it correct to not report it to the Consumer Affairs Agency because it is not possible to judge a Serious Product Incident?</p>
<p>Answer If you are not sure whether the incident falls under a Serious Product Incident without a doctor's medical certificate, please explain it fully to the victim and make efforts to obtain his/her cooperation. If the medical certificate is still not shown, it is possible to determine whether or not the incident falls under a Serious Product Incident even without a medical certificate if the facts of treatment, etc. are clear by other means, for example, receipts from medical institutions, etc., or if the circumstances of human damage are clear through interviews with the victim, etc. Therefore, if an incident meets the requirements for a Serious Product Incident, a report needs to be submitted to the Consumer Affairs Agency even without a doctor's medical certificate.</p>
<p>● In the requirements for a Serious Product Incident, it is stipulated that "the period required for treatment is 30 days or more." What exactly is the period required for treatment?</p>
<p>Answer The "period required for treatment" is the period of time during which the patient is being treated by a doctor; therefore, the date of commencement of treatment may differ from the date of the incident. Note that "treatment" includes medication and rehabilitation. In the case of a transfer, the calculation of the period will be made from the date of commencement of treatment at the original hospital. However, if the period of time does not involve treatment, but merely a follow-up period, it is not included in the period required for treatment.</p>
<p>● Regarding the determination of full recovery;</p>
<p>Answer In general, the period of full recovery is often used as the "period of time that requires treatment" by a medical institution. For example, if the medical certificate states one month for full recovery, this is interpreted as falling under the requirements for a Serious Product Incident.</p>
<p>● Is it correct to assume that if the patient is fully cured in less than 30 days, there is no obligation to report it?</p>
<p>Answer If there is no residual disability as defined by the Cabinet Office Order and the period of treatment is less than 30 days, it does not fall under a Serious Product Incident at that time and does not need to be reported to the Consumer Affairs Agency. However, for minor injuries or minor incidents, the National Institute of Technology and Evaluation (NITE) collects incident information, so please report them to NITE.</p> <p>If at a later date, while gathering additional information, it is discovered that the treatment required 30 days or more, it must be reported to the Consumer Affairs Agency within 10 days, including the date of recognition.</p>

● Who determines the full recovery time of 30 days? What happens if it is found to be less than 30 days after a Serious Product Incident is reported, or if the victim was hospitalized for a minor injury but ultimately dies or is seriously injured?

Answer Basically, the doctor will diagnose the victim's treatment. At that time, the expected number of days of treatment will be determined.

If a Serious Product Incident is reported because the period of treatment was initially diagnosed as 30 days or more, but it is later discovered that the period of treatment was less than 30 days, please file an additional report with the Consumer Affairs Agency with detailed circumstances.

If the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry receive additional reports and are able to determine that the incident does not meet the requirements for a Serious Product Incident, the incident will be deliberated at the "Joint Meeting of the Product Incident Information Review Committee of the Consumer Affairs Agency and the Third-Party Committee for Judging Product Incidents of the Product Safety Subcommittee of the Consumer Affairs Council" as "an incident that was found not to be a Serious Product Incident," and the fact will be made public.

On the other hand, in the case of an incident that initially resulted in a minor injury but subsequently resulted in death or serious injury, you must report the incident to the Consumer Affairs Agency within 10 days, including the date of recognizing that it meets the requirements for a Serious Product Incident (the date on which you became aware that it resulted in the death or serious injury), unless it is obvious that the relevant incident was not the cause. For minor injuries or minor incidents, NITE collects incident information, so please report them to NITE.

● When an incident occurs, is it necessary to report the number of injured persons, including the number of persons who carried out the rescue or fire-extinguishing operation (including dispatch of relevant agencies, etc.) who suffered damage, if any?

Answer As a general rule, if it is clear that the persons suffered damage in the rescue or fire-extinguishing operation, it should not be included in the number of human damage of the relevant incident, but if it is not clear, the number of casualties should be included in the report.

● If the fire department is dispatched, should a Serious Product Incident Report be filed as there was a fire?

Answer A fire under this Act will be one that is certified by the fire department as a "fire in the Fire Service Act." It is not whether the fire department is dispatched or not.

If the business operator receives information that a fire involving its product has occurred, the business operator should immediately contact the fire department to confirm whether or not the fire is certified. If, upon confirmation, it is found to have been certified as a fire, it falls under the requirements for a Serious Product Incident and must be reported to the Consumer Affairs Agency within 10 days, including the date of recognition.

● If a fire breaks out but the fire department says that the relevant product is not the source of the fire, is it necessary to report it?

Answer If the business operator receives information that a fire involving its product has occurred, the business operator should immediately contact the fire department to confirm whether or not the fire is certified. If, as a result of the confirmation, the fire department has certified the fire, but the investigation of the relevant product has been completed and a decision has been made by the firefighting organization, such as "the relevant product is not the source of the fire," or "due to misuse by the consumer," the Consumer Affairs Agency will make a decision as to whether the fire falls under an "incident clearly not caused by a defect in the product" under Article 2, Paragraph (5) of the Act. Please contact the Consumer Affairs Agency with the contact information of the fire department that made the decision, the reason for the decision, and information on the source of the fire.

Note that "a decision made by the firefighting organization" requires that the decision is made as a firefighting organization, not as a comment by an individual firefighting officer.

<p>● An incident that falls under a fire is certified by the fire department as a fire, but if the fire is extinguished spontaneously or by the victim, is it reportable?</p>
<p>Answer Even if the fire is extinguished spontaneously or by the victim, the business operator is expected to check with the fire department, as the fire department may have certified the fire. If, upon confirmation, it is found to have been certified as a fire, it falls under the requirements for a Serious Product Incident and must be reported to the Consumer Affairs Agency within 10 days, including the date of recognition. In addition, if the fire department has not issued a fire certification, it does not fall under a Serious Product Incident. However, even if the incident does not lead to a fire, NITE collects incident information, so please report them to NITE.</p>
<p>● Even if I have been informed of the occurrence of a Serious Product Incident through a contact from the police, fire department, hospital, etc., and when there is little information and the details of the victim or incident cannot be ascertained, do I have to report the incident to the Consumer Affairs Agency?</p>
<p>Answer If an incident meets the requirements for a Serious Product Incident, it must be reported to the Consumer Affairs Agency, even if information on the victim and details of the incident are not available. When information is received from these relevant agencies, it must be assumed that the information is related to a Product Incident. Therefore, a Serious Product Incident must be reported to the Consumer Affairs Agency by the reporting deadline to the extent that the details of the incident are known based on the information obtained from the relevant agencies. If you receive information about the incident directly from the victim, etc., you must immediately confirm the extent of injuries, etc., and if it is found that the incident meets the requirements for a Serious Product Incident, you must submit a report within 10 days, including the date of recognition.</p>
<p>● Are Serious Product Incidents caused by failure to follow usage precautions subject to reporting?</p>
<p>Answer It is not simply a matter of clearly stating precautions, etc. in the instruction manual. It is necessary to determine on an individual basis whether the description and content are appropriate. Therefore, it is necessary to submit a report if it is unclear whether the incident falls under an "incident clearly not caused by a defect in the product." In addition, as mentioned above (see p. 23), Serious Product Incidents caused by age-related deterioration are subject to reporting because it is not "clear that the incident is not caused by a defect in the product."</p>
<p>● Are incidents caused by carelessness of the user or use of the product for other than its intended purpose subject to reporting?</p>
<p>Answer It is necessary to make a judgment on a case-by-case basis. Careful consideration must be given to judging whether the incident was caused by the user's carelessness or use of the product for other than its intended purpose. If it is clear that the product is being used in a manner completely different from how it was originally intended, it may fall under the category of an "incident clearly not caused by a defect in the product," so please contact the Consumer Affairs Agency if you are unsure of your decision.</p>
<p>● When does the deadline for reporting a Serious Product Incident start if a user has informed us of a previous incident?</p>
<p>Answer The Cabinet Office Order stipulates that the reporting deadline for a Serious Product Incident begins "within 10 days from the day on which you become aware of the occurrence of a Serious Product Incident." This is not the date of occurrence of the incident.</p>
<p>● If there is more than one product at the fire site, is it necessary to submit a Serious Product Incident Report for all products at the fire site?</p>
<p>Answer If the source of the fire is unknown, all products involved in the relevant fire are subject to a Serious Product Incident Report. However, in the case of complete destruction by fire where the source of the fire is unknown, it is interpreted that not all products that were indoors are covered, but only those that were at the site where the fire is believed to have originated.</p>

● **How should we report if there are multiple products from the same business operator at the scene of a fire?**

Answer A Serious Product Incident Report must be filed for each product sold to consumers. Therefore, if there are different models and types of products, a report must be prepared and submitted for each product.

Q&A Concept of Starting Date and Deadline for Reporting

● **When manufacturing products, there are cases in which the products are manufactured under contract at domestic manufacturers (subcontract factories), etc. In this case, when an employee of a subcontract factory learns of a Serious Product Incident, it is imperative to contact the manufacturer who is the outsourcer. Is it correct to think that the starting date of the manufacturer, who is only obliged to report, is the time when the employee of the subcontract factory contacted us?**

Answer That is correct. "The day on which the party obliged to report becomes aware of the occurrence of a Serious Product Incident first" is the starting date.

● **When a business operator engaged in sales or repair within a group company that includes the manufacturer or importer of a product in which a Serious Product Incident has occurred learns of the occurrence of a Serious Product Incident, is the manufacturer or importer required to report it within 10 days from this point? Or is the report to be made within 10 days after the manufacturer or importer within the group company receives the incident information from the business operator engaged in sales or repair?**

Answer Under the Cabinet Office Order, manufacturers or importers who are obliged to report are obliged to do so within 10 days from the day on which they become aware of the occurrence of a Serious Product Incident. In this case, even if it is a group company, there is no problem as long as the first day is set at the time when the business operator engaged in sales or repair, which is a separate legal entity, notifies the business operator that actually manufactured or imported the product of the Serious Product Incident, and the report is made within 10 days from that point (e.g., if the incident is recognized on the 3rd, the deadline for submission is the 12th).
However, in malicious cases, such as intentionally establishing a separate legal entity to evade reporting a Serious Product Incident, or when the entire group operates as one entity under a parent company, reporting obligations may be imposed on the parent company.

● **Does the 10-day reporting deadline include Saturdays, Sundays and national holidays? Also, how is the reporting deadline interpreted if the 10th day falls on a Saturday, Sunday or a national holiday?**

Answer The "within 10 days" reporting deadline specified in Article 3 of the Cabinet Office Order includes Saturdays, Sundays, and national holidays.
If the 10th day is a Saturday, Sunday, national holiday, or a day when the Consumer Affairs Agency is closed for the year-end and New Year holidays (December 29 to January 3), the reporting deadline will be the following day (Article 2 of the Act on Holidays of Administrative Organs).
If December 30 falls on the 10th day, the reporting deadline will be January 4, after the year-end and New Year holidays. If January 4 is a Sunday, the report must be submitted by Monday the 5th, and must be submitted by the 5th. Similarly, if January 4 is a Saturday, the report must be submitted by Monday the 6th, and must be submitted by the 6th.
As described in "4.6 How to Report Serious Product Incidents," reports can be submitted by email, web, etc. Please be careful not to exceed the reporting deadline of 10 days.

4.5 Reporting Serious Product Incidents to the Consumer Affairs Agency

- ◇ When reporting a Serious Product Incident to the Consumer Affairs Agency under the Consumer Product Safety Act, please use "Form 1," as stipulated in Article 3 of the Cabinet Office Order, and enter the information in Japanese.
- ◇ The reporting forms in this handbook can be downloaded from the "**Consumer Product Safety Act (Serious Product Incident Information Reporting and Publication System)**" on the website of the Consumer Affairs Agency or the "**Product Safety Guide (Reporting Serious Product Incidents)**" on the website of the Ministry of Economy, Trade and Industry.

Website of the Consumer Affairs Agency Consumer Product Safety Act
https://www.caa.go.jp/policies/policy/consumer_safety/centralization_of_accident_information/index.html#product_safety_law

Website of the Ministry of Economy, Trade and Industry "Product Safety Guide (Reporting Serious Product Incidents)"
https://www.meti.go.jp/product_safety/producer/guideline/index.html

[Reporting Form for Serious Product Incidents under the Consumer Product Safety Act]

Form 1 (Re: Article. 3)

(Note) Do not fill in the fields marked with "**".

Report

*Control number	
*Date of receipt	MM/DD/YY:

Product name *The trade name of the product should be listed in the "Trade name (Brand Name)" field.			Trade name (Brand name)		
			Model, Type	(Place of production:)	
Date of incident	MM/DD/YY: , AM / PM, around o'clock				
Presence or absence of fire	1.Yes 2.No	Presence or absence of carbon monoxide poisoning	1.Yes 2.No	Presence or absence of product damage	1.Yes 2.No
Human damage classification	(1) Deaths (number of persons:)				
	(2) Injury or disease (requiring 30 days or more for treatment) (number of persons:) (If any of the following residual disabilities occurred, enter the total number of persons with the corresponding disability.) 1. Visual impairment (number of persons:) 2. Impairment of hearing or equilibrium function (number of persons:) 3. Impairment of smell (number of persons:) 4. Impairment of vocal function, language function, or masticatory function (number of persons:) 5. Orthopedic impairment (number of persons:) 6. Impairment of cardiovascular function (number of persons:) 7. Impairment of respiratory function (number of persons:) 8. Impairment of digestive function (number of persons:) 9. Impairment of urinary function (number of persons:)				
	(3) Injury or disease (requiring less than 30 days for treatment) (number of persons:) (If any of the following residual disabilities occurred, enter the total number of persons with the corresponding disability.) 1. Visual impairment (number of persons:) 2. Impairment of hearing or equilibrium function (number of persons:) 3. Impairment of smell (number of persons:) 4. Impairment of vocal function, language function, or masticatory function (number of persons:) 5. Orthopedic impairment (number of persons:) 6. Impairment of cardiovascular function (number of persons:) 7. Impairment of respiratory function (number of persons:) 8. Impairment of digestive function (number of persons:) 9. Impairment of urinary function (number of persons:)				
	(4) No human damage				

**[Reporting Form for Serious Product Incidents under the Consumer Product Safety Act
(example of entry)]**

(Note) Do not fill in the fields marked with "**".

*Control number	
*Date of receipt	MM/DD/YY:

Product name *The trade name of the product should be listed in the "Trade name (Brand Name)" field.	Electric heater		Trade name (Brand name)	KEISAN	
			Model, Type	ABC-123 (Place of production: Japan)	
Date of incident	April 1, 2007, AM / <input checked="" type="checkbox"/> PM, around o'clock				
Presence or absence of fire	<input checked="" type="checkbox"/> Yes 2.No	Presence or absence of carbon monoxide poisoning	1.Yes <input checked="" type="checkbox"/> No	Presence or absence of product damage	<input checked="" type="checkbox"/> Yes 2.No
Human damage classification	(1) Deaths (number of persons:) (2) Injury or disease (requiring 30 days or more for treatment) (number of persons:) (If any of the following residual disabilities occurred, enter the total number of persons with the corresponding disability.) 1. Visual impairment (number of persons:) 2. Impairment of hearing or equilibrium function (number of persons:) 3. Impairment of smell (number of persons:) 4. Impairment of vocal function, language function, or masticatory function (number of persons:) 5. Orthopedic impairment (number of persons:) 6. Impairment of cardiovascular function (number of persons:) 7. Impairment of respiratory function (number of persons:) 8. Impairment of digestive function (number of persons:) 9. Impairment of urinary function (number of persons:)				
	(3) Injury or disease (requiring less than 30 days for treatment) (number of persons: 1) (If any of the following residual disabilities occurred, enter the total number of persons with the corresponding disability.) 1. Visual impairment (number of persons:) 2. Impairment of hearing or equilibrium function (number of persons:) 3. Impairment of smell (number of persons:) 4. Impairment of vocal function, language function, or masticatory function (number of persons:) 5. Orthopedic impairment (number of persons:) 6. Impairment of cardiovascular function (number of persons:) 7. Impairment of respiratory function (number of persons:) 8. Impairment of digestive function (number of persons:) 9. Impairment of urinary function (number of persons:)				
Details of the incident	(4) No human damage				
	(1) Facts (circumstances at the time of the incident, background, etc.) About 20 minutes after the electric heater was turned on, there was a "bang" sound and flames rose from the back, spreading to the walls and ceiling and causing fire damage. The consumer used bath water to extinguish the fire and called the fire department. During firefighting, the consumer sustained burns that require 10 days to fully recover. Number of Serious Product Incident involving the model, type in question: cases (excluding this case)				
	(2) Causes of incident 1. Design defects <input checked="" type="checkbox"/> 2. Manufacturing defects 3. Defective parts or materials used 4. Age-related deterioration 5. Inadequate labeling 6. Inadequate instruction manual 7. Improper installation or construction work 8. Unknown due to investigation not started or underway 9. Unknown due to unavailability of investigation 10. Others () (Describe the details below. If 8. is selected, describe investigation policy, investigation schedule and other future plans.) There was a variation in the amount of solder to which the O O x x x components used in the substrate were attached, and a solder peeling occurred due to repeated cooling and heating as a result of the opening and closing of the power supply, and the heat dissipation decreased, leading to ignition.				

In case of fire, clearly state (1) whether the product is in use, stopped, or being charged, (2) whether the product has ignited, (3) whether the fire has spread or burned to the surrounding area, and (4) whether the fire has been certified.

	<p>(3) Measures to prevent recurrence of incident</p> <ol style="list-style-type: none"> 1. Discontinuation of manufacturing 2. Discontinuation of import 3. Discontinuation of sales 4. Product improvement 5. Improvement of manufacturing process 6. Strengthening of quality control 7. Product recall 8. Product inspection and repair 9. Alert to consumers 10. Improvement of labeling 11. Improvement of instruction manual 12. No specific measures 13. Under consideration 14. Others () <p>(Describe in detail the measures taken to prevent recurrence for products to be sold in the future and for products already sold. If 13. is selected, describe response policy, response schedule and other future plans.) Since there is a possibility of a recurrence of the incident, the company shall make the sold products known to the public through newspaper advertisements and its own website, take measures to recall the products free of charge, and review and improve the soldering process.</p> <p>(4) Name and contact information of the organization that investigated the cause of the incident (Name): CDE Laboratory (Contact information): □□□-ku, Tokyo 03-○○○○-××××</p> <p>(5) Name and contact information of the organization storing products causing the incident (Name): Keizai Sangyo Co. Ltd. (Contact information): 1-3-1 Kasumigaseki, Chiyoda-ku, Tokyo 03-3501-1511</p>
Trigger for recognizing the incident	<p>(The trigger of recognition): <input checked="" type="radio"/> The fire department called our company and recognized that a fire incident had occurred.</p> <p>(Date of recognition) May 15, 2007, AM / <input checked="" type="checkbox"/> PM, around 10:00 o'clock</p>
Incident location *Address should be listed starting from prefecture.	<p>● (Address): 1-2-3, △△, ○○-ku, Tokyo</p> <p>(Specific location): Living room</p>

☆ Manufacturing period and quantity of the product model, type in question	(Period): From: April 1, 2000 To: December 16, 2006
	(Quantity):
☆ Import period and quantity of the product model, type in question	(Period): From: Month, Day, Year To: Month, Day, Year
	(Quantity):
☆ Sales period and quantity of the product model, type in question	(Period): From: May 1, 2000 To: April 5, 2007
	(Quantity): 28,000 units

When there is a request for disclosure of this report pursuant to the Act on Access to Information Held by Administrative Organs (Act No. 42 of 1999), if there is any particular hindrance to disclosing the descriptions pertaining to the items marked with ☆, black out the corresponding box below.

<input type="checkbox"/> When there is a request for disclosure based on the Act on Access to Information Held by Administrative Organs, there is a particular hindrance to disclosing the descriptions pertaining to the items marked with ☆.
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Name of manufacturer, importer (corporation name/sole proprietor name, etc.) and its address, etc.	<p>(Name): Keizai Sangyo Co. Ltd. (Type of business of reporter) <input checked="" type="checkbox"/> Manufacturer <input type="checkbox"/> 2. Importer (*) (Notification) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>In case of "1. Yes", name of the law on which the notification is based: <input checked="" type="checkbox"/> Electrical Appliances and Materials Safety Act (Previously known as: Electrical Appliance and Material Control Act) 2. Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas 3. Gas Business Act 4. Consumer Product Safety Act</p>
	<p>(Location): 1-3-1 Kasumigaseki, Chiyoda-ku, Tokyo (Phone number): 03-3501-1511 (Department in charge): Product Incident Response, Product Safety Division (Phone number of the department in charge): 03-3501-1707 ● (Job title of person in charge): Product Incident Response Section ● (Name of person in charge): Product Incident Response Section ● (Email address): Taro Seiyasu</p>
Name and address of business association to which your company belongs	<p>(Name): ZZZZ Industrial Association (Location): 9-8-7 △△△, ◎◎-ku, Tokyo (Phone number): 03-○○○○-××××</p>
*In the case of a specified importer, name and address, etc. of the domestic administrator	<p>(Name): (Address): (Phone number): ● (Name of person in charge): ● (E-mail address):</p>

(Remarks) 1 The size of this paper should be A4 of the Japanese Industrial Standards.
2 In principle, the information in the items marked with ● (for the location of the incident (address), limited to the portion below the town/village) shall not be disclosed even if there is a request for disclosure based on the Act on Access to Information Held by Administrative Organs, but the job title and names of corporate officers and other information that has already been made public shall be disclosed.

List them when the notification is made pursuant to any of the following laws: (1) Consumer Product Safety Act, (2) Electrical Appliances and Materials Safety Act, (3) Gas Business Act, or (4) Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas (LPG Supplies).

◇ In addition to the report required by Article 3 of the Cabinet Office Order (Form 1), **please also submit the "Reference Materials"** provided in the notification from the Ministry of Economy, Trade and Industry (September 1, 2009 Commerce Bureau No. 2, dated September 1, 2009, "Requests for Provision of Information on Incidents Caused by Consumer Products, etc. and Establishment of System in the Industry," and March 3, 2011 Commerce Bureau No. 1, dated March 4, 2011, "Requests for Provision of Information on Incidents Caused by Consumer Products, etc.") **as attached documents to the Form 1**. Furthermore, **please attach diagrams, photographs, and other materials as necessary**.

- "Requests for Provision of Information on Incidents Caused by Consumer Products, etc. and Establishment of System in the Industry (September 1, 2009 Commerce Bureau No. 2, dated September 1, 2009)"
- "Requests for Provision of Information on Incidents Caused by Consumer Products, etc." (March 3, 2011 Commerce Bureau No. 1, dated March 4, 2011)

https://www.meti.go.jp/product_safety/producer/guideline/file/handbook_3.p df

◇ When reporting personal information to the Consumer Affairs Agency, such as "(1) Victim" and "(7) Owner of the Accidental Product" in the "Reference Materials," please obtain consent from the victim and owner to report their names and other personal information.

◇ With regard to the handling of personal information in reports and reference materials, the Ministry of Economy, Trade and Industry (METI) established in July 2008 the "Guidelines for the Handling of Personal Information under the Consumer Product Safety Act." Please refer to the guidelines for the purpose of use, comparison of the two laws, and security measures applicable under the Consumer Product Safety Act.

Guidelines for the Handling of Personal Information under the Consumer Product Safety Act

https://www.meti.go.jp/product_safety/producer/shouan/07_shouan_guideline_2.pdf

	In the preceding Paragraphs 2. through 5 (Contents)	1. Paid 2. Free	Victim's response	1. Satisfied 2. Unsatisfied
	(Amount offered: _____ yen) (Amount paid: _____ yen)			

(Note) If there is more than one victim, enter the information for each victim.

(7) Owner of the accidental product	Furigana	
	(Last name):	(First name):
	(Address)	
	(Phone number)	
(8) Date of purchase, etc. and where the product is purchased	Purchased on MM/DD/YY:	Duration of product use _____ years and _____ months
	1. Department store 2. Supermarket 3. General store 4. Specialty store 5. Mass retailer 6. Home improvement store 7. Mail order sales 8. Second-hand goods dealer 9. Mutual aid organization, etc. 10. Manufacturer 11. Importer 12. Others (_____) 13. Unknown	
(9) Name of the mark, etc. affixed		Presence or absence of instruction manual 1. Yes 2. No 3. Unknown Warranty attached or not 1. Yes 2. No 3. Unknown Warranty expiration date from date of purchase/production date: _____ years and _____ months

- (Remarks)
- 1 The size of the paper should be A4 of the Japanese Industrial Standards.
 - 2 The materials are intended to supplement the information in the report (Form 1 in Article 3 of Cabinet Office Order) and reporting is voluntary.
 - 3 When reporting, attach photographs, diagrams, etc. related to the Product Incident, as appropriate.
 - 4 When information is entered in the bold-lined field in (1) above, it is necessary to obtain the victim's consent to provide such information to the government together with the information in fields (2) through (6) above (however, if the information is not entered in the bold-lined field in (1) above, consent is not required).
 - 5 When information is entered in the bold-lined field in (7) above, it is necessary to obtain the consent of the owner of the accidental product to provide such information to the government together with the information in field (8) above (however, if the information is not entered in the bold-lined field in (7) above, consent is not required).
 - 6 In principle, the information entered in the bold-lined fields in (1) and (7) above (for the address, limited to the portion below the town/village level) and the items marked with ● shall not be disclosed even if there is a request for disclosure in accordance with the Act on Access to Information Held by Administrative Organs (Act No. 42 of 1999), but the information that has already been made public shall be disclosed.

**[Form of Reference Material Attached to the Reporting Form under the Consumer Product Safety Act
(example of entry)]**

(Note) Do not fill in the fields marked with "*".

Reference Materials

*Control number	
*Date of receipt	MM/DD/YY

Report author (If different from the manufacturer/ importer listed in the report, please state.)	(Name and name of the institution) XX Sales (Designation) ◎◎◎◎ e-mail: 123soudan@xxxxx-hanbai.co.jp
	(Address): 3-4-5, VVV-ku, Tokyo (Phone number): 03-△△△△-◆◆◆◆ (FAX): 03-△△△△-◆◆99

(1) Victim	Furigana: Hanako Shohi		Gender	1. Male	<input checked="" type="checkbox"/> 2. Female
	(Last name) Shohi	(First name) Hanako		● (Age: 30 years old)	
(Address) xx678, △△-ku, Tokyo					
(Phone number) 03-www-xxxx					
Name of company from which you purchased (XYZ Electric Store)					
(2) Details of human damage	1. Death 2. <u>Injury or disease (requiring 30 days or more for treatment)</u> 3. <u>Injury or disease (requiring less than 30 days for treatment)</u>				
(3) Human damage classification	1. Fracture 2. Bruise 3. Laceration 4. Abrasion 5. <u>Burn</u> 6. Skin disorder 7. Visual impairment 8. Impairment of hearing or equilibrium function 9. Impairment of olfactory function 10. Impairment of vocal function, language function, or masticatory function 11. Orthopedic impairment 12. Impairment of cardiovascular function 13. Impairment of respiratory function 14. Impairment of digestive function 15. Impairment of urinary function 16. Carbon monoxide poisoning 17. Poisoning other than carbon monoxide poisoning () 18. Choking 19. Electric shock 20. Others ()				
(4) Status of recovery	<u>1. Full recovery</u> 2. Undergoing treatment 3. Unknown Full recovery (days, inpatient days, outpatient days)				
●(5) Victim's request	1. <u>Reimbursement for the amount of damage</u> 2. Replacement of product 3. Repair/inspection 4. Pick-up (repayment) 5. Compensation 6. <u>Investigation and investigation of cause</u> 7. Apology (no other request) 8. Others () 9. No request				
	(Contents) I would like to be reimbursed for the amount of damage, and an investigation into the cause of why the incident occurred should be conducted and reported.				

●(6) Measures for the victim	1. <u>Payment for the amount of damage</u>		
	2. <u>Replacement of product</u>		
	3. Replacement of parts 4. Repair/inspection 5. Provision of parts 6. Pick-up (repayment) 7. Payment of compensation 8. Explanation of cause of incident, etc. 9. Payment of condolence money 10. No specific measures 11. Negotiating with victim 12. Pending (court case, etc.) 13. Apology 14. Others ()		
In the preceding Paragraphs 2. through 5	1. Paid <u>2. Free</u>	Victim's response	<u>1. Satisfied</u> 2. Unsatisfied
(Contents) The cause of the incident was explained and reimbursement was made for the amount of damage. In addition, an electric heater that had become out of service due to the incident was replaced with another type of electric heater. (Amount offered: △△△△△ yen) (Amount paid: ××××× yen)			

(Note) If there is more than one victim, enter the information for each victim.

(7) Owner of the accidental product	Furigana: Hanako Shohi			
	(Last name): Shohi	(First name): Hanako		
	(Address) xx678, △△-ku, Tokyo			(Phone number) 03-ww-xxxx
(8) Date of purchase, etc. and where the product is purchased	Purchased on January 20, 2006			Duration of product use 1 years and 0 months
	1. Department store 2. Supermarket 3. General store <u>4. Specialty store</u> 5. Mass retailer 6. Home improvement store 7. Mail order sales 8. Second-hand goods dealer 9. Mutual aid organization, etc. 10. Manufacturer 11. Importer 12. Others () 13. Unknown			
(9) Name of the mark, etc. affixed	PSE	Presence or absence of instruction manual <u>1. Yes</u> 2. No 3. Unknown Warranty attached or not <u>1. Yes</u> 2. No 3. Unknown Warranty expiration date from date of purchase/production date: 1 years and 0 months		

- (Remarks)
- The size of the paper should be A4 of the Japanese Industrial Standards.
 - The materials are intended to supplement the information in the report (Form 1 in Article 3 of Cabinet Office Order) and reporting is voluntary.
 - When reporting, attach photographs, diagrams, etc. related to the Product Incident, as appropriate.
 - When information is entered in the bold-lined field in (1) above, it is necessary to obtain the victim's consent to provide such information to the government together with the information in fields (2) through (6) above (however, if the information is not entered in the bold-lined field in (1) above, consent is not required).
 - When information is entered in the bold-lined field in (7) above, it is necessary to obtain the consent of the owner of the accidental product to provide such information to the government together with the information in field (8) above (however, if the information is not entered in the bold-lined field in (7) above, consent is not required).
 - In principle, the information entered in the bold-lined fields in (1) and (7) above (for the address, limited to the portion below the town/village level) and the items marked with ● shall not be disclosed even if there is a request for disclosure in accordance with the Act on Access to Information Held by Administrative Organs (Act No. 42 of 1999), but the information that has already been made public shall be disclosed.

4.6 How to Report Serious Product Incidents

- ◇ Reporting a Serious Product Incident to the Consumer Affairs Agency can be done either by email, by web input from the Consumer Affairs Agency website, or by bringing the report in person. If email or web input is not available, applications will be accepted by mail.
- ◇ When reporting a Serious Product Incident, please follow the procedures for each of the methods listed below.

Reporting by email

(1) Subject of the email

When reporting by email, please include the "product name," "name of the business operator," and "prefecture of occurrence" in the subject line so that it can be determined that the incident does not overlap with other Serious Product Incidents that are reported to the Consumer Affairs Agency's email address in large numbers.

Example of subject: Serious Product Incident Report (Electric heater, XXX Co., Ltd., Kanagawa Prefecture)

If, after the initial report (first report) sent within the statutory deadline, an additional report (second report) containing additional information newly identified by the time of publication by the Consumer Affairs Agency is sent to the Consumer Affairs Agency, please add "Additional Report" in the subject line to distinguish it from the first report that has been sent earlier.

(2) Items to be included in the body of the email

The report includes a space for the name of the contact person and his/her contact information. If there is another contact person who will be contacted by the Consumer Affairs Agency first, in addition to the relevant contact person, please include the name of the department, name of the contact person, phone number, and email address in the body of the email.

(3) Items to be attached to the email

- Report in Form 1 as stipulated in Article 3 of the Cabinet Office Order (2 pages in total)
- Reference Materials (2 pages in total)
- Others (as necessary, diagrams of the incident site, photographs, instruction manuals, installation manuals, samples of the main unit display, etc.)

*Please describe in detail the information known to the business operator in the report, even if the number of lines or pages of the form may increase depending on the contents and information to be described.

(4) Obtaining the reporting form

*Form 1, reference materials, and examples of entry can be downloaded from the following address.

https://www.caa.go.jp/policies/policy/consumer_safety/centralization_of_accident_information/index.html#product_safety_law

(5) Reporting deadline

Please send it to the following Consumer Affairs Agency email address within 10 days, including the day you learned that the incident falls under a Serious Product Incident.

For the concept of the 10-day reporting deadline, please refer to "Q&A Concept of Starting Date and Deadline for Reporting" on p. 34 of this manual.

(6) The recipient of the email

Email to: Consumer Safety Division, Consumer Affairs Agency

Email address: g.seihinanzen@caa.go.jp

Please send the report form as an email attachment to the above address.

To be sure, please call the Consumer Safety Division at 03-3507-9204 after sending the email to let us know that you have sent the report.

Consumer Safety Division, Consumer Affairs Agency

Address: 7th Floor, Central Common Government Offices No.4,
3-1-1 Kasumigaseki, Chiyoda-ku, Tokyo 100-8958

TEL: 03-3507-9204

*The above address is the address for reporting the first report and the second report (additional report) prior to the publication by the Consumer Affairs Agency.

*The second report after the publication by the Consumer Affairs Agency is to be reported to the following address:

Product Incident Response Office, Product Safety Division, Industrial and Product Safety Policy Group, Minister's Secretariat, Ministry of Economy, Trade and Industry

Email address: bzl-seihin-anzen@meti.go.jp

Reporting by web input from the website

*Information cannot be saved in progress. If you would like to save your information during the process, please report it by email.

(1) Consumer Affairs Agency website (<https://www.caa.go.jp/>)

- Click on "Actual or Potential Consumer-Related Incident/Reporting System" from the "For Business Operators" menu by theme.
- Click on "Report a Serious Product Incident (under the Consumer Product Safety Act)" under "Report a Product Incident."
- Click on "Reporting Form" listed under "Direct Report from Website" in the "Consumer Product Safety Act (Serious Incident Information Reporting and Publication System)" section.

(2) "Reporting of Serious Product Incident"

- Enter the content and click the "Proceed to the content confirmation screen" button.
- Confirm the information you have entered in the "Confirm your entry" section. If you need a copy of what you have entered, print it here.
- Finally, click "Submit with the above information."

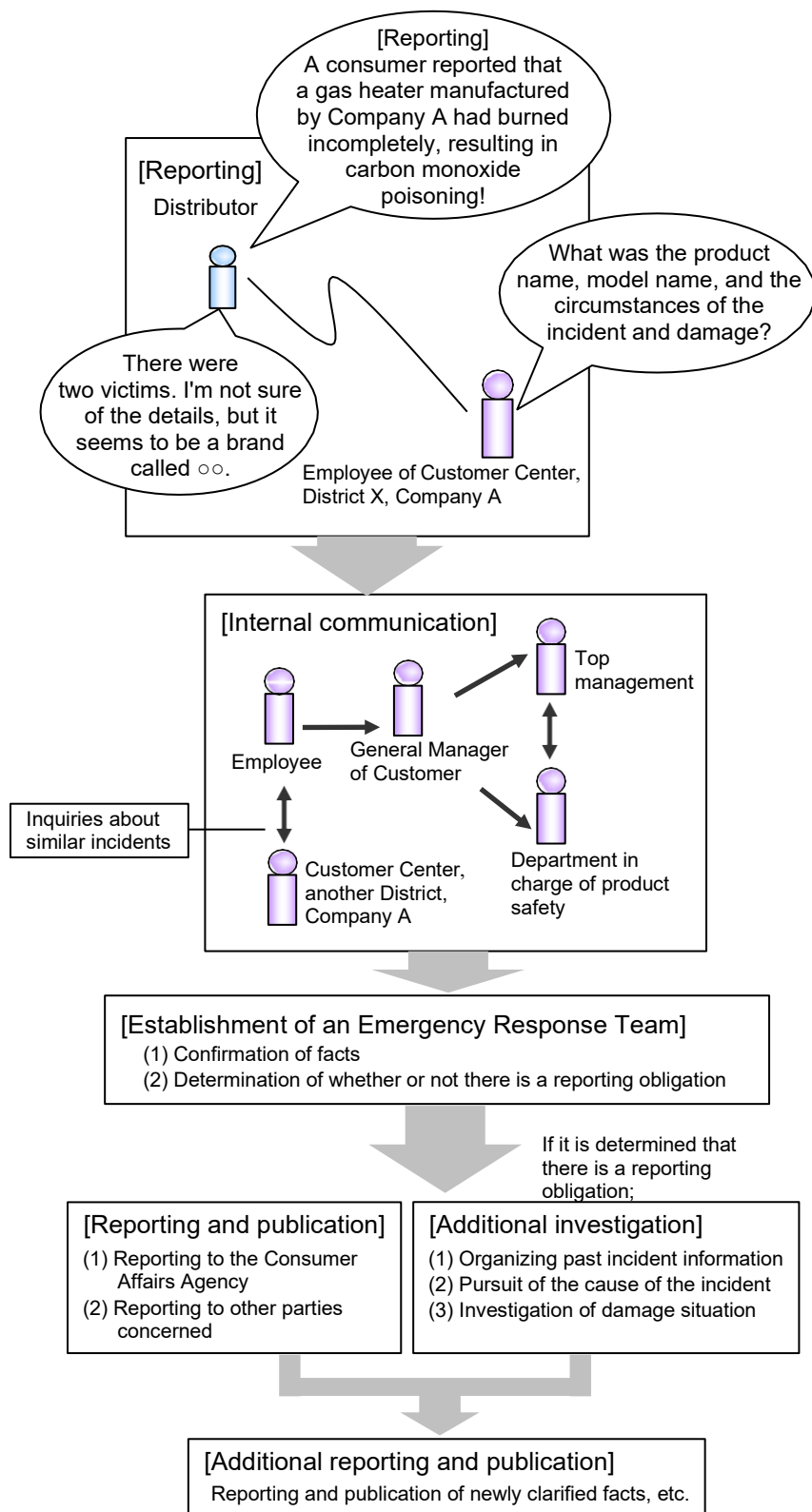
*Please be sure to fill in the [Required] fields.

*Files cannot be attached. If you have file attachments, please send them separately by email.

4.7 Reporting of Product Incident Information to the National Institute of Technology and Evaluation (NITE)

- ◇ The Product Incident Information Reporting and Publication System in accordance with the Consumer Product Safety Act is a system for manufacturers or importers to report incident information to the Consumer Affairs Agency in the event of a Serious Product Incident involving a Consumer Product. In order to prevent Serious Product Incidents from occurring, it is important to proactively collect information on minor incidents such as minor injuries, product breakage, product burnout, and "near miss" incidents, which are other than Serious Product Incidents, and to catch any signs that may lead to a Serious Product Incident and promptly eliminate the factors causing the incident.
- ◇ For this reason, NITE has established a system to collect information on minor Product Incidents involving Consumer Products. For details, please refer to "8.1 Outline of the National Institute of Technology and Evaluation (NITE) System" on p. 74 of this manual.

4.8 Once you know that a Product Incident has occurred (for manufacturers or importers)



Point

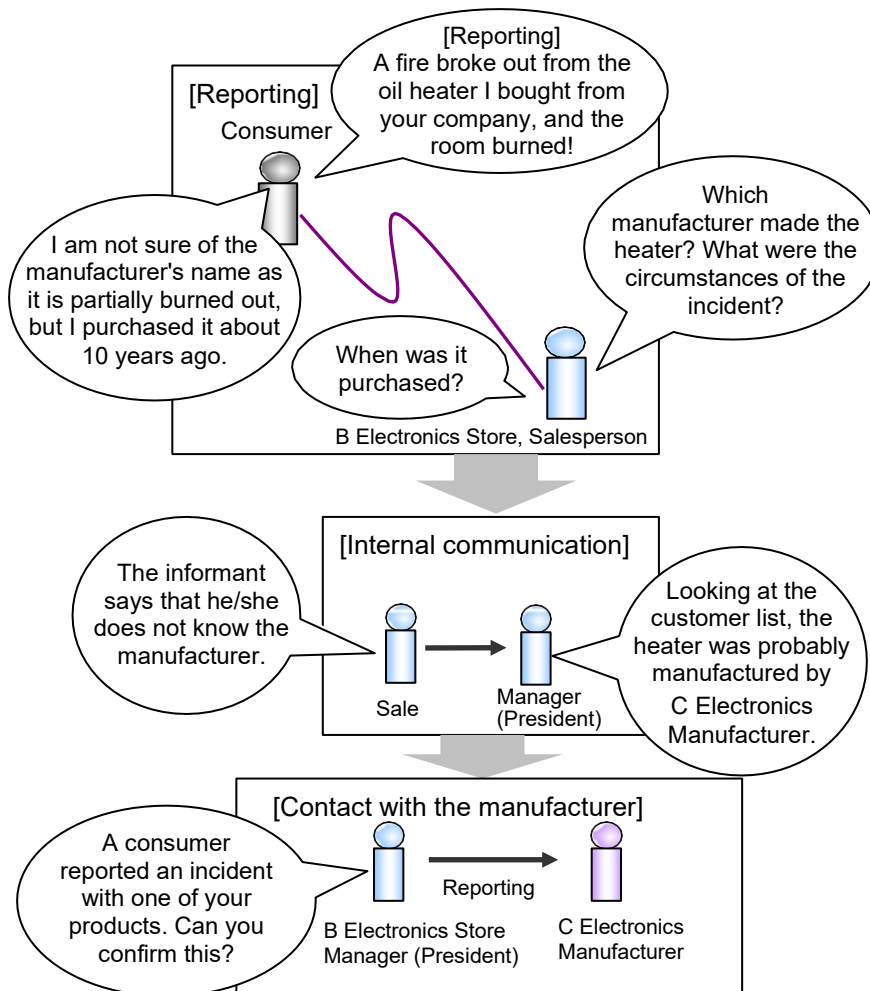
- Obtain the necessary information from the informant.
 - If you prepare a form for questions, etc., you can respond smoothly.
- However, in many cases, the informant may not be able to accurately state the name of the product, model, or the circumstances of the incident.
 - It is necessary to decide in advance what to do if the informant does not have sufficient information.
 - It is necessary to organize information such as where the model name and other information are listed.

- Internal communication
 - It is necessary to determine emergency contact items and routes of communication on a daily basis.
 - At the same time, past incident cases should be investigated.
 - Contact top management as soon as possible.

- Confirmation of facts
 - The structure of the Emergency Response Team needs to be determined in advance to determine what kind of structure will be used to confirm the facts.
 - It is also possible to establish rules for cooperation, etc., including distributors.
 - Also consider how to approach victims appropriately.

- Publication
 - In addition to reporting to the Consumer Affairs Agency as required by law, it is expected that the following parties, etc. will be notified.
 - Business partners (retailers, repairers or installers, etc.)
 - Business associations
 - Employees
 - Media
 - Insurance companies, etc.

4.9 Once you know that a Product Incident has occurred (for retailers)



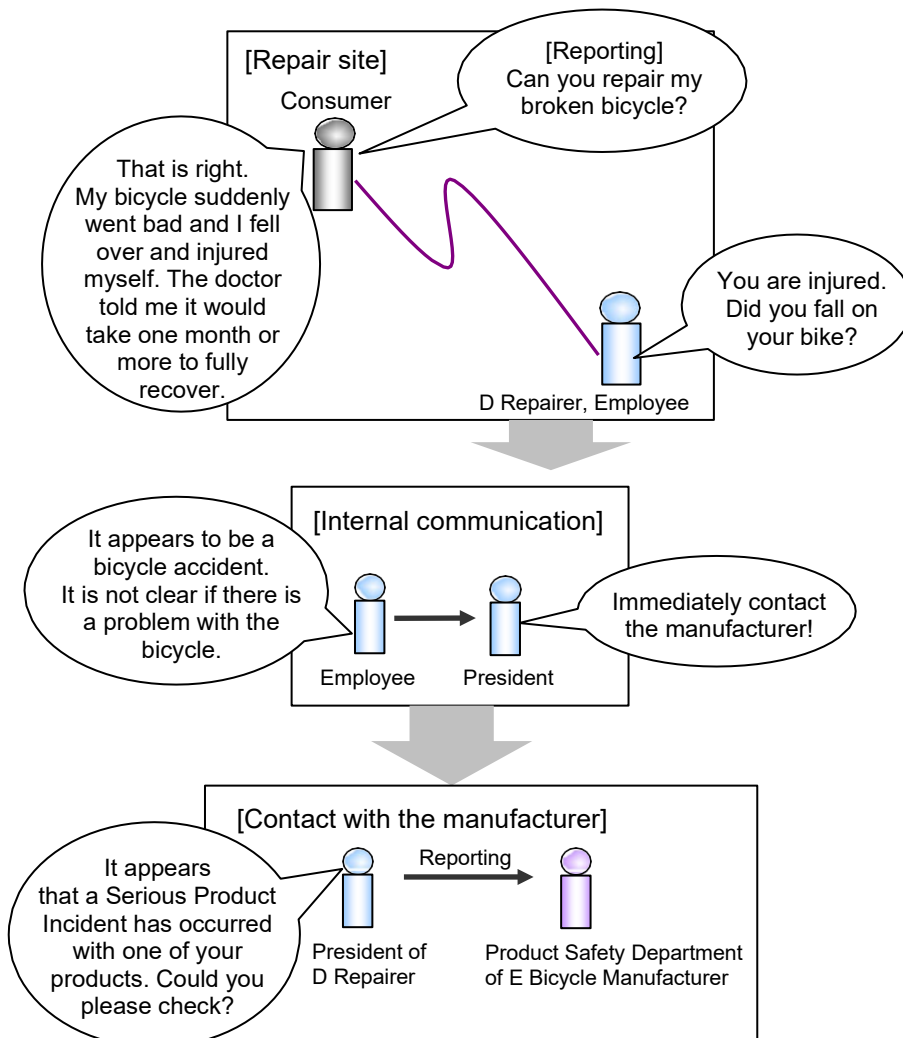
Point

- Obtain the necessary information from the informant.
- However, in many cases, when the informant is a consumer, he/she may not be able to accurately state the name of the product or model, the circumstances of the incident, etc.
 - Discuss what to do when the name of the manufacturer or model is not known.
 - It is likely that the product can be identified if the customer list, etc., is organized.
- Internal communication
 - Create a system and structure that facilitates communication within the company on a daily basis.
- Relationships among business operators
 - Manufacturers and distributors should closely exchange information on a daily basis.
- Information feedback
 - It is important for C Electronics Manufacturer to provide feedback to B Electronics Store regarding the measures taken afterwards.

Q&A Retailers' Version

<p>● Is it acceptable for a retailer, etc. other than a manufacturer or importer to report a Serious Product Incident to the Consumer Affairs Agency when it becomes aware of the occurrence?</p>
<p>Answer The reporter for Serious Product Incidents should be the manufacturer or importer. When a retailer, etc. becomes aware of the occurrence of a Serious Product Incident, the retailer is expected to inform the manufacturer or importer of the incident so that the manufacturer or importer of the product can properly fulfill its obligation to report the incident.</p> <p>In addition, a retailer may also report to the National Institute of Technology and Evaluation (NITE) when it becomes aware of the occurrence of a Product Incident. In such cases, it does not matter whether the incident is a Serious Product Incident or Non-Serious Product Incident.</p> <p>NITE will share reports from retailers, etc. with the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry, and will contact manufacturers or importers to encourage them to report incidents to administrative organs if they fall under Serious Product Incidents.</p>
<p>● What should I do if I learn that an incident has occurred with a product whose manufacturer or importer is already bankrupt?</p>
<p>Answer If a retailer, etc. learns that an incident has occurred with a product of a business operator that is already bankrupt, it may report the incident to NITE, regardless of whether it is a Serious Product Incident or Non-Serious Product Incident.</p> <p>NITE will share incident report details including bankruptcy information with the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry.</p>
<p>● How should incident reporting be considered when a business related to the manufacture or import of a product is succeeded (including acquisition) from a manufacturer or importer?</p>
<p>Answer A business operator that has succeeded to a business is obliged to report an incident if the following items are included in the scope of business succession, etc.</p> <ul style="list-style-type: none">• Development and design process, manufacturing process, inspection process, and repair support process of the product in which the incident occurred;• The department (organization, personnel, know-how) of the product in which the incident occurred;• Rights related to products <p>If a Serious Product Incident occurs with a product that was sold before the business succession, the business operator that succeeded to the business must report it to the Consumer Affairs Agency within the time limit.</p>

4.10 Once you know that a Product Incident has occurred (for repairers or installers)



Point

- During repairs and installations, if a consumer talks about the incident, obtain the necessary information.
- Confirm the name of the manufacturer and model of the product causing the incident.
 - Organizing a customer list, etc. may identify whether a product is subject to recall, etc., and furthermore, lead to services for consumers.

- Internal communication
 - Create a system and structure that facilitates communication within the company on a daily basis.

- Relationships among business operators
 - Manufacturers and repairers or installers should closely exchange information on a daily basis.
- Information feedback
 - It is important for E Bicycle Manufacturer to provide feedback to D Repairer regarding the measures taken afterwards.

Q&A Repairers or Installers' Version

● What should a repairer do if it learns of a Serious Product Incident?	
Answer	<p>The reporter for Serious Product Incidents should be the manufacturer or importer. When a repairer or installer becomes aware of the occurrence of a Serious Product Incident, the repairer or installer is expected to inform the manufacturer or importer of the incident so that the manufacturer or importer of the product can properly fulfill its obligation to report the incident.</p> <p>In addition, the repairer or installer may also report to the National Institute of Technology and Evaluation (NITE) when it becomes aware of the occurrence of a Product Incident. In such cases, it does not matter whether the incident is a Serious Product Incident or Non-Serious Product Incident.</p> <p>NITE will share reports from repairers or installers with the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry, and will contact manufacturers or importers to encourage them to report incidents to administrative organs.</p>
● Are there any points to keep in mind when dealing with failures due to age-related deterioration?	
Answer	<p>If a failure is found to occur due to age-related deterioration, the repairer or installer should notify the manufacturer or importer of this information, as similar products exist in the market.</p>
● Are Serious Product Incidents caused by unauthorized modifications by the repairer or installer subject to reporting?	
Answer	<p>It is necessary to clarify the connection between the act of making modifications by the repairer or installer and Serious Product Incidents.</p> <p>If it has been clarified by a public agency, etc. that the relevant Serious Product Incident was caused by unauthorized modifications by the repairer or installer, it is not subject to reporting. On the other hand, if the connection between a Serious Product Incident and unauthorized modifications is unclear or has not been determined, the manufacturer or importer must report the Serious Product Incident to the Consumer Affairs Agency within the time limit.</p>

Q&A Which business operators are obliged to report?

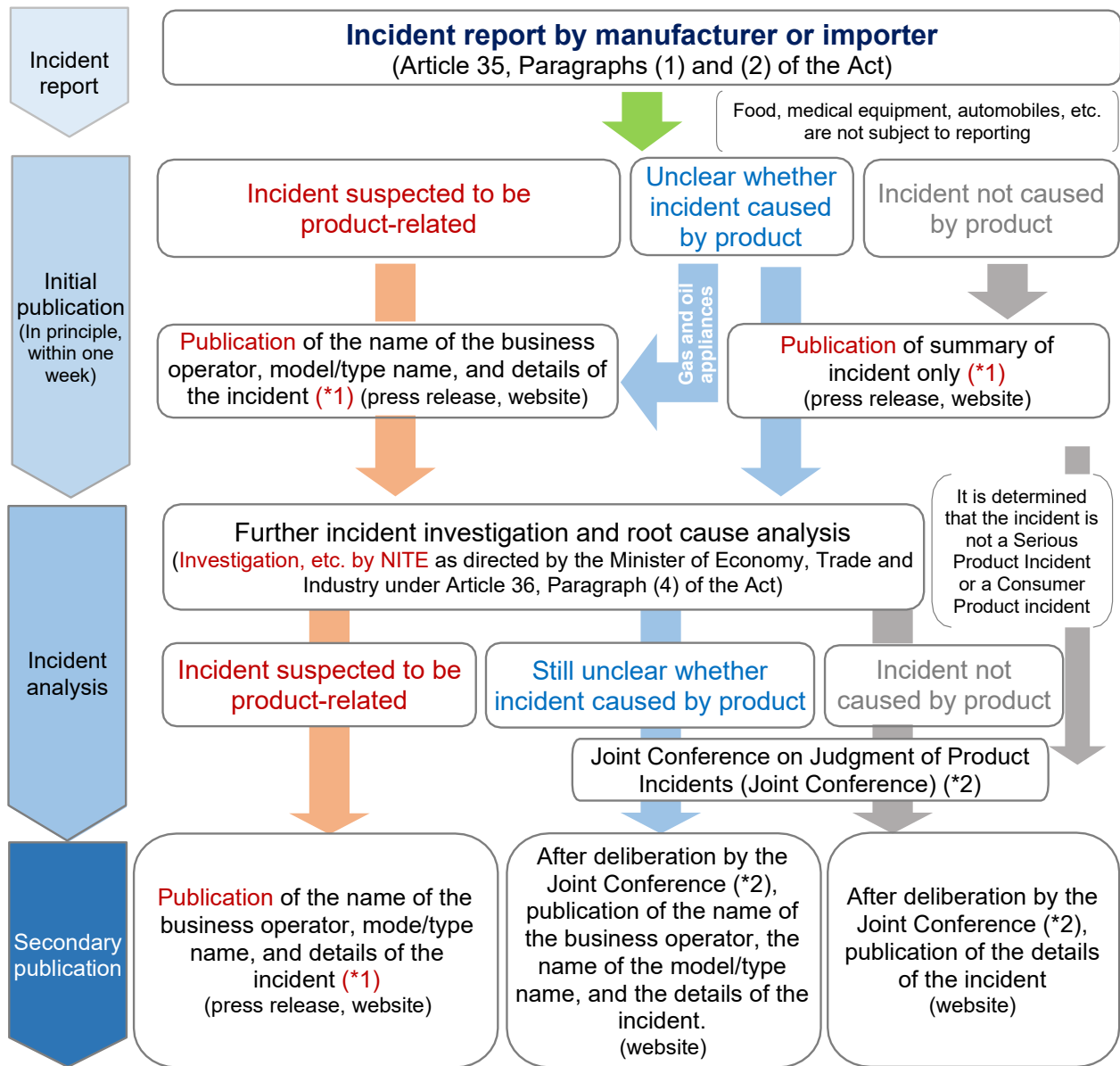
● If a Serious Product Incident occurs due to an imported product, is it not an overseas manufacturer who is obliged to report?
Answer In the case of imported products, the importer, not the overseas manufacturer, is obliged to report.
● Who is obliged to report a Serious Product Incident caused by a product sold directly from an overseas business operator to a consumer in Japan via Internet mail order?
Answer The overseas business operator is obliged to report.
● If a Serious Product Incident occurs due to a product manufactured jointly by two or more companies, which company should report it?
Answer If the party obliged to report is not clear, please report jointly.
● If a Serious Product Incident occurs due to an outburst caused by mixing a chlorine-based cleaning agent A and an acid-based cleaning agent B, which manufacturer of the cleaning agent A or B is obliged to report?
Answer In this case, since it is not clear which cleaning agent has caused the incident, the manufacturers of both cleaning agents A and B are obliged to report.
● We are a manufacturer of small general-purpose engines. If a Serious Product Incident occurs with an engine-powered lawnmower that incorporates an engine that we manufactured, are we subject to the reporting obligation?
Answer If the relevant small general-purpose engine is not sold to general consumers as a stand-alone product, but is sold to consumers as an "engine-powered lawnmower" with such product incorporated, the small general-purpose engine does not fall under a Consumer Product. Therefore, the party obliged to report is the manufacturer of "engine-powered lawnmowers." On the other hand, if a small general-purpose engine is sold as a stand-alone product to general consumers, it is considered a Consumer Product. Therefore, in the event of a Serious Product Incident involving the relevant product, the manufacturer of the "small general-purpose engine" is the party obliged to report. If it is unclear whether the Serious Product Incident occurred with the small general-purpose engine or the engine-powered lawnmower, a report must be submitted by both manufacturers.
● If a Serious Product Incident occurs with an accessory such as an AC adapter or AC cord set included with the main unit, who is obliged to report the incident, the manufacturer of the accessory or the manufacturer of the main unit?
Answer Similar to the above example of lawnmowers, if accessories are not exclusive to the main unit but are widely sold and distributed as stand-alone products at electronics retail stores, etc., the accessories themselves fall under the category of Consumer Products, and the manufacturer of the accessories is the party obliged to report. On the other hand, if the accessory is a part attached to the main unit and not sold as a stand-alone product, the manufacturer of the main unit is the party obliged to report.

<p>● If a fire occurs in a gas stove incorporated into a built-in kitchen, is the manufacturer of the built-in kitchen obliged to report the incident? Or is the manufacturer of the gas stove obliged to report it?</p>
<p>Answer If the gas stove is sold as a stand-alone product to general consumers, the manufacturer of the gas stove is obliged to report. On the other hand, if the relevant gas stove is manufactured as a product that is incorporated only into a specific built-in kitchen, the business operator that manufactures the entire built-in kitchen is obliged to report.</p>
<p>● Is a business operator, which has filed a notification of manufacturing business in accordance with the Electrical Appliances and Materials Safety Act and sells second-hand goods after conducting voluntary inspections, obliged to report under the Consumer Product Safety Act?</p>
<p>Answer Under the Electrical Appliances and Materials Safety Act, second-hand goods retailers that handle second-hand goods that may be repaired or modified with electrical processing may also file a notification of manufacturing business. On the other hand, a manufacturer under the Consumer Product Safety Act is a party who actually manufactures the product and is primarily responsible for the safety of the product. Therefore, business operators that handle second-hand goods do not fall under manufacturers under the Consumer Product Safety Act and are not obliged to report.</p>
<p>● Who is obliged to report a Serious Product Incident that occurs when a general consumer uses a product, which is generated from broken second-hand goods, etc. repaired and sold by the recycler itself?</p>
<p>Answer Under the Consumer Product Safety Act, the party who manufactured the relevant product is obliged to report it. Therefore, the party obliged to report is the manufacturer of the relevant product, not the recycler who performed the repair.</p>
<p>● If a Serious Product Incident occurs with a product that has already been discontinued, is there an obligation to report it to the Consumer Affairs Agency?</p>
<p>Answer Even if the product has already been discontinued, there is still an obligation to report it because it is necessary to alert consumers who are using the same type of product.</p>
<p>● Is it necessary for a business operator that has succeeded (including acquisition) to the business of a manufacturer or importer that is no longer in business due to bankruptcy or liquidation, etc. (hereinafter referred to as "Discontinued Business Operator") to report incidents that occurred with products that were previously manufactured or imported by the Discontinued Business Operator?</p>
<p>Answer A business operator that has succeeded to a business is obliged to report an incident if the following items are included in the scope of succession, etc.</p> <ul style="list-style-type: none"> • Development and design process, manufacturing process, inspection process, and repair support process of the product in which the incident occurred; • The department (organization, personnel, know-how) of the product in which the incident occurred; • Rights related to products <p>However, if a business operator succeeds to only "inventory acceptance, customer information, and sales department personnel" of the Discontinued Business Operator, the business operator that has succeeded to the business can be deemed as a seller, and therefore, there is no reporting obligation. However, NITE collects incident information obtained by sellers, so please report it to NITE.</p>
<p>● A Serious Product Incident occurred with a rental product. Do rental companies have a reporting obligation?</p>
<p>Answer Under the Consumer Product Safety Act, the operator that manufactures or imports the relevant product is obliged to report it, and rental companies are not obliged to report it. Therefore, if you learn of a Serious Product Incident involving a rental product, we request that you contact the manufacturer or importer with this information.</p> <p>NITE also collects information on incidents that become known at rental companies, so please report such information to NITE.</p>

5.1 Flow of Publication of Serious Product Incidents by the Consumer Affairs Agency and Other Organs

- ◇ The Prime Minister (the Commissioner of the Consumer Affairs Agency) and the competent minister (the Minister of Economy, Trade and Industry) shall endeavor to collect information on Serious Product Incidents as part of their responsibilities (**Article 33 of the Consumer Product Safety Act**).
- ◇ Additionally, in cases where the Prime Minister has received a report in relation to a Serious Product Incident from a manufacturer or importer, or otherwise comes to know of the occurrence of Serious Product Incidents, if the Prime Minister finds it necessary for preventing the occurrence and spread of serious harm to the lives or health of general consumers by the Consumer Products pertaining to the Serious Product Incidents, the Prime Minister is to **make public the name and model of the Consumer Products pertaining to the Serious Product Incidents, the details of the incidents and any other particulars that contribute to avoiding the dangers associated with the use of the Consumer Products (Article 36, Paragraph (1) of the Consumer Product Safety Act)**.
- ◇ Based on the above, the publication flow for Serious Product Incidents at the Consumer Affairs Agency is as shown on the next page.

Flow Chart for Serious Product Incidents Leading Up to a Publication



(*1) Carried out by the Consumer Affairs Agency in consultation with the Ministry of Economy, Trade and Industry.
For gas and oil appliances, the name of the business operator, the model/type name, and the details of the incident are published immediately.
Even in cases where there is no report of a Serious Product Incident from a manufacturer or importer, information on Serious Product Incidents is to be made public in certain cases.

(*2) The official name of the joint investigation is "Joint Meeting of the Product Incident Information Review Committee of the Consumer Affairs Agency and the Third-Party Committee for Judging Product Incidents of the Product Safety Subcommittee of the Consumer Affairs Council."

5.2 Publication of Specific Incident Information by the Consumer Affairs Agency

- ◇ **After receiving a Serious Product Incident report** from a manufacturer or importer, the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry will **immediately (in principle, within one week)** publish the relevant incident information on the websites of the respective bodies.

[Publication details]

Publication details	Date of incident	Date of report receipt	Product name	Model, type	Business operator name	Status of harm	Details of incident	Prefecture where the incident occurred
(1) Serious Product Incidents involving gas and oil appliances	○	○	○	○	○	○	○	○
(2) Serious Product Incidents involving products other than gas and oil appliances that are suspected to have been caused by the product	○	○	○	○	○	○	○	○
(3) Incidents related to products other than gas and oil appliances, where it has not been determined whether the incident was caused by the product or not.	○	○	○	×	×	○	○	○
(4) Incidents not believed to be caused by products, and that are scheduled to be discussed at the Joint Conference on Product Incident Investigation and Determination (*) in future.	○	○	○	×	×	○	○	○

(*) Joint Meeting of the Product Incident Information Review Committee of the Consumer Affairs Agency and the Third-Party Committee for Judging Product Incidents of the Product Safety Subcommittee of the Consumer Affairs Council

5.3 Technical Investigation and Root Cause Analysis of Incident Information

- ◇ After the publication by the Consumer Affairs Agency, the Minister of Economy, Trade and Industry has the National Institute of Technology and Evaluation (NITE) conduct technical investigations on the safety of Consumer Products when deemed necessary in relation to such Serious Product Incidents **(Article 36, Paragraph (4) of the Consumer Product Safety Act,)**. NITE is a core specialized agency for incident analyses of Consumer Products in Japan. To that end, we request that all business operators cooperate in technical investigations on the safety of Consumer Products conducted by NITE.
- ◇ If, in the course of investigating the cause of a Serious Product Incident, it becomes clear that the incident was caused by a hazardous substance contained in a Consumer Product, the Consumer Affairs Agency will notify the Minister of Health, Labour and Welfare of the incident and request a response, since the recurrence of incidents is to be prevented in accordance with the **Act on Control of Household Products Containing Harmful Substances (Article 35, Paragraph (4) of the Consumer Product Safety Act; Article 12 of the Enforcement Order)**.
- ◇ Effective December 25, 2025, the Consumer Product Safety Act was amended to designate foreign importers of Specified Products as Specified Importers and to establish a domestic administrator to take necessary measures to prevent the occurrence and spread of harm to the lives or health of general consumers in Japan from said Specified Products imported by the Specified Importers. The domestic administrators are expected to play an active role in recalling the Specified Products imported by the Specified Importers and otherwise preventing the occurrence and spread of harms, and are asked to cooperate in technical investigations on the safety of Consumer Products conducted by NITE.

5.4 Responses Following Technical Investigations of Incident Information and Root Cause Analyses

◇ In accordance with the results of the "technical investigations on the safety of Consumer Products," the following two actions will be taken.

(1) If it is determined that **the incident is suspected to be caused by the product**

In addition to the announcement on the Ministry of Economy, Trade and Industry website, if a matter has previously been published by the Consumer Affairs Agency as an "incident where it has not been determined whether the incident was caused by the product or not," the following information will also be re-published in a press release on the Consumer Affairs Agency's website.

- Date of incident
- Date of report receipt
- Product name
- Model, type
- Business operator name
- Status of harm
- Details of incident (including causes of incident)
- Prefecture where the incident occurred

(2) If it is determined that it is unclear whether the incident was caused by the product or not, or if it is determined that the incident was not caused by the product

Following deliberations by the **Joint Meeting of the Product Incident Information Review Committee of the Consumer Affairs Agency and the Third-Party Committee for Judging Product Incidents of the Product Safety Subcommittee of the Consumer Affairs Council**, the results will be published on METI's website with the details of the incident and reasons for the decision, in addition to the information initially published by the Consumer Affairs Agency, with the aim of providing information that contributes to product safety.

If, in the process of analyzing the causes of a Serious Product Incident, it becomes clear that the incident was not caused by a product defect or that the incident does not meet the requirements for a Serious Product Incident, the incident will no longer be made subject to Serious Product Incident publication following deliberations at the same committee.

6.1 What Measures Should Be Taken to Prevent Recurrence of Incidents?

- ◇ Business operators engaged in the manufacture or import of Consumer Products must, in cases where Product Incidents have originated with the Consumer Products that the business manufactured or imported, investigate the cause of these Product Incidents, and if the business operator finds it necessary to prevent the occurrence and increase of safety hazards, the business operator must endeavor to recall the Consumer Products or otherwise take measures to prevent the occurrence and increase of safety hazards (**Article 38, Paragraph (1) of the Consumer Product Safety Act**). Thus, the key principle is that the manufacturer or importer should promptly **recall** the product in the event of a Product Incident that may cause or spread the risk of personal injury to consumers.
- ◇ A "recall" means the following actions taken by a business operator to minimize the occurrence and possible spread of incidents caused by Consumer Products.

- (1) Suspension of production, distribution and sales / recall from the distribution and sales stage
- (2) Provision of appropriate information about risks to consumers
- (3) Awareness raising for consumers, including the provision of information on precautions necessary to prevent similar Product Incidents
- (4) Replacement, refurbishment (inspection, repair, replacement of parts, etc.) or take-back of products owned by consumers

- ◇ If your business decides to recall a product, immediately contact the Product Incident Response Office, Product Safety Division, Industrial and Product Safety Policy Group, Minister's Secretariat, Ministry of Economy, Trade and Industry. If procuring replacement parts and other such measures will take a long time, it is important to give advance notice of the start of the recall. In such cases, please contact the same office as soon as possible.
- ◇ In order to promptly conduct a recall, it is important to quickly identify the sales channels through which the affected products will reach the hands of the general public. Depending on the product, it may not be possible to fully identify the sales channel to the end consumer, but the extent to which these can be identified should be confirmed in advance.
- ◇ The following methods may be used to inform the general public of recall information.

- (1) If the targets of the information can be identified
 - Direct mail
 - Phone, e-mail
 - Personal visit
 - Contact through distributors, retailers, etc.

(2) If the subject of the information cannot be identified

- Announcements in newspapers
- Press releases
- Announcements on TV, radio, etc.
- Magazines, lifestyle magazines, inserts, etc.
- Your own company's website
- In-store announcements at retailers, etc.

- ◇ When a manufacturer or importer implements a recall², it should be reported to the Product Incident Response Office, Product Safety Division, Industrial and Product Safety Policy Group, Minister's Secretariat, Ministry of Economy, Trade and Industry, in accordance with the following form. The business operator should also report regularly on the progress of the recall. Recall information is also posted on the website of the Ministry of Economy, Trade and Industry and the National Institute of Technology and Evaluation (NITE)'s NITE SAFE-Lite, a search tool for Product Incident and recall information, to inform general consumers.
- ◇ For other matters related to recalls, please refer to the "Recall Handbook for Consumer Products 2022" formulated by the Ministry of Economy, Trade and Industry.
https://www.meti.go.jp/product_safety/recall/recall_handbook2022.pdf

² Companies recalling products that are subject to the four product safety acts: (1) Consumer Product Safety Act, (2) Electrical Appliances and Materials Safety Act, (3) Gas Business Act, and (4) Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas, including not only Consumer Products recalls but also commercial electrical products, are asked to report them without omission.

6.2 Initiation of Recalls and Submission of Progress Reports

[Form to be submitted when initiating a recall]

MM/DD/YY:

Notice of Starting Product Recall

To: Director, Product Safety Division, Minister's Secretariat, Ministry of Economy, Trade and Industry

Name of business operator:

Corporation number:

Title and name of the reporter:

We hereby report that we have decided to recall (for inspection, repair, recall, etc.) the following products.

1. Product name (including product name (brand name))

(1) Product name

(2) JAN (EAN) code

(3) Country of origin and manufacturer (*1)

2. Model, model number, serial number

3. Manufacturing period (import period, sales period), number of units manufactured (number of units imported, number of units sold), and number of units covered by recall

4. Background leading to the recall

5. Details of the recall measures (provide specifics.)

6. Scheduled start date of measures

7. Methods for informing users and sellers of the product

8. Have you issued a press release?

9. Contact information for this matter (*2)

(*1) (3) If the manufacturer is a contractor, please provide the name of the contractor, etc.

(*2) Please indicate the contact person or persons in charge of inquiries, etc. from us.

6.3 How Do Distributors Cooperate with Recurrence Prevention Measures?

- ◇ Retailers of Consumer Products or DPF providers are closer to consumers than manufacturers or importers, and will play an important role in prompt and accurate recall implementation since they can confirm the whereabouts of recalled products and receive information from consumers more quickly.
- ◇ Therefore, retailers or DPF Providers must endeavor to cooperate with recalls conducted by manufacturers or importers in accordance with Article 38, Paragraph (1) of the Consumer Product Safety Act in order to prevent the occurrence and spread of harm caused by Product Incidents (**Article 38, Paragraph (2) of the Act**). With regard to the duty to cooperate stipulated in Article 38, Paragraph (3) of the Act, it is sufficient for retailers or DPF Providers to make efforts that are feasible according to the size of their business, the products they deal in, their relationship with manufacturers and other business realities.
- ◇ Specific cooperation activities include suspending sales of recalled Consumer Products, providing inventory and customer information to manufacturers or importers, and providing recall information to general consumers in stores.
- ◇ In cases where the Minister of Economy, Trade and Industry orders a manufacturer or importer to take recall or other measures pursuant to Article 39 (Hazard Prevention Order) of the Act, the recall costs (including labor costs) shall be borne by the manufacturer or importer conducting the recall, unless there are special circumstances.

6.4 Handling of Personal Information in the Implementation of Recurrence Prevention Measures

- ◇ Retailers of Consumer Products or DPF Providers must cooperate with recalls conducted by manufacturers or importers in the event of the issuance of a Hazard Prevention Order by the Minister of Economy, Trade and Industry (see 6.5) or a product recall as stipulated in Article 39 of the Consumer Product Safety Act.
- ◇ The presentation of customer information by retailers or DPF Providers as a result of the issuance of such a Hazard Prevention Order is a legal measure (Article 18, Paragraph (3), item (i) of the Act on the Protection of Personal Information (Act No. 57 of May 30, 2003)), and therefore the Personal Information Protection Act does not apply to it.

★Act on the Protection of Personal Information (Excerpt)

(Restriction by the Purpose of Utilization)

Article 18 A Business Operator Handling Personal Information must not handle Personal Information beyond the scope necessary for achieving the Purpose of Use specified pursuant to the provisions of the preceding Article without in advance obtaining the Person's consent to do so.

- 2 When a business operator handling personal information has acquired personal information as a result of taking over the business of another business operator handling personal information in a merger or otherwise, the acquiring business operator shall not handle the personal information concerned, without obtaining the prior consent of the persons, beyond the scope necessary for the achievement of the Purpose of Utilization of the personal information concerned before the succession.
- 3 The provisions of the preceding two paragraphs shall not apply to the following cases: (i) Cases in which the handling of personal information is based on laws and regulations
(ii) Cases in which the handling of personal information is necessary for the protection of the life, body, or property of an individual and in which it is difficult to obtain the consent of the person
(iii)-(vi) (Omitted)

Q&A Handling of Personal Information

● We are thinking of cooperating with the manufacturer's efforts by providing a customer list held by retailers when the manufacturer voluntarily conducts a product recall. Is it against the Act on the Protection of Personal Information to submit a customer list to the manufacturer without the consent of the customers?

Answer In accordance with Article 18, Paragraph (3), item (ii) of the Act on the Protection of Personal Information, when a manufacturer or importer recalls a Consumer Product (including awareness raising, product recall, inspection, and repair) because of a Product Incident or because there is an imminent danger of harm to the lives or health of general consumers although no Product Incident has occurred, it does not violate the Act on the Protection of Personal Information if the retailer, repairer or installer provides customer information to the manufacturer or importer.
Therefore, all retailers and other such parties are requested to cooperate as actively as possible with recalls by manufacturers or importers.

Guidelines on the Act on the Protection of Personal Information (Volume on General Rules)

https://www.ppc.go.jp/files/pdf/220908_guidelines01.pdf

Guidelines for Handling Personal Information Under the Consumer Product Safety Act

https://www.meti.go.jp/product_safety/producer/shouan/07_shouan_guideline_2.pdf

6.5 Recurrence Prevention Measures, Hazard Prevention Orders, and Penalties from the Ministry of Economy, Trade and Industry

- ◇ In cases where the Minister of Economy, Trade and Industry finds that there is a risk of harm to the lives or health of general consumers, the minister may, if they find it particularly necessary to prevent the occurrence and spread of said danger, order a business operator falling under (1) and (2) below to take necessary measures such as recalling said specified products³ that have been sold (**Article 32 of the Consumer Product Safety Act**).
 - (1) The manufacturer, importer, or distributor of the Specified Products has sold the Specified Products without displaying the PSC Mark.
 - (2) The manufacturer or importer of the Specified Products has manufactured, imported, or sold Specified Products that do not conform to the technical standards for said Specified Products.

- ◇ In addition, in cases where a Serious Product Incident has occurred or there is an imminent danger of serious harm to the lives or health of general consumers due to a defect in a Consumer Product, the Minister of Economy, Trade and Industry may, if they find it particularly necessary in order to prevent the occurrence and spread of such harm, order the manufacturer or importer to take necessary measures such as recalling the Consumer Product (**Article 39, Paragraph (1) of the Consumer Product Safety Act**). This is called a Hazard Prevention Order. When the Minister of Economy, Trade and Industry issues a Hazard Prevention Order, they must make a public announcement to that effect (**Article 39, Paragraph (2) of the Consumer Product Safety Act**).

- ◇ While the above-mentioned order for product recall based on Article 32 of the Consumer Product Safety Act is issued in the case of non-compliance with labeling and technical standards compliance obligations for Specified Products, Hazard Prevention Orders based on Article 39 of the Consumer Product Safety Act cover not only Specified Products but also Consumer Products in general. The major difference is that the requirement to issue an order is "when a Serious Product Incident has occurred due to a defect in a Consumer Product or when there is an imminent danger of serious harm to the lives or health of general consumers."

- ◇ In addition, a person who violates Article 32 or Article 39, Paragraph (1) (Hazard Prevention Order) of the Consumer Product Safety Act (referred to as the offender; this will normally be the representative of the corporation to whom the order is addressed.) shall be sentenced to imprisonment for not more than one year or a fine of not more than one million yen, or both (**Article 58, item (iv) of the Consumer Product Safety Act**). Furthermore, in the case of a violation by a corporation, not only the offender but also the legal entity can be subject to serious fines. A corporation in violation is subject to a fine of up to 100 million yen (heavy corporate fines) (**Article 60, item (i) of the Consumer Product Safety Act**).

³The term "Specified Products" means Consumer Products that are found to be highly likely to cause harm particularly to the lives or health of general consumers in consideration of these products' structure, material qualities, and usage (Article 2, Paragraph (2) of the Consumer Product Safety Act). Currently, 12 products are designated, including riding helmets, lighters, magnetic amusement items, and toys made of water-absorbent synthetic resin (Article 1, Appendix 1 of the Enforcement Order).

- ◇ The Minister of Economy, Trade and Industry, in cases where a Serious Product Incident has occurred or there is an imminent danger of serious harm to the lives or health of general consumers due to a defect in a Consumer Product pertaining to mail order sales conducted through a DPF, may request the DPF provider to take necessary measures, such as suspending the use of the DPF, if the necessary measures have not been taken because the person engaged in the manufacture or import of the relevant Consumer Product cannot be identified or for any other reason, and if it is particularly necessary to prevent the occurrence and spread of such harm (Article 39-2, Paragraph (1) of the Consumer Product Safety Act).

- ◇ There may be cases where a Serious Product Incident has occurred and a product recall or other recall needs to be conducted, but the entity that should conduct the recall does not exist due to bankruptcy or other reasons. In such cases, the Ministry of Economy, Trade and Industry will inform the general public through press releases and other means about product information in which Serious Product Incidents have frequently occurred. In addition, business operators with limited financial resources should be prepared for any contingencies, such as using recall insurance provided by private insurance companies, so that they can promptly respond to product recalls due to Serious Product Incidents. However, since coverage varies depending on the products of each non-life insurance company (e.g., cases in which recall costs for bicycles or property caused by defects in batteries, AC adapters, or battery chargers are not covered), please check with your non-life insurance company for the specific details of your insurance product.

★Excerpt from the Order for Enforcement of the Consumer Product Safety Act

(Specified Products)

Article 1 The Specified Products referred to in Article 2, Paragraph (2) of the Consumer Product Safety Act (hereinafter referred to as the "Act") are as listed in the Appended Table 1.

Appended Table 1 (Re: Articles 1, 3 and 8)

- (i) Autoclaves and pressure cookers for household use (limited to those with an inner volume of not more than 10 liters which are designed to be used under a gauge pressure of not less than 9.8 kilopascals)
- (ii) Riding helmets (limited to those for riding a two-wheeled motor vehicle or motorized bicycle)
- (iii) Infant beds (limited to those designed to be used mainly at home for infants to sleep in or for childcare for infants 24 months from their birth; excluding beds that swing)
- (iv) Climbing ropes (limited to those for ensuring bodily safety)
- (v) Portable laser application devices (limited to those designed to display characters or figures by emitting a laser beam (limited to a visible beam) outside)
- (vi) Hot water circulators for baths (limited to those designed to be used mainly at home; excluding those in which the water suction port and jetting port are structurally integrated and which circulate water exclusively for heating and the maximum flow of water that can be circulated is less than 10 liters per minute)
- (vii) Oil water heaters (limited to those for which the amount of consumed kerosene is not more than 70 kilowatts and for which the heat exchanger capacity is not more than 50 liters; the same applies hereinafter)
- (viii) Oil bath boilers (limited to those for which the amount of consumed kerosene is not more than 39 kilowatts; the same applies hereinafter)
- (ix) Oil heaters (limited to those for which the amount of consumed kerosene is not more than 12 kilowatts (7 kilowatts for an open combustion type oil heater which is a natural draft type heater))
- (x) Lighters (including apparatuses that lights things other than tobacco; limited to those for household use with an integral fuel container where all or part of the container is made of plastic)
- (xi) Magnetic amusement items (limited to those used as toys or other amusement items in which magnets are attracted to other magnets, where the individual magnets or parts using magnets that compose such items are smaller than the size specified by the Ordinance of the Ministry of Economy, Trade and Industry)
- (xii) Toys made of water-absorbent synthetic resin (limited to those whose parts made of synthetic resin that swells upon absorbing water are not larger than the size specified by the Ordinance of the Ministry of Economy, Trade and Industry before water absorption).
- (xiii) Infant toys (limited to those designed primarily for use at home for the amusement of infants under 36 months of age)

Q&A Cases Where There is No Person Obligated to Report an Incident

● If the manufacturer or importer of a product is bankrupt and the business no longer exists, to whom should a distributor who receives information that a Serious Product Incident has occurred with the product in question report the incident information?

Answer If a Serious Product Incident has occurred and the manufacturer or importer does not exist, contact the Consumer Affairs Agency. In cases where the manufacturer is bankrupt or out of business, the Consumer Affairs Agency, the Ministry of Economy, Trade and Industry, or the National Institute of Technology and Evaluation (NITE) will work on behalf of the manufacturer to inform consumers about the dangers of the product so that consumers can avoid such dangers.

6.6 Order to Develop a System and Penalties by the Consumer Affairs Agency

- ◇ In the event that a manufacturer or importer of the product in question has neglected its obligation to report a Serious Product Incident or has made a false report, despite the occurrence of a Serious Product Incident, the Prime Minister (the Commissioner of the Consumer Affairs Agency) will confirm the facts with the manufacturer or importer and, if deemed necessary, will take the following measures.
 - (1) A press release will be issued regarding the product name, business operator name, model/type name, incident details (incident date, incident location, status of harm, etc.), incident cause and other matters pertaining to the Serious Product Incident, while a public announcement will be made on the Consumer Affairs Agency's website.
 - (2) An order (**Order to Develop a System**) will be issued to the business operator concerned to establish the internal systems necessary to collect, manage, and provide incident information (**Article 37 of the Consumer Product Safety Act**).

- ◇ If a manufacturer or importer violates an above-mentioned Order to Develop a System, they shall be punished by imprisonment for not more than one year or a fine of not more than one million yen. These may also be imposed concurrently (**Article 58, item (v) of the Consumer Product Safety Act**). Furthermore, in case of a violation by a corporation, not only will the offender be punished, but also the corporation will be fined. A corporation that violates the Act is subject to a fine (up to one million yen) in the same manner as the offender (**Article 60, item (ii) of the Consumer Product Safety Act**).

Q&A Order to Develop a System

● What exactly is an "Order to Develop a System"?	
Answer	An Order to Develop a System is an order to a manufacturer or importer to develop an internal system to enable the collection, management, and publication of information on Serious Product Incidents. The specifics will vary depending on the circumstances of each business operator, but examples include the establishment of a dedicated contact point for Product Incident information from consumers and the development of internal rules and regulations for incident information processing. Please refer to "7.1 Guidelines for the Formulation of Voluntary Action Plans for Product Safety" below for specific methods of developing an internal system.
● If an incident that our company has determined is not reportable is later indicated by the Consumer Affairs Agency to be a reportable incident, is it punishable as a violation of the reporting obligation?	
Answer	Failure to fulfill reporting obligations does not immediately result in a penalty. The Consumer Affairs Agency will take appropriate action, including deciding whether or not to issue an Order to Develop a System, after investigating the reasons for the business operator's failure to fulfill its reporting obligations.

7.1 Guidelines for the Formulation of Voluntary Action Plans for Product Safety

- ◇ Systems for reporting and publicizing incident information based on the Consumer Product Safety Act represent a minimum rule that all business operators involved in Consumer Products must follow. By improving product safety through such rules, it is hoped that a safe and secure society will be built in which product safety can be sustained. To this end, it is essential that business operators themselves take steps to ensure product safety, thereby establishing company-wide product safety systems and ensuring that Product Incidents are promptly and appropriately handled when they occur.
- ◇ The Ministry of Economy, Trade and Industry has published "Guidelines for the Formulation of Voluntary Action Plans for Product Safety"⁴ which clarify what top management of companies should be aware of and what their responses to Product Incidents should be, in order to encourage business operators to take action on their own to ensure product safety.
- ◇ We believe that business operators can suitably improve their internal product safety systems by formulating voluntary action plans for product safety with reference to the said guidelines. In addition, when the Prime Minister issues an Order to Develop a System based on Article 37 of the Consumer Product Safety Act, the Prime Minister may also issue an order to ensure that the items described in the relevant guidelines are in place.

Guidelines for the Formulation of Voluntary Action Plans for Product Safety (March 2007)

https://www.meti.go.jp/product_safety/policy/guideline_selfaction.pdf

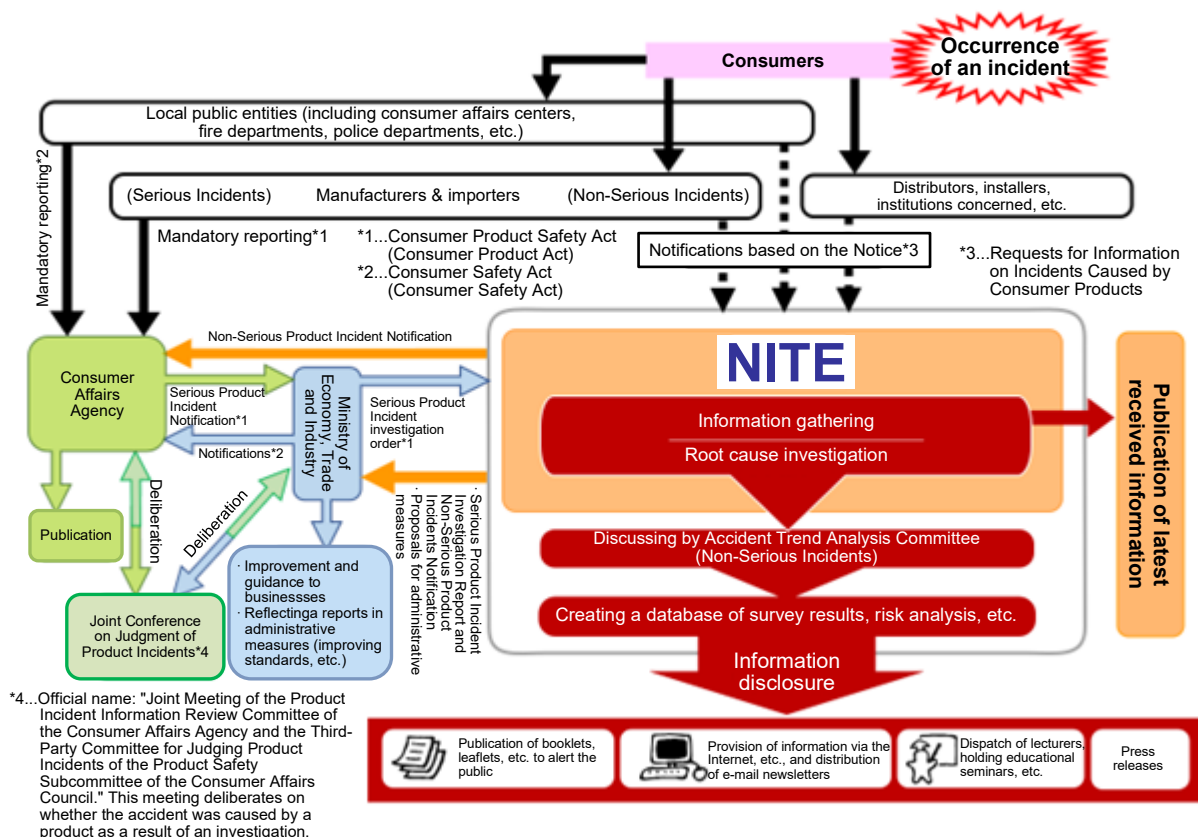
⁴ For more information on the guidelines, please visit the Ministry of Economy, Trade and Industry's product safety website: https://www.meti.go.jp/product_safety/producer/index.html.

8.1 Overview of the National Institute of Technology and Evaluation (NITE) System

- ◇ Systems for reporting and publicizing incident information based on the Consumer Product Safety Act cover "Serious Product Incidents involving Consumer Products, excluding incidents that are clearly not caused by product defects." In addition, the reporting obligation holder is "a business operator that manufactures or imports Consumer Products." However, in order to prevent Serious Product Incidents from occurring, it is important to comprehensively collect minor incidents and near miss incidents that occurred before Serious Product Incidents and carefully analyze them.
- ◇ For this reason, the Ministry of Economy, Trade and Industry, in cooperation with NITE, which has been collecting and analyzing Product Incident information since 1974, issued notices in April 2007, March 2011, and June 2017 to trade associations, local public entities and other bodies nationwide to cooperate in information collection through NITE's Accident Information Collection System for incidents not covered by the Consumer Product Safety Act, in order to supplement the incident reporting and publication systems based on the Consumer Product Safety Act.

Reference: "Request for Information on Incidents Caused by Consumer Products (March 4, 2011, 2011-03-03, Circular Notice No. 1 of the Commerce and Information Policy Bureau of the Ministry of Economy, Trade and Industry)" (June 19, 2017, reissued at https://www.meti.go.jp/product_safety/producer/point/pdf/tsutatsu5.pdf)

- ◇ We thank all business operators for their understanding with regard to the purpose of NITE's Accident Information Collection System and ask that they provide us with a wide range of information.



- ◇ There are three systems for reporting incidents involving Consumer Products: the serious product incident reporting obligation under the Consumer Product Safety Act, the notification obligation under the Consumer Safety Act, and NITE's Accident Information Collection System. The table below shows the entities that report incidents involving such Consumer Products and the types of incidents covered. As an example, when a manufacturer becomes aware of information on a Non-Serious Product Incident (minor Product Incident), it should report it to NITE. Information on incidents reported to NITE is shared with the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry.

List of Reporting Methods and Contacts for Reporting Incidents Involving Consumer Products

	Manufacturer, Importer	Distributor *** Repairer *** Installer *** DPF Provider **** Leasing company Related organizations, etc.	Local public entity (this includes consumer affairs centers, etc.)
Serious Product Incidents	Obligation to notify the Prime Minister (the Commissioner of the Consumer Affairs Agency) under the Consumer Product Safety Act	Report to NITE	Obligation to notify the Prime Minister (the Commissioner of the Consumer Affairs Agency) under the Consumer Safety Act
Basis for reporting	Article 35, Paragraph (1) of the Consumer Product Safety Act	Request for information from Ministry of Economy, Trade and Industry*	Article 12 of the Consumer Safety Act
Report to:	Consumer Safety Division, Consumer Affairs Agency	NITE	Consumer Affairs Agency Consumer Safety Division**
Report format	Article 3 Form 1 of the Cabinet Office Order	NITE Form-2	Not specified
Non-Serious Product Incidents	Report to NITE	Report to NITE	Obligation to notify the Prime Minister (the Commissioner of the Consumer Affairs Agency) under the Consumer Safety Act
Basis for reporting	Request for information from Ministry of Economy, Trade and Industry*	Request for information from Ministry of Economy, Trade and Industry*	Article 12 of the Consumer Safety Act
Report to:	NITE	NITE	Consumer Affairs Agency Consumer Safety Division**
Reporting format	NITE Form-1	NITE Form-2	Not specified

(Notes)

- * NITE collects incident information from business operators and communicates it to the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry with a view to centralizing Actual or Potential Consumer-Related Incident and based on requests from the Consumer Affairs Agency.
- ** With regard to organizations such as consumer affairs centers, fire departments, and police departments, we ask that you report to the Consumer Affairs Agency, but we also ask that you continue to provide information to NITE with a view to expediting investigation and analysis of incident information (Reporting form to NITE: NITE Form-2).
- *** With regard to retailers, repairers or installers, in accordance with Article 34, Paragraph (3) of the Consumer Product Safety Act, when such business operators become aware of the occurrence of a Serious Product Incident, they must endeavor to notify the manufacturer or importer to that effect.
- **** With respect to DPF Providers, in accordance with Article 34, Paragraph (4) of the Consumer Product Safety Act, when such business operators become aware of the occurrence of a Serious Product Incident, they must endeavor to notify the manufacturer, importer, or retailer to that effect.

8.2 Reporting of Incidents Involving Commercial Electrical Appliances to the National Institute of Technology and Evaluation (NITE)

- ◇ If a manufacturer or importer of electrical appliances and materials prescribed in Article 2 of the Electrical Appliances and Materials Safety Act that **do not fall under the category of Consumer Products** prescribed in Article 2, Paragraph (1) of the Consumer Product Safety Act (hereinafter referred to as "Commercial Electrical Supplies", referring to those listed on the next page) becomes aware of an incident resulting from the use of such electrical appliances and materials, the manufacturer or importer should report the incident to NITE immediately.
- ◇ The Commercial Electrical Supplies indicated on the next page are only a guide and may become Consumer Products with the passage of time, for example, if they come to be widely used by general consumers. As an example, if there are large copiers for business use and small copiers for personal use, the small copiers for personal use are classified as Consumer Products because they are widely used by general consumers, while the large copiers used exclusively at offices and business sites will be classified as business use. Consequently, although not listed in the list on the next page, if an incident occurs with a commercial copying machine that is subject to the Electrical Appliances and Materials Safety Act, please report it to NITE.
- ◇ As NITE is the point of contact for reporting incidents involving Commercial Electrical Supplies as a matter of convenience, the Ministry of Economy, Trade and Industry will be responsible for handling incidents, including inquiries to business operators and administrative guidance. Please note that the Consumer Affairs Agency may also handle these matters, if necessary.
- ◇ **The "Establishment of Reporting Guidelines for Incidents Involving Electrical Appliances and Materials" (March 24, 2005, Circular Notice No. 3 of the Commerce and Information Policy Bureau of the Ministry of Economy, Trade and Industry), dated April 1, 2005, has been repealed. Therefore, incident reports pertaining to electrical appliances and materials, which had been conducted under the framework of the Electrical Appliances and Materials Safety Act, have been accepted under the product incident reporting and publication systems based on the Consumer Product Safety Act and NITE's Accident Information Collection System since May 14, 2007.**

List of Commercial Electrical Supplies

Specified Electrical Appliances and Materials

Rubber insulated electric wires, cables (having a conductor nominal cross-sectional area of 22mm² or less), single-core rubber cords, twisted rubber cords, textile braided rubber cords, round braided rubber cords, other rubber cords, sheathed flexible cords (rubber), rubber sheathed flexible cables, PVC sheathed flexible cables (rubber), synthetic resin insulated electric wires, cables (having a conductor nominal cross-sectional area of 22mm² or less), single-core PVC cords, single-core polyethylene cords, twisted PVC cords, textile braided PVC cords, round braided PVC cords, other PVC cords, other polyethylene cords, sheathed flexible cords (synthetic resin), tinsel cords, PVC sheathed flexible cables (synthetic resin), thermal fuses, link fuses, cartridge fuses, other enclosed fuses, tumbler switches, switches in flexible cord, rotary switches, pushbutton switches, pull switches, pendant switches, streetlamp switches, photoelectric automatic switches, other switches, box switches, float switches, pressure switches, circuit-breakers, earth leakage circuit breakers, cutout, lamp receptacles, separable plug bodies, fluorescent lamp holders, fluorescent starter holders, split sockets, keyless sockets, waterproof sockets, key sockets, pull sockets, pushbutton sockets, other sockets, screw-in rosettes, hookup rosettes, other rosettes, joint boxes, meter rate current limiters, flat rate current limiters, ballasts for fluorescent lamps, ballasts for mercury vapor lamps and ballasts for other high pressure discharge lamps, ballasts for ozonizer, electric heaters for steam baths, electric heaters for sauna baths, vending machines (limited to those having an electric heating device, a cooling device, an electric-discharge lamp, or a liquid storing device and excluding those for passenger tickets), electric vehicles, power supply units for electric bath

Electrical appliances and materials other than specified electrical appliances and materials

Cables (rubber / having a conductor nominal cross-sectional area of more than 22mm²), electric floor heating wires (rubber), fluorescent lamp cables, neon tube cables, cables (synthetic resin / having a conductor nominal cross-sectional area of more than 22mm²), electric floor heating wires (synthetic resin), metal conduits, class I flexible metal conduits, class II flexible metal conduits, other flexible metal conduits, metal under floor ducts, class I metal raceways, class II metal raceways, metal couplings, metal normal bends, metal elbows, metal tees, metal crosses, metal caps, metal connectors, metal boxes, metal bushings, other metal fittings of rigid conduits or flexible conduits, cable wiring switch boxes (metal), synthetic resin conduits, flexible synthetic resin conduits, cd conduits, synthetic resin couplings, synthetic resin normal bends, synthetic resin elbows, synthetic resin connectors, synthetic resin boxes, synthetic resin bushings, synthetic resin caps, other synthetic resin fittings of rigid conduits or flexible conduits, cable wiring switch boxes (synthetic), cartridge fuses, end contact fuses, remote control relays, cutout switches, covered knife switches, panelboard unit switches, electromagnetic switches, lighting tracks, lighting track couplings, lighting track elbows, lighting track tees, lighting track crosses, lighting track feed-in boxes, lighting track end caps, lighting track plugs, lighting track adaptors, other lighting track fittings and connectors, transformers for bells, transformers for indicators, transformers for neon tubes, transformers for fire lighters, ballasts for sodium vapor lamps, ballasts for germicidal lamps, repulsion start induction motors, split-phase start induction motors, capacity-start induction motors, capacity-run induction motors, commutator motors, shaded-pole induction motors, other single-phase motors, squirrel cage three-phase induction motors, electric sausage roasters, electric tea servers, electric sake warmers, electric bains maries, electric hair steamers, electric hot hand towel steamers, electric sterilizers (with electric heaters), electric plant nurseries, electric incubators, electric brooders, belt conveyors, electric ice makers, electric threshing machines, electric rice hulling machines, electric straw dampers, electric straw rope making machines, egg selectors, egg washers, electric kombu (seatangle) processors, dried squid processors, electric juice squeezers, electric mincers, electric meat choppers, electric bread slicers, electric dried bonito planers, electric ice flakers, electric rice washers, electric vegetable washers, electric tea leaf roasters, wrapping machines, hand towel wrapping machines, packaging machines, automatic print fixing baths, automatic print washers, office printing machines, addressing machines, time recorders, time stampers, electric account selectors, electric collators, numbering machines, coin counters, bill counters, label tagging machines, laundry finishing machines, laundry folding machines, hand towel rolling machines, vending machines (excluding those for passenger tickets), money changers, electric barber chairs, electric blackboard eraser cleaners, electric floor polishers, electric shoe polishers, electric sirens, electric metal cutting machines, electric groovers, electric mortisers, electric tube cleaners, electric tappers, advertisement lamps, egg testers, electronic cash registers, juke boxes, high frequency welders, arc welding machines, electric fence energizers

(Note 1) The above includes parts incorporated as part of Consumer Products.

(Note 2) In the future, based on the usage conditions of general consumers and product sales channels, the above classification may be changed to classify the products as Consumer Products.

8.3 Incident Reports Regarding Commercial LP Gas Appliances to the National Institute of Technology and Evaluation (NITE)

- ◇ Liquefied petroleum gas appliances as defined in Article 2, Paragraph (7) of the Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas (Act No. 149 of December 28, 1967), which are (1) regulators, (2) LPG high-pressure rubber hoses with a coupling, (3) LPG low-pressure rubber hoses with a coupling, (4) LPG automatic seismic gas shutoff devices, and which are owned by LPG distributors (so-called "Commercial LP Gas Appliances" which are used in supply facilities) **do not fall under the category of Consumer Products** as defined in Article 2, Paragraph (1) of the Consumer Product Safety Act.
- ◇ Therefore, manufacturers or importers of Commercial LP Gas Appliances are requested to report promptly to NITE regarding incident reports related to commercial LP gas appliances.
- ◇ As NITE is the point of contact for reporting incidents involving Commercial LP Gas Appliances as a matter of convenience, the Ministry of Economy, Trade and Industry will be responsible for handling incidents, including inquiries to operators and administrative guidance. Please note that the Consumer Affairs Agency may also handle these matters, if necessary.

Q&A Relationship with the Gas Business Act and Other Laws

● **In the event of a Serious Product Incident involving gas appliances, we assume there are two types of reports: one based on the Consumer Product Safety Act and the other based on the Gas Business Act and the Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas. Do these need to be handled separately?**

Answer Gas appliances for city gas are required to be reported to the Director of the Regional Industrial Safety and Inspection Department of the Ministry of Economy, Trade and Industry by the city gas supplier under the Gas Business Act, and gas appliances for liquefied petroleum gas are required to be reported to the prefectural governor by the LP gas supplier under the High Pressure Gas Safety Act.
On the other hand, the Consumer Product Safety Act requires manufacturers or importers to report Serious Product Incidents to the Prime Minister (the Commissioner of the Consumer Affairs Agency). Since the parties subject to reporting obligations and the scope of incidents subject to reporting are also different, they must be handled separately.

8.4 Form for Reporting Incidents to the National Institute of Technology and Evaluation (NITE)

The reporting forms are as follows. Please check the NITE website for any changes and use the latest version.

<https://www.nite.go.jp/jiko/jikojohou/shushu/youshiki/index.html>

[Form for Reporting Non-Serious Product Incidents to NITE (for Manufacturers and Importers)]

(NITE Form-1)

(Note) Do not fill in the fields marked with "**".

Handle with care	Report (For use by manufacturers and importers)				*Control number	
					*Date of receipt	MM/DD/YY:
Product name	Product name (brand name)					
	Model, type, etc.		(Country of origin:)			
Date of incident	MM/DD/YY: , AM / PM, around o'clock					
Presence or absence of fire	1. Yes 2. No	Presence or absence of carbon monoxide poisoning	1. Yes 2. No	Presence or absence of product damage	1. Yes 2. No (Total loss, Partial loss, Unknown)	
Human damage classification	(1) Deaths (number of persons:)					
	(2) Injury or disease (requiring 30 days or more for treatment) (number of persons:) (If any of the following residual disabilities occurred, enter the total number of persons with the corresponding disability.) 1. Visual impairment (number of persons:) 2. Impairment of hearing or equilibrium function (number of persons:) 3. Impairment of smell (number of persons:) 4. Impairment of vocal function, language function, or masticatory function (number of persons:) 5. Orthopedic impairment (number of persons:) 6. Impairment of cardiovascular function (number of persons:) 7. Impairment of respiratory function (number of persons:) 8. Impairment of digestive function (number of persons:) 9. Impairment of urinary function (number of persons:)					
	(3) Injury or disease (requiring less than 30 days for treatment) (number of persons:) (If any of the following residual disabilities occurred, enter the total number of persons with the corresponding disability.) 1. Visual impairment (number of persons:) 2. Impairment of hearing or equilibrium function (number of persons:) 3. Impairment of smell (number of persons:) 4. Impairment of vocal function, language function, or masticatory function (number of persons:) 5. Orthopedic impairment (number of persons:) 6. Impairment of cardiovascular function (number of persons:) 7. Impairment of respiratory function (number of persons:) 8. Impairment of digestive function (number of persons:) 9. Impairment of urinary function (number of persons:)					
	(4) No human damage					
Details of incident	(1) Factual information (please describe in detail.) <ul style="list-style-type: none"> • Number of similar incidents involving the same model: incidents (excluding this incident) • Has harm spread to the around the product: 1. Yes (Overview:) 2. No • Recall history: 1. Yes (MM/YY:) 2. No 					

	<p>(2) Causes of incident</p> <ol style="list-style-type: none"> 1. Design defects 2. Manufacturing defects 3. Defective parts or materials used 4. Age-related deterioration 5. Inadequate labeling 6. Inadequate instruction manual 7. Improper installation or construction work 8. Other () <p>(Please describe in detail below.)</p>
	<p>(3) Measures to prevent recurrence of incident</p> <ol style="list-style-type: none"> 1. Discontinuation of manufacturing 2. Discontinuation of import 3. Discontinuation of sales 4. Product improvement 5. Improvement of manufacturing process 6. Strengthening of quality control 7. Product recall 8. Product inspection and repair 9. Alert to consumers 10. Improvement of labeling 11. Improvement of instruction manual 12. No specific measures 13. Other () <p>(Please describe in detail the measures taken to prevent recurrence for products to be sold in the future and products already on the market.)</p>
	<p>(4) Name and contact information of the organization that investigated the cause of the incident (Name) (Contact information)</p>
	<p>(5) Name and contact information of the organization storing products causing the incident (Name) (Contact information)</p>
Trigger for recognizing the incident and the date	<p>(The trigger of recognition)</p>
	<p>(Date of recognition) MM/DD/YY: , AM / PM, around o'clock</p>
Incident location	<p>● (Address)</p>
	<p>(Specific location)</p>
Date and quantity of manufacture of the type product in question	<p>(Period): From: MM/DD/YY: To: MM/DD/YY:</p>
	<p>(Quantity):</p>
Date and quantity of import of the type product in question	<p>(Period): From: MM/DD/YY: To: MM/DD/YY:</p>
	<p>(Quantity):</p>
Date and quantity of sale of the type product in question	<p>(Period): From: MM/DD/YY: To: MM/DD/YY:</p>
	<p>(Quantity):</p>
Name and address of manufacturer/importer	<p>(Name): (Type of business of reporter) 1. Manufacturer 2. Importer (*) (Notified) 1. Yes (Name of the Act on which the notification is based:) 2. No</p>
	<p>(Address): (Phone number): (Department in charge): (Phone number of the department in charge): ● (Job title of person in charge): ● (Name of person in charge):</p>

Name and address of business association to which your company belongs	(Name)
	(Address): (Phone number):
Report author (Please fill in, if different from the above manufacturer/importer)	(Name/institution name) (Name) Email:
	(Address) (Phone number): (FAX):

(Remarks) The size of this paper should be A4 of the Japanese Industrial Standards.

(Note) In principle, the items marked with a "●" symbol will not be disclosed in the event of a request for disclosure under the Act on Access to Information Held by Administrative Organs (Act No. 140 of 2001), but the information that has already been made public shall be disclosed.

[Form for Notifications to NITE (For Retailers, DPF Providers, Leasing Companies, Installers, Repairers, Related Organizations and Local Public Entities (Including Consumer Affairs Centers, Etc.))]

(NITE Form-2)

Notification

(Note) Do not fill in the fields marked with "**".

Handle with care

(for distributors, leasing companies, installers, repairers, related organizations and local public entities (including consumer affairs centers, etc.))

*Control number	
*Date of receipt	MM/DD/YY:

Product name Product name (brand name)			
Model, type, etc.			Country of origin:
Labeling or marks on the product			Presence or absence of instruction manual Yes / No
Date of incident	MM/DD/YY: _____, AM / PM, around _____ o'clock		
Incident location	● (Address)		
	(Specific location)		
Victim	●Name: _____ Gender: Male / Female ●Age: _____ years old		
Presence or absence of fire	1. Yes 2. No	Presence or absence of carbon monoxide poisoning	1. Yes 2. No
Summary of human damage	1. Death (_____ persons) 2. Injury or disease (requiring 30 days or more of treatment) (_____ persons) 3. Other minor injuries or diseases (Hospitalized (_____) persons, Treated at home (_____) persons)		
	1. Fracture 2. Bruise 3. Laceration 4. Abrasion 5. Burn 6. Skin disorder 7. Visual impairment 8. Impairment of hearing or equilibrium function 9. Impairment of olfactory function 10. Impairment of vocal function, language function, or masticatory function 11. Orthopedic impairment 12. Impairment of cardiovascular function 13. Impairment of respiratory function 14. Impairment of digestive function 15. Impairment of urinary function 16. Poisoning other than carbon monoxide poisoning (_____) 17. Choking 18. Electric shock 19. Others (_____) <input type="checkbox"/> No human damage		
Status of harm other than human damage	1. Damage to product Yes / No 2. Has damage spread to the around the product: Yes (Overview: _____) / No		
Product purchase and usage status	Date of purchase: MM/DD/YY: _____ Duration of use: _____ years and _____ months (_____ days) Purchase location:		
Details of incident	(Please describe in detail. You may include this information on a separate sheet of paper.)		
Root cause of incident (Your findings)			
●Victim's request	1. Reimbursement for the amount of damage 2. Replacement of product 3. Repair/inspection 4. Pick-up (repayment) 5. Compensation 6. Investigation and investigation of cause 7. Apology (no other request) 8. Others (_____)		
Name and address of manufacturer, etc.	(Name): _____ (Industry) 1. Manufacturer 2. Importer 3. Seller 4. Other		

	(Address): (Phone number): ● (Name of person in charge):
Notification author	(Name/institution name) (Name) Email:
	(Address) (Phone number): (FAX):
Confirmation of provision of the product involved in the incident and destruction of the product involved in the incident	Provision of the products involved in the incident (Would you provide the product involved in the incident to NITE?) → Yes / No Return of the product involved in the incident (If you will provide the product involved in the incident, do you need it to be returned?) → Yes / No Disassembly of the product involved in the incident (May NITE disassemble the product involved in the incident in the process of testing?) → Yes / No

(Remarks) The size of this paper should be A4 of the Japanese Industrial Standards.

(Note) In principle, this form should be used for notification, but other forms may be substituted if they cover the above items. Additionally, and the items marked with "●" (for the address, limited to the portion below the town/village level) shall not be disclosed even if there is a request for disclosure in accordance with the Act on Access to Information Held by Administrative Organs (Act No. 140 of 2001), but the information that has already been made public shall be disclosed.

8.5 List of Contacts for the National Institute of Technology and Evaluation (NITE)

NITE Product Safety Related Offices

Office name	Postal code	Address	Contact
Address e-mail notifications to			jiko@nite.go.jp
Osaka Office	559-0034	1-22-16 Nanko-Kita, Suminoe-ku, Osaka-shi, Osaka	TEL: 06-6612-2068
Tokyo Head Office	151-0066	2-49-10 Nishihara, Shibuya-ku, Tokyo	TEL: 03-3481-1820
Hokkaido Regional Office	060-0808	2-1-1 Kita Hachijo Nishi, Kita-ku, Sapporo-shi, Hokkaido Sapporo Government Office Building No. 1	TEL: 011-709-2324
Tohoku Regional Office	983-0833	4-5-18 Higashisendai, Miyagino-ku, Sendai-shi, Miyagi	TEL: 022-256-6423
Product Fire Investigation & Research Center	376-0042	3-7-4 Tsutsumi-cho, Kiryu-shi, Gunma	TEL: 0277-22-5471
Chubu Regional Office	460-0001	2-5-1, Sannomaru, Naka-ku, Nagoya-shi, Aichi Nagoya Joint Government Building No.2	TEL: 052-951-1931
Hokuriku Regional Office	920-0024	3-4-1, Sainen, Kanazawa-shi, Ishikawa Kanazawa Ekinishi Joint Government Building	TEL: 076-231-0435
Chugoku Regional Office	730-0012	6-30, Kamihacchobori, Naka-ku, Hiroshima-shi, Hiroshima Hiroshima, Joint Government Building No.3	TEL: 082-211-0411
Shikoku Regional Office	760-0023	1-3-2, Kotobuki-cho, Takamatsu-shi, Kagawa Nissin Takamatsu Building 5F	TEL: 087-851-3961
Kyushu Regional Office	815-0032	2-1-28 Shiobaru, Minami-ku, Fukuoka-shi, Fukuoka	TEL: 092-551-1315

8.6 Processing of Incident Information Under the Accident Information Collection System of the National Institute of Technology and Evaluation (NITE)

- ◇ NITE investigates and analyzes the cause of each Product Incident in relation to the information it receives thereon, and where necessary, checks the product involved in the incident to investigate the root cause. In addition, NITE conducts investigations of Serious Product Incidents reported to the government that require technical investigations on safety, at the direction of the Ministry of Economy, Trade and Industry. In such investigations, manufacturers, importers, distributors, and other related parties will be requested to provide detailed information on incidents, including the circumstances at the time of incidents, materials related to the products involved, and said products themselves, as well as the results of incident investigations conducted by the manufacturers.

- ◇ Incidents on which reports are received will be summarized weekly, and the following information will be published on the NITE website in the week following the week in which reporting on an incident is received. If the incident is related to a recalled product, the name of the manufacturer or importer, the model/type name, and the date the recall began will also be disclosed.
In cases where the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry publicly announce the name of the manufacturer or importer and the model/type name, the same information will also be announced on the NITE website.
<Details of Public Announcements of Incidents Involving the Recalled Products>
Name of manufacturer or importer, model/type name, date of receipt of report of incident, product name (generic name), date of incident, incident details, status of harm, name of prefecture where harm occurred, place where product was produced
<General Publication Details>
Date of receipt of report of incident, name of product (generic name), date of incident, details of incident, status of harm, name of prefecture where harm occurred, place where product was produced

- ◇ Results of the analyses of the causes of incidents will be made public as follows following consultation with NITE's **Accident Trend Analysis Committee**, which consists of academic experts and consumer representatives. In the event that an incident was caused by a product, the name of the manufacturer or importer, as well as the model/type name, will also be disclosed after confirmation from the manufacturer.
<Details of Results of Product Incident Investigations in Incidents Caused by Products to be Published>
Name of manufacturer or importer, model/type name, date of incident, place of incident, product name, period of product use, details of incident notification, cause of incident, measures to prevent recurrence, attributes of notifier, date of receipt
<Details of Other Product Incident Investigation Results to be Published>
Date of incident, place of incident, product name, period of product use, details of incident notification, cause of incident, measures to prevent recurrence, attributes of notifier, date of receipt

- ◇ In addition to the publication of the above investigation results, NITE also sends out information to alert consumers of Product Incidents from time to time through press releases and the use of social media.

Q&A Other

● If we report a Serious Product Incident, will we also be liable under civil law?	
Answer	Under the incident reporting system, the fact that a manufacturer or importer has reported an incident to the government does not immediately constitute an admission that a product defect exists. As such, the fulfillment of the obligation to report an incident does not immediately result in civil or criminal liability.
● Are we still required to report even if it has been ten years since the sale of the product ended?	
Answer	For products manufactured or imported by your company, the reporting obligation exists as long as such products exist.
● Why does the Cabinet Office Order on reporting Serious Product Incidents stipulate that "the report must be written in Japanese"?	
Answer	The system for publishing incident information under the Consumer Product Safety Act is designed to help consumers in Japan understand information on Actual or Potential Consumer-Related Incidents that have occurred in Japan and avoid dangers associated with the use of such products. For this purpose, in addition to the name and model of the product, it is necessary to accurately publicize the manner of the incident (degree of injury, etc.), avoiding mistranslations; accordingly, incident information serving as the basis for the publication needs to be reported in Japanese.
● It is stated that "Even in cases where there is no report of a Serious Product Incident from a manufacturer or importer, information on Serious Product Incidents is to be made public in certain cases." What kind of cases are these?	
Answer	Even if there is no report of a Serious Product Incident from the manufacturer or importer, when the Consumer Affairs Agency becomes aware of a Serious Product Incidents and deems it necessary to prevent the occurrence and spread of serious harm to the lives or health of general consumers caused by the product involved in said Serious Product Incident, information on said Serious Product Incident shall be made public.