

# Did you know?

In accordance with the Consumer Product Safety Act,

## Serious Product Incidents Reporting System

**Any person engaged in the manufacture or import has a duty to report of Serious Product Incidents.**

### To whom engaged in the manufacture or import of Consumer Products

- When you come to know that Serious Product Incidents occurred, you **must report to Consumer Affairs Agency within 10 days**, including the day you come to know it. (Article 35(1), etc.)
- You must endeavor to **collect information on Product Incidents and provide such information properly to consumers**. (Article 34(1))
- You must investigate the cause of these Product Incidents, and if you find it necessary to prevent the occurrence and increase of safety hazards, you must endeavor to **recall the Products** or otherwise take measures to prevent the occurrence and increase of safety hazards. (Article 38(1))

### To whom engaged in the retail, repair or installation of Consumer Products

- When you come to know that Serious Product Incidents occurred, you must endeavor to **notify the person engaged in the manufacture or import** of the Consumer Products of these incidents. (Article 34(3))
- You must endeavor to **collect information on Product Incidents and provide such information properly to consumers**. (Article 34(1))
- You must endeavor to **cooperate with recall** and other measures to prevent the occurrence and increase of safety hazards that would be taken by the person engaged in the manufacture or import of products. (Article 38(2))

#### What are "Consumer Products"?

The term “Consumer Products” means any product supplied mainly for use by general consumers in their everyday lives.

#### Followings products are not subject to the system:

- Ships;
- Food, additives, detergents;
- Firefighting equipment;
- Poisonous substances, deleterious substances;
- Road trucking vehicles;
- Containers to be filled with high pressure gas;
- Hunting guns;
- Medicines, quasi-medicines, cosmetics, medical equipment; etc.

#### What are "Serious Product Incidents"?

The term “Serious Product Incidents” means incidents not apparently caused by a defect in the Consumer Products and any of the following:

- Death;
- Injury or disease for which treatment requires no less than 30 days;
- Injury or disease causes physical disability;
- Carbon monoxide poisoning;
- The occurrence of a fire;

*You must report incidents, even if the cause of the incidents is unknown.*

## In which case reporting is required?

- The electric cable of the dish washer broke due to age-related deterioration and ignited from there, resulting in a fire.

In general, any Serious Product Incidents occurrence as a result of 'age-related deterioration' shall be reported, as it is not 'obvious that the product is not defective'.

- Gas water heaters, which are also retailed to households, caused carbon monoxide poisoning when used in the office.

Gas water heaters, which are also retailed to households, are consumer products. Therefore, this case shall be reported even if they caused carbon monoxide poisoning incident in the office.

- Fires caused by electrical wiring errors during product installation.

Unless the operator who installed the product is not under the direction and supervision of the person engaged in the manufacturer or import of the product in question, the cause of the fire has been clarified by public authorities as the fault of the installing operator and the investigation of the product has been completed, all cases shall be reported.

- A notebook computer caught fire in a private house in the USA and the house half-burnt down, and the same model is also manufactured and retailed in Japan.

Serious Product Incidents occurring abroad are not subject to report.

## How to identify Serious Product Incidents?

- Do we have to report the incidents to the Consumer Affairs Agency, when we come to know the occurrence of Serious Product Incidents through contact from the police, fire department, or hospital, etc., but there is insufficient information to identify the victims and the details of the incidents?

If any of the Serious Product Incidents conditions are met, it is necessary to report to the Consumer Affairs Agency even if the victim's information and the details of the incidents are unknown. When information is provided by these related organizations, it must be considered that information related to Product Incidents has been provided.

Therefore, you must report Serious Product Incidents to the Consumer Affairs Agency by the reporting deadline to the extent available with the details of the incidents, based on information obtained from relevant organizations. In addition, if information about the incidents are obtained directly from the victim or related persons, the incidents information including degree of injury shall be confirmed immediately. If it is found to fall under any of the Serious Product Incidents conditions, report must be submitted within 10 days, including the day on which you come to know it.

- Are Serious Product Incidents caused by consumers' failure to observe the precautions for use shall be reported?

If it is unclear whether or not the incidents fall into the category of 'incidents clearly not caused by a product defect' (including cases where the cause of the incidents is unknown), the report must be submitted.

About 1,000 incidents information  
a year is made public.

## Incidents information publication

When the Consumer Affairs Agency and the Ministry of Economy, Trade and Industry receive a report of Serious Product Incidents from any person engaged in the manufacture or import, the information on the Serious Product Incidents is publicized on its website. (Publication date: Every Tuesday and Friday in principle)

Please visit the Consumer Affairs Agency website for more information on product incidents reporting and publication system in accordance with the Consumer Product Safety Act.

[https://www.caa.go.jp/policies/policy/consumer\\_safety/centralization\\_of\\_incident\\_information/index.html#product\\_safety\\_law](https://www.caa.go.jp/policies/policy/consumer_safety/centralization_of_incident_information/index.html#product_safety_law)

You can download the Serious Product Incidents report form, its sample, 'The Handbook for Businesses' that explains the incidents reporting system in detail, etc.



**Contact: Consumer Safety Division, Consumer Affairs Agency**  
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