

Brussels, April 2023

JAHARP2020-2 Newsletter (second edition)

19 Market Surveillance Authorities (MSAs) from 15 European countries work jointly to keep European consumers safe

Geographical Scope of JAHARP2020-2



19 Market Surveillance Authorities from 15 European Member States

Our goal: the safety of your products

JAHARP2020-2 performed documentary checks and tests on consumer products to assess safety and compliance with European legislation. By May 2023, we will finalise checks on 30 tumble dryers, 200 Internet of Things (IoT) connected devices, and 76 non-refillable helium cylinders (19 models, 4 specimens per model). Enforcement actions are being taken by the responsible MSAs against all non-compliant products.

JAHARP2020-2

Joint Market Surveillance Action 2 on HARmonised Products 2020

<h3 style="margin: 0;">INSPECTION & TESTING RESULTS</h3>	<h3 style="margin: 0;">Administrative Checks & Tests on 3 Product Groups</h3>	<p>Co-funded by the European Union</p>
<h4 style="margin: 0;">Tumble Dryers</h4>	<h4 style="margin: 0;">IoT connected devices in cooperation with customs activity</h4>	<h4 style="margin: 0;">Non-refillable helium cylinders</h4>
<div style="display: flex; justify-content: space-between;"> ■ Compliance ■ Non-Compliance </div> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-top: 5px;"> TESTS RESULTS PROVIDED BY THE LABORATORY </div> <p>results available for all 30 tumble dryers sampled and tested in the project</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="flex: 1;"> <p>63% resulted non-compliant (either from an administrative or a technical perspective)</p> </div> <div style="flex: 1;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Administrative issues detected</p> <ul style="list-style-type: none"> • missing product markings • illegible markings after durability testing </div> <div style="width: 45%;"> <p>Technical issues detected</p> <ul style="list-style-type: none"> • drum motor winding, and exhaust air temperatures above the limit • insulation breakdown after moisture ingress testing • internal drum motor lacking earth connection • live parts not distant enough </div> </div> </div> </div> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-top: 10px;"> KEY TAKE-AWAYS FROM ACTIVITIES </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;"> <p>Advice for consumers to decrease lint accumulation (leading to fire accidents):</p> <ul style="list-style-type: none"> • To clean filters regularly • To read the products' instructions carefully </div> <div style="width: 45%;"> <p>Tests results did not detect technical issues leading to fire accidents - unlike in the past</p> </div> </div>	<div style="display: flex; justify-content: space-between;"> ■ Compliance ■ Non-Compliance </div> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-top: 5px;"> RESULTS OF ADMINISTRATIVE CHECKS </div> <p>200 various IoT devices examined</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="flex: 1;"> <p>49% resulted non-compliant</p> </div> <div style="flex: 1;"> <p>Administrative issues detected</p> <ul style="list-style-type: none"> • lack of declaration of conformity • lack of user manual </div> <div style="flex: 1;"> <p>Technical issues detected</p> <ul style="list-style-type: none"> • lack of technical documentation • lack of necessary marking </div> </div> <p style="text-align: center; margin-top: 10px;">⚠️ In some cases, there is no evidence of a correct conformity assessment procedure</p> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-top: 10px;"> KEY TAKE-AWAYS FROM ACTIVITIES </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;"> <p>Check that your IoT connected devices have:</p> <ul style="list-style-type: none"> • CE conformity mark • information about manufacturer • device identification • warnings • a user manual in your language </div> <div style="width: 45%;"> <p>Follow the user manual while installing and using your IoT connected devices, and be aware of all users' restrictions</p> </div> </div> <p style="font-size: small; margin-top: 5px;">Future, similar campaign should:</p> <ul style="list-style-type: none"> • target other products with IoT functionality (e.g., lightening, heating equipment, kitchen appliances) • further educate economic operators and consumers on these devices 	<div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> OUTCOMES OF TESTING ACTIVITIES SO FAR </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-bottom: 10px;"> <div style="text-align: center;"> <p>19 different models of helium cylinders identified</p> </div> <div style="font-size: 2em;">➔</div> <div style="text-align: center;"> <p>76 products sent to the lab</p> <p>(4 specimens per model)</p> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>31% of the models present administrative non-compliances</p> <p>Administrative issues detected</p> <ul style="list-style-type: none"> • incorrect Declaration of Conformity (5 models) • missing details of the importer (3 models) </div> <div style="width: 45%;"> <p>89% of the models present technical non-compliances</p> <p>Technical issues detected</p> <ul style="list-style-type: none"> • welding defects (17 models) • failure of the burst test (5 models) • failure of the non-refillability test (5 models) </div> </div> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-top: 10px;"> KEY TAKE-AWAYS FROM ACTIVITIES </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;"> <p>Results reveal different technical defects for non-refillable helium cylinders</p> </div> <div style="width: 45%;"> <p>We suggest a more rigorous application of conformity assessment procedures</p> </div> </div>

The [JAHARP2020-2](#) is a 24-month pan-European Triplet Project co-funded by the European Union (EU). Its strategic objective is threefold: (i) to raise the level of market surveillance; (ii) to facilitate the application of the new Market Surveillance Regulation (EU) 2019/1020; and (iii) to increase the capability of the European MSAs. The project is coordinated by [PROSAFE - The Product Safety Forum of Europe](#).

Caution! The results described stem from samples of products from the markets in the participating countries. As in most market surveillance activities, the results represent the targeted efforts that MSAs undertake to identify unsafe products. This means that the detected non-compliance rate does not present a statistically valid picture of the situation of the whole market. Tests were undertaken at accredited laboratories and focussed on those safety requirements that have the largest impact on consumer safety.

Project results per working group

Tumble dryers



Product testing is completed for all **30 samples of tumble dryers**. Results have been prepared and test reports have been sent to the participating MSAs. **Nonconformities have been identified in 19 (63%) of the products**. These include missing product markings and illegible markings after the durability test, drum motor winding temperatures above allowable limits, exhaust temperature of the air from the drum above allowable limits, insulation breakdown after moisture ingress testing, lack of earth connection for the internal drum motor and internal distances between live parts below allowable limits. Risk assessments are underway, with the initial evaluation suggesting that while most nonconformities present a medium risk of injury, some seem to pose a high risk to consumers. The group is currently reviewing the technical documentation for the four ‘connected’ tumble dryers within the scope of the Radio Equipment Directive (RED).

IoT connected devices in cooperation with customs activity



The most updated -but not final- results revealed that **98 (49%) of the 200 products** checked had administrative nonconformities. These involve the absence of the EU Declaration of Conformity, technical documentation, user manual, or necessary marking. A lack of evidence that a conformity assessment procedure of the radio equipment is carried out in accordance with the provisions of RED raises reasonable suspicion that this non-compliant radio equipment is liable to affect the operation of the products, the safety of the end-users, as well as the operation of other equipment, including the security of consumer data. Enforcement actions are ongoing. Lastly, the group has also prepared a survey to collect information on how the Customs perform checks and collaborate with MSAs for IoT connected devices.

Non-refillable helium cylinders



19 models were sampled from the market and tested by an accredited laboratory. Out of these 19 models, 14 showed some kind of administrative non-compliance, while 17 showed some kind of technical non-compliance. Several anomalies were found relating to traceability requirements. Specifically, 6 declarations of conformity were incorrect, while 5 products lacked the name and address of the importer. Tests have been carried out on 4 samples for each selected model. 17 of the 19 models showed defective welding, 5 failed the burst test, and 5 failed the non-refillability test. These defects are liable to affect the safety of consumers. The results and risks involved are being analysed by the MSAs in order to determine the necessary corrective measures.

Consumer advice and key take-aways



- In the past years, construction and lint accumulation issues in tumble dryers led to fire accidents. Now, test results did not detect these defects, thus suggesting an improvement in the appliances safety.
- Regularly clean the appliance filter and follow the manufacturer’s instructions to decrease the lint quantity.



- Ensure that your IoT connected devices are provided with the CE conformity mark, information about manufacturer, the device identification, the necessary warnings, and a user manual in your language.
- Be aware of the restrictions on the use of your IoT connected devices (this information is in the manual).
- Strictly follow the user manual while installing and using your IoT connected device.
- Similar campaigns should be considered in the future also targeting different products with IoT functionality, especially those that historically did not represent radio equipment (e.g., kitchen, lightening, heating equipment etc.).



- Campaigns increasing economic operators’ and consumers’ education on these devices are important.
- Results revealed several technical issues and suggest the need for a more rigorous application of the conformity assessment procedures.

Communication and Outreach

PROSAFE’s web portal www.prosafe.org and social media ([Twitter](https://twitter.com/prosafe) and [LinkedIn](https://www.linkedin.com/company/prosafe)) provide progress updates to the public, also via infographics and visuals. The status of the activities was also communicated in other forms, e.g., presentations at the TPED AdCo group on 10 June 2021, the LVD AdCo Group on 16 November 2021, the RED AdCo group on 23 March 2021, and at the PROSAFE General Assembly on 31 May 2022.

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Disclaimer! This Newsletter is part of the joint action JAHARP2020-2, which receives Funding from the European Union in the framework of the Action entitled "EU support to joint market surveillance actions for non-food products". The content of this document represents the views of the author only and it is his sole responsibility. It cannot be considered to reflect the views of the European Commission or any other body of the European Union. The European Commission does not accept any responsibility for the use that may be made of the information it contains.