



FREE guides to help you avoid the purchase and use of sub-standard, dangerous electrical products and services.  
**DOWNLOAD AT [www.safehousesa.co.za](http://www.safehousesa.co.za)**

# IGNORANCE CAN BE DEADLY!

**Report** any electrical product failure to the dealer, manufacturer, the NRCS and, if applicable, the National Consumer Commission. If in doubt, check with the **SAFEhouse Association** for assistance.

- Buy **brands** you know and can **trust**.
- Buy from **reputable distributors** and outlets.
- Beware of **copies** of prominent brands.
- Be suspicious of **prices** lower than for other, similar products/services.
- Be suspicious of **lack of information** on or with the product packaging.
- Ask the supplier for **references** to other users – and contact them.
- When dealing with an electrical contractor, ask for proof of registration and about its membership of the **ECA** (Electrical Contractors Association). Call the ECA in your region to check credentials.
- Be critical of a suspect installation or a **Certificate of Compliance (COC)** that is issued too easily.
- Ask the supplier to prove **compliance with regulations** i.e. letter of authority (LOA).
- Look for **certification marks** such as **SABS, VDE and UL**. (Note that the SABS mark is not necessarily a substitute for the LOA).
- Beware of **fraudulent use** of well-known certification emblems, such as the SABS mark.
- A **“CE” mark** is not proof of independent testing and not necessarily proof of conformity.

**SAFEhouse members have signed a code of conduct: Your assurance of commitment to offer only safe electrical products and services.**

SAFEhouse membership is suppliers' assurance to customers of responsible behaviour and of customers' safety as a priority. SAFEhouse members regulate themselves. SAFEhouse is primarily a communications association that informs users of safety requirements and occurrences of non-compliance with such requirements.



The SAFEhouse Association is a non-profit, industry organisation committed to the fight against sub-standard, unsafe electrical products and services.

**For more information contact:**  
**Connie Jonker:** Tel: 011 396 8251  
 Email: [connie.jonker@safehousesa.co.za](mailto:connie.jonker@safehousesa.co.za)  
[www.safehousesa.co.za](http://www.safehousesa.co.za)



As at 1/06/2018