

Ignorance is deadly!

A SAFEhouse guide to avoiding the purchase and use of sub-standard, dangerous electrical products and services:

- Buy **brands** you know and can **trust**.
- Buy from reputable distributors and outlets.
- **Beware of copies** of prominent brands.
- Be suspicious of prices substantially lower than for other, similar products or services on offer.
- Try to make contact with the seller's supplier and judge responses critically.
- Be suspicious of lack of information on or with the product packaging and on the product itself. Specifications require certain minimum markings and packaging should describe the electrical capacities and the correct application of the product. Look out for contradictions between data provided e.g. different Voltage ratings for the same product.
- If the purchase warrants it, ask the supplier for references to other users – and make the effort to contact them.
- When dealing with an electrical contractor, ask about its membership of the ECA (Electrical Contractors Association) and 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: A National Regulator for Compulsory Specifications (NRCS) approval in the form of a Letter of Authority (LOA) for the products used that are subject to regulations (See the SAFEhouse guide for a list of these products).
- **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.
- 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 information it may possibly have to help you.

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

www.safehousesa.co.za

As at 10/08/2018

