



# Persatuan Pengguna Pulau Pinang Consumers Association of Penang

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## Press Statements

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### Power Banks or Sand Banks?

Consumers buying power banks for their handphones at bargain prices are being ripped off by unscrupulous traders. We bought a few after consumers claimed that the power banks drained out very quickly compared to the size of the units.

Opening up to look at the inside, we discovered that there were cheap batteries for power storage and also sand-filled battery casings to make up for the weight of the power bank. The heavier it is, the more power storage capacity it is supposed to have and this is how consumers choose the power banks, by size and weight.

Those involved in the making and selling of these fake power banks are committing a fraud on consumers. The safety of these fake power banks is also a matter of concern. Could they explode or start fires?

These power banks are sold openly and widely at flea markets, pasarmalam and shopping malls. Our survey also found that these shoddy items are mostly imported from China. There are also some imported goods labeled in a foreign language and not in Bahasa Malaysia.

CAP is questioning the safety, quality and reliability of such items. Due to its low price, consumers tend to consider such cheap items however this may lead to further wastage as these items do not last long and are not reliable. Usually, the goods are also not returnable with no warranty.

CAP is also very concerned that this fraudulent act is also affecting other cheap products especially electrical items that are not regulated. Under the Consumer's Protection Act 1999 clause 32(1) and clause 32(2) (a) goods are supplied to a consumer shall be implied a guarantee that the goods are of acceptable quality, free from minor defects, safe and durable.

We strongly urge the Ministry of Domestic Trade, Cooperatives and Consumerism to enforce the Act and take immediate action in order to curb such items from being sold. People responsible for this fraud should be prosecuted and not merely 'advised'.

CAP also humbly calls the Chinese ambassador to Malaysia to look into this matter and raise it in their country to ensure the quality and reliability of their products. We believe such action should be taken to ensure the loyalty of Malaysian consumers toward goods from China.

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