

# **Overview of the Act Partially Amending the Consumer Product Safety Act and Other Acts (Extending Regulations to Overseas Business Operators)**

**August 2025**

**Product Safety Division**

**Industrial and Product Safety Policy Minister's Secretariat**

**Ministry of Economy, Trade and Industry**

# Outline of the Act to Partially Amend the Consumer Product Safety Act and Other Acts

- Promulgated on June 26, 2024
- To be enforced on December 25, 2025

Consumer Products Safety Act (Consumer Product Safety Act), Gas Business Act (Gas Business Act), Electrical Appliances and Materials Safety Act (Electrical Appliances and Materials Safety Act), Act on Ensuring the Safety and Regulating the Transactions Involving Liquefied Petroleum Gas (Act on Ensuring the Safety and Regulating the Transactions Involving Liquefied Petroleum Gas)

## Background and Legal Overview

- In recent years, with the expansion of internet transactions, opportunities for Japanese and foreign businesses to sell products to Japanese consumers through online malls, etc., have increased. However, this has led to the following issues arising:  
(1) the absence of Japanese manufacturers and importers who are (legally) responsible for the safety of products sold directly to Japanese consumers by foreign businesses using online malls and other digital platforms (DPFs) for transactions, and (2) the lack of regulations on the sale of products for children (e.g., toys), including products from overseas, whose safety cannot be verified (i.e., the situation is handled only after an incident occurs).
- In order to create an environment in which Japanese consumers can use products sold directly from overseas with assured safety and preventing incidents caused by children's products, measures should be taken to (1) address the expansion of Internet transactions and (2) ensure the safety of toys and other products for children.

## (1) Responding to the expansion of internet transactions [Consumer Product Safety Act, Electrical Appliances and Materials Safety Act, Gas Business Act, and Act on Ensuring the Safety and Regulating the Transactions Involving Liquefied Petroleum Gas]

### (i) Regulation of overseas businesses (appointment of an administrator in Japan)

- In cases where an overseas business sells products directly to Japanese consumers without going through a Japanese importer (e.g., through the use of a DPF for transactions), we will clarify that the overseas business is subject to notification under the Consumer Product Safety Act and other acts and require the overseas business to appoint a person responsible for enforcement of the regulations in Japan (an administrator in Japan).

### (ii) Establishment of measures to request providers of digital platforms for transactions to delete products from the DPFs.

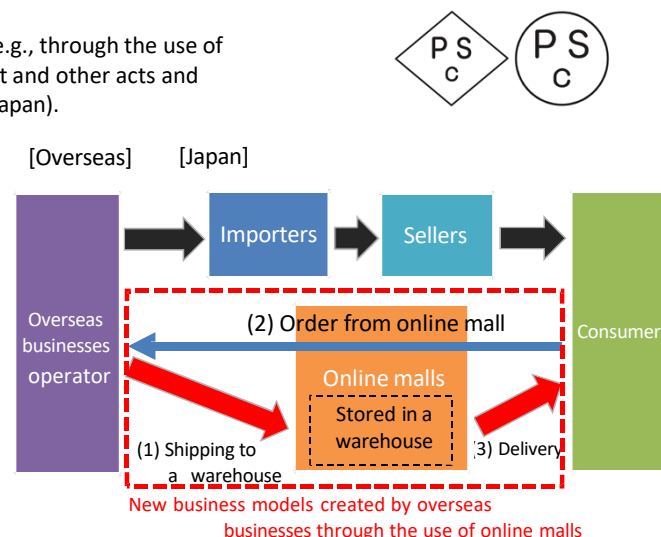
- If a consumer product offered on a DPF for transactions is deemed to pose a risk of danger to Japanese consumers, and if the seller of the product is not expected to take necessary action (e.g., a recall), measures such as requesting the provider of the DPF for transactions to remove the product from the DPF may be taken.

### (iii) Establishment of a system for public disclosure of notifications

- Establish a system to publicly disclose the name of the notified business, the classification of the model of the specified product, the name of the administrator in Japan and other information.

### (iv) Establishment of a system to publicly disclose violators of laws, regulations, and other rules.

- Establish a system capable of publicly disclosing the names of and other information about those who have committed acts in violation of laws, orders based on laws, and other rules.



## (2) Measures to ensure the safety of toys and other products for children [Consumer Product Safety Act]

### (i) Establishment of regulations related to products for children

- Specified products for children (products requiring labeling of target ages and precautions for use as they are used mainly in children's daily lives). The government will require manufacturers and importers of such products to conform to the technical standards set by the government and to display warnings such as the target age range and precautions for use.
- Products without information indicating that the above obligations have been fulfilled may not be sold.

### (ii) Exception for specified used products for children

- A special exception will be made to allow the sale of specified used products for children, on the condition that Japanese consumers are alerted and a system is in place to ensure their safety.













\* With regard to the Act on Ensuring the Safety and Regulating the Transactions Involving Liquefied Petroleum Gas, revisions will be made to the provisions of Article 100, Item 6 of that Act, as revised by the 1999 amendment.

\* In addition to the above, measures will be developed relating to the provision of information necessary for the investigation of serious product incidents to the National Institute of Technology and Evaluation (NITE) (Consumer Product Safety Act), the streamlining of notifications (Consumer Product Safety Act, Gas Business Act, Electrical Appliances and Materials Safety Act, and Act on Ensuring the Safety and Regulating the Transactions Involving Liquefied Petroleum Gas), and the revision of provisions of the Consumer Product Safety Act to clarify when an act constituting a penalty is committed, and other necessary provisions.

# Overview of the Four Product Safety Acts

- The four product safety acts designate products that may cause harm (products subject to PS mark) and require manufacturers and importers to comply with technical standards established by the government.
- Manufacturers and importers must affix the PS mark to products that comply with the technical standards before selling them. Distributors and retailers must not sell products that do not bear the PS mark.
- Manufacturers and importers are obligated to report to the Consumer Affairs Agency within 10 days of becoming aware of the occurrence of a serious product incident.

## Products subject to the four product safety acts and PS mark

Consumer Product Safety Act (13 items)		Lighters, laser pointers, etc. (3 items)
		Oil stoves, magnet sets, balls that inflate with water, etc. (8 items)
		Infant beds (1 item)
		Infant toys (1 item)
	Two items added in December 2024	
Electrical Appliance Safety Act (457 items)		Electrical outlets, extension cords, AC adapters, portable generators, etc. (116 items)
		LED lamps, air conditioners, refrigerators, microwaves, etc. (341 items)
Gas Business Act (8 items)		Gas bath burners, etc. (4 items)
		Gas stoves, etc. (4 items)
Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas (17 items)		Cartridge gas stoves, portable liquefied petroleum gas burners, etc. (8 items)
		General gas stoves, etc. (9 items)

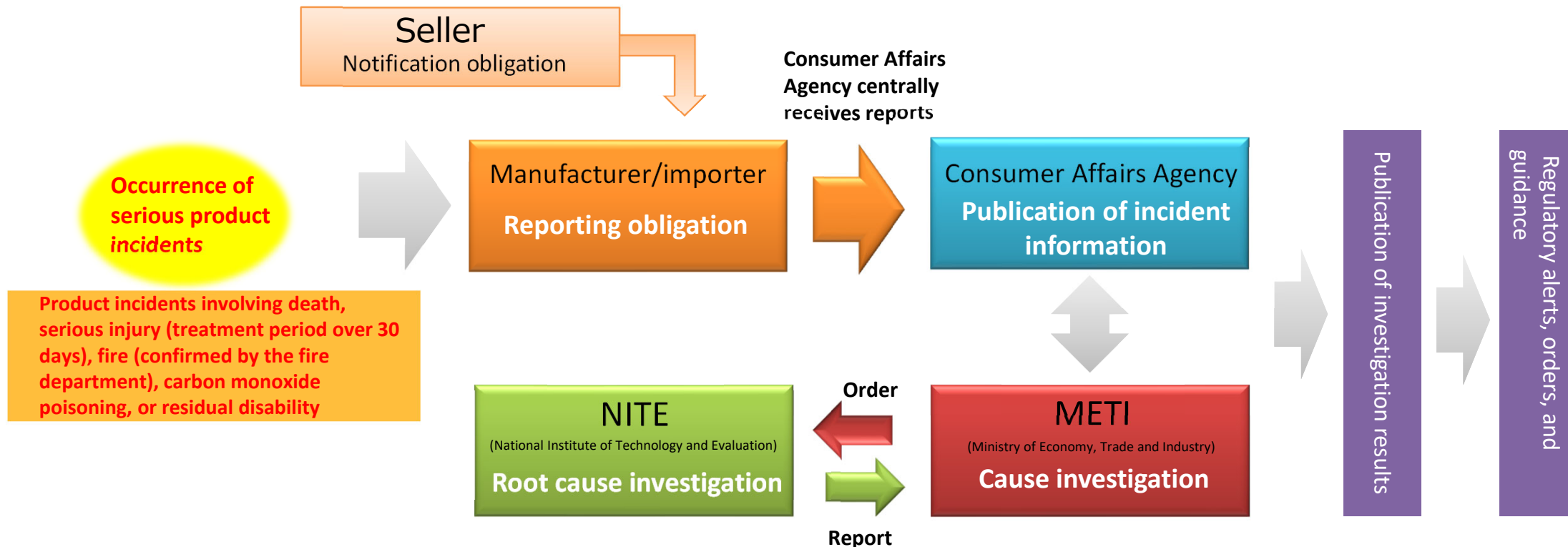
\* The round PS mark can be displayed if compliance with technical standards can be confirmed through voluntary inspection.

\* In addition to voluntary inspections, the diamond-shaped PS mark can be displayed if compliance with technical standards is confirmed by an inspection agency registered in the country.

\* The children's PSC mark can be displayed after confirming compliance with technical standards, conformity to the age grading standards, and the display of usage precautions, including the target age.

# System for Reporting and Publishing Serious Product incidents

- Manufacturers and importers are required to report serious product incidents to the Consumer Affairs Agency within 10 days of becoming aware of their occurrence (Article 35 of the Consumer Product Safety Act).
- When retailers and other parties become aware of such incidents, they have a responsibility to notify the manufacturers or importers (Article 34, Paragraph 2 of the Consumer Product Safety Act). The Consumer Affairs Agency promptly publishes this incident information. The Ministry of Economy, Trade and Industry instructs NITE (National Institute of Technology and Evaluation) to conduct a cause investigation (Article 36 of the Consumer Product Safety Act).
- The investigation results are also published, and recurrence prevention is achieved through alerts, orders, and guidance.
- This system was introduced through legal amendments in 2006 based on lessons learned from past incidents, and it is an extremely important system for preventing incident recurrence.



Since September 2009, the Consumer Affairs Agency has been responsible for collecting and publishing information on serious product incidents, while the Ministry of Economy, Trade and Industry has been primarily responsible for investigating the causes of incidents.

# (Reference) Overview of the Consumer Product Safety Act

- The Consumer Products Safety Act establishes three systems as a means of preventing the occurrence of harm to the life or health of general consumers and protecting the interests of general consumers.

## Three Pillars of the Act

### 1. PSC mark system

(Regulation of manufacturing, importing, and sales of specified products)



### 2. Long-term use product safety inspection system

(Promoting proper maintenance of products subject to aging deterioration)



### 3. Product incident reporting and publication system

(Collection and provision of information on product incidents, etc.)



## Structure of the Act (Chapters and Sections)

### Chapter I General Provisions

#### Chapter II Specific Products

- Section 1. Requirements and Restrictions on Sales and Labeling
- Section 2. Notification of Business
- Section 3. Registration of Conformity Inspection Body
- Section 4. Domestically Registered Conformity Inspection Body
- Section 5. Overseas Registered Conformity Inspection Body
- Section 6. Hazard Prevention Orders

#### Chapter II-2 Specified Products Requiring Maintenance

- Section 1. Provision of Information on Inspection and Other Maintenance of Specified Products Requiring Maintenance
- Section 2. Development of Systems to Inspect or Otherwise Maintain Specified Products Requiring Maintenance
- Section 3. Collection and Provision of Information on Age-Related Deterioration

#### Chapter III Measures for Product Incidents

- Section 1. Responsibility for the Collection and Provision of Information
- Section 2. Reports of Serious Product incidents
- Section 3. Measures to Prevent the Occurrence or Increase of Safety Hazards

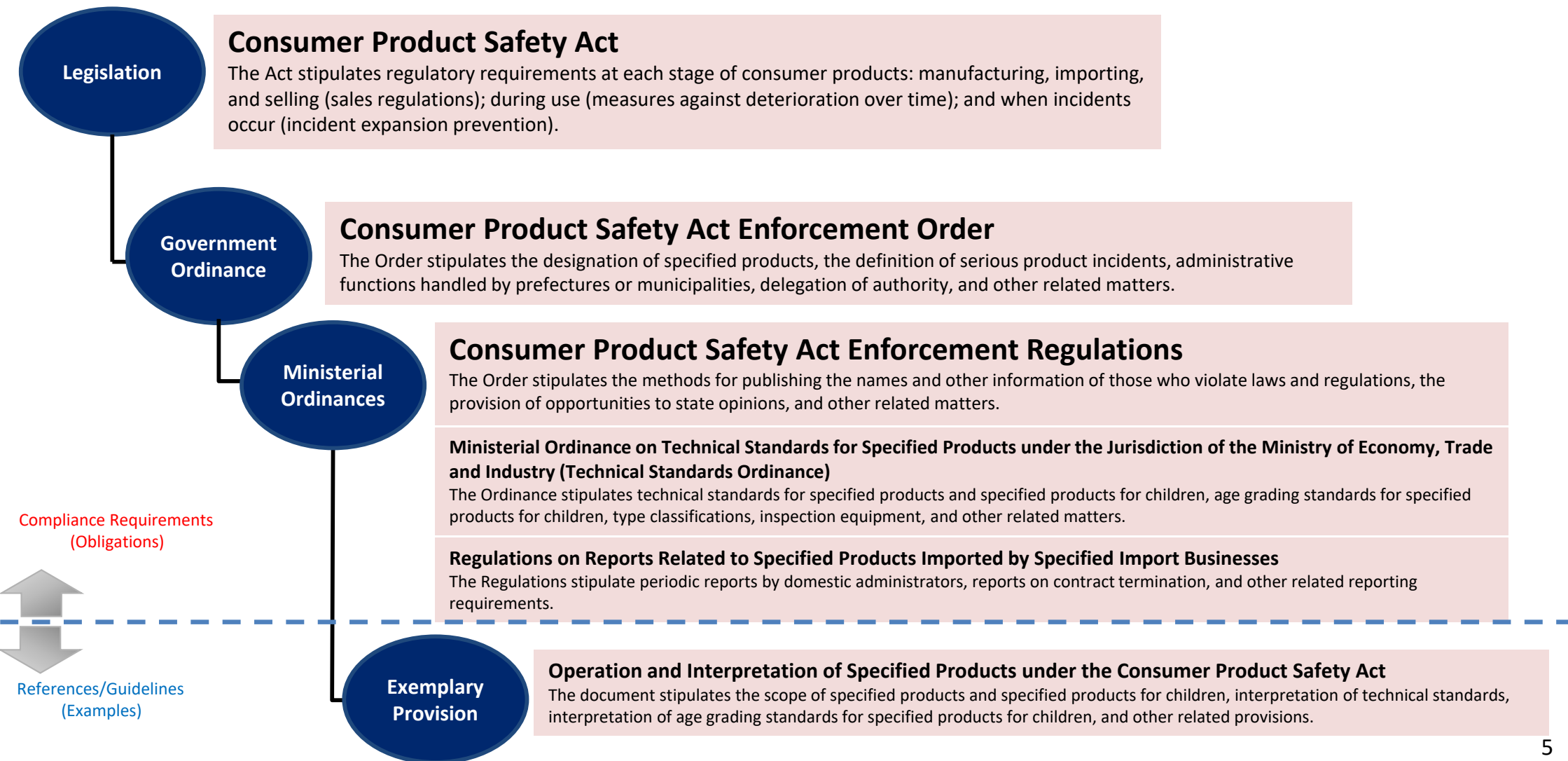
#### Chapter IV Miscellaneous Provisions

#### Chapter V Penal Provisions

#### Supplementary Provisions

# (Reference) System of the Consumer Products Safety Act

- The interpretation of technical standards and age grading standards provided in the notification serves as an alternative method for demonstrating compliance with the relevant standards. Manufacturers and importers can satisfy the standard requirements either by proving compliance through their own methods or by following the interpretations established in the notification.
- However, it should be noted that the interpretations provided in the notification are merely examples. Manufacturers and importers may use alternative approaches as long as they can provide reasonable and objective explanations with adequate technical evidence to demonstrate standard compliance, taking full responsibility for their justification.

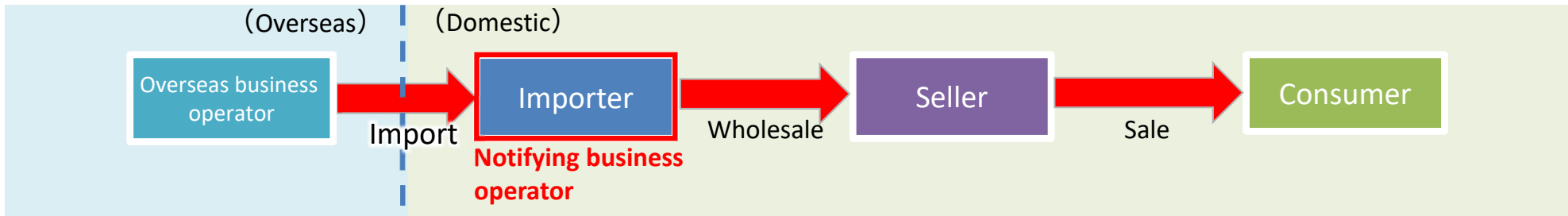


# **Regulation of Overseas Business Operators**

# New Regulatory Target: Specified Import Business Operators

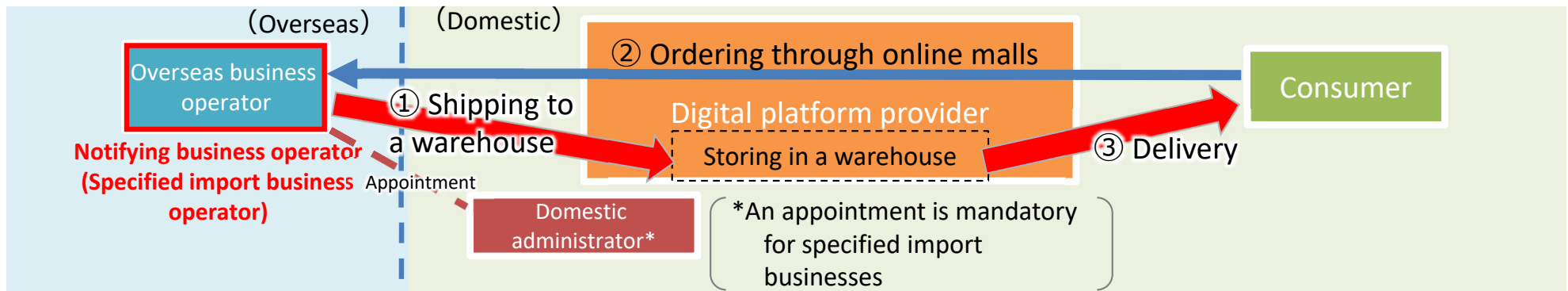
- Overseas business operators that directly sell products subject to PS mark to domestic consumers are now designated as specified import business operators, enabling them to file notifications (similar to current manufacturers and importers) and requiring them to comply with technical standards and other obligations.

Overseas business operators sell and deliver products to consumers through importers

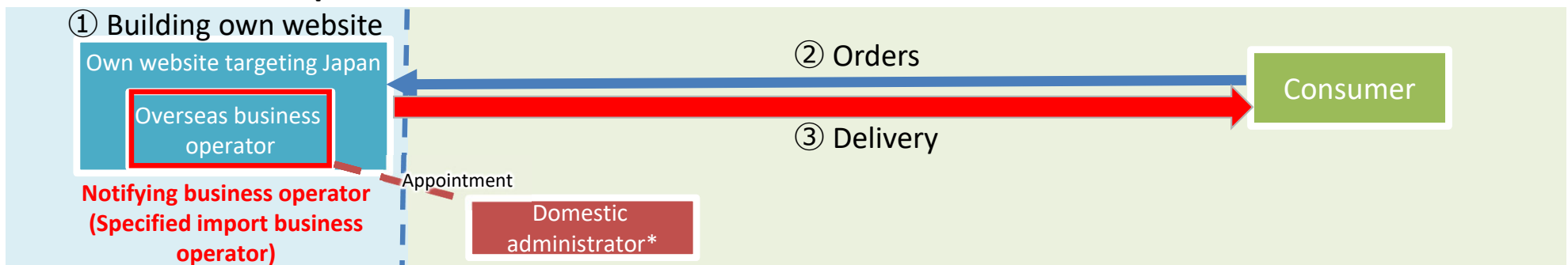


Overseas business operators directly sell and deliver products to consumers

## <Cases involving digital platform providers>



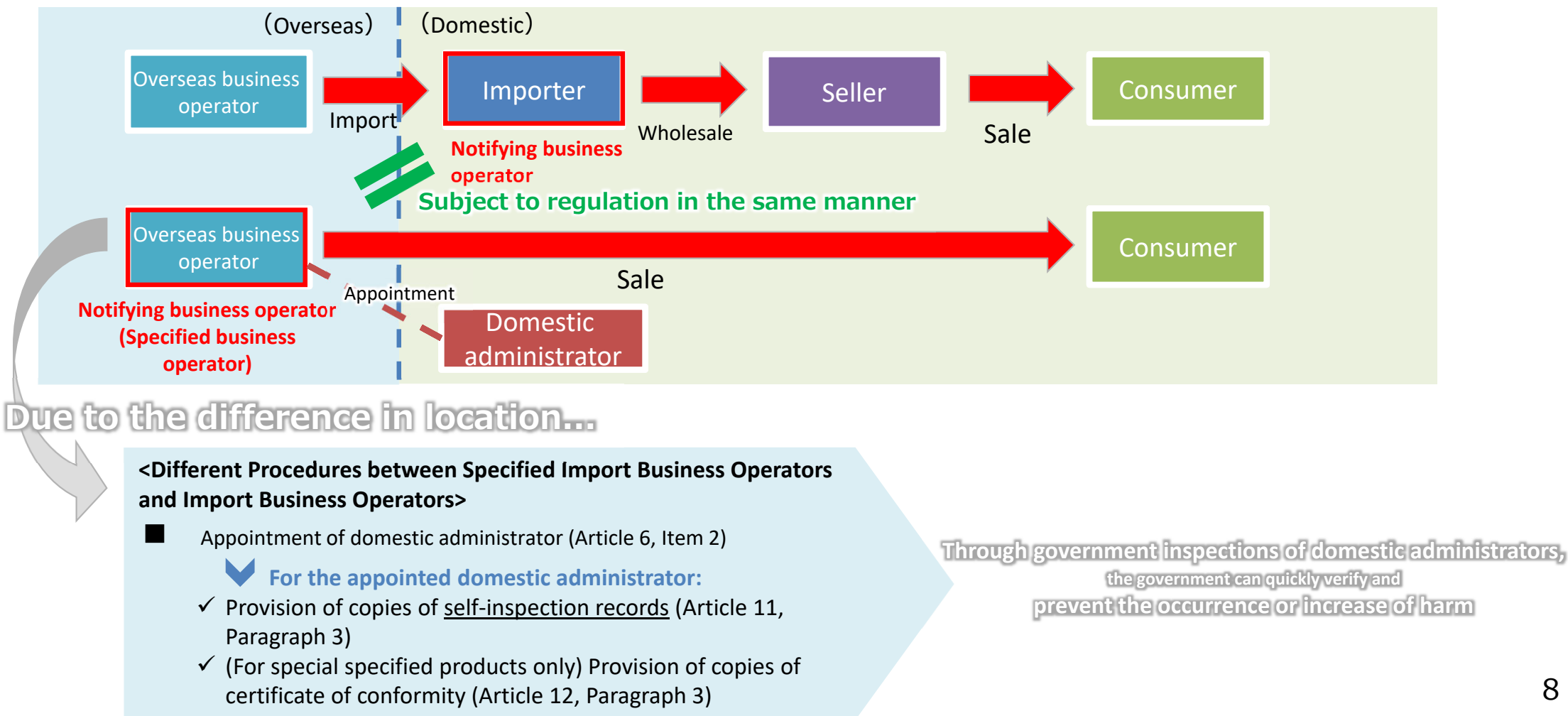
## <Cases with own website platforms>





# Differences between Specified Import Business Operators and Import Business Operators

- Specified import business operators are subject to the four product safety acts in the same manner as import business operators.
- To ensure the effectiveness of regulations, the following measures are implemented:
  - ✓ Appointment of domestic administrators
  - ✓ Establishment of product listing removal requests to digital platform providers
  - ✓ Establishment of a system for publishing notification details
  - ✓ Establishment of a system for publishing violators of laws and regulations



# Obligations Related to Domestic Administrators

- Domestic administrators are defined as "persons who take necessary measures to prevent the occurrence or increase of harm to the life or health of general consumers from specific products related to imports within Japan." Under the four product safety acts, they are positioned as agents of overseas businesses, subject to obligations such as preserving copies of inspection records and report collection, and have certain responsibilities for ensuring the safety of specific products within Japan.
- Considering that specified import businesses are located overseas, domestic administrators are required to regularly monitor communication systems with specified import businesses operators and submit reports from the perspective of ensuring effectiveness and promptness. Additionally, to prevent situations where domestic administrators are not appointed, advance reports are required when terminating contracts with specified import business operators.

## <Obligations>

- 1) Obligation to preserve copies of inspection records (and copies of conformity inspection certificates for special specified products) [Article 11, Paragraph 3 (Article 12, Paragraph 3, latter part)]
- 2) Obligation to comply with report collection, on-site inspections, and product submission orders (Articles 40, 41, and 42)

Note: Violations of these obligations will result in penalties for domestic administrators and display prohibitions for their specified import business operators.

## <Reports Required from Domestic Administrators>

- 1) Reports are required from domestic administrators every year from the date of notification by the specified import business operator.  
(Report items) (1) Phone number and email address of the notifying business operator, and (2) contact system.
- 2) When terminating a contract with a specified import business operator, notification must be made by thirty days before the day preceding the contract termination date.

# Obligation for Specified Import Business Operators to Ensure Domestic Administrators Meet Standards

- Notifying business operators who are **specified import business operators must ensure that their appointed domestic administrators comply with the following standards**, and documents proving such compliance must be attached at the time of notification.

## <Standards for Domestic Administrators (Technical Standards Ordinance Article 15-2)>

- 1) **Must have an address in Japan.** (Certificate of registered matters of corporation or copy of certificate of residence of the domestic administrator)
- 2) Must be **authorized by the notifying business operator to receive notifications of dispositions made by the competent minister** under the provisions of the act. (Certificate of authority)
- 3) **Must comply with legal provisions related to specified products.** (Written pledge)
- 4) **Must have conversational Japanese ability.** (Written pledge)
- 5) Must have a **contractual relationship** that stipulates the following matters (Copy of consignment contract)
  - i. Matters concerning the contact system with the Minister of Economy, Trade and Industry
  - ii. Matters concerning measures to prevent occurrence or increase of harm, including recall of specified products related to imports by the notifying business operator
  - iii. Matters concerning item 2 (authorization to receive disposition notifications from the competent minister under the provisions of the act)
  - iv. Matters concerning preservation of copies of inspection records, etc.
  - v. Matters concerning report collection, etc.
- 6) Must have appropriate methods for implementing duties as a domestic administrator. (Written pledge)

## <Required Attachments When Specified Import Business Operators Submit Notifications for Manufacturing/Import Business (Technical Standards Ordinance Article 6, Paragraph 2)>

- ✓ Certificate of registered matters of corporation (if the domestic administrator is a corporation) or copy of certificate of residence (if the domestic administrator is an individual)
- ✓ **Certificate of authority** (Form 3-2) (Document using Form 3-2 certifying that the domestic administrator has been authorized to receive notifications of dispositions made by the competent minister under the provisions of the act and notifications made by the competent minister under Article 2-3 of the Enforcement Regulations)
- ✓ **Copy of consignment contract** (Contract document related to the consignment contract specified in Article 15-2, Item 5 of the Technical Standards Ordinance, or other equivalent documents or copies thereof [limited to those written in Japanese or English])
  - The consignment contract must include at least the following content:
    - ① Matters concerning the contact system with the Minister of Economy, Trade and Industry
    - ② Matters concerning measures to prevent occurrence or increase of harm, including recall of specified products related to imports by the notifying business operator
    - ③ Matters concerning authorization from the notifying business operator to the domestic administrator to receive notifications of dispositions made by the competent minister under the provisions of the act and notifications made by the competent minister under Article 2-3 of the Enforcement Regulation
    - ④ Matters concerning provision and preservation of copies of inspection records and conformity certificates
    - ⑤ Matters concerning report collection, on-site inspections, and product submission
- ✓ **Written Pledge** (Form 3-3) (Document using Form 3-3 pledging that the domestic administrator meets the standards of each item in Article 15-2)

## <Amended Consumer Product Safety Act, Article 11, Paragraph 4>

A notifying business operator who is a specified import business operator must ensure that their domestic administrator meets the standards specified by ordinance of the competent ministry.

# (Reference) Example Content of Consignment Contract

(Examples shown in blue text. Party A is the specified import business operator, Party B is the domestic administrator)

**1. Matters concerning the contact system with the Minister of Economy, Trade and Industry (Technical Standards Ordinance Article 15-2, Item 5(a))**

Article O: When the specified importer or domestic administrator changes their address or contact information (telephone number and email address), they shall notify the other party and the Ministry of Economy, Trade and Industry without delay.

b. Party A and Party B shall conduct regular communication regarding this business using the following email addresses, aiming for once per month. However, this shall not apply in cases where serious incidents occur related to this business.

Party A's phone number:

Party A's email address:

Party B's phone number:

Party B's email address:

v Party A and Party B shall designate the following telephone numbers as emergency contact information and shall promptly communicate with each other when requested by the Ministry of Economy, Trade and Industry or in case of emergency.

Party A's emergency contact information:

Party B's emergency contact information:

Article O: In principle, Party B shall handle any inquiries from regulatory authorities regarding the specified products in question.

b When Party B receives inquiries from regulatory authorities, they shall immediately notify Party A, promptly collect the necessary information, and report to the regulatory authorities.

c When Party A receives a report from Party B regarding inquiries from regulatory authorities, they shall immediately provide the necessary information to Party B and, when necessary, Party A shall directly communicate with the regulatory authorities.

**2. Matters concerning measures to prevent occurrence or increase of harm, including recall of specified products related to imports by the notifying business operator (Technical Standards Ordinance Article 15-2, Item 5 (b))**

Article O: When Party A and Party B become aware of incidents involving the specified products in question occurring either domestically or overseas, they shall report to each other and to the regulatory authorities and consult on response policies.

b. When the defects in the specified products in question have caused or may cause damage to the life, health, or property of third parties, Party A and Party B must immediately report to each other and to the regulatory authorities.

c. When defects in the specified products in question have caused or may cause damage to the life, health, or property of third parties, Party A must take necessary measures to investigate and eliminate the cause of the defects and prevent the occurrence of harm. In such cases, Party B must cooperate with these measures and, in addition to consulting with regulatory authorities, shall respond sincerely to resolve the situation.

**3. Matters concerning authorization from the notifying business operator to the domestic administrator to receive notifications of dispositions made by the competent minister under the provisions of the act and notifications made by the competent minister under Article 2-3 of the Enforcement Regulations (Technical Standards Ordinance Article 15-2, Item 5 (c))**

Article O: Party A authorizes Party B to receive notifications of dispositions made by the competent minister under the provisions of the Consumer Product Safety Act and notifications made by the competent minister under Article 2-3 of the Consumer Product Safety Act Enforcement Regulations.

**4. Matters concerning provision and preservation of copies of inspection records and conformity certificates (Technical Standards Ordinance Article 15-2, Item 5 (d))**

Article O: Party A must provide Party B with copies of inspection records for the specified products in question related to Party A's imports (in the case of special specified products, copies of conformity inspection certificates or equivalent conformity certificates in addition to copies of inspection records).

b Party B must preserve the copies of inspection records provided by Party A based on the provisions of Paragraph 3 of the following article (in the case of special specified products, copies of conformity inspection certificates or equivalent conformity certificates in addition to copies of inspection records).

c Party B shall create and preserve copies of inspection records or conformity inspection certificates or equivalent conformity certificates by recording them through electromagnetic means.

**5. Matters concerning report collection, on-site inspections, and product submission (Technical Standards Ordinance Article 15-2, Item 5 (e))**

Article O: Party B must report necessary matters to the Ministry of Economy, Trade and Industry in a timely manner based on Article 40, Paragraph 1 of the Consumer Product Safety Act and each provision of the Reporting Rules for Specified Products Related to Imports by Specified Import Business Operators.

b When requested by Party B, Party A must report without delay regarding matters concerning the model, quantity, place of manufacture, storage or sale, content of inspection records, main sales destinations, and measures taken to prevent harm that occurred from the use of the specified products in question and its recurrence, and other matters related to Party A's business concerning the import of the specified products in question (including matters concerning compensation measures under Article 6, Item 5 of the Consumer Product Safety Act).

c On the date of on-site inspection of Party B, Party A must ensure that timely communication can be maintained with Party B or the Ministry of Economy, Trade and Industry or the National Institute of Technology and Evaluation.

d When Party A or Party B is ordered to submit consumer products based on Article 42, Paragraph 1 of the Consumer Product Safety Act, Party A must cooperate with such submission.

# Notifications from Representatives Located in Japan

- In principle, the specified import business operator themselves must submit notifications when starting a business.
- Additionally, based on the Certified Administrative Procedures Legal Specialist Act, **persons other than certified administrative procedures legal specialists cannot create documents as representatives for business purposes.**
- However, when **not doing so as a business (without compensation)** and **when there is proxy authority through documents such as power of attorney or letter of consent**, notifications by proxy are permitted.

## Main Expected Procedures (Examples from the Consumer Product Safety Act)

- Article 6: Notification of manufacturing/import business of specified products
- Article 8: Notification of changes to manufacturing/import business of specified products
- Article 9: Notification of discontinuation of manufacturing/import business of specified products

### (Reference) Certified Administrative Procedures Legal Specialist Act

(Restriction of Business)

Article 19: **A person who is not a Certified Administrative Procedures Legal Specialist or A Certified Administrative Procedures Legal Specialist Corporation shall not engage in the business stipulated in Article 1-2.** This shall not apply, however, when otherwise provided for in other Acts, or when electromagnetic records are to be prepared by a person specified by Ordinance of the Ministry of Internal Affairs and Communications as one who has considerable experience or the capability concerning the procedures prescribed to perform them conventionally and easily by Ordinance of the Ministry of Internal Affairs and Communications.

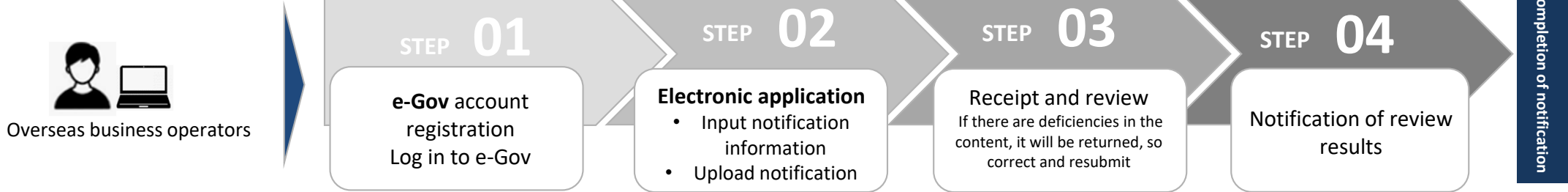
2. When determining the Ordinance of the Ministry of Internal Affairs and Communications set forth in the preceding paragraph, the Minister of Internal Affairs and Communications shall hear the opinions of the Minister of State who has jurisdiction over the laws and ordinances related to the procedures concerned in advance.

# Electronic Application Procedures for Various Notifications

- Systems are being developed to make electronic applications for various notifications under the four product safety acts available for overseas business operators
- When conducting electronic application procedures, it is expected that one of the following three methods will be used:
  - ① Electronic application through e-Gov by overseas business operators
  - ② Electronic application using email, etc., by overseas business operators
  - ③ Proxy application through the Hoan-Net Portal by representatives in Japan

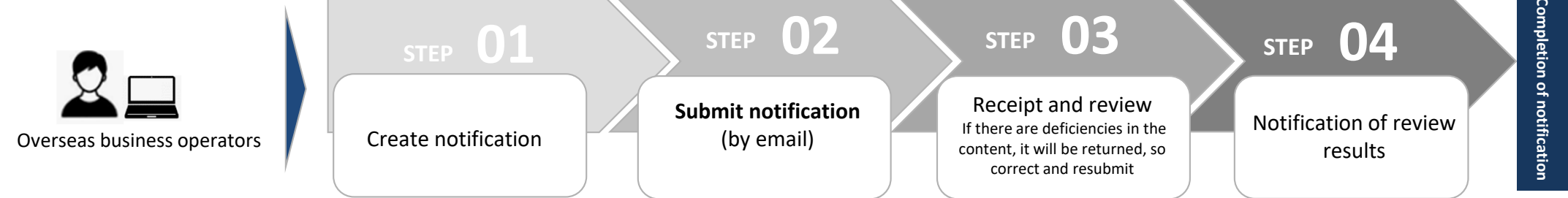
## ① For e-Gov Electronic Application

e-Gov: <https://shinsei.e-gov.go.jp/>



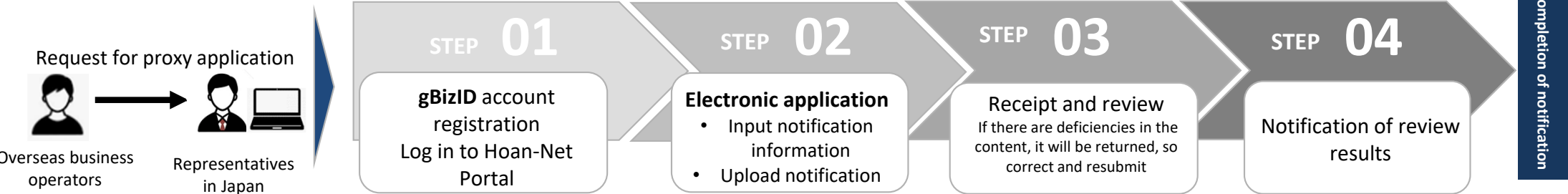
## ② For Email Application

Submit to: Regional Bureau of Economy, Trade and Industry or the Product Safety Division, Ministry of Economy, Trade and Industry



## ③ For Hoan-Net Portal (Proxy Application)

Hoan-Net: <https://gbiz-id.go.jp/oauth/login>



# Scope and Responsibilities of Digital Platform Providers for Transactions

- Digital platform providers for transactions subject to the four product safety acts are assumed to be internet malls or internet auctions. The determination is based on whether they provide a marketplace for Japanese consumers, regardless of whether the digital platform or its provider is located in Japan or overseas.
- Whether they provide a marketplace for Japanese consumers is determined by comprehensively considering various factors such as whether the website is written in Japanese, whether delivery methods to Japan are secured, and whether prices are displayed in Japanese yen
- The government has established provisions enabling requests for removal of listings when there is a risk of harm to general consumers using digital platforms for transactions. Additionally, the following responsibilities are stipulated for digital platform providers:

## <Responsibilities, etc., of Digital Platform Providers>

### (Requests)

- ❑ Necessary measures related to harm prevention requests  
(requests concerning removal of listings, etc.) (Article 32-3, Article 39-2)

### (Responsibilities)

- ❑ Cooperation with measures taken by manufacturers/import business operators, etc., under harm prevention orders (Article 32-2, Article 38, Paragraph 3)
- ❑ Cooperation with measures taken when manufacturers/import business operators conduct product recalls, etc. (Article 38, Paragraph 2)
- ❑ Cooperation with information collection and provision of information to consumers by retail business operators, etc. (Article 34, Paragraph 2)
- ❑ Notification to manufacturers/import business operators, etc., regarding serious product incidents (Article 34, Paragraph 4)

# Schedule

<b>June 26, 2024</b>	<b>Promulgation of amended four product safety acts</b>
<b>December 13, 2024</b>	<b>Promulgation of preparatory government ordinance (designation of specified products for children, etc.)</b>
<b>January 31, 2025</b>	<b>Promulgation of preparatory ministerial ordinance (technical standards for specified products for children, etc.)</b>
<b>February 20, 2025</b>	<b>Notification of operational interpretation directive for specified products (scope of infant toys, etc.)</b>
<b>(Future Schedule)</b>	
<b>September 25, 2025</b>	<b>Start of notifications for infant toys</b>
<b>December 25, 2025</b>	<b>Enforcement of amended four product safety acts</b> <b>→Start of regulation of overseas business operators, start of regulation of specified products for children</b>



# Questions

<Question>	<Answer>
<p>If this amendment is promulgated on June 26 and enforced on December 25, will there be impacts on products currently being sold? What do we sellers need to do?</p>	<p>After the enforcement of the amended act, when selling products requiring PS mark display directly to Japanese consumers using digital platforms, etc., notification must be made to the Ministry of Economy, Trade and Industry about starting an import business, and a domestic administrator must be appointed when conducting such a business.</p> <p>Regarding impacts on products currently being sold, for infant toys, regulations do not apply to those whose importing was completed before the enforcement date of the amended act (December 25, 2025).</p> <p>Therefore, infant toys that have already completed importing and are stored as inventory in stores before the enforcement date can be sold without displaying the children's PSC mark even after the enforcement date.</p> <p>While not included in this explanation, regarding infant beds, display of a diamond-shaped children's PSC mark will be required after the enforcement date of the amended act, but products displaying only a conventional diamond-shaped PSC mark can be sold until March 24, 2027.</p>

<Question>	<Answer>
<p>What responsibilities and obligations must the specified importer fulfill?</p>	<p>The specified importer becomes subject to regulation in the same manner as import business operators under the four product safety acts. Specifically, when selling products requiring the display of the PS mark directly to Japanese consumers using digital platforms, etc., they have obligations to display the PS mark and comply with technical standards and must also appoint a domestic administrator.</p> <p>Additionally, when incidents occur with products that have been sold, they must promptly collect information and provide it to general consumers, and when necessary, take measures such as product recalls and prevention of the increase of harm.</p> <p>When serious product incidents occur, they must report to the Consumer Affairs Agency.</p>