



FAQ

Q: What exactly are the changes made to the Safety Mark?

A: The colour of the Safety Mark has been changed, from Pantone 287C Blue to Pantone 032C Red. The font, layout and orientation have also been changed.

Old Safety Mark	New Safety Mark
	

Q: Can I begin selling products carrying the new version of the Safety Mark in Singapore?

A: Yes.

Q: Will I need to conduct any product recall?

A: Controlled Goods currently in stores can continue to be sold with the old Safety Mark until April 2022. After April 2022 any Controlled Goods bearing the old Safety Mark will need to be recalled. We therefore recommend that suppliers plan accordingly and prioritise selling of products bearing the old Safety Mark.

Q: Will I need to change the Safety Mark for Controlled Goods currently in my warehouses?

A: After April 2022 any Controlled Goods bearing the old Safety Mark must either have their Safety Mark changed or disposed of. We recommend suppliers plan and manage their stock accordingly.

Q: The Safety Mark is present on my product's rating label in black and white. Will I need to change its colour to red?

A: No. Similar to the previous version of the Safety Mark, suppliers need not strictly follow the prescribed colour scheme if practical restrictions prevent them from doing so (e.g. if the Safety Mark is embossed on the product or on the rating label).

Q: If I apply for a new product registration before 2 April 2019 must I affix the new version of the Safety Mark on my Controlled Good?

A: No. Suppliers are strongly encouraged to affix the new version of the Safety Mark for new registrations. However, we understand that suppliers may face logistical difficulties doing so, therefore it is not compulsory for newly registered Controlled Goods to have the new Safety Mark prior to 2 April 2019.

Q: Are we allowed to have a mix of old and new Safety Marks on a Controlled Good model (e.g. old Safety Mark on the plug, new Safety Mark on the product body)?

A: There can be a mix of old and new Safety Marks on a Controlled Good before April 2022. However, after April 2022 there cannot be old Safety Marks affixed to the Controlled Good. Suppliers are encouraged to manage the stocks of your product components/ accessories to ensure all parts of the product bear the updated Safety Mark after April 2022.

Q: Do we have to change the Safety Mark for Controlled Goods used as replacement parts (for repairs)?

A: No. Controlled Goods used as replacement parts for warranty/repair purposes are exempted and can continue using the old Safety Mark until it expires. Do note that if a Controlled Good is sold commercially it is not considered a replacement part and will no longer be exempt.

Q: If I apply for a new product registration/ CoC renewal after 2 April 2019 must I affix the new version of the Safety Mark on my product?

A: Yes. All Controlled Goods that are newly registered after 2 April 2019 must be affixed with the new Safety Mark.

Q: There is a large number of packaging bearing the old Safety Mark currently in our factory. Can we continue to use them after April 2022?

A: No. Do manage existing stocks of packaging to ensure that packaging bearing the old Safety Mark is used up by April 2022.

Q: We have additional text below the Safety Mark on our 3 pin mains plug (“for mains plug only”). Would we need to change the text so the color / font matches that of the Safety Mark?

A: No. While suppliers are encouraged to change the text so that it aligns with the Safety Mark, the final decision is at the supplier’s discretion.

Q: In the circular it is stated that the Safety Mark shall have a height of not less than 6.0 mm. The Safety Mark affixed on my Controlled Goods is of a smaller size. Does that mean I need to change the dimensions of the Safety Mark for the next renewal?

A: Height and width requirements for Safety Marks remain unchanged. Therefore, if the current dimensions for a Safety Mark does not meet size requirements (even though it did for the previous version of the mark) it is important to determine why. For example, the rating label might not have had space to fit the Safety Mark, and therefore special dispensation was provided to use a smaller version. If in doubt you can email us the rating label and we will advise accordingly.

Q: I have some other difficulty with implementing the change. Is the Safety Authority able to assist?

A: Contact the Safety Authority and furnish us with the details. Such requests will be evaluated on a case by case basis.

Please refer to the following timeline for an illustration on the requirements for usage of the updated Safety Mark

