



Singapore Product Recalls: Check the Exact Model Before You Stop Using It

Description

A recall headline is not enough to identify an affected unit. Match the product name, model, serial or batch, purchase channel and notice date, then follow the notice exactly. If the notice says stop use immediately, isolate the item safely and contact the supplier rather than testing it again. [Consumer Product Safety Office](#). [CPSO international recall resources](#). [CPSO recall overview](#).

Choose the branch that matches your case

Situation	Next step
Exact model or batch matches	Stop use and follow the recall remedy
Looks similar but identifier differs	Check the manufacturer and CPSO notice before acting
Bought from an overseas marketplace	Search the relevant foreign authority database too
Product is damaged, hot, swollen or smoking	Prioritise immediate safety and emergency action

Start from the Singapore notice

CPSO groups recalls and safety alerts by product category and links to the specific notice. Use that page rather than a cropped social post. [Consumer Product Safety Office](#).

Record the notice date, hazard, affected identifier, photograph and required consumer action. A later update may refine the scope.

Match identifiers, not appearance alone

Products in one family can share a casing while using different batteries, components or production batches. Check the model plate, serial range, batch code and accessory name. [CPSO international recall resources](#).

Photograph the label before packaging or returning the item. Do not publish a serial number that exposes personal or warranty information.

Follow the hazard-specific instruction

Some notices require immediate stop use; others describe a replacement part, inspection or refund. The supplier's recall page should explain the remedy and contact route. [CPSO recall overview](#).

Do not recharge, power on or dismantle an item merely to confirm the fault. That can increase risk and affect evidence.

Keep seller and transaction evidence

Save the order number, receipt, seller identity, marketplace listing and correspondence. For a gift, ask the purchaser for the transaction record.

A recall remedy can depend on market, importer or authorised channel. Evidence helps the supplier locate the correct programme.

Check overseas databases for imports

CPSO links to the US CPSC, EU Safety Gate, OECD portal, Australia and Canada. Use these when a product was bought overseas or shipped directly.

An overseas recall does not automatically prove that every Singapore unit is affected. Match model, production scope and remedy jurisdiction.

Separate recalls from SAFETY Mark checks

The SAFETY Mark applies to 33 categories of Controlled Goods supplied in Singapore. A valid mark supports regulatory registration but does not mean a product can never be recalled.

Conversely, not every general consumer product requires the mark. Use CPSO's checker for the exact category and registration.

Escalate an active danger

If a battery product is swelling, overheating, hissing or smoking, move people away and avoid handling it unsafely. For fire or immediate danger, call 995.

Preserve the recall question for later. Emergency response comes before obtaining a refund or completing an online form.

Build a dated decision record

Write down the exact outcome you need: verify the exact affected item and take the notice-specific action without spreading a vague warning. Keep the household, company, product, trip or booking facts that produced the result beside it. A result based on different facts is not a precedent, even when the headline issue looks similar.

Record the date and the controlling page you checked. For this decision, the source set is Consumer Product Safety Office; CPSO international recall resources; CPSO recall overview. Save the relevant reference number, model, class, property detail, deadline, service route or ticket choice. That makes it possible to reconstruct the decision if a rule, inventory position or personal fact changes.

Use two working aids instead of a single yes-or-no note. First, make an exact-item recall matching worksheet. Second, add a singapore-versus-overseas authority routing table. The first shows how the facts map to the official rule or live service; the second exposes the timing, cost, trade-off or follow-up action that a simple eligibility answer can hide.

Set a stop condition before acting. Pause if you encounter sharing a screenshot without the notice link, matching by colour alone, testing a hazardous item again, or if any fact no longer matches the source you checked. Re-run the relevant official tool or contact the competent organisation. The purpose of the record is not paperwork for its own sake. It prevents an old screenshot, rough estimate or remembered rule from becoming an expensive assumption.

Work the example before the real decision

A household owns a projector with a similar name to a recalled model. It checks the label and finds a different model number. Instead of assuming safety, it compares the manufacturer page, purchase market and CPSO notice, then records the result. If any heat or deformation appears, it stops use regardless.

Reader checklist

1. Open the official notice
2. Match model, serial and batch
3. Read the required action
4. Stop use if instructed
5. Save receipt and seller details
6. Check overseas authorities for imports
7. Contact the supplier through the official route

Mistakes to avoid

- Sharing a screenshot without the notice link
- Matching by colour alone
- Testing a hazardous item again
- Throwing away transaction evidence
- Assuming a SAFETY Mark prevents every recall

Related next reads

After verify the exact affected item and take the notice-specific action without spreading a vague warning, [check a suspicious message](#). You can also [plan another safety deadline](#).

Questions readers ask

Where are Singapore recalls listed?

On the Consumer Product Safety Office website by product category.

Should an imported product be checked overseas?

Yes, use the official databases linked by CPSO.

Does every product need a SAFETY Mark?

No. It applies to specified Controlled Goods.

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