



Implementing Sustainable Consumption in Civil Society of Urban China

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Practical insights and illustrative examples on Sustainable Consumption Case Studies from China

Yang Haiyan, Zhang Mingshun, Liu Jiangwei, Yuan Donghai

**School of Environment and Energy Engineering, Beijing Institute of Civil Engineering and
Architecture**

Dong Qing, Qu Jianhui, Luo Gang, Cui Qian

Beijing Consumer Association

Jiajie Wang, Yunkui Chen

Tianjin Consumers' Association

Meiting Ju, Liuyang Zhan, Chunli Chu, Jikai Shi, Yang Guan, Juan Yang, Xue Bai

The College of Environmental Science and Engineering, Nankai University

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To the readers

With the support of practice and case, sustainable consumption can be easily understood and promoted. This document discussed 51 case studies from China. The purpose of collecting case studies can be summarized as the following:

- Providing the China green consumption practice information
- Showing the great China green consumption achievements
- Summarizing the China green consumption challenges and difficulties
- Introducing the government departments of the consumers association which maintains the rights and interests of consumers

Case study mainly includes five content:

- Briefly introducing main participants
- Basic method of case studies
- The description of the method process
- The challenge and its solution
- Experience and achievement

All these case studies are divided into five categories. The purpose of the classification is mainly to display the collected cases systematically, so that the readers can easily understand the general idea of the documents. Case study classification is based on the core information of the case. In addition, classification can't reflect all aspects of the case study. Finally, a case may also belong to two or three other categories. Five case categories of this file are as follows:

- **Ability development:** refer to propaganda plan, write training materials and provide training, establish data center, and provide information, etc.
- **Legal framework:** refer to the frame structure and relevant laws and regulations issued in the process of sustainable consumption.
- **Organization established:** refer to the green consumption organization established in Beijing, Tianjin, introduce the corresponding functions.
- **Environmental specification:** include standardized specifications of green product, related standards between retailers and suppliers about green product shelving.
- **Execution tools:** include the implementation toolkit, guidance manual and strategic deployment about sustainable consumption at the level of national or municipal.

Note that the case study listed in the documents is only the typical implementation experience selected in parts of the cities. They own their particularity, specificity, therefore, are not necessarily the best practice.

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Geographical position overview where case occurred

China's sustainable consumption typical cases are involved in Beijing, Tianjin, Shanghai, Heilongjiang, Shandong and Guangzhou, which have the characteristics of large population density, great purchase ability, the high education degree of residents, among them, the Beijing, Tianjin and Shanghai is China's three municipalities directly under the central government, belongs to the megapolis. These areas have great potential and significance for promoting the green consumption. Their concrete positions are as shown.



Consumption classification in the cases

The case study listed in the documents mainly for:

- (1) Comparison test of specific green consumption in food, clothing, live, transportation and use of residents' life, providing correct guidance for consumer's scientific green consumption.
- (2) Introducing the protection for consumer rights in green consumption, and the guarantee of the relevant laws and regulations.
- (3) Introducing the green consumption action of the government, enterprises and residents.
- (4) Introducing and promoting consumer education institutions, giving full play to its function.

The ultimate goals of the case study of green consumption have the following three aspects: (1) improve consumers own quality, scientifically decide personal green consumption, improve the consumption behavior, and realize the green consumption; (2) help enterprise and retailers change production and business operation activities according to green product demand of consumer, improve marketing activities effect of green product, enhance market competitiveness; (3) at the same time, provide basis for making relevant policies, laws and regulations at the national macroscopic level.

The Ministry of Health collecting drainage oil testing method

Release time

On October 13, 2011, the Ministry of Health of China started to collect drainage oil testing method to the public because the 5 kinds of detection methods were rejected for failing to point out drainage oil from edible oil".

Background

On September 18, the Ministry of Health issued that they were trying their best to research drainage oil testing method. However, reporters learned that at present the Ministry of health has collected five kinds of drainage oil testing methods from seven technology institutions, but after the expert argumentation that these methods were found to be weak in specificity.

"That the specificity is not strong means it cannot distinguish drainage oil from edible oil." said the officials of the Ministry of Health. They explained that collected methods were not effective drainage oil judgment means. The demonstration project of drainage oil testing method was organized by the Ministry of Health and decided by the Ministry of Science and Technology, the state Administration for Industry and Commerce, the Central Administration of Quality Supervision, Inspection and Quarantine, the State food and drug administration and the State Administration of Grain as well as the Chinese Central For Disease Control and Prevention. In addition, there was an expert group to the argument of inspection methods formed by the experts from the field of oil processing, food safety, health examination and chemical analysis, who made scientific demonstrations on the inspection methods of related technology research and development institutions.

Warns to consumers from the Ministry of Health

At present there are no unified standards for drainage oil testing in China. In the current national mandatory standard "the edible vegetable oil health standard (2716-2005)" in physical and chemical parameter detection about oil include acid value, peroxide value, oil extraction solvent residue, free phenol (cottonseed oil), the total arsenic, lead, aflatoxin, benzopyrene and pesticide residues 9 index, which examine the plant crude oil and plant oil with different standards.

But crude vegetable oil and plant oil are not drainage oil. And experts said that even the drainage oil may be all qualified in the 9 basic standards and that it cannot distinguish the drainage oil.

"Beijing's detection method also won't work"

Yesterday, the news spokesman of the Ministry of Health, Deng Haihua, revealed that experts adopted professional "double blind" experiment on the drainage oil detection method recognition. "Double blind" experiment is often used in new drug effect recognition experiment. The Chinese Central For Disease Control and Prevention officials explained to reporters that in the verification process, one group was edible oil and the other group was different

concentrations of drainage oil, and experts didn't know specific grouping conditions at first and used the collected methods to check the oil one by one, but it was a pity that "the result is not good".

Failing to distinguish the drainage oil

Beijing Food Safety Monitoring Center issued that the most important thing of inspection drainage oil was the detection of four kinds of core indexes; they were polycyclic aromatic hydrocarbon, cholesterol, conductivity and specific gene composition. Among them, the carcinogenic substance, polycyclic aromatic hydrocarbons, was recognized as the worst composition that has been confirmed of drainage oil of safety risk.

However, the negative methods also include the reference index of Beijing. The Researcher of the Chinese Central for Disease Control and Prevention and the academician of Chinese Academy of Engineering, Chen Junshi, said that drainage oil testing methods should have reliability and specificity. But at present the experimented methods were not satisfactory. "The group has taken the drainage oil sample, but cannot confirm it."

Taking the detection method in Beijing as an example, the test of drainage oil after artificial special handling found that not all drainage oil samples contain polycyclic aromatic hydrocarbon. Therefore, Beijing's index was not satisfactory in examine drainage oil.

Detection can't solve all problems

Recently, in across-province cases of manufacturing cooking oil with drainage oil disclosed by the Ministry of Public Security, the police seized a great deal of drainage oil in Zhejiang Ninghai, but only two of 10 samples were tested as unqualified.

Why is drainage oil testing so difficult? The expert from the Chinese Central for Disease Control and Prevention didn't provide clear explanations, but he said "fraudsters have reached a quite high level at present."

In the interview, many food experts have told reporters that no matter how much damage it causes, drainage oil is a violation of the food safety act and it must be resolutely investigated especially to strengthen the whole process of food safety supervision. "Testing methods can't solve all the problems."

The expert from the Chinese Central for Disease Control and Prevention also believed that if the inspection institution determined the drainage oil testing indexes, fraudsters and illegal molecules would try to cover up the standard to check. "This is a battle of heart and courage". So we must strengthen the process of food safety supervision.

Testing methods never mean drainage oil would die out

No matter how advanced drainage oil testing methods are, the law enforcement is still people. It is impossible to hand a drainage oil testing equipment when people go out to eat or to buy oil. Even if the Ministry of Health really promoted such simple equipment, drainage oil production technology would also improve to make simple equipment cannot work. The view is not pessimistic for no reason and the fact is that our concerns about drainage oil food safety has get to such a situation that it is difficult to trust regulatory departments and food makers except we examine it ourselves.

Challenge

Drainage oil flood has been an open secret, but the relevant departments have done little and rarely strictly punished officials who are delinquent and cannot guarantee the full responsibilities for supervision of the drainage oil and other food safety. In fact, even if the regulatory departments fulfill its duties, it cannot hold a drainage oil testing equipment around to restaurants, stores, shopping malls to check drainage oil 24 hours. The Ministry of Health pointed that source management and on-site supervision and inspection should be the key to blow "drainage oil" illegal and criminal behaviors and inspection method should be complementary and they should pay attention to give full play to social supervision and the masses to report complaints. The main management of Europe, the United States and other developed countries is also to strengthen the source management.

Technology and equipment can only plays the auxiliary role. Many countries' experience shows that solving food safety problems should depend on the government, judicial, the media and the public performing their duties and simply exaggerating a party is wrong. Regulators sometimes think the media have magnified the food safety problems and the public sometimes relies excessively on regulatory, which are both wrong. The experience of other countries such as the Netherlands and Japan which is worthy of learning is through the government repurchasing to solve drainage oil problems from source.

We don't have to hold too many expectations on drainage oil testing technology and equipment while more concerns should be given to how to ascend and remodel business and regulatory ethics. The society should arouse entrepreneurs' and every employee's moral characters and let the enterprise to take more responsibilities. Besides, only through clearly supervision and strict discipline would irresponsible enterprises and regulators out of duty become responsible. In addition, only through the government repurchase and other methods we can stop drainage oil flowing to the illicit workshop from the source and only then drainage oil problems can be solved. It is very necessary to solve the drainage oil problem from the sources which was emphasized by the Ministry of Health for many times.

Experience and measures

The Ministry of health said on May 22 that it has collected 762 solicitations for drainage oil testing methods and inspection index suggestion since December 2011. The Ministry of health has preliminarily determined four instrument methods and three rapid assay methods used on site which were under further validation and improvement.

The Ministry of Health has preliminarily determined rapid methods for detection of the drainage oil which is a good thing. We believe that the Ministry of Health will eventually develop a technically excellent drainage oil detection method through further validation and improvement. But it does not mean drainage oil will disappear and no longer be a public health hazard from now on with the detection measures.

Comparative test report for down jackets by Beijing Consumer Association

Post Time

Comparative test report for down jackets was officially released by Beijing Consumer Association in December 2010.

Views and background

In line with the national energy conservation policy and in order to keep tracking and understanding the quality status of the down jackets in Beijing market in the new situation, guidance guide consumption, create a harmonious environment for consumption and safeguard the interests of consumers, Beijing Consumer Association recently tested part of the down jackets in Beijing market again.

Comparative test for down jackets by Beijing Consumer Association

Not yet winter, when "Millennium arctic" news spread from Europe to China, ignoring the traditional down jackets manufacturers, many garment enterprises have also poured into the industry. Because of down raw material prices soared up, down jackets' prices have been high from the end of the fall. Down jackets are the indispensable warm clothing. Beijing Consumer Association have been carrying on comparative test for the down jackets in Beijing market from 2007 in order to understand the true state of its quality and promote the healthy development of the industry.

Sources of down jackets in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers, samples sources covering Beijing shopping malls, supermarkets, clothing market and network, including some samples sourced from Bairong Mall. Samples involving 53 kinds of down jackets and overcoats that produced or distributed by 51 companies from 9 provinces and cities include Beijing, Tianjin, Shanghai, Heilongjiang, Hubei, Jiangsu, Jiangxi, Fujian, Guangdong and so on (0518/227/800 clothing of ZARA brand that distributed by ZARA (Commercial) Beijing limited distribution are nominal 3/4 jacket coat, marked that filler is 70% down, 30% feathers), which generally covered major producers and manufacturers of down jackets. These products are broadly representative of the down jackets brands in Beijing market, while the comparative test results reflect the status of the quality of down jackets in Beijing.

Standards and projects of experimental samples

The comparative test commissioned the Textile and Fur Quality Supervision and Inspection Center of China General Chamber of Commerce. Product identification, cashmere rate, charge down the amount, bulkiness, and cleanliness five indicators were tested based on

GB/T14272-2002 “down clothing” standards.

Reliable and true Test results of Beijing

In the comparative test, in accordance with the relevant national standards, the seized items of 36 in 54 samples reach the national standard, accounting for 66.6% of the total number of samples. In the remaining 18 samples: 5 samples filler posing feather with crushed hair posing, which are sourced from Mart Bairong; serious product quality problem such as short weight, shoddy, and virtual standard exist in the other 13 samples. In addition, the ZARA brand 0518/227/800 under nominal 3/4 jacket coat that distributed by ZARA (Commercial) Beijing limited distribution marked filler is 70% down, 30% feathers, but measured cashmere rate is 51.1%, which with a big gap with the express value. Combination of the three previous test data, it can be seen that down jackets quality of most professional brand has improved steadily; down jackets produced by some small businesses especially low-cost down jackets that are sold in clothing market are poor quality.

Product Identification

Product identification is a description that manufacturers express the correct and safe use of the product to consumers. In this comparative test, ignoring of the 5 samples that posing features with crushed hair, there are three samples are identified insufficiency: the FUWEIGE brand down vest that distributed by Jingdong Mall unlabeled manufacturers and other information; CLIOCODDLE brand 1001 down jacket that produced by CLIOCODDLE the crocodile dress (Shenzhen) limited distribution unlabeled charge cashmere; INDEWELL brand 2009I-8 down jacket unlabeled any information other than the cashmere rate.

Cashmere rate

Down jacket cashmere rate refers to the percentage that feature quality accounts filler quality, which is an important indicator of feather products. National standards require a minimum deviation of the cashmere rate for -3% of the express value. In the comparative tests in past three years, cashmere rate indicator not meeting the requirements of national standards accounted for 19%, 6%, and 16.3% of the number of submitted sample. In the comparative test in 2010, except a marked jacket coat sample, 10 samples test results in 54 samples do not meet the requirements of national standards, which accounted 18.6% of the total number of samples. Five samples posed feature with crush hair, accounting 9.3% of the total number of samples. The five samples were: JURUICROCODILE brand BR-62C A1058 down jacket produced by Beijing Yaweite garments limited company; Dengmeisi brand 9803# down jacket produced by Guanyinqiao down jackets limited company in Jiujiang City, Jianxi Province; Miqierbala brand A1010 down jacket produced by Hualundannu garments limited company in Shenzhen; Xuotong brand 209 down jacket produced by Xuotong limited company in Beijing; Yuchengheng brand Y-2011 down jacket produced by Yuchengheng limited company in Beijing. Samples that cashmere rate indicators do not meet the national standard are: Yuhengrong brand 8233567880125 down jacket produced by Yuhengrong limited company in Beijing, which marked is 90%, found 71.81%; HONEY MOONERS brand 101 down jacket produced by Wujiang Meisite textile and garment limited company in Suzhou, which marked is 90%, found

82.73%; Male leopard brand 102-3 down jacket produced by Bente garment limited company in Beijing, which marked is 90%, found 60.63%; Cold bird brand 8788 down jacket produced by Cold bird garment limited company in Jiangsu, which marked is 90%, found 84.00%; Wentong brand 2007YH-712 down jacket produced by Sanjia garment limited company in Shishi City, Fujian Province, which marked is 90%, found 79.10%.

Charge cashmere

Charge cashmere is the total feature weight in down jackets, which directly affects the degree of warm of down jackets. National standards require a minimum deviation of the cashmere rate for -5%. In the comparative tests in 2008 and 2009, charge cashmere indicator does not meet the requirements of national standards accounted for 6%, and 20.4% of the number of submitted sample. In this comparative test, except 5 samples that filling crushed hair, 10 samples test results in 48 samples do not meet the requirements of national standards, which accounted 18.5% of the total number of samples. In which 2 samples didn't mark the number of grams of the charge cashmere, and charge cashmere indicator of 8 samples didn't meet national standards, accounted 14.8% of the total number. They are: Male leopard brand102-3 down jacket produced by Bente garment limited company in Beijing, which measured deviation is -13.9%; Yuzhimegn brand 05-9 down jacket produced by China Kangtai garment limited company in Tianjin, which measured deviation is -38.0%; Cold bird brand 8788 down jacket produced by Cold bird garment limited company in Jiangsu, which measured deviation is -12.1%; Xuenijiaozhu brand XNJZ-2009 down jacket produced by Xuenijiaozhu garment limited company in Beijing, which measured deviation is -31.9%; Shengyuboya brand 905 down jacket produced by Shengyuboya garment limited company in Beijing, which measured deviation is -51.7%; Wentong brand 2007YH-712 down jacket produced by Sanjia garment limited company in Shishi City, Fujian Province, which measured deviation is -23.2%; Xuejiale brand X-108 down jacket produced by Shengbang garment limited company in Beijing, which measured deviation is -18.0%; PIERE CARROT brand A-607 down jacket produced byJingjiada garment limited company in Beijing, of which deviation is -45.2%.

Bulkiness

Bulkiness is the elastic indicator of feather, which directly affects the resilience, warmth and comfort of down jackets. National standards require feather as the filler of down jackets, the bulkiness of down jackets which cashmere rate is more than 70% should reach 15.5cm; the bulkiness of down jackets which cashmere rate is more than 60% should reach 14.0cm; the bulkiness of down jackets which cashmere rate is more than 50% should reach 13.0cm. In the comparative tests from 2007 to 2009, bulkiness indicator does not meet the requirements of national standards accounted for 33.3%, 4%, and 8.1% of the number of submitted sample. In this comparative test,except a marked jacket coat sample and 5 samples that filling crushed hair, 5 samples test results in 54 samples do not meet the requirements of national standards, which accounted 9.3% of the total number of samples. They were: Yuhengrong brand 8233567880125 down jacket produced by Yuhengrong limited company in Beijing; Male leopard brand102-3 down jacket produced by Bente garment limited company in Beijing; Cold bird brand 8788 down jacket produced by Cold bird garment limited company in Jiangsu; CLIOCADDLE brand

1001 down jacket that produced by CLIOCODDLE the crocodile dress (Shenzhen) limited company; Beijirong brand BJ06812 down jacket that produced by Shengui garments limited company in Jiangsu Province.

Cleanliness

Cleanliness is the health indicator of down jackets. In this comparative test, except 5 samples that filling crushed hair, there are still 3 samples test results do not meet the requirements of national standards, they will harm to human health in long-term wearing, they were: Yuhengrong brand 8233567880125 down jacket produced by Yuhengrong limited company in Beijing; Cold bird brand 8788 down jacket produced by Cold bird garment limited company in Jiangsu; Yuzhimegn brand 05-9 down jacket produced by China Kangtai garment limited company in Tianjin.

Challenges

In this comparative test, sample of 0518/227/800 clothing of ZARA brand that distributed by ZARA (Commercial) Beijing limited company, which marked 3/4 jacket coats, were produced in Indonesia, the implementation standards is the FZ / T 81010-2009 "windbreaker", the filler is 70% down, 30% feathers, charge cashmere is not marked. Beijing Consumer Association entrusted Textile and fur Quality Supervision and Inspection Center of China General Chamber of Commerce and the National Garment Quality Supervision and Inspection Center (Tianjin) to test, measured the amount of cashmere was 51.1% and 46.5%, respectively, there is relative big error between measurement and express value. In addition, the measured bulkiness is 11.1 and 10.5, respectively, the amount of charge cashmere is 245 grams and 217 grams. (In comparative test in 2009, Beijing Consumer Association also tested ZARA brand 0398/705/707 clothing that distributed by ZARA (Commercial) Beijing limited company, which marked jacket coat. The sample marked filler were 50% feathers, 50% down, the measured cashmere rate was 40.5%) the products quality is uneven.

Countermeasures

Four years down jackets comparative tests results show that: products cashmere rate of some professional down jackets manufacturers is high quality and stability; outside processing methods are used in leisure brand down jacket, which is low cashmere rate, unstable quality, and high prices; consumers should not blindly believe foreign brands; quality of down jackets that in large department store is generally better than in the clothing wholesale market; the quality of down jackets in clothing wholesale market is uneven. In the recently two years comparative tests, the usage of crush hair for filler of down jacket is found, which showed market supervision couldn't relax.

Successful experience

1. Consumers should choose according to need, the amount of cashmere rate and charge cashmere are not the more the better, consumers should buy reasonable according to weather conditions.

2. Because of posing feature with crushed hair exists in cheap down jackets, avoid buying inferior products, consumers should not freeloader, buy down jackets especially prices children's down jackets that are significantly lower than similar products in the markets.
3. Consumers should check the quality marks such as trademark, factory name and address, certificate, quality grade, cashmere rate and charge cashmere.
4. Consumers should choose reputable shopping sites, retain shopping vouchers, so that could effectively safeguard the legitimate rights and interests of their own when encounter quality problems.

Comparative test report for 57 kinds of casual pants by Beijing Consumer Association

Post Time

Comparative test report for casual pants is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

In line with the national energy conservation policy and green consumption, in order to understand the quality status of the casual pants in Beijing market, guide consumption, and create a harmonious environment for consumption, Beijing Consumer Association recently comparative test part of the casual pants in Beijing market again.

Comparative test for casual pants by Beijing Consumer Association

Casual clothing are popular among consumers because of they are comfortable to wear. At present, a considerable part of consumers pay more attention to the brand, style and price when buying casual clothing, and ignore the intrinsic quality. Since China is a big country of textile-producing, clothing manufacturers such as river carp, scale and level of production is uneven. In recent years, foreign brands have sprung up everywhere, split "cake" of the domestic apparel market with many domestic brand, there are many clothing with variety of styles and materials that most consumers is not clear on its quality when buying clothing.

Sources of casual pants in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers. Samples involving 57 kinds of casual pants that produced or distributed by 54 companies from 9 provinces and cities include Beijing, Tianjin, Shanghai, Shandong, Zhejiang, Jiangsu, Fujian, Guangdong, Shenzhen and so on. Samples are dark products, the origin involving China, Vietnam, India, Bangladesh, Italy, Turkey, Morocco, Romania, and Hong Kong.

Standards and projects of experimental samples

The comparative test commissioned National Garment Quality Supervision and Inspection

Center (Tianjin). In accordance with GB18401-2003 “National Textile Product Safety technical specifications”, GB5296.4-1998 “Consumer use of textiles and apparel” and FZ/T81007-2003 “the single and folder apparel” standards, tested 13 indicators include fiber content, formaldehyde content, resistance soaping color fastness, water fastness, perspiration fastness, resistance to dry friction color fastness, moisture friction color fastness, resistance to dry cleaning fastness and color fastness to light, pH, odor, banned azo dyes, product identification. Comparative test results are only responsible for the purchase samples.

Reliable and true test results in Beijing

Test in accordance with the relevant national standards, there are 37 tested samples in all 57 samples are in line with national standards, accounting for 64.9% of the total number of samples. The comparative test results show: the quality monitoring of a considerable part of enterprise is not in place. The quality of the samples of some casual pants couldn't deserve their brand awareness and expensive price. The main problems are: inaccurate fiber content, and non-compliance of color fastness, formaldehyde and pH, products quality is uneven.

Product Identification

Product identification is an important description that used to identify the product and its quality, reflect product characteristics, special product performance and usage. Indicators of all samples in this comparative test are in line with the requirements of national standards.

Fiber content

The fiber content is an important symbol to reflect the product fabric texture, and is the most direct way to communicate product raw ingredients from enterprise to consumers, is a key factor to consumers in casual pants choosing, and is also an important factor in determining pants value. In this comparative test, fiber content of 51 samples test results in 57 samples meet the requirements of national standards, which accounted 89.5% of the total number of samples, the label values of fiber content of 6 samples test results didn't meet the measured values, which accounted 10.5%. They were: ZARA brand 5627/594/700 samples produced or distributed by ZARA (Beijing) limited company; MCM brand 70292527 samples produced or distributed by Zenghao limited company in Shanghai; MARCCASNE brand 10v14-1 samples produced or distributed by Yuchen limited company in Xiamen; Gallery brand G925121B samples produced or distributed by Meisida limited company in Shenzhen; Capel brand 6028 samples produced or distributed by Kaboluo limited company in Beijing; Fadu brand 70292527 samples produced or distributed by Fadishidu limited company in Beijing.

Formaldehyde content

Clothing products with high levels of formaldehyde will release formaldehyde in the wearing process gradually, cause harm to humans through skins and breathing. Long-term exposure to formaldehyde can cause respiratory tract irritation and edema, headache, weakness, dermatitis, eczema, redness, pain and other symptoms. Thus, the national standard strict restrict the formaldehyde content: B products formaldehyde content $\leq 75\text{mg/kg}$, C products

formaldehyde content $\leq 300\text{mg/kg}$. In this comparative test, formaldehyde content of 2 in 57 samples didn't meet the requirements of national standards, which accounted 3.5% of the total number of samples. They were: Jine brand 308501-2 (B class) samples produced or distributed by Taie limited company in Guangzhou, the measured data is 107mg/kg ; Bruin brand BA3MPL02AGN samples produced or distributed by Zhenyouli trading limited company in Beijing, the measured data is 95mg/kg .

The pH value

The pH value is an indicator to assess the acidity of apparel fabrics. Humans' skin is weakly acidic, if the pH value of the textiles is much different with the human skin, it will cause skin irritation. Accordingly, the national standards require pH value of textiles that directly contact with the skin should be in the range of 4.0-7.5. It will destroy the skin's balance and ability to resist, causing skin irritation or induced infection, make the skin sensitive to other bacteria violations, if pH value is beyond the range of the standard provisions. In this comparative test, pH values of 3 in 57 samples were out of the scope of the requirements of national standards, which accounted 5.3% of the total number of samples. They were: Jine brand 308501-2 samples produced or distributed by Taie limited company in Guangzhou, the measured data is 3.2; W&M brand CB3610 samples produced or distributed by Weiming Garments Industrial limited company in Shishi City, Fujian Province, the measured data is 8.6; G2000 brand GMC06W130E06552002 samples produced or distributed by Huijun Garments limited company in Shenzhen, the measured data is 7.9.

Color fastness

Fading, contaminating light colored clothing in using and after washing has been a consumer concern. Color fastness indicator is to assess the fastness that dye attached above the fibers. Otherwise in the wearing process, the dye off, transferred to the skin and harm to human or contaminated with a light-colored clothes, cause trouble for consumers. In this comparative test, Beijing Consumers' Association tested 7 color fastness indicators include soaping resistant, water resistant, perspiration, dry friction resistance, moisture friction resistant, resistance to dry cleaning and light resistant. Color fastness of 41 in 57 samples met the requirements of national standards, which accounted 71.9% of the total number of samples. The samples that didn't meet the requirements were: ZARA brand 5627/594/700 samples produced or distributed by ZARA Commercial limited company in Beijing; Y.DC brand 522620001028 samples produced or distributed by Yiduchuan limited company in Beijing; NECHEER brand 3023 - dark green samples produced or distributed by Hongchi Garments limited company in Foshan; W&M brand CB3610 samples produced or distributed by Weiming Garments Industrial limited company in Shishi City, Fujian Province; Suxie brand 909393710104 samples produced or distributed by Shangwei Garments limited company in Hangzhou; G2000 brand GMC06W130E06552002 samples produced or distributed by Huijun Garments limited company in Shenzhen; Jine brand 308501-2 samples produced or distributed by Taie limited company in Guangzhou; CAPTAINO brand KZ-J-1388-84 samples produced or distributed by CANTAINO Garments limited company in Shanghai; ZAA.DAA brand ZD-LK562 samples produced or distributed by Zhada Garments limited company in Tianjin; MEXX brand

09-H5RE1358 samples produced or distributed by Sanli International Garments limited company; EDMUND brand EK0506/1 samples produced or distributed by Qifengduyuan Garments limited company in Beijing; G-STAR brand 8717922423238 samples produced or distributed by Fanyufeicui Garments limited company in Guangzhou; MARCCASNE brand 10v14-1 samples produced or distributed by Yuchen limited company in Xiamen; Fadu brand 70292527 samples produced or distributed by Fadishidu limited company in Beijing; Guanqi brand KPP1754V samples produced or distributed by Qiwang Commercial limited company in Dongguan.

Odor and banned azo dyes

Odor refers to volatile special smell that textiles emit, which shows that there are excessive chemical residues on textiles or the textiles are chemical or biological metamorphism, detrimental to human health. Such dye on fabric prolonged contact with the human body, let the human cells to mutate and induce cancer or cause allergies. In this test, two indicators of these 57 samples are in line with national standards.

Challenges

The casual pants comparative test results are not satisfactory. It is learned that the reason of product quality defects is some companies marked labels only based on the data provided by the fabric supplier and did not detect in the pre-production of the fabric to reduce costs and save detected expenses. As a result, fiber content, color fastness, formaldehyde, pH value does not meet the requirements of national standards. Furthermore, the enterprises obtain test reports only aim to cope with the provisions of the mall, only detect several indicators, caused the illusion that their products comply with national standards.

Countermeasures

The casual pants comparative test results are not satisfactory. According to experts, the main reasons for this situation are: First, some enterprises deliberately elevated standard power to pursuit profit, resulting in product quality impossible to achieve corresponding quality requirements; second, enterprise itself lack of ability to control, making the final quality of the product can't be effectively guaranteed; third, enterprises lack technology capacity of production, the inadequate control over the final quality of the products, causing uneven quality of casual pants products on the domestic market.

Successful experience

1. Consumers must first pay attention to the identity of the product, in accordance with the provisions of the national standard, class B clothing can directly contact with the skin, class C couldn't. Consumers should buy suitable clothing according to their wear needs.
2. Consumers should touch and look the appearance quality of products in buying casual pants, and check the marked materials, quality grades and whether the real situation of the goods meet the tagging content.
3. For safety and health, it is recommended that consumers should wash the new casual pants

before wearing

4. Properly worn and maintenance is a key to clothing durability, properly wear and pay attention to wash according to identification of washing operation, and dark clothes and light - colored clothes should be washed separately to prevent Leis pollution. Try to avoid using detergent with whitening, bleaching effect to prevent noticeable fading after washing clothes.
5. Consumers should choose a reputable shopping to buy clothing, and retain shopping vouchers, so that can effectively safeguard the legitimate rights and interests of their own when encounter quality problems.

Comparative test report for 70 kinds of socks by Beijing Consumer Association

Post Time

Comparative test report for down jackets is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

In line with the national energy conservation policy and in order to understand the quality status of the socks in Beijing market in the new situation, guidance guide consumption, create a harmonious environment for consumption, and safeguard the interests of consumers, Beijing Consumer Association recently comparative test part of the socks in Beijing market.

Comparative test for down jackets by Beijing Consumer Association

The socks are necessary in the daily lives of consumers, due to the small size, the price is relatively cheap, quality of which is often ignored by consumers. But there are many socks production enterprises in China, so that their intrinsic quality and price varies greatly. As a result, it's easy to be fooled at the time of purchase to buy inferior products.

Sources of socks in comparative test

Samples for this test were randomly purchased in malls and super markets by the staff of Beijing Consumer Association as ordinary consumers. Samples involved 70 kinds of socks that produced or distributed by 49 companies from 8 provinces and cities include Beijing, Jiangsu, Shanghai, Shandong, Zhejiang, Shanxi, Fujian, Guangdong and so on. Among which there are 24 kinds of light-colored socks, 46kinds of dark socks, and 5 kinds of socks are marked foreign origin. Price of which is from a few Yuan to a hundred Yuan. The sample generally covered the main origin and manufacturer and brand of socks.

Standards and projects of experimental samples

The comparative test commissioned Textiles and Furs Quality Supervision and Inspection Center of China Chamber of Commerce. In accordance with GB18401-2003 "National textile basic safety technical specifications", GB5296.4-1998 "Notes of consumer use for textiles and clothing" and FZ / T 73001-2008 "socks" standard, tested indicators include fiber content,

formaldehyde content, pH value for light-colored socks and fiber content, color fastness, formaldehyde content, pH value, decomposable aromatic amine dyes for dark socks. Meanwhile, Beijing Consumers Association, based on expert opinion tested two indicators including fluffing and pilling which are important abrasion resistance but weren't assessed in FZ/T73001-2008 "socks" standard. Beijing Consumers Association commissioned testing organization, with reference to GB/T4802.1 "Performance measurement of textile fabric fuzzing - Part 1: circular locus method", GB/T21196.2 "Martindale Act Determination of the textile fabric abrasion resistance - Part 2: Determination of specimen breakdown" standard and requirements, "Rules of socks wearing resistance and pilling evaluation" and other test methods that formulated according requires of wearing resistance of the other products. Comparative test results are only responsible for the purchase samples.

Reliable and true test results in Beijing

Test in accordance with the relevant national standards, there are 51 tested samples in all 70 samples are in line with national standards, accounting for 72.9% of the total number of samples. The comparative test results show: there is no direct relation between socks quality and brands awareness, some big brands, imported and expensive socks quality is not satisfactory.

Fiber components

The fiber content is the main quality indicators of socks, and is also an important factor to determine the value of the product. The fiber components marked on labels is the most direct way enterprises to convey the raw materials ingredients of products to consumers. It's also main content to judge whether the commitments, express warranties that enterprises made and merchandise is "genuine". To consumers, it is the basis to understand the socks' materials and performance. If the fiber content of the socks are not marked or marked incorrect, it will be misleading to consumers, harm the interests of them. In this comparative test, fiber components of 57 in 70 samples met the requirements of national standards, which accounted 81.4% of the total number of samples. And there were 13 in 70 samples didn't meet the requirements of national standards, which accounted 18.6%. The samples that didn't meet the requirements were: Playboy brand PS3122 and PS3121 socks produced by Baotu enterprise development limited company in Shanghai; Fulixue brand 68009 socks produced by Fulixue knitting limited company in Shanghai; Baonasi brand 12026 socks produced by Baonasi socks industry limited company in Zhejiang; Cotton Republic brand 52191029 socks produced by Youlianjie commercial limited company in Beijing; Qiangpai brand 7074 socks produced by Nanhainanfeng weaving limited company in Foshan; NPIATZ brand 2382156 socks produced by Pengshida commercial limited company in Beijing (Origin: Japan); Baonasi brand 1114 socks produced by Baonasi socks industry limited company in Zhejiang; Cunshang brand 8330 socks produced by Tianhemeiyi commercial limited company in Guangzhou; Naier brand 4895 socks produced by Naier socks industry limited company in Shanghai; NARA-SAKURA brand MT07a socks produced by Tonghaiying business and commercial limited company in Beijing (Origin: Japan); Fulixue brand 17232 socks produced by Fulixue knitting limited company in Shanghai; Qiangpai brand 7091 socks produced by Nanhainanfeng weaving limited company in Foshan.

Color fastness

Color fastness is an indicator that could reflect the ruggedness of fabric dyeing. Water resistance, perspiration, rubbing fastness are safety items that stipulated by National mandatory standard GB18401-2003 “National Textile Product Safety Technical Specification”. When the color fastness is poor, the dye may shift from textiles into the skin and cause harm to humans, directly affect wearable. In this comparative test, we tested 46 dark socks samples for color fastness, color fastness to washing of 1 sample didn’t meet the requirements of national standards, and wet friction color fastness of 2 samples didn’t meet the requirements of national standards, accounted for 6.5% of the dark sample. They were: Baonasi brand 1114 socks produced by Baonasi socks industry limited company in Zhejiang; Arsenal brand 930193 socks produced by Sanshu sporting goods limited company in Fujian; DUNLOP brand 015303 socks produced by Chengwei sporting goods limited company in Fujian.

Formaldehyde content, pH value, biodegradable aromatic amine dyes

Formaldehyde content, pH, biodegradable aromatic amine dyes are safety performance indicators of textile products, it will directly harm to human health if the content is too high. Accordingly, GB18401-2003 “National textile basic safety technical specifications” and GB5296.4-1998 “Notes of consumer use for textiles and clothing” and FZ / T 73001-2008 “socks” standard have made mandatory provisions of formaldehyde content, pH value and decomposable aromatic amine dyes of textile. In this comparative test, formaldehyde content and decomposable aromatic amine dyes of all socks samples met the requirements of national standards, pH value of 2 socks samples didn’t meet the requirements of national standards, accounted for 2.9% of the total number of samples. They were: CAFEDOG brand 3457 socks produced by Qianbaidai garments limited company in Zhejiang. New balance brand SKAM0220 socks produced by New Balance trading (China) limited company in Zhejiang.

Fuzzing, pilling and abrasion resistance

Fuzzing, pilling and abrasion resistance are problems that consumers reflected the most. There is no indicator involved in National standards for resistance to abrasion, fuzzing and pilling. Beijing Consumer Association commissioned the testing organizations to test and demonstrate, determine test methods for wear resistance, fuzzing and pilling of socks in the comparative test. Meanwhile, we also commissioned testing organizations to develop “socks wear resistance, pilling evaluation rules” to evaluate these two projects. As follows:

(1) Fuzzing and pilling. According to GB/T4802.1 “Performance measurement of textile fabric fuzzing - Part 1: circular locus method”, we developed socks fuzzing and pilling test method and divided it into five levels: Five best and one the worst. In this test, there were 18 4-5-level samples, accounted 25.7% in total number of samples; 45 4-level samples, accounted 64.3 in total number of samples; 7 3-4-level samples, accounted 10% in total number of samples.

(2) Wearing resistance. According to GB/T21196.2 “Martindale Act Determination of the textile fabric abrasion resistance - Part 2: Determination of specimen breakdown” standard and requirements, and in combination with other products wearing resistance requirements, we tested wearing resistance in 20000 times wearing of socks head and socks heel which are easily

broken. Wearing resistance of test results are divided into five-star: five best and one the worst. In the all 70 samples: there were 12 5-star samples, accounted 17.2% in total number of samples; 50 4-star samples, accounted 71.4% in total number of samples; 8 3-star samples, accounted 11.4% in total number of samples.

The test results show that abrasion and pilling resistance of most samples are relative good, some samples are unsatisfactory, product quality needs to be improved.

Product Identification

Product identification is a description that producers express the correct and safe use of this product to consumers. In this comparative test, we found that product identification of some enterprises were defective, and there were problems such as safety technical requirements category unlabeled, lack the level of quality of the samples, no Chinese label and incomplete information.

Challenges

Sock in this comparative test is the necessity in the daily lives of consumers, due to the small size, the relative cheap price, compare to other commodities their quality are often ignored by consumers. But there are so many socks producers in China that the price and quality of socks were greatly varied and product quality needs to be further improved.

Countermeasures

The socks comparative test results are not ideal, according to experts, the main reason for this situation are: First, some enterprises in pursuit of profit, resulting in product quality couldn't reach the corresponding quality requirements; second, is the lack of product supervision and evaluation technical capabilities, the ineffective of final product quality control, product quality is uneven.

Successful experience

1. The consumers should not blindly trust high-price, famous brand and import products, should be based on actual need to purchase the right price of the product.
2. Dark socks containing the chemical dye ingredients, consumers should purchase light-colored products for infants and young children.
3. Consumers should fully consider the comfort, and prefer socks mainly of cotton fiber and right amount of elastic fibers.
4. It is recommended that consumers choose a regular shopping, do not seek cheap and purchase in tour operators, street vendors and other informal channels, and retain shopping vouchers, so that can effectively safeguard the legitimate rights and interests of their own when encounter quality problems.

Comparative test report for women's shoes by Beijing Consumer Association

Post Time

Comparative test report for women's shoes is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

In line with the national energy conservation policy and in order to understand the quality status of the leather shoes in Beijing market, scientific guidance guide consumption, promote healthy development of leather shoes industry, Beijing Consumer Association recently comparative test part of 30 kinds of leather shoes in Beijing market again in 2011.

Comparative test for women's shoes by Beijing Consumer Association

There are many leather shoes production enterprise in our nation, the quality of products are uneven. In recent years, some provinces and relevant administrative departments spot-checked and results showed that the quality of women's shoes products was not optimistic. Meanwhile, the ability of consumers to identify the quality of women's shoes products are limited, many consumers are unable to identify the pros and cons of women's shoes, deceived at the time of purchase, to buy inferior products.

Sources of women's shoes in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers in 5 integrated shopping malls include: Beijing Parkson Shopping Center; Beijing Sogo Department Store; Beijing Scitech Plaza; Beijing Lufthansa Friendship Shopping Center Limited Company Outlets Mall (referred to as the Beijing Lufthansa Shopping Center); Beijing Shuangan Shopping the five integrated shopping malls random purchase. All of the samples were marked qualified products, and involving 30 kinds of women's shoes that produced or distributed by 28 companies from 3 provinces and cities include Beijing, Shanghai and Guangdong. As marked, there were 22 kinds of domestic and 8 kinds of foreign women's shoes, ranging in price from a few hundred Yuan to four thousand Yuan. These products are broadly representative of the women's shoes brands in Beijing markets, comparative test results reflect the status of the quality of women's shoes in Beijing.

Standards and projects of experimental samples

The comparative test commissioned the Beijing Light Industrial Products Quality Supervision and Inspection Station 1. In accordance with QB/T1002-2005 "shoes" standard, 7 indicators include sensory quality, upper bottom peel strength, folding properties, wearing resistance of the outsole, heel binding force, bending stiffness, hook heart flexural rigidity and hardness of heart hook were tested. The test results are only responsible for the samples.

Reliable and true test results in Beijing

Test in accordance with the relevant national standards, seized items of 23 samples in 30 samples met the test basis, accounted 76.7% of the total number of samples. Quality of famous brand shoes was relatively good and quality some small and cheap brands was poor. Most of the samples measured performance did not reach the express level of enterprises, the products quality is uneven.

Sensory quality

The national standards require upper and inside of the shoes should not be obvious discoloration and bleaching. Upper bleaching is likely to cause infection to consumers' apparel in wearing process, and cause unnecessary trouble to the consumers. In this comparative test, 4 samples' uppers were obvious bleaching. They were: WHATFOR brand WFP309051 women's shoes that Fuxingmen Parkson Shopping Center sales and produced by Dalingshanxingang shoes factory in Dongguan; REDSAND brand N10A1607 women's shoes that Lufthansa shopping center sales and produced by Nanhaiyingcheng shoes industry limited company in Foshan; GUY Laroche brand S10C-11131287 women's shoes that produced by Tongxin shoes industry limited company in Guangzhou; MAGRIT brand women's shoes that Beijing Junxuan supplies limited company as agent, origin of Spain.

Peel strength of the upper bottom

Peel strength is adhesive fastness between the upper and the outer bottom of shoes, is a value calculated from the force value and peeling blade width value which tested from stripping the toe outsole and upper with peeling knife. Low peel strength is likely to cause the upper bottom open plastic phenomenon occurs when wear. In this test, 2 samples in 30 samples did not meet national standards, they were: GUESS brand GWPRECIOUS2-B women's shoes that produced by Dongguan Dalingshan Xingang shoes factory and Sogo department store sales; LUBECA brand 0197A-98 women's shoes that produced by Ruihua shoes industry limited company in Guangzhou.

Folding properties

Folding properties is an indicator to assess whether shoes are easily to break. We carried out the bending test by simulating human normal walking state in a specific test machine. Poor folding properties will affect the life of the shoes to wear, and will cause sole fracture. There are three folding properties indicators in the national standard:

(1) In accordance with the national standards, after 40000 folding tests, the cut rip length should be ≤ 30.0 mm after folding. In this test, only JULIO brand 1570-2 women's shoes that produced by Guangzhou Huichang shoes industry limited company and Lufthansa Shopping Center Sales didn't meet the national standard requirement, length of the rip is 59.0 mm. rip length of remaining samples met national standards after 40000 folding tests. Based on which, this indicator met national standards after 50000 and 60000 folding tests.

(2) In accordance with the national standards, the new crack length should be ≤ 5.0 mm, and should not be more than three after 40000 folding tests. In this test, only WHATFOR brand

WFP309051 women's shoes that produced by Dongguan Dalingshan Xingang shoes factory and Lufthansa Shopping Center Sales didn't meet the national standard requirement. Based on which, this indicator of remaining samples met national standards after 50000 and 60000 folding tests.

(3) The folded uppers should not split pulp, crack, or open plastic at the end of upper. All samples of the indicators are in line with national standards.

Hook heart flexural rigidity and hardness of heart hook

Hook heart is the beam connected the heel and forefoot, is the backbone and one of the mainly force parts of the shoes. Under conditions that the area of former palm and heel are certain, it's hook heart that determine whether the shoes are smooth or not. Poor bending strength and hardness of the steel hook heart material will cause hook heart deformation and withstand weak after using by consumers. Especially women's high - heeled shoes, could easily lead to the collapse of flank parts. The national standards require shoes hook heart flexural rigidity $\geq 700 \text{ KN}\cdot\text{mm}^2$ hardness $\geq 82.0 \text{ HR15N}$. In this comparative test, there were two kinds of samples shank hardness indicators does not meet the requirements of national standards. They were: JULIO brand 1570-2 women's shoes that produced by Guangzhou Huichang shoes industry limited company and Lufthansa Shopping Center Sales; WHATFOR brand WFP309051 women's shoes that produced by Dongguan Dalingshan Xingang shoes factory and Lufthansa Shopping Center Sales.

Outsole wearing resistance and heel binding force

The two indicators are to test the wearing resistance and binding force between shoes heels and shoes uppers. All samples of the two indicators met the requirements of national standards.

Challenges

In this comparative test, we compared the measured values and expressed values. That is, whether the energy efficiency rating that enterprise expressed was achieved (Samples which hadn't marked energy efficiency rating were evaluated as the minimum standard of the national standards, the third energy efficiency). Footwear products are essential consumer goods in the daily lives of people. Its quality directly affects people's lives. Currently there are many brands of shoes, leather shoes quality varies greatly.

Countermeasures

The women's shoes comparative test results are not satisfactory. According to experts, the main reasons for this situation are: First, some enterprises deliberately elevated standard power or use cheap and poor quality components in assembling to pursuit profit, resulting in product quality impossible to achieve corresponding quality requirements; second, enterprise itself lack of ability to control, making the final quality of the product can't be effectively guaranteed; third, enterprises lack technology capacity of production, the inadequate control over the final quality of the products, causing uneven quality of casual pants products on the domestic market.

Successful experience

1. Consumers should choose a reputable shopping to buy clothing, and retain shopping vouchers, so that can effectively safeguard the legitimate rights and interests of their own when encounter quality problems.
2. Consumers should repeatedly try to ensure that the purchased shoes fit comfortable when buying shoes.
3. Consumers to buy the shoes should not be superstitious famous and imported products, and should purchase according to their own needs.
4. Consumers should pay attention to whether the identification markings on the packaging marked manufacturer's name, address, certificate, instructions for use and materials.

Comparative test report for 60 kinds of wooden floors by Beijing Consumer Association

Post Time

Comparative test report for wooden floors is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

Wooden floors occupy an important position in the surface decoration materials, natural warm atmosphere of which is unmatched by other materials. Meanwhile, wooden floors are elegant temperament, return to nature, comfortable environment, full of personality, and therefore favored by consumers. There are wood floor many brands and fierce competition in Beijing, in order to understand the quality status of the leather shoes in Beijing market, scientific guidance guide consumption, promote healthy development of wooden floors industry, Beijing Consumer Association recently comparative test part of 60 kinds of wooden floors in Beijing market in 2011.

Comparative test for wooden floors by Beijing Consumer Association

There are wood floor many brands and fierce competition in Beijing, in order to understand the quality status of the leather shoes in Beijing market, scientific guidance guide consumption, promote healthy development of wooden floors industry, Beijing Consumer Association recently comparative test part of 60 kinds of wooden floors in Beijing market again. Meanwhile, the ability of consumers to identify the quality of wooden floors products are limited, many consumers are unable to identify the pros and cons of wooden floors, deceived at the time of purchase, to buy inferior products.

Sources of wooden floors in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers in Building materials market and building materials supermarket in Beijing area. Samples involving 60 kinds of solid wooden floors samples and

parquets samples that produced or distributed by 51 companies from 8 provinces and cities include Beijing, Tianjin, Shanghai, Zhejiang, Jiangsu, Jiangxi, Guangdong, Liaoning and so on. These products are broadly representative of the wooden floors brands in Beijing markets, comparative test results reflect the status of the quality of solid wooden floors and wooden floors in Beijing.

Standards and projects of experimental samples

The comparative test commissioned Beijing Wood Furniture Quality Supervision and Inspection Station (National furniture and indoor environmental quality supervision and inspection (preparatory) center). In accordance with GB/T15036-2001 “solid wooden floors”, GB / T 18513-2001 “China mainly imports timber name”, GB/T16734-1997 “Timber name”, GB/T6491-1999 “Lumber Drying quality standard” standards, and the corresponding test methods, tested the paint plate surface wearing resistance, film adhesion, wood species, residual stress, and other projects of the solid wooden floors. According to GB / T 18103-2000 “parquets”, GB18580-2001 “limited release formaldehyde of plywood and their products in interior decoration materials”, GB/T17657-1999 “wood-based panels and veneer plywood physical and chemical properties test method” standards, and other projects of the parquets, test parquets surface abrasion, film adhesion, hardness, formaldehyde emission and other projects

Reliable and true test results in Beijing

Tested in accordance with the relevant national standards, all test items of 28 samples in 30 solid wooden floors samples met the national standards, accounted 93.3% of the total number. All test items of 29 samples in 30 parquets samples met the national standards, accounted 96.7% of the total number. The comparative test results showed that: quality level of wooden floors has been substantially increasing with the continual regulating and development of flooring industry in recent years. Consumers can rest assured to buy according to their need.

Surface abrasion

Surface abrasion is the coating durability of wooden floors surface. The reasons why floors surface abrasion is poor are: first is individual manufacturers use poor quality paint or reduce the leaching paint thickness to reduce production costs; second is the poor paint process. In this test, there was only GIRAFFE brand 1830 × 189 × 15 specifications surface oak parquet that produced by Lu forest products limited company in Foshan didn't meet the national standard requirement.

Film adhesion

This indicator shows the floors' paint quality, and is crucial to the protective effect on the wooded floors. High film adhesion shows good combination between the floors and the paint film, which can prolong the life of the floor, reduce using conditions restrictions of floors. Floors with low coating adhesion use may cause paint cracking or even peeling in using progress, affect the life of floors. In the comparative test, film adhesion of all samples met the requirements of national standards.

Timber species

Solid wooden floors species directly affect the stability in using and sales price. It is understood that the species of floor sales channels in China are marked confused, the reason is that the production or marketing firm lack the understanding of the scientific significance of the species scientific name, the imported products species name are translated error or be tampered with their name. In this comparative test, marked species of 28 in 30 solid wooden floors matched the detected species. Only Junckers brand 1830×129×22 specifications ash solid wooden floors that distributed by Baideneng commercial limited company in Beijing (measured as manchurian ash) and Shengjun brand 910×122×18 specifications safflower pear-color wooden floors that produced by Shengjuhongye trading and commercial limited company in Beijing (measured as Donato Mountain Lam) didn't meet the national standard requirement.

Hardness

GB / T 18103-2000 standard “parquet” have not made requirements for hardness of the parquets. This comparative test based on GB/T17657-1999 “physical and chemical properties test method of the wood-based panels and veneer plywood”, tested hardness of 30 kinds of parquet samples. That is put pressure to the floors by experimental machine until damaged. Results showed: hardness of the most parquet samples between 32-45MPa, were able to meet the requirements of the family.

Formaldehyde emission

The formaldehyde emission parquet is an important environmental indicator. Formaldehyde will stimulate the respiratory system, skin and retina of humans when exceeding. Formaldehyde emission of the 30 parquets samples met with the national standards.

Residual stress

Backward wood drying equipment and technology were backward and poor dry quality will cause large timber internal residual stress. Large residual stress will cause changes in ambient temperature, humidity and other external causes, after the installation of the floor, resulting in deformation and cracking of the floor. At present, GB/T15036-2001 “solid wooden floors” hasn't provided this indicator, in order to promote the industry standard for perfection, we tested residual stress of solid wooden flooring according to provisions of GB/T6491-1999 “lumber drying quality”, which means solid wooden floors residual stress indicator suitable for dry quality class 2 (no more than 3.5%). Results showed: residual stress of 30 solid wooden floors samples exceed 11%. It is understood that the reason why residual stress is too large is the drying processes of the enterprises weren't complete. Therefore, Beijing Consumers Association proposed amendments of the solid wood floors standard to the relevant departments.

Challenges

Comparative test report advises consumers to choose the same sellers and laying merchants, and personally supervise the construction as much as possible, to avoid the prevarication between sellers and pavement enterprises when problems happening. Consumers should pay

attention to wooden floors maintenance in using: wooden floors should not be soaked in water; cleaning should not be dripping mop scrub; avoiding exposure to sunlight; avoid furniture or other heavy objects, hard objects to scratch the floor; ventilation after pavement; and regular cleaning waxing.

Countermeasures

This comparative test results are satisfactory. According to experts, consumers should not be blind pursuit of style, choose too long and too wide floor when buying wooden floors. Wooden floor is a natural material, was going through the manual processing, but it will appear in trace amounts of expansion and contraction as the environment changes, the wider the longer the board will be more problems, so choose the floor should be short and narrow. Consumers could purchase floors with the reference of wood flooring residual stress, moisture content, and hardness indicators. According to the relevant standards that wooden floors residual stress should not exceed 3.5%, the moisture content should be between 8% and 13%, consumers should consult the test report or on-site determination. The hardness of the parquets generally depends on the core layer veneer material is soft or hard, consumers should try to select the hardwood materials.

Successful experience

1. Consumers should not be excessive pursuit of valuable species. There is big difference between Different species of solid wooden floors. Consumers should choose floors according to their economic capacity and love of color and texture, and should consider color coordination with the overall tone of the room.
2. Consumers should not be too much pursuit of color and texture consistency. Wooden floors are natural wood products, the phenomenon of uneven color and pattern is objective existence, which is the natural characteristics of the wood, is also an important feature of the return to nature.

Comparative test report for 53 kinds of energy-saving lamps by Beijing Consumer Association

Post Time

Comparative test report for energy-saving lamps is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

In line with the policy of the national energy saving and green lighting project, in order to understand the quality status of the energy-saving lamps in Beijing market, guide consumption, protect interests of consumers, and create a harmonious environment for consumption, Beijing Consumer Association recently comparative test part of the energy-saving lamps in Beijing market again.

Comparative test for wooden floors by Beijing Consumer Association

Relative to the low efficiency and high power consumption of traditional lighting equipment, energy-saving lamps have been increasingly welcomed by consumers because of the characteristics include high luminous efficiency, energy-saving lamps color, long life and so on. After nearly two decades of continuous exploration and development, China's energy-saving lamps industry has been improving and growing competitiveness in the international market. But there are many energy-saving lamps production enterprises in China, so that their intrinsic quality and price varies greatly. In recent years, some provinces and relevant administrative departments tested energy-saving lamps and the results showed that the product quality is not optimistic. Meanwhile, the ability of consumers to identify the quality of energy-saving lamps products are limited, many consumers are unable to identify the pros and cons of energy-saving lamps, and will be deceived at the time of purchase, to buy inferior products.

Sources of wooden floors in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers in Beijing lighting market and supermarket. Samples involving 636 energy-saving lamps samples which are assembled with E27 lamp(each sample consists of 12 energy-saving lamps) that produced or distributed by 33 companies from 7 provinces and cities include Beijing, Tianjin, Shanghai, Zhejiang, Shandong, Fujian, Guangdong, and so on. Some of which samples are not marked the energy efficiency rating logo on the product packaging, samples that unlabeled with energy efficiency rating logo were evaluated in accordance with the minimum requirements of the national standards. These products generally covered major producers and manufacturers of energy-saving lamps and are broadly representative of the energy-saving lamps brands in Beijing market, comparative test results reflect the status of the quality of energy-saving lamps in Beijing.

Standards and projects of experimental samples

The comparative test commissioned National Household Electrical Appliances Quality Supervision and Inspection Center. In accordance with GB19044-2003 “for general lighting self-ballasted fluorescent energy efficiency of limited value and energy efficiency rating”; GB / T 17263-2002 “ordinary lighting with self-ballasted fluorescent lamps - performance requirements”; GB 16844-2008 “for general lighting safety requirements for self-ballasted lamps”, tested indicators include logo, interchangeability, electric shock protection, mechanical strength, heat resistance, harmonic, lamp power, and initial light effect. Comparative test results are only responsible for the purchase samples.

Reliable and true test results in Beijing

Tested in accordance with the relevant national standards, all test items of 28 samples in 53 energy-saving lamps met the national standards, accounted 52.83% of the total number. Compared the expressed values with measured values, the lamps that lamp power index has not reached the express value accounted for 72.17% of the total number in 636 energy-saving lamps. The lamps that initial luminous efficiency indicator have not reached the express value

accounted for 24.37%. The comparative test results showed that: energy-saving lamps quality of well-known brand are relatively good, some small and cheap brands samples' quality is poor. Measured values of most of the samples didn't meet the expressed values, product quality is uneven.

Product Identification

Product identification is a description that manufacturers express the correct and safe use of the product to consumers, is main information when consumers choosing products. In this comparative test, all of the 53 samples met national standards.

Interchangeability

Interchangeability is an indicator to measure whether lamp and lamp holder can be good connected. Pool interchangeability will cause phenomenon of can't be installed or not securely installed, thus cause potential safety problems. In this test, 49 samples in 53 energy-saving lamps met the national standards, accounted 92.45% of the total number. The 4 samples that didn't meet the national standards were: Geinisheng brand 11W energy-saving lamp; CIDA brand 9W energy-saving lamp; Leike light brand 9 W energy-saving lamp; Fushilong brand 12W energy-saving lamp.

Electric shock protection, mechanical strength and heat resistance

These three indicators are the safety requirements of the energy-saving lamps. In this test, all of the 53 energy-saving lamps met the national standards. That's to say that, the energy-saving lamps on the market have security protection, consumers can be assured.

Harmonic

Harmonic is a harmful high frequency harmonic current that produced from the work of circuit. These high-frequency harmonic currents will cause harm to other electrical equipment as well as the grid itself through the public grid. If the current harmonics is too large, it will cause the device fever, loss increasing, shorten lamps life, and even failure or burned. In this test, 42 samples in 53 energy-saving lamps met the national standards, accounted 79.25% of the total number. The 11 samples that didn't meet the national standards were: CIDA brand 9W energy-saving lamp; Xingxingzhihuo light brand 18 W energy-saving lamp; Keming brand 9 W and 18W energy-saving lamp; Falaike brand 18 W and 9W energy-saving lamp; Hongjinwang brand 20W energy-saving lamp; Yaming brand 7W energy-saving lamp; Ziyue light brand 9W energy-saving lamp; Huari brand 9W energy-saving lamp; Fushilong brand 12W energy-saving lamp.

Lamp power

Power determines the electricity consumption, and also impact the brightness, is an important performance indicators of the energy-saving lamps products. National standards provides: under rated voltage and frequency, power gap between energy-saving lamps consumed and rated power should not be greater than 15%. There were 12 energy-saving lamps in one

sample in this test. In accordance with the requirements of national standards, lamps that power gap greater than 15% should not be more than 3. In this test, 36 samples in 53 energy-saving lamps met the national standards, accounted 67.92% of the total number. The 17 samples that didn't meet the national standards were: CIDA brand 9W energy-saving lamp; Xingxingzhihuo light brand 18 W energy-saving lamp; Keming brand 9 W and 18W energy-saving lamp; Falaike brand 18 W and 9W energy-saving lamp; Hongjinwang brand 20W energy-saving lamp; Yaming brand 7W energy-saving lamp; Ziyue light brand 9W energy-saving lamp; Huari brand 9W energy-saving lamp; Fushilong brand 12W energy-saving lamp; Shenggeini brand 11W energy-saving lamp; Meiyuan brand 18W energy-saving lamp; Phillips brand 5W energy-saving lamp; Keming brand 15W energy-saving lamp; Jihao brand 9W and 11W energy-saving lamp.

As an important parameter to the consumer, power directly determines the demand for consumer purchase. Poor measured results will affect the practical effects for consumers to buy products. In this test, compared measured values with expressed values, in 53 samples energy-saving, 636 energy-saving lamps, measured values of power of 459 energy-saving lamps didn't reach the enterprise expressing values, accounted 72.17% of the total number, including even some well-known brand products. The test data showed that: measured values of most samples didn't meet the expressed values, and there were large deviations in some of the products. Such as: Geinisheng brand 11W energy-saving lamp, measured power 6.7-7.9W, 28.2-39.1% deviation; Meinengyuan brand 18W energy-saving lamp, measured power 9.8-11.0W, 38.9-45.6% deviation; Xingxingzhihuo light brand 18W energy-saving lamp, measured power 7.4-9.6W, 46.7-58.9% deviation; CDIA brand 9W energy-saving lamp, measured power 5.5-6.5W, 27.8-38.9% deviation; CIDA brand 9W energy-saving lamp, measured power 5.5-6.5W, 27.8-38.9% deviation; Hongjinwang brand 20W energy-saving lamp, measured power 14.2-15.5W, 22.5-29% deviation; Ziyue lighting brand 18W energy-saving lamp, measured power 8.7-9.8W, 45.6-51.7% deviation; Huari light brand 9W energy-saving lamp, measured power 5.7-6.2W, 31.1-36.6% deviation; Fushilong brand 12W and 13W energy-saving lamp, measured power 8.8-9.3W and 7.6-8.1W, 22.5-26.7% and 37.7-41.5% deviation.

Initial light effect

Initial light effect is an indicator to evaluate the energy efficiency level of energy-saving lamps, which is an important indicator to reflect whether energy-saving lamp products are energy-saving. Test of initial light effect is to measure the ratio of the luminous flux (indicator that describe the amount of light emitting) and the power the lamp after the lamp was ignited 100 hours. In this comparative test, a sample was composed of 12 energy-saving lamps, in accordance with the requirements of the national standards, the number of lamps that initial light effect didn't meet standards requirements should not exceed 3. In this test, 40 samples in 53 energy-saving lamps met the national standards, accounted 75.47% of the total number. The 13 samples that didn't meet the national standards were: CIDA brand 9W energy-saving lamp; Xingxingzhihuo light brand 18 W energy-saving lamp; Keming brand 9 W and 18W energy-saving lamp; Falaike brand 18 W and 9W energy-saving lamp; Juhao brand 13W energy-saving lamp; Ouxun brand 11W energy-saving lamp; Ziyue light brand 9W energy-saving lamp; Nvc Leishi light brand 5W energy-saving lamp; Fushilong brand 12W energy-saving lamp; Geinisheng brand 11W energy-saving lamp.

Challenges

In this comparative test, the enterprises expressed values and measured values were compared to judge whether the expressed values meet the energy efficiency rating (the samples which hadn't marked energy efficiency rating were evaluated according to the minimum standards of the national standards, the third energy-efficient). In 53 samples energy-saved, 636 energy-saved lamps, measured values of initial light effect of 155 energy-saved lamps didn't reach the enterprise expressing values, accounted 24.37% of the total number. The test data show that: initial light effect indicator determine the energy-saved effect, products quality of energy-saving lamps is to be further improved.

Countermeasures

The energy-saved lamps comparative test results are not satisfactory. The main reasons for this situation are: First, some enterprises deliberately elevated standard power or use cheap and poor quality components in assembling to pursuit profit, resulting in product quality impossible to achieve corresponding quality requirements; second, enterprises purchased crucial components such as electronic components, lamp caps and lamps in outsourcing methods, enterprise itself lack of ability to control, making the final quality of the product can't be effectively guaranteed; third, the enterprise lack technical support capabilities so that couldn't achieve the high requirements of electromagnetic compatibility; fourth, enterprises lack technology capacity of production, the inadequate control over the final quality of the products; fifth, energy-saving lamps are not national compulsory products which have lower market access barriers, causing uneven quality of energy-saved lamps products on the domestic market.

Successful experience

1. Consumers could refer the comparative test results of energy-saved lamps by Beijing Consumer Association. Consumers shouldn't seek cheap and purchase products which price are relatively low. Avoid buying low-quality energy-saving lamps products.
2. When choosing energy-saved lamps consumers should pay attention to that products with good quality are smooth appearance, fine workmanship, no bubbles, the phosphor coating inside the lamps should be delicate, no particles, uniformly white. Lamp light should be uniform, no obvious dark spots and flicker-free after lighted. If both of the ends of the lamp are black, it's an inferior product.
3. Consumers should retain shopping vouchers, so that can effectively safeguard the legitimate rights and interests of their own when encounter quality problems.

Comparative test report for 31 kinds of mobile phone batteries by Beijing Consumer Association

Post Time

Comparative test report for mobile phone batteries is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

Currently there are many kinds of mobile phone batteries on the market, quality of which is a hot consumer complaints, especially after the release of the mobile phone network license, many mobile phone manufacturers come out. These manufacturers supporting mobile phone batteries quality is uneven. In order to understand the quality status of the mobile phone batteries in Beijing market, guide consumption, promote the healthy development of mobile phone batteries industry, and create a harmonious environment for consumption, Beijing Consumer Association recently comparative test part of the mobile phone batteries in Beijing market again.

Comparative test for mobile phone batteries by Beijing Consumer Association

From the nineties to the present day, the mobile phone products have become mass consumer goods from luxuries, there have been increasingly consumers depending on mobile phones. According to experts, in order to reduce cost, some manufacturers use low-quality batteries, falsely mark batteries capacity, and omit the factory test areas. Some manufacturers also counterfeit famous brand so that some low-quality batteries even explode, serious damage to the legitimate rights and interests of consumers.

Sources of mobile phone batteries in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers in communications equipment distribution companies in Beijing area. The samples were all marked qualified products. Samples involving 31 kinds of mobile phones batteries products that produced or distributed by 29 companies from 8 provinces and cities include Beijing, Tianjin, Liaoning, Fujian, Shandong, Sichuan, Guangdong, Hubei and so on. Samples include original batteries that produced by some mobile phone manufacturers and supporting batteries from mobile phone batteries manufacturers, price of which are from tens Yuan to several hundred Yuan. These products are broadly representative of the mobile phones batteries brands in Beijing market, comparative test results reflect the status of the quality of mobile phones batteries in Beijing.

Standards and projects of experimental samples

The comparative test commissioned Beijing Information Product Quality Supervision and Inspection Station. According to GB/T18287-2000 “lithium-ion battery in cellular phone specification” standards, tested 7 indicators include appearance and signs, 0.2C5A discharge performance, 1C5A discharge performance, over-charging protection, over-discharge protection, and short circuit protection.

Reliable and true test results in Beijing

Tested in accordance with the relevant national standards, all test items of 24 samples in 31 mobile phone batteries met the national standards, accounted 77.4% of the total number. The results showed that: the safety performance of the mobile phone batteries sold in Beijing market was overall good. Poor battery that may cause explosion was not common, and quality of

well-known brand mobile phone battery is satisfactory. Indicators reflect the handset batteries capacity is relatively poor, and phenomenon of falsely marking of batteries capacity was important in production industries with small production scale.

Appearance and signs

National standards require surface of mobile phone batteries should be clean, no mechanical damage, and no rust on the contacts. The product should be marked with the product name, model, marked voltage, rated capacity, charge limit voltage, perform standard number, positive and negative polarity, the date of manufacture or lot number, manufacturer name, trademark, and warning instructions flag. In this test, signs of 3 samples in 31 mobile phone batteries were insufficiency, mainly were unbranded, lack of manufacturing date or lot number, charge limit voltage, and the positive and negative polarity. They were: DAXIAN (1500 mA) the ninth generation nanometer lithium polymer battery without signs that produced by Hongkaifa electronics limited company in Shenzhen; Soubao brand LLST-N95 (1600 mA) business lithium battery that produced by Zhiyouyingfeng trading and commercial limited company in Shenzhen; Kalaier brand (1280 mA) lithium-ion battery for Nokia BP-6M (N93) that produced by Kalaier electronic science and technology limited company in Shenzhen.

0.2C5A discharge performance and 1C5A discharge performance

Discharge performance is an important factor of the using time of mobile phone batters, assessing whether the marked batteries capacity match the actual batteries capacity in discharge time is the key indicator to evaluate the batteries quality. National standards require the discharge time of 0.2C5A discharge performance should be greater than 5 hours, and discharge time of 1C5A discharge performance should be greater than 51 minutes. In this comparative test, 0.2C5A discharge performance of 7 in 31 sample did not meet the requirements of national standards, 1C5A discharge performance of 5 sample did not meet the requirements of national standards. For individual samples, the marked capacity was almost doubled of the measured capacity, there was a serious phenomenon of virtual marking. The samples did not meet national standards were: DAXIAN (1500 mA) the ninth generation nanometer lithium polymer battery without signs that produced by Hongkaifa electronics limited company in Shenzhen; Soubao brand LLST-N95 (1600 mA) business lithium battery that produced by Zhiyouyingfeng trading and commercial limited company in Shenzhen; Kalaier brand (1280 mA) lithium-ion battery for Nokia BP-6M (N93) that produced by Kalaier electronic science and technology limited company in Shenzhen; Daxian brand X600 (1200 mA) Duke mobile phone battery that produced by Daxianfantai communication limited company in Dalian; Qiaowei brand O-NOK N73 L1200H (1200 mA) lithium-ion battery that produced by Qiaowei batteries limited company in Shenzhen; ALON brand 9300 (1400 mA) lithium-ion battery that produced by Weiliwang electronic limited company in Guangdong; Manshanhong brand adapted to Nokia 6280/N93 type (1250 mA) lithium-ion battery produced by Jiayuantong science and technology limited company in Shenzhen.

Overcharge protection, over-discharge protection and short circuit protection

These three indicators reflect the safety protection performance of mobile phone batteries.

Over charging protection is to assess the security performance of battery to protect circuit when the charging output voltage is too high and the current is too large; over discharging protection is to assess the safety performance of battery to protect circuit when the battery voltage is too low; short-circuit protection is to assess the safety performance when battery are in the case of non-normal use. Such indicators related to the products their own safety and the personal safety of users. In this comparative test, safety performance of 31 samples all met national standards.

Challenges

The comparative test results showed that, safety of mobile phone batteries on the formal distribution companies in Beijing can be guaranteed, but in many mobile phone battery products the phenomenon of capacity falsely marking was quite common. According to experts, the main causes of the phenomenon of falsely marking were: first, manufacturers haven't strictly controlled the quality of their products, and haven't screened the electricity core material strictly; second, in order to improve their own products selling point, some enterprises deliberately elevated the marked capacity of inexpensive low-capacity batteries; third, some smaller phone production enterprises used commission processing mode to produce batteries, lack effective quality control measures, easy to be blinded by bad processing enterprises to use low-quality batteries and compress costs. It is understood that in order to reduce the cost, there were battery protection circuit of a number of manufacturers is not complete or incomplete, which caused quality problems such as mobile phone standby time is short, battery charging drums and full blast.

Countermeasures

Currently there are many kinds of mobile phone batteries on the market, quality of which is a hot consumer complaints, especially after the release of the mobile phone network license, many mobile phone manufacturers come out. These manufacturers supporting mobile phone batteries quality is uneven. Some manufacturers used low-quality batteries to reduce costs, and falsely marked battery capacity, omit the factory test areas. Some manufacturers counterfeit famous brand products, some low-quality batteries even exploded in the course of using, which serious damage the legitimate rights and interests of consumers. So it's necessary to carry out professional guidance by relevant law enforcement departments, to ensure the quality of mobile phone batteries, standardize battery capacity, ensure the using safety of consumers, and safeguard the interests of consumers.

Successful experience

1. Consumers should buy cell phone battery products in formal shopping malls and well-known communications products store, especially not to buy famous brand but low-price batteries in small roadside shops.
2. Consumers should check whether the product names, trademarks, model, manufactures, marked voltage, rated capacity, charge voltage limit, certificates, and other signs are complete when choosing mobile phone batteries.
3. Consumers should not be superstitious to marked capacity of batteries. Due to there is relation between the size and weight of the battery core and capacity. Consumers should not buy

batteries that with high marked capacity but normal size.

4. Consumers tend to focus too much on the standby time that manufacturers propaganda when buying mobile phones. According to experts, the advertising of "standby time" is multi-laboratory data in a specific network and operating environment, the actual standby time of the mobile phones depends on the mobile phone power consumption, network environment, the battery capacity, human use factors, so there is often a big gap between which and the advertised time, consumers should choose according to their actual needs.

5. Consumers should retain shopping vouchers, so that could effectively safeguard the legitimate rights and interests of their own when encounter quality problems.

Comparative test report for 30 kinds of USB flash disks by Beijing Consumer Association

Post Time

Comparative test report for USB flash disks is officially released by Beijing Consumer Association in May 30, 2011.

Views and background

In line with the national energy conservation policy and green consumption, in order to understand the quality status of the USB flash disk in Beijing market, guide consumption, and create a harmonious environment for consumption, Beijing Consumer Association recently comparative test part of the USB flash disks in Beijing market again.

Comparative test for USB flash disks by Beijing Consumer Association

After continuous exploration and development in recent years, China's USB flash disk industry has been improving and growing competitiveness in the international market. But there are many USB flash disks production enterprises in China, so that their intrinsic quality and price varies greatly. In recent years, some provinces and relevant administrative departments tested USB flash disks and the results showed that the product quality is not optimistic. Meanwhile, the ability of consumers to identify the quality of USB flash disks products is limited, many consumers are unable to identify the pros and cons of USB flash disks, and will be deceived at the time of purchase, to buy inferior products.

Sources of flash disks in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers. Samples involving 8G and 16G capacity USB flash disks that produced or distributed by 30 companies that covered the purchasing way include electronics store, supermarket, electronic markets and online shopping channels.

Standards and projects of experimental samples

National standard has not yet been implemented when the samples of this comparative test

were collected and tested. Test was in accordance with “IT mobile storage flash disk generic specification (to be issued)” (national Standard GB / T 26225-2010 “IT mobile storage flash disk universal norms” was released on January 14, 2011 and implemented in May 1, 2011, which content are the same with the draft for approval). This test commissioned Beijing Electronic Product Quality Testing Center, tested indicators include appearance and structure, documentation and identification, basic access capabilities, storage capacity, the file copy speed, and continuous access capability. Comparative test results are only responsible for the purchase samples.

Reliable and true test results in Beijing

Test in accordance with the relevant national standards, most of the 30 samples are in line with national standards. The comparative test results showed: The quality of the samples of some famous brands USB flash disks was relative good. Some small and cheap brands samples' quality is poor. Measured values of most of the samples didn't meet the expressed values, product quality is uneven.

Product logos

In this test, there were only Patriots (aigo), Founder and Newsmys three brands in 30 samples were normative marked. The product information of remaining samples was marked a bit confusing, some samples even without any Chinese instructions which will seriously affect consumers buying and using. Identification and instructions of 4 samples in 30 hadn't marked Chinese, accounted 13.3% of the total number. Some foreign brand products hadn't marked product names, manufacturers and instructions in Simplified Chinese. They were: Verbatim brand 16GB flash disk; Lexar brand 16GB flash disk; hp brand v175w 8GB flash disk; and Iriver brand the DOMINO 8GB flash disk. There were 10 in 30 samples that hadn't marked manufacturers, manufacturer address, and phone of manufacturers on packaging or instructions, accounted 33.3% of the total number. They were: Disney brand small U 8GB flash disk; Verbatim brand 16GB flash disk; KINGMAX brand Phantom Disc 16GB flash disk; SONY brand compact 8GB flash disk; Lexar brand 16GB flash disk; MSI brand M-04 8GB flash disk; hp brand v175w 8GB flash disk; ADATA brand C802 8GB flash disk; Cenda brand S2 8GB flash disk; ESUNINFO brand 8GB flash disk.

Storage capacity

In this comparative test, the capacity accuracy test was to identify the actual available capacity of the flash drive (formatted) in the actual user perspective, which is the actual measured capacity / marked capacity $\times 100\%$. The tested storage capacity of 30 samples was all up to 90% of marked capacity (7.2GB of marked 8GB storage capacity flash drive of 7.2GB, 14.4GB of marked 16GB flash drive). The results showed: measured capacity of all samples did not match the marked capacity, and the lowest were the Maxell brand 8GB and Taidian technology brand 8GB samples, which were respectively 7.29GB and 7.35GB. The phenomenon of falsely marking of storage capacity was prevalent, which was suspected of misleading consumers.

File copy speed

Flash drive for ordinary consumers, are mainly used for file storage and file exchange. The comparative test selected sizes of 64KB, 1MB, 4MB, 32MB, 100MB, 500MB several groups of files, simulated practice different scenarios application to calculate its average speed of copying in and out. For 64KB size files, the speed gap among 30 flash disks was great, the fastest average speed is 2.16MB / s, while the slowest speed was 0.15MB / s, with a difference of nearly 15 magnification. It's to say that if the user is carrying out a large number of small files copy operation, the gap of required time among flash disks will be different of 15 times. Tests for relatively large files, the fastest speed was 30MB / s, slowest was only about 10MB / s, the result was also a difference of about 3 times. It is understood that the speed of the flash disks is most fundamental depend on the speed of the flash memory chips, flash drive of the same capacity due to the cost and other reasons will use different grades of flash memory chips, so their speed varied. The test results showed that: most of flash disks hadn't marked speed of samples, but the copy speed gap does exist and was quite great. Because of flash disks brand awareness and other reasons, sales price are uneven. Since the speed was not marked on packages so that consumers can't judge the copy speed from the price and other factors between different brands of flash disks.

Continuous accessing

Continuous accessing is to test the reliability that the continuous read and write operations of flash disks in 8 hours. The performance of the flash disks to work long hours is required in some special applications, such as high-definition movie playback. In the comparative test only the Maxcell brand 8GB samples hadn't passed the continuous accessing test, the sample had occurred parity error in the process of sequential reading and writing data.

Challenges

From the test results, the unique and novel appearance, push-pull, rotating, and folding design made flash disks become lightweight and convenient. The functionality and performance of the flash disks is basically able to meet the needs of daily use. However, the comparative test revealed some problems: first, logs in the normative documents include product packaging and instructions are very confusing, important information is missing or not clearly indicated; second, difference among the products is great, which is epitomized in the file copy speed, the speed of faster flash disks is several times faster than slower flash disks, and the gap is bigger when copying files with certain size; third, phenomenon of falsely marking are prevalent in the flash disks, there were no samples which capacity met the expressed value in this test.

Countermeasures

The flash disks comparative test results are not satisfactory. The main reasons for this situation are: First, some enterprises deliberately elevated standard capacity or use cheap and poor quality components in assembling to pursuit profit, resulting in product quality impossible to achieve corresponding quality requirements; second, enterprises purchased crucial components such as electronic components in outsourcing methods, enterprise itself lack of

ability to control, making the final quality of the product can't be effectively guaranteed; third, the enterprise lack technical support capabilities so that couldn't achieve the high requirements of electromagnetic compatibility; fourth, enterprises lack technology capacity of production, the inadequate control over the final quality of the products.

Successful experience

1. Consumers should buy flash disks in formal shopping malls and well-known communications products store, shouldn't buy flash disks in tour operators and other informal channels for pursuing cheap.
2. Consumers should check marked information when choosing flash disks, choose products with complete identification information, and take care to check the appearance of the products and the print quality of the packaging and instructions, to avoid counterfeit products. Furthermore, consumers should retain shopping vouchers, so that could effectively safeguard the legitimate rights and interests of their own when encounter quality problems.
3. Consumers should comprehensive considerate of flash drive capacity, speed, brand, price, service and other factors at the time of purchase, and shouldn't just look at the capacity and the purchase price. Consumers could buy different grades of products, depending on the intended use and additional features such as antivirus or encryption functions to ensure the safety and reliability of the stored information.

Comparative test report for domestic sanitary insecticide by Beijing Consumer Association

Post Time

Comparative test report for domestic sanitary insecticide is officially released by Beijing Consumer Association in July, 2011.

Views and background

In line with the national energy conservation policy and green consumption, in order to understand the quality status of domestic sanitary insecticide in Beijing market, guide consumption, and promote the healthy development of domestic sanitary insecticide business, Beijing Consumer Association recently comparative test 30 kinds of domestic sanitary insecticide in Beijing market.

Comparative test for domestic sanitary insecticide Beijing Consumer Association

Mosquito bites a headache problem in summer, to prevent mosquito bites, domestic sanitary insecticide has become the essential goods to people's lives. There are many domestic sanitary insecticide production enterprises in China, so that their intrinsic quality and price varies greatly. In recent years, some provinces and relevant administrative departments tested domestic sanitary insecticide and the results showed that the product quality is not optimistic. To avoid consumers be deceived at the time of purchase, Beijing Consumer Association carried out

domestic sanitary insecticide comparative test.

Sources of domestic sanitary insecticide in comparative test

Samples for this test were randomly purchased by the staff of Beijing Consumer Association as ordinary consumers in super markets and shops. Domestic sanitary insecticide samples purchased were all marked qualified products. Samples involving 30 kinds of domestic sanitary insecticide products that produced or distributed by 18 companies from 8 provinces and cities include Shanghai, Tianjin, Guangdong, Fujian, Jiangsu, Anhui, Zhejiang, Hebei and so on. 29 of 30 samples were produced before May, 2010, in addition, Lewanjia brand sandalwood-type double-disc mosquito coils that produced by Lewanjia united chemical limited company were produced in June, 2010. Samples included 14 kinds of mosquito coils, 8 kinds of heater mosquito coils and 8 kinds electric mosquito liquid, which were broadly representative of the domestic sanitary insecticide brands in Beijing market, comparative test results reflect the status of the quality of domestic sanitary insecticide in Beijing.

Standards and projects of experimental samples

The comparative test commissioned Beijing Light Industry Products Quality Supervision and Inspection Station 1. According to GB18418-2001 “domestic sanitary insecticide electric mosquito liquid”, GB18417-2001 “the household sanitary insecticide heater mosquito coils”, GB18416-2001 “domestic sanitary insecticide Mosquito coils”, and with reference to GB24330-2009 “household sanitary insecticide Security General technical conditions”, tested indicators include active ingredient content, continuous lighted time, efficacy, smoke amount and signs of mosquito coils samples; active ingredient content, efficacy and signs of heater mosquito coils samples; active ingredient content, consumption and signs of electric mosquito liquid samples. In addition, electric mosquito coils samples had been increased after efficacy tests in 1.5 hours and 3 hours after reaching enterprises expressed values.

Reliable and true test results in Beijing

In accordance with the relevant national standards, in this comparative test, the seized items of 25 in 30 samples met the national standards. In which there were 11 kinds of mosquito coils, 8 kinds of electric mosquito coils and 6 kinds of electric mosquito liquid, accounted 83.3% of the total number of samples. The comparative test results showed: The quality of the samples of some famous brands was relative good. Some small and cheap brands samples' quality is poor. Measured effect of most of the samples didn't meet expressed, product quality is uneven.

Product identification

The product identification is a guide to buy goods, expressly clear signs are necessary to consumers to buy goods. In this test, there was only Wendi brand 5 double-disc smokeless black mosquito coil that produced by Lixianjili fine chemical limited company that was without the standard number, production date and shelf life or product batch number, deadline date and product quality inspection certificate.

Continuous ignited time

National standards specified that “continuous time should lighted ≥ 7 hours and shouldn’t be extinguished halfway”. This requirement is to take into account the user’s lowest sleep time is about 7 hours. Through pharmacy volatilization after ignited, mosquito coils could kill mosquitos so that protect users in sleep from mosquito bites and invasion. In this test, there was only Wendi brand 5 double-disc smokeless black mosquito coil that produced by Lixianjili fine chemical limited company which continuous ignited time was marked as 9 hours and measured as 5 hours 10 minutes, didn’t meet national standards.

Dust and smoke content

According to GB24330-2009 “domestic sanitary insecticide security general technical conditions’ standards, Smokeless mosquito coil smoke volume should be $\leq 5\text{mg} / \text{g}$, and the amount of smoke of micro-smoke mosquito should be $\leq 30\text{mg} / \text{g}$. Requirement of smoke and dust is a new indicator mainly to control the amount of fumes, improve the quality of life of consumers, promote awareness of low-carbon environment, and protect the environment. In this test, all samples met the requirements of national standards.

Pharmacophore

Pharmacophore is the effect that mosquito coils should achieve under specified conditions and time. Usually is displayed in KT50 value. KT50 value is the time required that 50% of the test insects are knocked down in a predetermined condition. In other words, pharmacophore directly reflect the repellent effect, directly related to the effect of consumers using. National standards set forth KT50 of mosquito coils, electric mosquito coils, electric mosquito liquid should be ≤ 8.0 minutes. In this test, there was only Ansu brand 42 ml electric mosquito liquid samples that produced by Tianjin Asi chemical limited company exhausted before marked expressed time, efficacy trials can’t be conducted.

Active ingredient content

The active ingredient content is the chemical composition with biological insecticidal activity in household sanitary insecticide. In other words, these chemical ingredients present in the product content, transform into gas state by heating or igniting methods, play the effect of repelling or killing mosquitoes. National standards that implemented before May, 2010 requires active ingredient content should be marked on the product packaging and shall not be less than the expressed values. The new GB24330-2009 “implementation of household sanitary insecticide Security General technical conditions” that implemented in May, 2010 increase the allowable fluctuation range of the content of active ingredient: the allowable fluctuation range of effective ingredient of mosquito coils should not be higher than 40% of the expressed values and should not be lower than 20% of the expressed values; the allowable fluctuation range of effective ingredient of electric mosquito coils should not be higher than 25% of the expressed values and should not be lower than 10% of the expressed values; the allowable fluctuation range of effective ingredient of electric mosquito liquid should not be higher than 35% of the expressed values and should not be lower than 10% of the expressed values.

Electric mosquito liquid consumption

National standards stipulated that the liquid should ensure that there is still liquid available for volatile after tested according to the time that manufacture expressed, and pharmacodynamic should still conform $KT50 \leq 8.0$ minutes. The consumption indicator of electric mosquito liquid is to evaluate whether the drug solution part is able to meet the expressed use time, to ensure the legitimate rights and interests of consumers. In 8 electric mosquito liquid samples, drug solution of 7 samples met the $KT50 \leq 8.0$ minute standard requirements when upcoming all exhausted. There was only Ansu brand 42 ml electric mosquito liquid samples that produced by Tianjin Asi chemical limited company, which expressed using time was 720 hours, the actual using time was 672 hours, didn't meet the requirements of national standards.

Challenges

In this comparative test, in 30 samples, there were 4 samples had the problem that the content of active ingredient insufficient or substituted pesticides expressed on packaging by other pesticides, including 1 electric mosquito liquid and 3 mosquito coils. The measured values of active ingredient content of two samples were lower than the express values, they were: Quanwudi brand 45 ml \times 2 bottles electric mosquito liquid that produced by Jiangsu Zhuangchentongda limited company and Chunwa brand 10 single-panel mounted mosquito coils that produced by Anhui Zhengfengrihua limited company. Expressed active ingredient of two samples was not detected, they were: Jintong brand 175 grams of-double disc smokeless mosquito coils that produced by Jinjiang Jintong mosquito coils products limited company which expressed active ingredient was Es-bioallethrin, and measured was chlorofluorocarbons Ethofenprox, manufacture responded that because of using the wrong packaging; Wendi brand 5 double-disc smokeless black mosquito coils that produced by Lixianjili fine chemical limited company, which expressed active ingredient was rich D-trans allethrin the measured was tetrafluoro Methothrin, seriously mislead consumers..

Countermeasures

The mosquito coils comparative test results are not satisfactory. The main reasons for this situation are: first, to pursuit profit, product quality of some enterprises impossible to achieve corresponding quality requirements; second, the enterprise lack technical support capabilities so that couldn't achieve the high requirements of electromagnetic compatibility. In midsummer, mosquito bites become headache problem. To prevent mosquito bites, domestic sanitary insecticide has become the essential goods to people's lives. The regulatory authorities should intensify the necessary regulatory and census.

Successful experience

1. Consumers should restraint using mosquito coils products, because no one mosquito coil is completely non-toxic.
2. The brains of infants and young children have yet to develop the perfect, families with infants and young children or pregnant women should not use mosquito coils and other pesticides, physical methods such as anti-mosquito bed nets can be used.

3. If conditions permit, consumers should try to use the electric mosquito coils or liquid mosquito coils, because the drug solution of these two mosquito coils is directly distributed, without the aid of the auxiliary materials combustion, and will not produce other harmful substances due to incomplete combustion.

4. Consumers should buy mosquito coils in formal shopping malls and well-known communications products store, shouldn't buy mosquito coils in tour operators and other informal channels for pursuing cheap and retain shopping vouchers, so that can effectively safeguard the legitimate rights and interests of their own when encounter quality problems.

5. When choosing mosquito coils, consumers should check whether the manufacturer's name, address, instructions for use, date of production, and pesticide registration number are complete, and check whether the products are in the period, whether the packaging is complete, whether the products are intact

Market supervision and investigation report for breast-milk substitutes in 2009 by Beijing Consumer Association

Post Time

Market supervision and investigation report for breast-milk substitutes in 2009 is officially released by Beijing Consumer Association in December 17, 2010.

Views and background

In order to protect the interests of consumers, to protect the health of children, to strengthen social supervision of breast-milk substitutes market, and to promote the implementation of "International Marketing Code of Breast-milk Substitutes" and China's "Breast-milk Substitutes Sales Management Measures", Beijing Consumer Association carried out supervision and investigation to Beijing breast-milk substitutes market in July to August, 2009.

Suggest modifications of Beijing Consumers Association

In view of all kinds of situations encountered by some consumers in the purchase process, as well as investigate and collect evidence on breast milk substitutes, the views collected are summarized as follows:

Basic situation

The supervision and investigation activities have organized part of the supervisors to test 64 monitoring points (47 commercial establishments, 17 health care organizations) include Xuanwu, Haidian, Shijingshan, Fengtai, Chaoyang, Fangshan, Changping, Tongzhou and so on. This survey involved brands include Nestle, Beingmate, Heinz, Erie, Wandashan, Feihe, San Yuan, Ausnutria, Wyeth, Shien, Yashili, Synbiotics, Mengniu, Morinaga, Mead Johnson, Life sunshine, Abbott, Dumex, Xubeier, Linbeier, Meisuli, Shikangbao. Supervision focus on the violation promotion of commercial retail spaces in breast-milk substitutes; violation issuing of breast-milk substitutes promotional materials; health care organizations violation publicity of

breast-milk substitutes; illegal selling and consignment of breast-milk substitutes; violations released advertising of breast-milk substitutes in the media or outdoor; the violation of Breast-milk Substitutes packaging. The survey collected 305 copies of supervision of the investigation record table, 265 were found violations (with photographic evidence). Including 173 commercial establishments violation records tables, 17 violation health care agency records tables, 22 violations TV / radio / magazine advertising records tables, and 53 violations product packaging label records tables.

Reliable source of survey results

These survey activities are with a broad organization-wide, basically covered a total of 64 oversight investigations in Beijing counties. The investigations brand covered breast milk substitutes for most of the brands on the market, and the result is highly persuasive.

Serious phenomenon of illegal sales exist in commercial establishments

Mainly were violation promotional behaviors and illegal acts of propaganda. Violation promotional behaviors include promotional gifts, located promoters, price cuts and other forms. According to “International Marketing Code of Breast-milk Substitutes” article 5th, “sellers shall not carry out marketing activities include point-of-sale advertising, giving samples, or inducing consumers to buy directly at the retail level. For example: special exhibitions, discount coupons, bonus, special sale, sell at a loss, mix sale”. This survey supervise and investigate 47 commercial establishments, received 185 copies of the investigation report, found 173 times of violations, including 134 times of free gifts, accounting for 72.4%; 47 times of located promoters, accounting for 25.4%; 25 times of markdowns, accounting for 13.5% (some are multi-item irregularities).

In 173 oversight reports of illegal sales, breast-milk substitute brands in commercial premises which existed many problems of illegal sales were: Feihe, Beingmate, Ausnutria, Mead Johnson, Synbiotics, Shien, Abbott, Mengniu, San Yuan, Wandashan, Ashley and other. Commercial establishments with serious violation promotional behaviors were: Carrefour supermarket, MerryMart supermarket, Hualian Supermarket, Wumart, Bofenglianhua supermarket, Lotus supermarket run supermarkets, Lijiali Baby Products limited company.

Health care institutions violate the relevant provisions knowingly

According to China's “Breast-milk Substitutes Sales Management Measures” the 13th, health care organizations should boycott the various forms of marketing propaganda of breast-milk substitutes by producers and sellers, should not posted advertising of breast milk substitute products or the release of information in organization, and should not display, sell and consign products. Health care institutions should be the promoter and implementer of “International Marketing Code of Breast-milk Substitutes” and China's “Breast-milk Substitutes Sales Management Measures”, however, they frequently occurred violations, mainly for promotional materials issued breast-milk substitutes brand identity. Such as infant formula, baby bottles, and pacifiers in maternity wards; internal retail organizations marketing of breast milk substitutes; and even individual organizations within the display cabinets of breast-milk substitutes. The oversight activities found 17 violations from 17 medical institutions, among

which there were 12 times illegal corporate identity violations, accounting for 70.6%; medical institutions sold and provided free breast-milk substitutes, for two each, respectively, accounted for 11.8%.

In the supervision and investigation of the health care institutions, we found that part of the health care institutions to propaganda the corporate brand identity of breast-milk substitutes; maternity wards providing infant formula and baby bottles; and the hospital internal stores providing breast-milk substitutes. And there were a large number of violations of Feihe, Mead Johnson and Abbott brands.

Serious phenomenon of media advertising to “walking a fine line”

A considerable part advertisement we supervised had adverted infant foods mixing with publicity or introducing their products through images of infants in promotion materials (or columns). Violations of media advertising mainly include: infant formula, baby bottles, pacifiers and baby avatar appearing in media advertising, promotional information; Breast-milk Substitutes production enterprises logos appearing in the media science advocacy part. “International Marketing Code of Breast-milk Substitutes” provides: for the products within the scope of the code, it shall be forbidden to advertise products to folks through marketing activities. The supervision and investigation activities received a total of breast-milk substitutes illegal market propaganda 22 times, illegal propaganda 30 times, the products and baby image 8 times, accounted for 26.6%; appearance of corporate identity in science columns 5times, accounted 16.7. The illegal propaganda behaviors mainly were published in newspapers, magazines, network, and promotional materials. In the supervision and survey of media advertising, we found the publicity brands with illegal propaganda were: Mead Johnson, San Yuan, Abbott, and Ashley.

Phenomenon of non-standard label and beautify product information is relatively common

“International Marketing Code of Breast-milk Substitutes” 9th article provides, units of productions and sellers of infant formula should ensure that using appropriate language printed on clear, eye-catching, easy-to-read, easy-to-understand text description on each container or on the tags not likely to fall off, which should include the following points: (1) “Note” or similar words; (2) instructions of breastfeeding superiority; (3) description of products proper use according to health workers; (4) suitable preparation instructions, and remind improper preparation of the health hazards. Container or label shall not provide a baby picture or pictures and text to promote the use of infant formula. But charts can easily determine whether the product is breast-milk substitute and describe the method of preparation could exist. (5) Should not use “people emulsification” and “breast” or similar terms. The oversight activities monitored and surveyed 53 infant formula packaging label and the findings showed: unlabeled “warning: incorrect preparation cause health risks” for 40 times, accounted for 75.5%; unlabeled “this product can only be used under the guidance of the health workers” for 39 times, accounted for 73.6%; exaggerating product features for 28 times, accounted for 52.8%; situations such as “mother's milk”, “humane” or similar language for 26 times, accounted for 49.1%. The brands with violation behaviors for packaging were: Beingmate, Feihe, Wandashan,

Ashley, and Mead Johnson.

Challenges

Problems in the survey still haunt consumers and regulatory authorities, these are the problems to be solved. These situations are contrary to the relevant provisions of “International Marketing Code of Breast-milk Substitutes” and China's “Breast-milk Substitutes Sales Management Measures”. And “Infant and young child feeding strategy policy” requirements, challenged the seriousness of the regulations and policies, need to be clearly prohibited.

Experience and countermeasures

In response to the problems found in the oversight activities of breast-milk substitutes in Beijing market, Beijing Consumers Association made the following recommendations:

(1) Increase breastfeeding advocacy efforts to enhance awareness of breastfeeding conducive to health, and make a positive impact in the whole society.

(2) Vigorously promote “International Marketing Code of Breast-milk Substitutes” and China's “Breast-milk Substitutes Sales Management Measures”, set breast-milk substitutes market under the supervision of consumers.

(3) Relevant administrative departments should strengthen the management of breast-milk substitutes and do a good job in the supervision and management of the production and circulation, stop the occurrence of the violation from the source.

(4) Dairy production enterprises, commercial enterprises, health care organizations, consumers, and should strengthen the sense of social responsibility, consciously abide by “International Marketing Code of Breast-milk Substitutes” and China's “Breast-milk Substitutes Sales Management Measures”, consciously safeguard the legitimate rights and interests of the majority of consumers, especially infants consumers.

The quality monitoring for wallpaper in Tianjin

Release time

December 16, 2011

The background of views

The wallpaper industry is growing, but there are many kind of wallpaper in the market and the quality is uneven, some good and some bad, the wallpaper market remains to be improved.

The origins of the goods in quality monitoring

10 batches of wallpapers in the circulation area produced by 10 enterprises which are in Guangdong, Jiangsu, Liaoning, Zhejiang, Guangxi and Shanghai were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB18585-2001 *Indoor Decorating and Refurbishing Materials-Limit of Harmful*

Substances of Wallpapers, this quality monitoring mainly tested 10 indexes which are barium, cadmium, chromium, lead, arsenic, mercury, selenium, antimony, vinyl chloride monomer and formaldehyde content.

The results of quality monitoring

List of wallpaper commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification/ model	Production date or batch number
1	wallpaper	--	Jiangsu Yujinxiang decoration material Co., Ltd	First grade	0.53m×10m±0.3%	July 14, 2011/ 26506/09
2	wallpaper	Jinling	Nanjing Tianya wallpaper Co., Ltd	First grade	5.3m ² ×12	7008/76
3	PVC wallpaper	DELIGHT	Jiangmen Yuhua Wallpaper Co., Ltd	First grade	0.52m±0.01m×10m+0.05m	603221/1012-20
4	wallpaper	--	Jiangsu Artshow wallpaper Co., Ltd	--	(10±1.5%) M×(530±1.5%) mm	6089/84 GRADE: A
5	PVC wallpaper	--	Liaoning JSD wallpaper Co., Ltd	First grade	0.53×10m	March 2006/ 101008/134
6	PVC wallpaper	--	Shanghai Kingwelson decorative material Co., Ltd	First grade	0.53×10m	BK6205/61106/ 29
7	wallpaper	--	Guilin Mayko wallcovering Co., Ltd	--	(10±0.05) m×(530±5) mm	November 5, 2008/ JB7124/013
8	wallpaper	--	Shanghai Suwalper wallpaper Co., Ltd	--	0.53m×10.05m (±3%)	MS04221507/3 93
9	wallpaper	--	Jiangsu Crown wallpaper Co., Ltd	--	0.53m×10.00m=5.30sq.m±3%	9608/73
10	wallpaper	--	Zhejiang Kexiang wallpaper Co., Ltd	--	10m×0.53m±2%	9932-7/103

Challenges

Under the guidance of the green environmental protection and back to nature trend, consumers increasingly advocate natural materials decorations. The wallpapers which are eco-friendly are increasingly respected by the people, and they will become the "theme" in the decoration materials market in the future.

Implementation countermeasure

The results showed that the quality indicators of all subjects wallpaper passed the quality monitoring.

Successful experience

People can buy wallpaper from the following aspects.

Look: Take a look at the color, wrinkles and bubbles in the surface of the wallpaper. Make sure the flower case in the wallpaper is clear and the color is well-distributed.

Touch: After looking, you can touch the wallpaper, making sure its texture is good and the thickness is consistent.

Smell: This is very important. If the wallpaper has peculiar smell, it is likely to be higher levels of formaldehyde, vinyl chloride or other volatile substances.

Wipe: You can cut a piece of the wallpaper, wiped with a wet cloth to see if there is discolored phenomenon.

The quality monitoring for ceramic tile in Tianjin

Release time

November 17, 2011

The background of views

Ceramic tile industry still faces many problems such as the enterprise blindly increase production, the newly built enterprise constantly emerge, the output war like a raging fire and lack of innovation. Ceramic tile market demand is big, but the industry is not yet mature and standard, and the quality of some products can't be guaranteed.

The origins of the goods in quality monitoring

20 batches of ceramic tiles in the circulation area produced by 20 enterprises which are in Guangdong, Zhejiang, Fujian and Guangxi were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB/T4100-2010 *Limits of Radionuclides in Building Materials* and enterprise standards and commodity quality requirements which are effective in the current record, this quality monitoring mainly tested the radioactive indicators of ceramic tile.

The results of quality monitoring

List of ceramic tile commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Specification/model	Production date or batch number
1	ceramic tile	Omica	Guangdong Ouya Ceramics Co., Ltd.	300×450 (mm)	11004
2	ceramic tile	Marcopolo	Gangdong Weimei ceramics Co., Ltd	500×200×9.5 (mm)	50325
3	ceramic tile	Keneng	Foshan Keneng ceramics Co., Ltd	300×400×9.5 (mm)	101014
4	ceramic tile	Fengdu	Foshan Fengdu ceramics Co., Ltd	298×488×9 (mm)	April 9, 2011
5	ceramic tile	Yuxi	Foshan Yuxi ceramics Co., Ltd	600×600 (mm)	March 31, 2011
6	ceramic tile	Summit	Guangdong Summit ceramics Co., Ltd	600×300×9.8 (mm)	April 1, 2011
7	ceramic tile	Gaobang	Guangdong Wuhao ceramics Co., Ltd	800×800 (mm)	April 1, 2011
8	ceramic tile	Longcour	Foshan Nanhai Gangbiya Building Materials Co., Ltd	800×800×10.5 (mm)	May 20, 2011

9	ceramic tile	Monalisa	Guangdong Monalisa ceramics Co., Ltd	300×450 (mm)	September 24, 2010
10	ceramic tile	Huiya	Guangdong Huiya ceramics Co., Ltd	300×600×10.2 (mm)	110507
11	ceramic tile	Sassolo	Fujian Meisheng ceramics Co., Ltd	600×600 (mm)	April 8, 2010
12	ceramic tile	Dongpeng	Guangdong Dongpeng ceramics Co., Ltd	600×600 (mm)	YF603428
13	ceramic tile	Shunhui	Foshan Gaomingshuncheng ceramics Co., Ltd	300×300×10 (mm)	March 31, 2011
14	ceramic tile	Nabel	Hangzhou Nabel Group Co., Ltd	300×300×8.5 (mm)	10062417
15	ceramic tile	Red spider	Gaoyao Topbro ceramics Co., Ltd	450×300×9.5 (mm)	10412
16	ceramic tile	Yinibao	Guangdong Ouya Ceramics Co., Ltd	300×600×9.5 (mm)	11D05
17	ceramic tile	Guanzhu	Guangdong Newpearl ceramics group Co., Ltd	300×300 (mm)	May 13, 2011
18	ceramic tile	Zhuoguan	Foshan Yutao ceramics Co., Ltd	300×300 (mm)	September 4, 2010
19	ceramic tile	Olma	Foshan Caimanjie ceramics Co., Ltd	300×300×9.5 (mm)	091224
20	ceramic tile	Xinzhong yuan	Guangdong Xinzhongyuan ceramics Co., Ltd	300×300 (mm)	February 24, 2011

Challenges

Overall speaking, ceramic tile products belong to personalized products, consumers will have different needs for their preferences. However, more and more consumers are concerned about environmental issues of the products. Environmental protection becomes a standard for consumer choice, and it will also become a trend of the development of the ceramic tile industry.

Implementation countermeasure

The results showed that the quality indicators of all subjects ceramic tile passed the quality monitoring.

Successful experience

For the same style and the same brand of goods, people who buy ceramic tile can shop around from the quality, price, service and other comprehensive consideration. There is a knack to choose the ceramic tile. Overall the principle of choosing ceramic tile is looking, listening, testing and quantifying.

Look: The color of the tile should be uniform and the surface roughness and flatness should be good. The patterns of the ceramic tile should be completed. Consumer can drawn some piece of tiles from the same box and then contrast some defects such as the color, distortion and lack of edge.

Listen: Tapping the tile with a hard object, the sound is more ringing, the vitrified degree of the ceramic tile is higher and the quality is better. Nip one corner of the tile with your left hand and then use your right hand to tap the lower part of the tile, if the voice is clear and sweet, the

tile is for top grade. Conversely it is for low grade.

Test: Drop one droplet at the back of the ceramic tile and see the speed of infiltration water spread out, generally speaking, if the suction is slower, the ceramic tile density is larger and the quality is better. Conversely the quality is not good.

Quantify: The length precision of the ceramic tile is higher, the effect of after paving is better. Using tape to measure the peripheral size of each ceramic tile, the high precision is for top grade.

The quality monitoring for electric bicycle in Tianjin

Release time

January 9, 2012

The background of views

The electric bicycle can be seen everywhere in life. The majority of consumers love it for it is no emission and pollution to the atmospheric environment and the purchase price is low and traveling is cheap. But the electric bicycle market still is in development period and the market needs to be seriously standardized.

The origins of the goods in quality monitoring

20 batches of electric bicycles in the circulation area produced by 20 enterprises which are in Jiangsu and Tianjin were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB17761-1999 《Electric bicycles-General technical requirements》, this quality monitoring mainly tested 10 indexes which are maximum speed, braking performance, frame/front fork assembly vibration strength, vehicle quality (weight), the vertical tube static load, pedal clearance (ground distance, digits clearance), saddle adjustment clamping strength, insulation performance, braking power device, under voltage and over current protection function.

The results of quality monitoring

List of electric bicycle commodities which didn't pass the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification/model	Production date or batch number	Unqualified project
1	electric bicycle	Flying	Tianjin Shuntian electric bicycle Co., Ltd	Qualified	TDR-101Z	August 4, 2010	maximum speed
							vehicle quality
							vertical tube static load
							under voltage, over current protection function
2	electric bicycle	Zhaoxia	Tianjin Yongjiushan	Qualified	TDN-11Z	August 29, 2011	maximum speed
							ground distance

			electric bicycle Co., Ltd				under voltage, over current protection function
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List of electric bicycle commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification/ model	Production date or batch number
1	electric bicycle	Sykee	Tianjin Sykee electric bicycle Co., Ltd	Qualified	TDT11009Z	July 28, 2011
2	electric bicycle	Baodao	Tianjin Xinhe technology Co., Ltd.	Qualified	TDR476Z	July 15, 2011
3	electric bicycle	Gamma	Tianjin Feita electric bicycle Co., Ltd	Qualified	TDT-36Z	July 19, 2011
4	electric bicycle	Fushida	Tianjin Fushida electric bicycle Co., Ltd	Qualified	TDR35Z	July 25, 2011
5	electric bicycle	Xinri	Tianjin Xinri electromechanical co., Ltd	Qualified	TDT32Z	June 27, 2011
6	electric bicycle	Xiaodao	Tianjin Feike electric bicycle Co., Ltd	Qualified	TDR-702Z	June 24, 2011
7	electric bicycle	Yadea	Jiangsu Yadi technology development Co., Ltd.	Qualified	TDR406Z	March 2011
8	electric bicycle	Hengzhijie	Tianjin Hengzhijie electric bike factory	Qualified	TDP-18Z	August 21, 2011
9	electric bicycle	Biao	Tianjin Jianwei electric bike factory	Qualified	TDR-535Z	July 16, 2011
10	electric bicycle	Sportsman	Anshan sportsman electric bicycle Co., Ltd Tianjin Branch	Qualified	TDR05ZB	August 26, 2011
11	electric bicycle	Taifeng Bird	Tianjin Taifeng Bird electric bicycle Co., Ltd	Qualified	TDT17Z	June 21, 2011
12	electric bicycle	Wolf	Tianjin Paolang electric bicycle Co., Ltd	Qualified	TDR-75Z	April 21, 2011
13	electric bicycle	Japan Sanling	Tianjin Sanling electric bike factory	Qualified	TDR03Z	July 12, 2011
14	electric bicycle	Cosbike	Tianjin Cosbike Electric Bicycle Co., Ltd	Qualified	TDR2008Z	July 15, 2011
15	electric bicycle	Aosizhixing	Tianjin Wencheng electric bicycle Co., Ltd	Qualified	TDN-905Z	August 6, 2011
16	electric bicycle	Sibite	Tianjin Fubang electric bicycle Co., Ltd	Qualified	TDN01Z/011 L	September 7, 2011
17	electric bicycle	Aige	Tianjin Xingshi electric bicycle Co., Ltd	Qualified	TDR03Z	September 1, 2011
18	electric bicycle	Linglang	Tianjin Tenglong car factory	Qualified	TDR08Z	September 10, 2011

Challenges

The main problem is that the 2 batch of maximum speed limit index, 2 batch of electric under voltage and over current protection function index, 1 batch of vehicle quality, 1 batch of vertical tube static load and 1 batch of pedal clearance (ground distance) index are not qualified.

Implementation countermeasure

The enterprises which produce the unqualified electric bicycles were been ordered to stop sales and processed according to the law. Consumers who find the operators continuing to sell the unqualified electric bikes can call 12315 to report. The industry and commerce organ will severely punish those enterprises according to the law.

Successful experience

First, check the model. Confirm the selected model whether obtained the relevant department vehicle license qualification. When buying vehicle with brand, consumer should check the license is true in case of buying false card and testimony vehicle. Consumer should take a ride before buying to make sure the electric bicycle is suitable.

Second, check the trademark, certification and production date of the products. Certificate or tag should be "production license", namely QS certification marks. The name of marked product should be "electric bicycle". Consumer should buy recently manufactured products and choose products with good after-sales service.

Third, check the product device. Consumer should check the pedal device and make sure the vehicle weight less than 40kg and the maximum speed less than 20km/h. Then consumer should check the vehicle appearance, paint, plating and each part of the bike.

The quality monitoring for children's toys in Tianjin

Release time

May 27, 2011

The background of views

In order to improve the quality of toys, protect children's legal rights, regulate the development of toy industry, guide the consumption and create a harmonious consumption environment, the quality monitoring of children's toys was carried on.

The origins of the goods in quality monitoring

20 batches of children's toys produced by 19 enterprises which are in Shantou, Guangzhou, Shenzhen and Qingyuan were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB6675 *National Toy Safety Specifications*, GB5296.5 *Instruction for Using of Consumer Products - Part fifth: Toys* and the enterprise standards or quality commitments, this

quality monitoring mainly tested 3 indexes which are the normal use, the foreseeable reasonable abuse and identification.

The results of quality monitoring

Unqualified commodity list of children's toys

No.	Product name	trademark	Nominal production enterprise	Specification/ model	Production date or batch number	Unqualified project
1	Line control car	--	Shantou Chenghai Xiongda Toy Co., Ltd.	article number: 6880P	--	foreseeable reasonable abuse
2	Taxiing car	Make sail	Shantou Make sail toys plastic Co.,Ltd	QH-221	--	foreseeable reasonable abuse normal use

List of children's toys commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Specification/ model
1	Fireball stunt car	----	Shantou Longxiang toys industry Co., Ltd	9029D
2	Remote control car	----	Shantou Chenghai Fengxiang Baisha Vegetable original species institute	No30110
3	Spike knight	----	Guangzhou Huaqiang road No. 3 FuLi building south tower room 1619	990082
4	Small furniture accessories toys	----	Shantou Chenghai Wanqi toy factory	T-9006B
5	Aobei funny music phone	Aobei	Guangdong audi cartoon toys co., Ltd	463413
6	Instrument truck	Huile	Shantou Chenghai Huile plastic toys Co., Ltd	789
7	Beach toys	----	Shantou Chenghai Jiayixin toys factory	2276
8	Tom buli trolley (plastic)	----	Shenzhen Shunjia toys Co., Ltd	36501-3
9	Remote control car	----	Shantou Chenghai Fuding road south side	2035
10	Electric cartoon car	----	Shantou Chenghai Huacaikegong industry and trade Co., Ltd	B518
11	Leiyong No.1 laser gun	Arsenal	Qingnan(Fogang) toys Co., Ltd	22008
12	Baibian machine beast	----	Guangzhou Xingjie toys Co., Ltd	9201-10
13	Lasing Warriors	Jinjiang	Shantou Chenghai Jinjiang toys industrial Co., Ltd	6686B

14	Qihang medical series	Qihang	Shantou Qihang toys plastic Co., Ltd	QH-1305
15	Bear Diediele	----	Shantou Chenghai Difu toys Co., Ltd	NO.N 85
16	Table tennis toy	----	Shantou Chenghai Guangdi plastic toys factory	8015
17	Remote control toy	Feilun	Guangdong Feilun Industrial Co., Ltd	NO00394
18	Infrared vibration gun	Chuangfa Toys	Shantou Chenghai Chuangfa plastic toys Co., Ltd	AK-7744B

Challenges

Safety is the primary factor to choose toys for children and the product safety regulations and standards will be stricter. In the predictable and reasonable abuse, several individual products can't fully be complied with the provisions of relevant standards, so there is a potential risk of injury in children. In addition, the "green environmental protection" now has become the theme of the world, and the toy is not exceptional too. Environmental protection will be the development goal and trend in the children toy market.

Implementation countermeasure

Tianjin industrial and commercial bureau had ordered those enterprises which produced the unqualified children's toys commodities to be off the shelf and stopped the sale. The industrial and commercial bureau also put on record to investigate in accordance with the law and strengthen the market inspection for the quality of children's toys. Consumer who find operators continue to sell substandard toys can call 12315 to report and industry and commerce authorities will severely punished those enterprises.

Successful experience

First, select the regular mall. Consumer should choose children's toys in the market of best business qualifications, good reputation and integrity. After the purchase consumer should request and save the shopping vouchers.

Second, check the label. Consumer should check the "3C" certification mark and make sure the content annotation such as product main material, component, certification, factory name, address, phone number and after sale service guarantee is complete.

Third, pay attention to label instructions. Consumer should read the toy warning instructions, using instructions and precautions carefully and confirm the marked suitable age and the function of toys is suitable for children.

Fourth, pay attention to quality and safety. Parents should pay special attention to the problems such as the size, shape, color and pungent odor of the children's toys to make sure the toys are safe to children.

Fifth, don't buy unsuitable children's toys. The corners of some toys are too sharp and can cause harm to children easily. Also some toys itself have violence tendency and they are not

conductive to children's physical and mental health.

Sixth, parents should try first and know the using performance after buying children's toys. When children play toys, parents should be accompanied.

The quality monitoring for children's bicycles in Tianjin

Release time

June 3, 2011

The background of views

With the economic development and people's living standards improving, the demand for children's bicycles is increasing. Because consumer disputes caused by the children's bicycles quality often happen, the majority of parents have put forward higher requirements for the comfort and safety of children's bicycles.

The origins of the goods in quality monitoring

7 batches of children's bicycles in the circulation area produced by 7 enterprises which are in Jiangsu, Zhejiang, Hebei, Tianjin and Shanghai were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB 14746-2006 *Safety Requirements for Bicycles for Young Children*, this quality monitoring mainly tested 20 indexes which are the sharp edge, exposed protrusion, projection area protection and screw, braking system, brake handle size, foot brake, handbrake braking system strength, foot brake system strength, handbrake braking performance test, foot brake performance test, the cover of horizontal pipe, handlebar parts strength, impact strength test (heavy fall), impact test (frame/front fork assembly fall), saddle regulation clamping device, chain cover, balance wheel size, vertical load test, longitudinal load test, signs and instructions for using.

The results of quality monitoring

List of children's bicycle commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification/ model	Production date or batch number
1	children's bicycle	Hyunda	Xingtai Hyunda vehicle industry Co., Ltd	Qualified	304mm (12 inch)	April 15, 2011
2	children's bicycle	Sanheshun	Tianjin shanheshun industry and trade Co., Ltd	Qualified	405mm (16 inch)	March 24, 2011
3	children's bicycle	Goodbaby	Goodbaby children's products Co., Ltd	Qualified	DB1252Q	October 25, 2010
4	children's bicycle	Xiaolonghabi	Kunshan Xiaokonglong children's products Co., Ltd	Qualified	LB1207QX	January 21, 2011

5	children's bicycle	Giant	Shanghai Jufeng bicycle Co., Ltd	Qualified	WOODY-B 16 inch	October 13, 2010
6	children's bicycle	You and me	Kunshan Tianhe vehicle industry Co., Ltd	Qualified	TH1200-103	March 21, 2011
7	children's bicycle	Qianghaina	Cixi Xinzhonghua children's bicycle Co., Ltd	Qualified	355mm (14 inch)	June 10, 2010

Challenges

The quality problem of children bicycles will not only affect the use of vehicle, but also cause serious threat to children personal safety.

Implementation countermeasure

The results showed that all the subjects of children bicycles passed this quality monitoring.

Successful experience

First, consumer should choose children's bicycles in large supermarkets or stores as much as possible and check the vehicle identification and vehicle information, such as product certification, product name, address and registered trademarks and brochures. Also, consumer should make sure that the tagging performance standards is GB 14746-2006 《Safety requirements for bicycles for young children》.

Second, choose the appearance. Consumer should observe the paint of children's bicycle before buy it and make sure the body, handlebar and cushion of the bicycle are intact.

Third, check the mechanical device of children's bicycle. If the maximum saddle of children bicycles height is greater than or equal to 560mm, there must have two independent braking systems including a braking the front wheel and a braking of the rear wheel, also it should be equipped with a disk chain cover or other protective devices. While to the maximum saddle of children bicycles height is less than 560mm, it should be equipped with full chain cover ,which must completely cover the chain sprocket and the outer surface of the flywheel and its edge part, but also the sprockets, chains and the inside of sprockets engaging parts. It should be installed with the balance wheel in a normal riding state according to the specification requirements.

Fourth, select the cost-effective children's bicycle. The advantages and disadvantages of the product don't directly correspond with the price and brand. Consumers should get the relevant information before purchase it and choose the suitable bicycle according to their actual needs.

The quality monitoring for adhesive in Tianjin

Release time

August 1, 2012

The background of views

The adhesives have a wide range of use in the decoration process. In addition to its main adhesive function, there are other uses such as fixing, leakage prevention, corrosion protection, fire resistance and high temperature insulation. The composition of different adhesive is different, and it will put an impact to indoor environment and affect human health if consumer use the adhesives improperly or use the unqualified products.

The origins of the goods in quality monitoring

9 batches of adhesives produced by 8 enterprises which are in Henan, Hebei, Liaoning, Shanxi, Guangdong and Tianjin were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB 18583-2008 *Indoor Decorating and Refurbishing Materials-Limit of Harmful Substances of Adhesives*, JC/T 438-2006 *Water-soluble Polyvinyl Alcohol Building Adhesive* and the enterprise standards or quality commitments, this quality monitoring mainly tested 15 indexes of solvent-based adhesives which are the appearance, shear strength, non-volatile matter content, viscosity, isocyanate group content, initial adhesive shear strength, initial adhesive peel strength, the peel strength, free formaldehyde, benzene, toluene and xylene, toluene diisocyanate, (methylene chloride, 1, 2-dichloroethane, 1,1,2 - trichloroethane, trichloroethylene)total amount and total volatile organic compounds. This quality monitoring mainly tested 13 indexes of water-based adhesive which are the appearance, pH value, viscosity, nonvolatile matter, the minimum film-forming temperature, wood, pollution resistance, compression shear strength, bond strength, low temperature stability, free formaldehyde, benzene, toluene and xylene and total volatile organic compounds.

The results of quality monitoring

Unqualified commodity list of adhesive

No.	Product name	Nominal trademark	Nominal production enterprise	Specification/ model	Production date or batch number	Unqualified project
1	Warm home environmental protection decoration adhesive	----	Fushun Shitu chemical products co., Ltd	1.8 L/barrel	February 28, 2012	(methylene chloride, 1, 2-dichloroethane, 1,1,2 - trichloroethane, trichloroethylene)total amount

List of adhesives commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Specification / model	Production date or batch number
1	Xi decoration adhesive	Dingli	Henan Dingli rubber industry co., Ltd	3.5kg/barrel 209	April 3, 2012/ 20120403-16
2	Xiangdeshi 108 building adhesive	Xiangdeshi	Tianjin Damingyang chemical building material Co., Ltd	16kg/barrel Low aldehyde type	March 8, 2012/ 07
3	108 glue	HF	Langfang Shengsidiya decoration material Co., Ltd	15kg/barrel	February 28, 2012/ 12022801

4	Environmental protection type 108 glue	Taihexing	Xi'an Xitie Taihexing industrial Co., Ltd	4kg/ barrel THX-II	February 15, 2012/ 12021516
5	Pure crystal white latex	Taihexing	Xi'an Xitie Taihexing industrial Co., Ltd	1kg/ barrel	October 20, 2011/ 11102005
6	801glue	HF	Langfang Shengsidiya decoration material Co., Ltd	3L/ barrel	February 28, 2012/ 12022802
7	Lushi adhesive	Lushi	Liaoning Lushi chemical (group) Co., Ltd	1.8L/ barrel	March 11, 2012
8	Wanneng adhesive	Baide	Hangao Adhesives Co., Ltd	600mL/ barrel	March 10, 2012/ GQ20662955

Challenges

The rapid development of adhesive industry has provided the society a lot of new types of adhesives, but it also bring new pollution problems to the environment. The function and application of the adhesives has received extensive attention, but the environmental protection issue of adhesive is often ignored by people. The environmental issues of adhesive will become more strict and protecting environment appears to be more important n this environmental awareness and health consciousness increasing era.

Implementation countermeasure

Tianjin industrial and commercial bureau had ordered those enterprises which produced the unqualified adhesives commodities to stop the sale and put on record to investigate in accordance with the law. Consumer who find operators continue to sell substandard adhesives can call 12315 to report and industry and commerce authorities will severely punished those enterprises.

Successful experience

Adhesive is widely used in splicing of wall paper, ceramic tile, plastic, leather, wood, materials and so on.

Consumer should pay attention to the production date in outer packing and don't choose the goods with rough outer packing, container askew appearance and fuzzy printing instruction.

When choosing adhesives, consumer can shake the good to check cementation phenomenon. If the adhesive has cementation phenomenon, it shouldn't be purchased.

Consumer should check the "3C" certification mark and pay attention to the content annotation such as factory name, site, product standard number, production date and valid period.

Consumer should get more information about the adhesive products information from the sales staff as far as possible and ask for the test report. The report should include the product applies standard name and number, sample name, production units, batch number and sampling method, instrument name and model, test results, test results in the test process and so on.

The quality monitoring for athletic footwear in Tianjin

Release time

July 1, 2011

The background of views

With the rise of tourism, athletic footwear have become essential footwear to many people. And as the life and dress ideas updating constantly, the combination and multi-functional of athletic footwear and casual shoes become a fashion trend.

The origins of the goods in quality monitoring

20 batches of athletic footwear produced by 20 enterprises which are in Jiangsu, Zhejiang, Fujian, Shandong, Beijing and Shanghai were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB/T15107-2005 *Athletic Footwear*, this quality monitoring mainly tested 11 indexes which are the shoe size, overall appearance, leather, shoe, outsole, corresponding parts, suture, thickness of the main components of raw materials, the bottom part and uppers peel strength, folding performance and wear resistance.

The results of quality monitoring

List of athletic footwear commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification/model
1	Athletic footwear (Men)	Xtep	Quanzhou Sanxing sporting goods Co., Ltd	Qualified	250mm M21D096
2	Athletic footwear (Men)	Xindong	Lining (China) sports goods Co., Ltd authorize Shanghai Xindong sporting goods Co., Ltd produce	Qualified	255mm260mm CREE087-2
3	Athletic footwear (Men)	Anta	Anta (China) Co., Ltd	Qualified	255mm 1115587-2
4	Athletic footwear (Men)	Kappa	Shanghai Kappa Sporting Goods Co., Ltd. Taicangyusheng sporting goods Co., Ltd (produce)	Qualified	255mm K0115MM02-901
5	Athletic footwear (Men)	New balance	New Balance Trade (China) Co., Ltd (commission) Cijia sporting goods (Shenzhen) Co., Ltd (produce)	Qualified	260mm U410NR
6	Athletic footwear (Men)	Nike	Nike Sports (China) Co., Ltd	Qualified	260mm 354574001
7	Athletic footwear (Men)	Toread	Beijing Tanluzhe outdoor products Co., Ltd	Qualified	255mm TF-3785

8	Athletic footwear (Men)	Wenbu	Wenbu(hebei) shoes co., Ltd	Qualified	260mm255mm 002
9	Athletic footwear (Men)	Fushuda	Rui'an Fushuda shoes factory	Qualified	250mm260mm A90
10	Athletic footwear (Men)	Double Star	Qingdao Double Star industrial Co., Ltd	Qualified	250mm260mm 0SXM-80E35
11	Athletic footwear (Men)	Kangshilong	Haosheng shoes factory	Qualified	250mm260mm 945
12	Athletic footwear (women)	Adidas	Adidas Sports (China) Co., Ltd	Qualified	235mm G43821
13	Athletic footwear (women)	Yajiadi	Zhejiang Rui'an Xingwang shoes factory	Qualified	235mm 602
14	Athletic footwear (women)	Wuxingwuku	Rui'an Wuxingwuku shoes factory	Qualified	235mm 907
15	Athletic footwear (women)	Bushi	Fujian Jinjiang Bushi shoes plastic Co., Ltd	Qualified	230mm245mm 2776
16	Athletic footwear (women)	Jingku	Rui'an Jingku shoes Co., Ltd	Qualified	235mm B11
17	Athletic footwear (women)	Mingdian	Mingdian footwear group Co., Ltd	Qualified	235mm245mm Y2211
18	Athletic footwear (women)	Yizhao	Hebei Yizhao Shoes & Garments Co., Ltd	Qualified	230mm240mm 2021
19	Athletic footwear (women)	Q i'anda	Q i'anda (Fujian) sports goods Co., Ltd	Qualified	235mm240mm HX211123
20	Athletic footwear (women)	Luotuo captain	Shishi Tenghaoxing shoes Co., Ltd (China agent) Shishi Xiongya shoes Co., Ltd (produce)	Qualified	235mm245mm 616001723

Challenges

The design and production of athletic footwear should keep advancing with The Times, the production technical level should keep improving, the production equipment should keep updating and the management concept should keep completing. Athletic footwear industry should keep developing in the aspects such as high technological content, good economic returns, low resources consumption, little environmental pollution and the human resources in full using.

Implementation countermeasure

The results showed that all those monitored travel shoes passed this quality monitoring.

Successful experience

First, choose the right type. There are various kinds of travel shoes products. When choosing the shoes, consumer should understand the function of purchased shoes and avoid improper use to cause the man-made damage.

Second, understand the size of shoes. Consumer should choose the shoes which is suitable for the size of their own feet.

Third, when choosing travel shoes, consumer should pay attention to the fitness. If the shoes wear uncomfortable, consumer must not buy it.

Fourth, regular clean. When consumer clean travel shoes, they should avoid soaking and exposure to the sun or high temperature in order to avoid causing aging, deformation, discoloration and net surface fracture.

Fifth, leather travel shoes should always coat with oil to ensure the toughness and brightness of the leather. Smooth leather is available for leather maintenance oil and white leather travel shoes can use leather maintenance oil or coated with colorless shoe polish.

Sixth, travel shoes should avoid contacted with edged instrument. Also it can't be contacted with chemicals, oil sewage and rainwater in a long time.

The quality monitoring for interior wall paints in Tianjin

Release time

August 8, 2012

The background of views

In the decoration industry, interior wall paints have a lot of advantages such as painting easy, a variety of colors, decorations dotting and simple decorative effect. Interior wall paint is the most extensive application materials in interior wall decoration, and its quality related to the vast number of consumers ' safety and health.

The origins of the goods in quality monitoring

10 batches of synthetic resin emulsion coatings for interior wall (including Putty for interior) in the circulation area produced by 10 enterprises which are in Hebei, Guangdong, Beijing, Tianjin and Shanghai were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB/T 9756-2009 *Synthetic Resin Emulsion Coatings for Interior Wall*, JG/T298-2010 *Putty for Interior* and GB 18582-2008 *Indoor Decorating and Refurbishing Materials-Limit of Harmful Substances of Interior Architectural Coatings*, this quality monitoring mainly tested 13 indexes of the container of synthetic resin emulsion coatings for interior wall which are status, workability, low-temperature stability, appearance of the coating, drying time, alkali resistance, resistance to alkaline, contrast ratio, scrub resistance, volatile organic compounds (VOC), formaldehyde, (benzene, toluene, ethylbenzene, xylene)total amount and soluble heavy metal. This quality monitoring also mainly tested 13 indexes of the

container of putty for interior which are status, low-temperature storage stability, workability, drying time, initial drying crack resistance, sanding performance, water resistance, adhesive strength, flexibility, volatile organic compounds (VOC), formaldehyde, (benzene, toluene, ethylbenzene, xylene),total amount and soluble heavy metal.

The results of quality monitoring

Unqualified commodity list of interior wall paints

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification / model	Production date or batch number	Unqualified project
1	Gorgeous senior latex paint (paint)	Meiyali	Beijing Meiyali paints Co., Ltd	Qualified	18kg/barrel	April 14, 2012	low-temperature storage stability scrub resistance
2	Meideli interior wall latex paint (paint)	-----	Tianjin Meideli paints factory	Qualified	3.5L/ barrel	March 11, 2012	low-temperature storage stability contrast ratio scrub resistance formaldehyde
3	Wandai Putty paste	-----	Tianjin Wandai building materials factory	Y type	25kg/ bag	April 16, 2012	formaldehyde

List of interior wall paints commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification/ model	Production date or batch number
1	Levis interior wall paint	Levis	Akzonobel decorative coatings (Langfang) Co., Ltd	First grade	5L/ barrel	August 15, 2011/ PK0113300301
2	New York time matt interior wall paint	Sanwei	Dongguan Shatian Shunsheng decorative materials factory	Qualified	20kg/ barrel	November 29, 2011/ 10020
3	Nippon “Meideli interior latex paint “(super white)	Nippon	Langfang Nippon paints Co., Ltd	First grade	5L/ barrel	April 10, 2012/ 3A71
4	Xuanya interior wall paint	-----	Xuanwei(Shanghai) paints Co., Ltd	Qualified	20kg/ barrel	February 29, 2012/ 120229-120229 0069039
5	High-grade interior wall putty paste	Chengrong	Tianjin Cheng rongboxin building materials factory	Y type	25kg/ bag	March 25, 2012
6	interior wall putty paste	-----	Tianjin Huize building decoration materials factory	Y type	25kg/bag	April 12, 2012
7	Dulux Jiali'an matte wall paint (matte white)	Dulux	Akzonobel Taigu paints (Shanghai) Co., Ltd	First grade	5L/ barrel	February 27, 2012/ PK5020900201

Challenges

The main problems in this quality monitoring is that 2 batches of low-temperature storage stability index, 2 batches of scrub resistance index, 1 batches of contrast ratio index and 1 batches of formaldehyde index of synthetic resin emulsion coatings for interior wall are unqualified, 1 batches of formaldehyde index of putty for interior is unqualified.

Implementation countermeasure

Tianjin industrial and commercial bureau had ordered those enterprises which produced the unqualified interior wall paints commodities to stop the sale and put on record to investigate in accordance with the law. Consumer who find operators continue to sell substandard adhesives can call 12315 to report and industry and commerce authorities will severely punished those enterprises.

Successful experience

First, consumer should buy the interior wall paints in formal shops or stores.

Second, when choosing the products, consumer should recognize the commodity packaging logo, especially the factory name, site, product standard number, production date, valid period and product specifications. Consumer should buy the products produced by the enterprise which pass through the ISO14001 and ISO9000 system certification the production enterprise product quality more stable best, because the quality of those products is more stable.

Third, consumer can choose the products which conform GB 18582-2008 *Indoor Decorating and Refurbishing Materials-Limit of Harmful Substances of Interior Architectural Coatings* and obtain the environmental authentication marks.

Fourth, consumer should pay attention to the broken and expansion phenomenon of commodity packaging container when choosing the product. If there is the appearance of the phenomenon, consumer shouldn't buy the paint.

Fifth, consumer should ask for valid vouchers such as purchase invoice and construction specification when purchasing the products.

Sixth, consumer should first check whether there is the phenomenon of stratification, agglomeration and cementation before using. And consumer should intervene immediately to the store where you purchased if the phenomenon exists.

The quality monitoring for leather products in Tianjin

Release time

September 13, 2011

The background of views

With the improvement of people's living and consumption level, leather products are increasingly being favored. These commodities, however, due to many factors, made part of the consumer choosing and buying leather goods unsatisfactorily, and some even violated the

legitimate rights of the consumers.

The origins of the goods in quality monitoring


15 batches of leather products in the circulation area produced by 15 enterprises which are in Guangdong, Zhejiang, Hebei and Shanghai were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on QB/T1618-2006 *Leather Belt*, QB/T1619-2006 *Wallet* and QB/T1333-2004 *Handbag and Knapsack*, this quality monitoring mainly tested 10 indexes of the leather belt which are mark (label), specifications (length or width), friction color fastness, belt body fracture force, perforated tearing force, buckle bite force, teeth bite force, sewing, appearance quality and material. This quality monitoring also mainly tested 7 indexes of the wallet which are Mark (label), friction color fastness, quality accessories, zipper durability, appearance quality, sewing requirement and material. At last, this quality monitoring tested 9 indexes of the Handbag and knapsack which are Mark (label), appearance quality, weight, suture strength, accessories, zipper durability, friction color fastness, hardware accessories and material.

The results of quality monitoring

Unqualified commodity list of leather products

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification /model	Production date or batch number	Unqualified project
1	silver wallet		Dongguan Baidapingguo leather co., Ltd	Qualified	/	Item number: 31-9B5436-2 31-9C5436-3	friction color fastness

List of leather products commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification /model
1	Man's wallet		Hong Kong Zhuomuniao (Group) Co., Ltd (trademark holder) Guangdong Zhuomuniao leather Co., Ltd (manufacturer and distributor)	Qualified	90*180*20mm 125*90*20mm 90*125*20mm
2	Leisure bag		Guangdong Hengdeli industrial Co., Ltd	High grade	33*9*27cm
3	Oiwas purse		Production / distribution: Hongfa Handbags (Huizhou) Co., Ltd Brand operator: Huizhou Qiwas sporting goods Co., Ltd Hong Kong operator: Hongfa industrial company	Qualified	38*19cm
4	Back bag (single backpack)		Guangdong Weibao industrial Co., Ltd	Qualified	37.5cm×9.5cm×29.5cm
5	Leisure leather belt		Guangzhou Zhuangzhi industry and trade Co., Ltd	Qualified	Length:1050mm-1500mm Width:37mm

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification /model
6	Belt		Guangzhou Guchi trade development Co., Ltd Manufacturer: Baisheng leather processing factory	Qualified	(1050~1300)×33mm
7	Belt		Dongguan Chang'anyuanqing hardware leather products factory	High grade	/
8	Belt		Hong Kong Laorentou dress leather Co., Ltd (authorized) Shanghai Huli industry and trade development Co., Ltd.	High grade	/
9	Leather belt		Guangzhou Niujiangjun leather manufacturing Co., Ltd	Qualified	/
10	Leather belt		Shijiazhuang Zhanguangjuxin trading Co., Ltd	Qualified	/
11	Leather belt		Tianjin Huarunwanjia supermarket co., Ltd Shiyijing Road Branch (Distribution)	/	/
12	Leather belt		Zhejiang Zhongda Crocodile garments Co., Ltd(authorized) Guangzhou Diluntiannu industrial development Co., Ltd(agent) Dongguan Bai'e leather footwear Co., Ltd (production)	Qualified	/
13	Portable bag		Brand Management: Shanghai Kalayang luggage Co., Ltd Manufacturer: Zhejiang Kalayang business leisure products Co., Ltd	Qualified	22*18*7.5
14	Belt		Shanghai Huli industry and trade development Co., Ltd.	High grade	/

Challenges

The main problem is that 1 batch friction color fastness index of the product is unqualified.

Implementation countermeasure

Tianjin industrial and commercial bureau had ordered those enterprises which produced the unqualified leather products commodities to stop the sale and put on record to investigate in accordance with the law. Consumer who find operators continue to sell substandard adhesives can call 12315 to report and industry and commerce authorities will severely punished those enterprises.

Successful experience

Consumer should choose leather products in the market of best business qualifications, good reputation and integrity. After the purchase consumer should request and save the shopping vouchers. Also, consumer ought to master the knowledge of distinguishing the false

products and improve the identification ability.

The quality monitoring for tissues in Tianjin

Release time

September 13, 2011

The background of views

Tissue paper is a necessary health cleaning supplies in people's Daily life. Nowadays, there are many kinds of tissue paper products in shopping malls, and supermarkets and the packages are characteristic, so many consumers often don't know which kind of products is valuable to choose.

The origins of the goods in quality monitoring

25 batches of tissues products(including wet wipes) in the circulation area produced by 12 enterprises which are in Hebei, Liaoning, Guangdong, Jilin, Jiangsu, Zhejiang, Fujian, Ningxia, Shanghai, Beijing, Tianjin and Chongqing were carried on quality monitoring this time.

The standards and projects of quality monitoring

Based on GB15979 *Hygienic Standard for Disposable Sanitary Products* and GB/T20808 *Toweling Paper (including wet wipes)*, this quality monitoring mainly tested 15 indexes of the tissue paper which are quantitative, brightness (whiteness), horizontal suction liquid height (product layer), transverse tensile index, longitudinal wet tensile strength, the average flexibility, keyhole, dust degree, delivery moisture, inside delivery quality deviation, fungi colony total, bacteria colony total, coliform bacteria, pseudomonas aeruginosa and staphylococcus aureus. This quality monitoring also mainly tested 13 indexes of the wet wipes which are length deviation, width deviation, quality deviation, fluid content, transverse tensile index, dust degree, inside delivery quality deviation, fungi colony total, bacteria colony total, coliform bacteria, pseudomonas aeruginosa, staphylococcus aureus and hemolytic streptococcus.

The results of quality monitoring

Unqualified commodity list of tissue products

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification /model	Production date or batch number	Unqualified project
1	Miniature handkerchief paper	Xiaorenguo	Hebei Xiaorenguo paper Co., Ltd	High grade	210mm×210mm	December 20, 2010	keyhole
							transverse tensile index
							Longitudinal wet tensile strength

2	Xiaobaobei wet wipes	Xiaobaobei	BaoDing Dongsheng health products co., Ltd	Qualified	200mm×180mm×10 piece	May 1, 2010	quality deviation
3	Cleansing wet wipes	Youjia'er	Siping Jia'er life products co., Ltd	-----	-----	March 1, 2011	bacteria colony total
4	Handkerchief paper series	Songting	Mancheng Baojie paper mill	Qualified	205mm×200mm×10 piece/bag (2 layer)	September 15, 2009	transverse tensile index
							Longitudinal wet tensile strength
5	Advanced facial tissue	Geinisheng	Baoding Manchengru yi toilet paper rewinding factory	Qualified	140mm×180mm×75 piece×2 layer	March 15, 2011	transverse tensile index

List of tissue products commodities which passed the quality monitoring

No.	Product name	Nominal trademark	Nominal production enterprise	Quality grade	Specification /model	Production date or batch number
1	Universal wet wipes	Heibaizhu	Dalian Dain health care products co., Ltd	Qualified	200mm×150mm×20 piece	January 4, 2011 Item number: JDA9120
2	Xingzhilian soft pumping tissues	Xingzhilian	Shouguang Meilun paper Co. Ltd	Qualified	132mm×208mm×2 layer 100 piece	February 7, 2011 Item number: SR100A
3	Wet wipes	EC	Foshan Aobishi health products Co., Ltd	Qualified	20cm×17cm×10 piece	June 9, 2010
4	Wet wipes	Zhen'ai	Chongqing Hualian health products Co., Ltd	Qualified	180mm×150mm	June 17, 2010
5	Girls private nursing wipes	An'erle	Fujian Heng'an Group Co., Ltd	Qualified	200mm×150mm×10 piece	Item number: LSS001
6	Libang paper handkerchiefs	Libang	Baoding Gangxing paper Co., Ltd	First grade	210mm×210mm×10 piece (2 layer) ×10 bag	January 8, 2011 Product Number: LS3945
7	JR029 removable tissues	Jierou	Zhejiang Zhongshun paper Co., Ltd	High grade	200mm×167mm×200 piece (2 layer)	December 23, 2010
8	Removable tissues	Zijinghua	Ningxia Zijinghua paper Co., Ltd	Qualified	192mm×200mm×300 piece	October 9, 2010 Product Number:

						CCL150
9	Baby skincare wipes	Johnson & Johnson	Johnson & Johnson (China) Co., Ltd	Qualified	200mm×160mm	Valid until December 9, 2012
10	Aloe baby wet wipes	Cuishi	Cuishi (China) commodity Co., Ltd	Qualified	180mm×200mm×80 piece	batch number: 20100831A
11	Wet wipes	Qingfeng	Jinhongye paper group Co., Ltd	Qualified	180mm×170mm	batch number: 6102270301
12	Soft paper handkerchief	Xi'erman	Baoding Xi'erman paper Co., Ltd	First grade	210mm×210mm×10 (piece)	February 14, 2011 Product Number: X-21
13	Baby wet wipes	Mommy Baby	Younijia daily necessities (China) Co., Ltd	Qualified	200mm×150mm	October 9, 2010
14	General cleaning wet wipes	Sipa	Shenyang Na'er industrial Co., Ltd	Qualified	5 piece	January 1, 2011
15	Tissue paper	Xinxiangyin	Heng'an(Tianjin) paper Co., Ltd	First grade	188mm×208mm	March 17, 2010 Item number: DT1120
16	Herbal baby Body Wipes	Small raccoon	Fujian Mengtejiao daily chemicals Co., Ltd	-----	-----	January 5, 2011
17	Cherry skincare wipes	Yangguangliangpin	Dalian Yangguangliangpin pharmaceutical Co., Ltd	Qualified	200mm×160mm	May 5, 2010
18	Sanitary wipes	Geinisheng	Tianjin Yansheng industry and trade Co., Ltd	-----	1 piece	June 5, 2010
19	Baby skincare wet wipes	Besuper	Bairun(China) Co., Ltd	Qualified	200mm×150mm	July 4, 2010 Item number: SJ30
20	Women health wipes	Xini	Shaoxing Kangjiebao health products Co., Ltd	-----	180×180 mm/ piece	November 1, 2010

Challenges

The main problem is that 3 batch transverse tensile indexes, 2 batch longitudinal wet tensile strength indexes, 1 batch bacteria colony total index, 1 batch quality deviation index and 1 batch keyhole of the products are unqualified.

Implementation countermeasure

Tianjin industrial and commercial bureau had ordered those enterprises which produced the unqualified tissue products commodities to stop the sale and put on record to investigate in accordance with the law. Consumer who find operators continue to sell substandard adhesives

can call 12315 to report and industry and commerce authorities will severely punished those enterprises.

Successful experience

First, consumer should choose the products of large enterprises or famous brand. Through a number of national supervision inspections, the quality of those products is stable and reliable. At the same time, these enterprises equip with advanced production equipment and the process management is strict while they use the raw materials of good quality.

Second, pay attention to the packing. The product packaging should include the production enterprise's name, address and telephone number. Consumer also should pay attention the executed standard, product level, production date and valid period. Consumer should buy the latest products best.

Third, it is best to choose the products which are produced by pure wood pulp for the quality of those products is the best.

Fourth, it isn't that the whiter the tissue papers are, the better the paper are. In tissue paper product standards, the white degree of tissue paper is 85.0% ~ 90.0%. But in order to improve the white degree of products, some enterprises add fluorescent brightening agent excessively, and it causes that the whiteness of tissue paper is more than 90.0%. The white degree of those products doesn't meet the tissue paper product standards, so the appearance of the products is not natural and the tonal is not soft.

Beijing Consumers Association of Legal Support Center public support consumer prosecute furniture operators

Promulgate Time

Consumers commissioned the China National Interior Decoration Association Indoor Environmental Monitoring Center detected indoor air on 23 July 2005 and 4 August 2005. The concentration of formaldehyde in the indoor air was three times more than the standard value in the rooms that place new furniture. However, furniture operators and producers did not recognize the air test results, so they refused to return to the consumers. As the result, consumers proceed against furniture operators. Beijing Consumer Association of Legal Support Center commissioned Beijing Huijia Law Firm to surrogate litigation, public support consumers to safeguard their legitimate rights and interests through litigation.

Views background

Beijing Consumers Association received a total of 594 complaints about furniture from consumers in the first half of this year, and had an increase of 10% over the same period last year. One of the more prominent questions was that harmful gases disseminated by furniture made the concentration of harmful substances in the indoor air beyond the standard, this seriously infringe on the rights of consumers. After consumers buying furniture, the indoor long time diffused pungent odor and that made consumers eye tearing, skin allergies and affected the consumers' normal life and good health. Indoor air testing results showed that the concentration

of harmful substances excessive. However, some furniture producers and sellers still insisted on returning the furniture that consumers can't use. Operators did not recognize the test results that harmful substances in the indoor air were exceeded. Because according to the testing standards for furniture board, furniture board test qualified. So they refused to return for consumers.

Beijing Consumer Association of Legal Support Center public supports consumer complaints

The furniture testing standards currently use in China is GB18584-2001 *Limit of Harmful Substances in the Interior Decoration Materials, Wood Furniture*. The detect method this standard choose is that they select one board of furniture as a detection target. The target average divides into 10 piece, every piece is 5cm wide and 15cm long. And put them into the dryer to detect harmful substances, according to the standard to judge it is eligibility or not. Beijing Consumer Association of Legal Support Center suppose this detect method is only detected furniture raw materials – sheet. Furniture board qualified can't prove that the furniture manufacturing adhesive, paint and other processed are qualified. The testing standard requires scrutiny. Furniture operators can't shirk responsibility to consumers. To this end, the Beijing Consumers Association supports consumer litigation, and has the results of victory.

Standards and projects

The furniture testing standards currently use in China is GB18584-2001 *Limit of Harmful Substances in the Interior Decoration Materials, Wood Furniture*. The detect method this standard choose is that they select one board of furniture as a detection target. The target average divides into 10 piece, every piece is 5cm wide and 15cm long. And put them into the dryer to detect harmful substances, according to the standard to judge it is eligibility or not. This detect method is only detected furniture raw materials – sheet. Furniture board qualified can't prove that the furniture manufacturing adhesive, paint and other processed are qualified. Indoor air testing standards is GB/T18883-2002 *Indoor Air Quality Standards*. The detect method is that extract a certain amount of air stored in the furniture chamber and detect harmful substances in accordance with the above criteria. The furniture operations generally recognized the former rather than the latter. According to the above detection method of plate, most of the furniture plates are in line with the standard of Limit of harmful substances in the interior decoration materials, wood furniture. Therefore, some operators refused to solve the problem for the consumers.

A real reliable case in Beijing area

This case selected consumers in the urban area of Beijing, is true and reliable. Consumers Zhou Zheng purchased a set of furniture valued at RMB 8600 in Beijing Jing Regal Furniture Factory on May 5, 2005 and on the same day signed a furniture contract for the sale of Beijing. Furniture was sent to the consumer's home to install on May 27, 2005. After installing furniture at home, it distributed a strong pungent odor. Zhou Zheng opened window to ventilation in the past three months but can't solve the problem. Consumers commissioned the China National Interior Decoration Association Indoor Environmental Monitoring Center detect indoor air on

July 23, 2005 and August 4, 2005. The concentration of formaldehyde in the indoor air of the room placed new furniture is more than three times to standard value. But operators and producers didn't recognize the air test results, so they refuse to return for consumer. The consumer ordered operators to court.

Consumer protect their rights process and results in Successful Case

In order to further protect the legitimate rights and interests of the majority consumers, Beijing Consumer Association of Legal Support Center supported consumer Chow to pick up the legal weapons and tort operators to court to protect his rights in September 2005. To this end, Beijing Huijia agency litigation law firm commissioned by the Beijing Consumer Association of Legal Support Center, public supported consumers to safeguard their legitimate rights and interests through litigation. Then, consumers Chow learned from the Haidian court that, the case that harmful substances furniture indoor air concentration in excess had the result, the operators agreed to refund the full payment and to bear the cost of testing, a total of 9000 yuan.

Furniture tortuous infringement has been a hot issue of consumer complaints, one of the most prominent issues is furniture disseminate harmful gases and make concentrations of harmful substances in the indoor air exceed, seriously infringe the rights of consumers. Some consumers reflect that after purchasing furniture, pungent odor permeate in the indoor air long time, affected consumers' normal life and the health. Indoor air test results show that the concentration of harmful substances excessive, however some furniture producers and sellers still persist in not returning when encounter consumers can't use furniture. Their reason is according with the furniture board's testing standards, furniture sheet detect qualified. Operators are not recognized the test results of the indoor air excessive, so they refuse to return for consumers. The consumer Mr. Zhou is also one of the victims.

The furniture testing standards currently use in China is GB18584-2001< Limit of harmful substances in the interior decoration materials, wood furniture>. The detect method this standard choose is that they select one board of furniture as a detection target. The target average divides into 10 piece, every piece is 5cm wide and 15cm long. And put them into the dryer to detect harmful substances, according to the standard to judge it is eligibility or not. Beijing Consumer Association of Legal Support Center suppose this detect method is only detected furniture raw materials – sheet. Furniture board qualified can't prove that the furniture manufacturing adhesive, paint and other processed are qualified. The testing standard requires scrutiny. Furniture operators can't shirk responsibility to consumers. To this end, the Beijing Consumers Association supports consumer litigation, and has the results of victory.

Challenges

After consumers buying furniture, the indoor long time diffused pungent odor and that made consumers eye tearing, skin allergies and affected the consumers' normal life and good health. Indoor air testing results showed that the concentration of harmful substances excessive. However, some furniture producers and sellers still insisted on returning the furniture that consumers can't use. Operators did not recognize the test results that harmful substances in the indoor air were exceeded. Because according to the testing standards for furniture board, furniture board test qualified. So they refused to return for consumers.

Implementation of countermeasures

The furniture complaints above have certain universality. In order to protect consumers' personal property rights and fair trade, according to the relevant provisions of < Consumer Protection Law of the People Republic of China> and Beijing Consumer Association of Legal Support Center Specification, Beijing Consumers Association public supports consumers prosecute the typical furniture complaints with the universality and commissions the Beijing Huijia Law Firm and Yue Cheng Law Firm provide legal assistance and legal support for consumers. Beijing Consumer Association hopes that through public support litigation can protect the legitimate rights and interests of plaintiff, and make this problem can be caused widespread concern in society and increase social transparency and supervision. I hope relevant departments as soon as possible to improve the overall qualify furniture standard, also hope that the furniture industry can seriously study this issue to guide the industry healthy development and make efforts for harmonious consumption environment. Furniture producers and sellers need to enhance the honest awareness, improve service standards, truly consumer – oriented, and maintenance personal property safety and fair trading rights of consumers.

Successful experience

Beijing Consumer Association hopes that the compensated results of the public interest litigation can cause the attention of the community to concern the legitimate rights and interests of consumers, increase social transparency and supervision. Relevant departments should as soon as possible to improve the overall quality standards of the furniture according to the results of this litigation. We also hope that the furniture industry can seriously study such issues, and enhance the awareness of integrity, improve service standards, take this lawsuit as a warning, truly consumer- oriented, and guide the healthy development of the industry, make efforts for harmonious consumption environment.

Beijing Consumer Association Suning carry out household appliances free inspection and maintenance activities

Promulgate Time

During March 1 and May 31, 2012, household appliances free inspection and maintenance activities was initiated by Beijing Consumer Association and supported by Beijing Suning.

Views background

In recent years, the problem that TV explodes and crust of air-condition suddenly falls appears frequently, relevant data shows the number of safety incidents that brought by household appliances used improperly or age service increases every year. With the arrival of spring, many appliances accumulate large amounts of dust, dirt and breeding countless germs, bacteria after using high-frequency during the long winter. At the same time, some household appliances use a longer time and may even cause serious security incidents, brought huge losses to consumers.

Consumption and Security is precisely the theme of this year's 315. To this end, the Household Appliances Free Inspection and Maintenance Campaign that is advocated by Beijing Consumers Association and fully supported by Beijing Suning immediately start. It is reported that the service activities including testing, maintenance, cleaning and covering the seven major types of air conditioning, color TV, water heater, range hood, gas stove, washing machine, refrigerator electrical and consumers can service appointment through a variety of ways. The event will last three months, from March 1 to May 31, 2012, service 1000 households everyday and the total number of beneficiary groups at least 100,000.

The Content That Beijing Consumers Association reminds consumers

The Service will be provided by Suning professional after-sales maintenance team and consumers can be free involved in safety inspection, repair and maintenance services that include seven major types of traditional electrical, like water heater, range hood, air condition and so on. (The free inspection and maintenance project details see Annex: Suning carry out free services for household appliances ").

Services

1. Electric water heater: Inspection and maintenance of performance of the whole machine, power safety, security when connected to ground, waterway safety, heating pipe leakage security.
2. Hood: Inspection and maintenance about performance of the whole machine and power safety.
3. Gas stove: Testing, commissioning and maintenance of performance of the whole machine, gas line safety, ignition system and combustion system.
4. Washing machine: Electrical safety, body appearance and a series of routine inspection and maintenance.
5. Refrigerator: Electrical safety and use environmental inspection and routine inspection and maintenance.
6. Violations circuit: Electrical environment, appearance and pylons inspection and maintenance.
7. Air conditioning: Inspection and maintenance of the safe use of electricity and hanging plate bracket, cleaning and maintenance of internal components.

There does not charge any fees at the first time that staffs go home for inspection. If there are some parts aging pipes and other accessories etc. need to be replaced, staffs need to show detection single and standard fee. According to the test results and engineers propose solutions, if consumers need maintenance can call the Suning customer service repair, engineers will go home second time to repair.

Scope of services

To guarantee service effect quality and quantity and make consumers 100% satisfactory, we suggest the number of single-day conservative should be control, and limit to 1000 / day, Later can adjust based on the activities effect and enrollment. We initial expect that the event will benefit consumers at least 100,000 (Air conditioning 700 units / day, Ice wash 100 units / day,

Kitchen 100 units / day, Violations circuit 100 units/day. Job only can achieve in Beijing six rings. If the reservation amount exceeds the service capacity, after appointment third day door-to-door, and so on)

Channels of consultation

Training all handlers at aspects of activities services range, services contents and detected project technical issues to ensure handlers can simple answer questions about test items to ensure service quality.

Help admissible norms

While staffs receive a booking phone about maintenance, creating an order which type is ZS12- Cleaning and Maintenance Service Orders, operating project selecting 12 – Maintenance and Writing, Participate 3.15HD inside the text memo. Staffs base on the actual warranty status to fill in Warranty label and appointment time sign as “the next day, all day”.

Stores registration channels

All stores set up special functionary to accept consulting and open services content and secondary service charges fees at all stores. During the event, the consumers that participate in the activities enjoy maintenance service fee 20% discount.

The door-to-door service aftermarket

(1) In order to avoid performing businesses fake Suning to onsite service to cheat money, consumers need to identify the identity of the service personnel before accepting services. The staffs hold Suning staff document, wear Suning appliance service tooling with shoe covers, held Suning appliance service manual, warm and polite and job specification.(Such as seat belts and other)

(2) If secondary site involves charges, consumers need verify whether the charges are consistent with the publicity.

End-of-service receipt: After service, staffs need to provide consumers with home maintenance health detection reported (Content contains diagnostic projects and services scoring) and this need duplicate. One joint consumer retained for a comprehensive understanding of the condition of maintenance and appliances running to eliminate hidden dangers, and at the same time expressing for consumers replacement parts and other issues and after market inquiry thoroughly consumers can repair and replacement at secondary site. The other associated Suning retains in entry system, this convenient for secondary services more precise and can monitor consumers' satisfaction for service job. And after registering in system, staffs need to summarize the information and submit relevant information to the Beijing Consumer Association to assess and summarize the activities.

Customer return visit: After the first round of service to make a service satisfaction return visit among the customers.

The ways of enrollment

- (1) Beijing Suning Appliance 24-hour service hotline: 4008-365-365
- (2) Beijing Suning official micro-blog (Concerned about the message, there will be staff docking communicate).
- (3) Enrollment at Beijing Suning chain-site customer service.

Beijing Suning customer service center distributes place to each channel according to the store level, etc.

Challenges

To create a safe and secure living environment for consumers in Beijing is the most direct reflect of practicing the spirit of Beijing and commitment of social responsibility. Houen Long, the general manager of Suning in Beijing said that the three-month drive home maintenance actions is expected to invest at least 300 million. Currently, Beijing Suning has also prepared adequate human and material resources, while developing a rigorous customer acceptance specification, door operating procedures and inspection and maintenance rules.

Dong Qing, Secretary-General of the Beijing Consumers' Association, said that "Virtue" is not only an important part of the spirit of Beijing is also the essence and foundation of commercial civilization. The action of Suning is worthy of praising.

Experience in implementation and countermeasures

1. Consumers can appoint service by Suning appliance 24-hour customer service hotline, each chain-site customer service and Beijing Suning Official micro-blog and also can land Consumers Association official website (www.bj315.org).
2. All the Suning door staffs are in possession of a work permit, wear Suning appliance service tooling and held Suning appliance service manual. At the end of the door-to-door service, the staff will offer two "home maintenance health monitoring report" and express the replacement parts and price. Suning first site service does not involve any charges, this set aside the time for consumers to understand the market price and service standards. After Consumers choose to repair and replace accessories by Suning service, they can enjoy Suning second home repair service and fees 20% discount.

Beijing: Collecting unused items and use consumption resources again

Promulgate Time

During September 14 and 24, 2011, Beijing Consumers Association has launched a project in the public called "collecting unused items and use consumption resources again", called on people donating things that do not have access at home to support the poor mountainous areas. It aims at advocating green consumption and reuse of idle resources.

Views background

Each of us lives at home, after a long time we will save a bit of unused items, like outdate

clothing, the old appliances which are replaced by new and so on. These things tend to throw a pity but stood useless and it is an irritating thing to deal with them. The event called “collecting unused items and use consumption resources again” is to investigate the ways of members in Beijing to deal with home idle items and make appropriate policy guidance green consumption to reuse idle resources.

Collecting unused items and use consumption resources again

The donation activities calls ‘collecting unused items and use consumption resources again’ get a warm response from all sectors of society. This reflects Beijing citizens have a highly motivated to participate in public welfare undertakings and also reflects the consumers’ eager hope that home idle items can be used again. In fact, with the life quality increasing, each family more or less has some unused items, these things put at home giving us the feeling of “tasteless”, and keep up them take too much room but there is a little pity to throw them away because most of them can be used again. In ordinary, people send them to the flea market to trade or sold them as scrap. However, the survey shows that through these two ways to handle idle items are not very easy.

Origin of survey results

The investigation was initiated by the Beijing Consumer Association staff and visited ordinary people. The information they collected was first-hand and had sufficient credibility. These respondents many are housewives, social workers, the scrap acquisition person, the flea market managers, the recycling company managers, community service officers and so on, they adequately reflect the views and opinions at recycling unused items of all walks of life.

State policies support and projects

General Office of the CPC Central Committee and the State Council forwarded the requirements that “Views on the further developing the recurrent social contribution activities”, which promulgate by the Ministry of Civil Affairs. Making consumers fully understand the significance of carrying out regular social contributions, further improve the recurring social contributions work, establish and improve a regular donor service network.

Many people may not know, each city has a institutions recurring accept social contributions, for example, there is a accept relief donation management center in Beijing, 365 days a year to accept donations, they offer service for elderly whose action is not convenient, the disabled , they also implemented on-site to service. The donations they accept include clothing, footwear, bedding, household appliances, school supplies, furniture, toys and all kinds of daily necessities that have used value, and also food and cash.

Challenges

In the investigation, the establishment of idle items recycling community outlets for residents mainly to provide waste items to sale, to buy idle items, such as old appliances, outdated through recycling outlets. In the future, the informal recycling community outlets like this will be more and more and idle items at residents’ home will be relatively reduced.

Even regular outlets, recycle price is not very high, so there are still a lot of people would rather leave things at home. A lot of people's idle items in room are old stuff that used years or even decades. They may spend a long time to save enough money to buy it, so when they see these things, it seems to see the past life. People regard them as commemoration, so they do not want to dispose these things very cheap, unless they can be better utilized.

Implementation of countermeasures

Although the survey found there are many unavoidable problems, we believe that if we fully understand the significance of carrying out social contributions activities recurrently, further perfect regular social contributions work, establish and improve a regular donor services network, more people will be able to know that each city has a recurring institutions accept social contributions. Like in Beijing, there is a accept relief donation management center, 365 days a year to accept donations, they offer service for elderly whose action is not convenient, the disabled, they also implemented on-site to service. Those unused items will be able to play its proper role again, better achieve the secondary consumption and effect of green energy-saving.

Successful experience

1. In order to allow residents to more easily deal with idle items, Beijing materials recycling department since July 2001 began to set up standardized recycling outlets in some of the living quarters.
2. Regularly take out donate activities in the units and social, people are more willing to donate unused items around the house. The usual, there are not activities, things donate to specific recycling outlets.

Beijing: The Colliers International Lighting port won the title of "China Green Lights education demonstration base"

Promulgate Time

On March 15, 2012, 3.15 World Consumer Rights Day which theme is Consumption and Security • Energy-Saving and Environmental Protection cum Green Lighting Education Demonstration Base and 2011 Annual Beijing Integrity Services Demonstration Units award ceremony was held at Colliers International fixtures port. It was sponsored by the China Energy Conservation Association, the Beijing Municipal Administration for Industry and Commerce, the Beijing Consumers' Association. The Colliers International Lighting Port became the first stores won national crown of China Green Lights Education Demonstration Base, while the fifth reelection honorary title of Integrity Demonstration Unit.

Event background

Chinese lighting industry will be faced a more intense and higher levels of competition, which is the market-brand competition. Thus, regard year of 2009 as Year of Brand Integration

is very appropriate for the lighting industry. Brand is strong backing for enterprises to resist risk, brand is a symbol of corporate strength, brand is leveraging for product to leverage market. Enterprises can wind waves and sailing by brands.

Therefore, how to enhance lighting industry's ability of resisting risks when face crisis, grasp the opportunity in front of crisis, accelerating the brand building and development, open up a road for the brand development of Chinese lamps, become the theme of the seminar named Second Chinese Lamps Brand Development Strategy Forum.

The Implementation Measures of the Colliers international Lighting Port's 'Payout First'

To guarantee the legitimate rights and interests of consumers, the Colliers International Lighting port first implements the 'Payout First' system in lighting industry in the capital. That means if consumers meet quality problems when they consume in Colliers International Lighting port, while the merchant delay, denial or inability to payout (including dismantling and can't contact), the Colliers International Lighting port will first payout to consumers.

The conditions of "payout first"

1. Customers are required to provide bargain stamped with Colliers International Lighting Port's certification chapter or after-sales service Seal, store receipts or sales invoices, and commodities in validity period of "three guarantees".
2. After identify quality by the supervision department of Colliers International Lighting port or the relevant national quality supervision department and confirm that the goods provide by businesses have quality problems, consumers can enjoy "Payout First".
3. When the quality of goods has problem and the merchant delay, refuse or inability payout (including dismantling and can't contact), businesses respond to consumer's compensation.

The process of "payout first"

When consumers suppose the goods they buy at Colliers International Lighting Port have quality problems, they can directly go to Customer Service Department of the Colliers International Lighting Port to complaints. If it can determine that product quality has problems, Colliers International Lighting Port mediates between consumers and businesses first.

- (1) When both consumers and businesses accept mediation and deal with a agreement, the business payout to consumers.
- (2) When consumers accept mediation, but the merchant does not accept, Colliers International Lighting Port notes the merchant deadline and unconditional implement decision issued by the handling of complaints about the quality of goods. When businesses are not fulfilled in the prescribed period, Colliers International Lighting Port first pays-out for consumers.
- (3) When merchants accept mediation, but consumers do not accept, consumers can go to the Beijing Consumer Association for mediation or go to the people's court to proceed against. When businesses delay, refused or unable to carry out the decision of the Consumers Association's mediation or the people's court's judgment, Colliers International Lighting Port payout for consumers first.
- (4) When the merchants who have responsibility dismantling and can't contact, Colliers International Lighting Port consults with consumers directly. If mutual consult consensus,

Colliers International Lighting Port payout to consumers. If consumers do not accept treat advice, they can go to the Beijing Consumer Association apply for mediation or to the people's court to proceed against. The Colliers International Lighting Port payout for consumers according mediation decision make by Consumers Association or judgment make by the people's court.

The scope of “payout first”

According to China’s relevant laws and regulations, the “payout first” mainly includes direct loss, costs of indirect loss, like traveling expenses and lost income, taking into account but not as main. Indirect losses subjects to the provisions of the relevant national laws and regulations.

The ways of carry out Payout First

The Payout First includes free repair, replacement, return. When it is sure that goods can’t be repaired or replaced, then implements the cash compensation, the specific way according to relevant national laws and regulations.

Mood Lighting experience hall promotes the concept of Green Lighting depth

Family car Green Lighting concept has appeared long time. But in Beijing, Colliers International Lighting Port is the first merchant real to put the concept of the Green Light depth to the store. In fact, practice corporate social responsibility and promote the healthy development of the lighting industry is direction that always Colliers’ pursuit after Colliers International Lighting Port open. The Colliers International Lighting Port had made several trips to the suburban counties of Beijing to give energy-saving lamps as gift to the people, free distributing energy-saving lamps brochures and free replacing the 0 type lamps. In 2012, after a year of preparation, the Colliers International Lighting Port bases on repeated practice, establish the experience hall named Mood Lighting, formally promote the concept of Green Lighting to public through entities show.

The main theme of experience Hall is scientific knowledge of the home lighting, including the basics knowledge of light, the ways to select energy-saving lamps, principles of bedroom lighting and some other common sense. Every corner reflects the concept of energy-saving, green, environmental protection, science and technology. It builds a knowledge platform for majority consumers to know green energy-saving.

Successful experience

Adhere Integrity Management to cast gold standard of Service Demonstration

On honor book of Colliers International Lighting Port, the most brilliant written is awarded the honorary title called Honest Service Demonstration Unit for four consecutive years by the Beijing Consumer Association. In 2012, this record has been extended into the five-year and at the same times maintains a record of “zero” complaints at Beijing 12315 complaints.

On March 15, Colliers International Lighting Port fifth reclaims the medal, which was

awarded by Beijing Consumer Association, named Honest Services Demonstration Units. At Colliers International Lighting Port, consumers can enjoy the perfect service security system of Payout First and Month Accessibility Returns System can achieve the biggest brand promotions in brand factory outlets, can also buy real prices commodity without bargaining through Clearly Prices, which is introduced by Colliers International Lighting Port.

In 2012, Colliers International Lighting Port took advantage of their physical stores, scale and quality, united with CCTV network open up a reassuring lamps online shopping channel for consumers. The international famous lighting network is the first green charity online shopping mall, which is built by Colliers International Lighting Port, it helps consumers can also stay at home to buy rest assured lamps.

Beijing: Advocate green consumption, build better homes

Promulgate Time

The 2001 green consumption summary report was officially released by the Beijing Consumer Association in June 2002.

Views background

2001 is the first year of the new century, the Beijing Consumer Association carried out various activities that tightly around the annual theme of green consumption, which was put forward by the China Consumer Association, to make the capital consumer protection career have a new development.

The main jobs of Beijing Consumers Association advocates green consumption

Beijing carried out a variety of seminars and theme activities around the theme of green consumption.

Convene seminar of Green Consumption, resolve the extension and intension of Green Consumption

City Consumers Association wants to carry out activities which theme is Green Consumption better, at the beginning of year held the Green Consumption seminar, participants included experts, scholars, staff of the state administrative organs and relevant industry representatives in fields of food, agriculture, forestry, environment, green certification. The seminar seriously discussed the problem of what green consumption is and how to carry out the activities of green consumer, widely listened to recommendations, which were carried out by various sectors, about how to carry out activities with the theme of Green Consumer, and laid the groundwork for carrying out green consumption activities whole year.

Organize a number of enterprises to establish a Green Alliance, create green Declaration

Under actively guiding and promoting by City Consumers Association, 17 companies,

including Beijing Department Store and so on, came together to form a Green Alliance, and post Green Declaration that “provide a safe and healthy products, create a green consumption environment” on February 17th to the community. Declaration mainly contents are:

1. Update the concept, set green awareness. In process of product design, production and use of raw materials, pay attention to the people’s health and safety and environmental protection, develop and produce green products.
2. Strictly observe and consciously resist all kinds of food, which polluted, public nuisance, include harmful substance and state banned to product and sale.
3. Actively create conditions to carry out green marketing and green logistics. Making efforts to provide facilitate for opening up green products counters, and do a good job in the whole sales process service of pre-sale, sale and after-sale.
4. Create green consumption channel, provide a safe and comfortable shopping environment for consumers. On June 13, City Consumers Association guided second batch of 19 companies, including Lenovo (Beijing) Co., Ltd., Petrova Technology Industrial Group Co., Ltd., and so on, participate in the “green alliance” in the green consumption fair. The establishment and development of “green alliance” promoted a number of enterprises to actively participating in the activities that theme of green consumption, provide consumers with a safe and healthy products and services.

Propaganda “green consumption” through various forms in activities of “3.15”

During the period of “3.15”, the City Consumers Association united the China Consumers Association carried out ‘3.15’ publicity and consultation activities in Orient Home, and also according to the actual situation in Beijing carried out other publicity and consultation activities with various forms and rich content. City Consumers Association and the Communist Youth League Municipal co-organized launching ceremony of publicity and consultation activities named “‘one heart and one mind for Beijing Olympics, the green consumption Century line’, thousands of young activist volunteers in action in new century” on March 10. Giving the green consumer initiative to city's consumers and adolescents and organizing the majority consumer signature on the green scroll written “one heart and one mind for Beijing Olympics, green consumption century line”. This activity continued until the end of June, ten thousands consumer sign in the long scroll. Shooting a television and feature films about the green consumption and a set of PSAs to promote green consumption and rolling broadcast them on TV in Beijing. Publishing 100,000 Green Consumption Guide and more than 100 million copies of promotional materials about green consumption knowledge, and they were issued within the city. Using the Internet to widely disseminate knowledge of green consumption, Organizing knowledge contest and quiz activities about the green consumption, organizing specifically lectures about green consumption for disabled consumers.

During the period of “3.15” event, the city's associations at all levels received consumer inquiries more than 30,000, complaints more than 700 complaints, issuing more than 100 million copies of material, which main content is green consumption.

Carry out a series of activities around the annual theme of “green consumption”

Be dead against to harm that caused by foam plastic dinnerware to consumers and social

environment, City Consumers Association has launched a social survey about the foam plastic tableware consumption status. According to the survey, there were approximately 500 million people use of such tableware, which not environmental friendly and harmful to people, and there are still several companies product this tableware in Beijing. City Consumers Association reflected the findings to the public, reflected the situation to the relevant government departments thematic in time and suggested a solved recommended, and issued a warning on banning to product and reject the use of disposable foam plastic dinnerware, advancing the progress of work in alternative disposable foam plastic dinnerware. During one year coordination by the relevant departments, under the support of the government, the usage of disposable foam plastic dinnerware has significantly improved.

At the same time, in order to promote the green consumption, City Consumers Association also take security performance comparison test of 16 kinds of strengthen composite floor, 24 kinds of children's clothing, 15 kinds of yogurt, 13 kinds of paint, 16 kinds of water-based paint and other kinds of market sales goods and construction materials, public compare test results to the public, feedback to each product and business units, encourage enterprises enhance the awareness of safeguarding the interests of consumers and also provide consumers with relevant product knowledge and product information to better guide consumers green consumption.

To establish consumption school to universal green consumption knowledge

Currently, there are 98 consumption education schools, established by the Beijing Consumers Association and the relevant units, with a wide range. These consumer education schools adopt various forms to free provide knowledge of consumer protection and consumption knowledge of all kinds of goods. Basing on strengthening construction of consumption school, take attention to combine with the annual theme of “green consumption”, in arrangement of lectures to highlight the green consumption. City Consumers Association set up some green home consumption education school in building materials city and home renovation expert taught knowledge of “green home”. City Consumers Association established consumption education schools in rural, experts taught for farmers pesticides, scientific and rational use of plastic sheeting, promote green planting and breeding. In 2001, there were 100,000 passengers consumers participate in wide range of consumption school learning.

Successfully held the “2001 • Green Consumption Fair”

Under the situation of tense time, heavy task and no experience, City Consumers Association with support of the various districts and counties’ Consumers Association and the relevant units successfully hold the “2001·Beijing ‘Green Consumption’ Fair”. Exhibition organized green products showcase and exhibition around clothing, food, housing, transportation and other aspects. And the job functions of the Consumers Association integrated into the entire exhibition through various forms and made the show richer, theme more distinctive and closer to consumers. Beijing Consumers Association set up green corridor in the exhibition to promote green consumption knowledge, create green consumption class to provide consulting services, set up complaints to admission consumer complaints, set up inspection stations to provide free charge detection and identification for the goods that consumers purchased. And held a news conference during the expo, recommended 136 kinds of products

from 43 companies as the green consumption, launched four green counters in 4 shops, also announced 3 compare experimental results of eating yogurt, infant clothing, paint and coatings, and complaints analysis and consumption alerts. The successfully held of expo exercise the Consumers Association team and improve the image of the consumer associations in the community.

Implement the annual theme of “green consumption”, carry out activities named “Call for unused items, and use consumption resources again”

According to the claim of green consumption annual theme, carrying out activities of resource conservation and re-use items were further deepening the annual theme of green consumption. To this end, the City Consumers Association launched donation activities in September, entitled “Call for unused items, reuse consumption resources”, arousing great repercussion. The items that collected in event included dozen books and stationery, clothing quilts, household appliances, computers and others, the number achieved more than 28,000. Beijing Consumers Association sterilized and disinfected these items, then classified and packing, and donated them to poor consumers in Men Tougou Shimizu town. This activity made activities themed the green consumption reach a certain depth and became a new bright spot in activities of the green consumption.

Challenges

Although this activities effectively implemented the theme of green consumption, make the concept deeply root in the hearts of people requires the active participation of everyone. We need positively practice these meaningful principles in consumption process, most of the national consumers’ awareness need to be further improved. There is a lot of difficulty to hold activities in some places, so the difficulty in policy needs to be resolved.

Implementation of countermeasures

The Beijing Consumer Association vigorously advocated green consumption in Consumer protection activities in 2001, and this did some work to promote green consumption deeply rooted in the hearts of people. The other brother consumer protection organizations have some better experience, the Beijing Consumer Association need humbly learn from them and make our efforts to build better homes and advocate green consumption.

Beijing: Advocate green consumption, the modern concept of the Olympic Green consumption

Promulgate Time

March 13, 2001, the action, whose main venue was The Beijing Xidan Technology Square, held in the national. Under the Advocacy and organizing of China Consumer Association and Local consumer associations, to response to green consumer called by the China Consumer Association, millions of workers, farmers, staff of state organs, soldiers, police, teachers,

students, entrepreneurs, retired personnel and so on, filled the "the card about commitment and survey of green consumption. To Support for Beijing's bid to host the Olympic Games successfully, Protect resources and environment, and protect our health and the health of future generations, they made a solemn commitment.

Views background

According to introduction of Shukun Yang, the Secretary-General of China Consumer Association, this action is the most important and the largest activity of green consumption year, which was proposed by China Consumer Association. This activity had great significance:

1. Make a large-scale publicity and education of green consumption to the vast number of consumers. By this activity, call up the consumers' awareness of Green consumption, enhance the consumers' concept of Green consumption, abandon the ways of non-green consumption, fight consciously with all non-green production and business behavior which do harm to the interests and health of consumers. Those actions have an important role in promoting the implementation of the annual theme, green consumption.

2. Make a contribution to support Beijing's bid to host the Olympic Games successfully. Advocating green consumption complies with the requirements of the "Green Olympics", as a result, this activity must have an important role in promoting the success of our bid for the Olympic Games. After the activity, China Consumer Association will send the result of "the card about commitment and survey of green consumption" to the Olympic Committee, and the International Olympic Committee. So, on the one hand this activity will have a very positive impact on China's bid for the Olympic Games. On the other hand, China Consumer Association will be further expanded on the International.

3. Promote the work to protect the legitimate interests of consumers to a new level, which Consumer associations at all levels in China are engaged in. The investigation commitment card covers many aspects of macroeconomic policy, including protecting the health and interests of consumers, conserving natural resources and protecting environment. Because the result is based on the card which is filled by consumers carefully, the final data will impact on the formulation of the country's macroeconomic policy, such as ecological tax, cultivating the market for energy-saving products, policy on the promotion and development of green products.

To do a good job in the activity, China Consumers Association requires the propaganda of the theme, "green consumption", should be throughout the activities. By the advocacy, improve consumers' understanding of the importance of green consumption, voluntarily participate in the activities, promote the conservation of resources and environmental protection, and promote the construction of socialist spiritual civilization.

The modern concept of 2008 Beijing Olympics green consumption

Plants first appeared on Earth, their green leaves photosynthesize in the sun, then there was oxygen on the earth, and the life depending on the oxygen. Green is the source of life, and green is the root of human.

In the human history, Human beings have been in harmony with the Earth. However, the last half of 20 Century, rapid population growth and economic development are beyond the limits that the resource can carry. Green Earth is turning yellow or black by the human-made black

smoke, what the human is facing is a devastated and overwhelmed planet. Lack of resources, ecological degradation, environmental pollution, climate anomalies and disasters, as a result there are a series of human survival crisis.

Fundamentally the relationship between humans and nature is that for satisfying the human consumption behavior and consumption patterns, humans develop, utilize and destruct nature. The turn of the century, mankind has recognized the development model, "high consumption, high pollution, high consumption" which was established since the industrial revolution is unsustainable. So mankind makes the choice that implement the sustainable development model, "low consumption, low pollution, moderate consumption". So, Green consumption, a new lifestyle aimed at Simple, convenience and health, has become a new fashion since it appeared. The green consumption is based on the worries of the living environment and the reflection of human behavior. This lifestyle is not only beneficial to the health of human beings and society development, but also conducive to the protection of natural ecosystems, and is the practice of sustainable development strategies specific to the individual and family.

Green consumption requires when people buy goods, on one hand they should pay attention to whether it is beneficial to health, on the other hand it should be beneficial to the protection of environment and natural ecosystems. So, today, the plastic packaging has been difficult to enter the international market, consumption of disposable supplies are no longer fashionable, and excessive consumption will be condemned. Many countries have enacted Executive Order, which requires the writing paper and copy paper bought by the government should contain at least 20% recycled paper content.

Green Consumption updates the human lifestyle. In the past, People are proud of occupying the large number of high-end goods and luxury items, and such an extravagant lifestyle is far beyond the reasonable needs. Now, people's consumer attitudes and consumption patterns have changed a lot. More and more people abandon excessive consumption, resist the vicious consumption, then pursue a simple and miniaturized life. This life meets the requirement of ecological protection and is aimed at satisfying the basic needs.

Under the guidance of this concept, people no longer consume a lot of resources and energy to obtain comforts in their lives, while on the base of obtaining comforts people want to maximize resource conservation and energy.

The present situation of China

At present, in China attitudes and behavior of green consumption mainly include: conserving resources and reducing pollution. Such as water conservation, saving papers, energy-saving and the use of energy-saving lamps, trying to ride a bike or take a bus when they go out, reducing emissions and so on. We need green consume and environmental protection purchase. Choose those low consumption and low pollution products, like phosphorus-free washing powder, ecological detergent, environmentally friend battery, green food, to foster green market and support the development of green technology and repeated use. Try to bring their own shopping bags or cutlery, and minimize the use of disposable products. Sorting and recycling the waste. Try to separate and recycle wastes in life as far as possible, like Waste paper, waste plastic, waste batteries and so on, and make them become resources again. Rescue the species, protect the natural, reject the consumption of wild animals and wildlife products, and restraint the behavior of Poaching and sale wild animals.

The origin of the concept

Since the late 1980s, global green consumption movement began to be accepted by the international community, and green consumption become a consumption pattern through which the public can participate in the environmental and ecological protection, so green consumption concept came into being. According to relevant statistics, 82% of Germans and 62% of the Dutch pre-consider the issue of environmental protection when they go to supermarket. 66% of British people are willing to spend more money to buy green products. More than 80% of the consumers in Europe and the United States put the reusable shopping in the first place, and are willing to pay a higher price for a clean environment. According to the survey carried by the China Social Survey, 72% of respondents recognized the perspective, "the development of the environmental protection cause and green products is beneficial to improving the environment". 54% of respondents are willing to use green products. According to the market survey carried by the China Consumers Association, about 79% to 84 % of consumers willing to purchase green food. We can say green consumption changed the tendency of traditional consumption concept, that consumers only care about personal consumption, and care a little about the interests of the community living environment. With the continuous improvement of the people's living standards and the growing awareness of the environmental protection, as a new consumption concept, green consumption must be accepted by the public.

Advocacy and initiatives

We have a common home - the Earth. Creating a safe, healthy and warm home is our common wish and obligations. Facing the situation of environmental pollution and shortage of resources, we can no longer be apathetic. Every family and everyone should do their best to make a contribution to protecting the environment.

Green consumption concept

The Green Consumption is a hot topic in today's society. During this year's "two sessions", Keng Leng, the National People's Congress and the chief engineer of the Tianjin Academy of Environmental Sciences, recommend we should promote green consumption by legislation. Then, nowadays the Consumers Association recommend the National Consumers they hoped Consumers could do their best to response to green consumer and achieve a green consumer in the consumption process, so that we can practice the spirit of "Hi-tech Olympics" and promote the concept of "People's Olympics".

The Green Consumption is the rational consumption at a high-level, the consumption activities with environmental awareness, and it embodies a new human morality, values and outlook on life. Actually, green consumption has been widely recognized by the international community, International Consumer Federation has continuously carried out activities with the theme of "sustainable development and green consumption" since 1997. In China, the six departments such as the former State Environmental Protection Administration (SEPA) and so on, carried a "Three Green Project" aimed at advocating green consumption, green markets and green channels in 1999. China Consumer Association put 2001 as the "green consumption theme year". The report of the 17th CPC National Congress proposed the goal of building an ecological civilization, and pointed to the basic form the consumption patterns of saving energy

and resources, and protecting the ecological environment.

With the improvement of environmental awareness and people's quality of life, green consumption has entered the lives of more people. According to the survey, the total of green consumption has reached \$ 250 billion. The next 10 years, Greenpeace International Trade will increase in the rate of 12% to 15%. 47% of Europeans prefer to buy green food, and 67% of Dutch, 80% of German at the time of purchase will consider environmental factors. In addition, 53.8% of Chinese are willing to consume green products, and 37.9% have already purchased green products such as green food, green clothing, green building materials, green appliances and so on.

Green Olympic spirit

Customers of The Beijing "Quanjude" peace stores will receive a free Lock & Lock reusable shopping bags and crisper to package food after meals. Activities are designed to encourage consumers to develop the good habit of moderate consumption and postprandial packaged. At the same time, they will carry the survey about awareness of resource conservation, and remind customers to pay attention to conservation and to avoid wasting by the questionnaire. This activity will lay a solid foundation for future environmental action in other areas.

The activity, "Create a green hotel, meet environmental Olympics", is aimed at creating a good environment for Beijing "Green Olympics ". According to reports, in Beijing's food and beverage consumption, there are varying degrees of waste, and many consumers have not formed a good sense of savings. Everyday only in food and beverage consumption Beijing cause thousands of tons of food and water wasting. Consumption and waste of these resources has become a very serious social problem. In fact, all aspects of society have been trying to put an end to this waste. Work done in this regard can be seen in terms of public opinion, or in the related policies.

According to the introduction of the EPA's leadership, in order to accelerate the construction of a conservation-oriented society and overcome the resource constraints and environmental pressures of building a moderately prosperous society, the State Council is launching a nationwide "resource-saving" activity, advocate green consumption and avoid unnecessary waste.

In order to show the Green Olympics concept and create a green ambience for the 2008 Beijing Olympic Games, Beijing Olympic Organizing Committee and Environmental Protection departments carry out a series of environmental propaganda and public service activities, and develop a series of environmental protection protocols and files including "Olympic Games Green Guide of Beijing Hotel" and so on. Beijing Tourism Association also formulates a "Green Hotel" standard for the "Green Olympics".

Challenges

It is regrettable, although every year there are so many government departments, experts and scholars in the appeal to the green consumer and a lot of people choosing green consumption, green consumption is still difficult to promote in our country comprehensively. In this regard, the reasons are:

1. Their consciousness and responsibility of environmental protection are not established.

Currently, although most consumers have the awareness of green consumption, it is far away from transforming the real action into green consumption. For example, Consumers still use disposable chopsticks and disposable lunch boxes, don't use reusable shopping bags when they buy daily necessities, have no distinction of recyclable and non-recyclable rubbish and sometimes buy the excessive packaging goods.

2. Lack of Management mechanism, many products still don't have unified green testing standards and certification mechanism, so that there are still many bad goods in the green market, which make some consumers lose confidence in the purchase of green products. It is worth being mentioned that due to lack of policy support the quality and technical level of green products is relatively low, and is far away from Western developed countries. At present varieties of green products is not enough rich to meet consumers' demand.

3. Many companies do not assume their corporate social responsibility. The way of corporate Marketing is make people do their best to spend more money, but the guidance of respecting luxury, excessive consumption, and consuming more and more natural resources is wrong. At the same time, some disharmony factors are gradually revealed. Among them, the most typical manifestation is some home businesses deceive consumers through a variety of false propaganda and false green certificates.

Experience in implementation and countermeasures

Long-term environmental education should be strengthened. Let the public know the drawbacks of excessive consumption, and make green consumption concept deeply rooted. In addition, use practical ways to promote green consumption, for example we can establish green supermarket, categorize the products which are excessive emissions in the production process, and make consumers don't chose them.

Don't buy the products which pollute the environment, including excessive packaging, becoming pollutants after be used, creating pollution in the production process, or making wastage or pollution in the consumption process.

Do not buy the products through multiple resale or agent. Because when the product was removed to reach the hands of the users, it would be very expensive and consume large amounts of energy in transport, indirectly impacting on the environment. Reduce the purchase of products whose supply of raw materials was borne by the people in developing countries or which were produced in developing countries. Because the production of these products not only destroy the people living and the surrounding natural environment in developing countries, but also destroy the world's resources.

Beijing Consumers Association held Green Consumption Exposition

Time

Green Consumption Exposition was held by Beijing Consumers Association on June 13th, 2001.

Background

Beijing Green Consumption Exposition 2001 was begun at June 13th, 2001 to awake the green awareness among consumers, advocate green consumption and protect human's health. This exposition was hosted by Beijing Consumers Association and organized by Beijing Gehua Development Group and supported by 12 agencies such as The Beijing Green Food Office.

Plan of Beijing Consumers Association

This exposition was one of the activities which are held by Beijing Consumers Association in the Green Consumption Year. Firstly, green productions such as environmentally friendly cars, green food and numerous kinds of daily necessities which can protect the health of people would be shown. Secondly, provide propagandizing and advisory services. Hold lectures on green products inviting experts, scholars and technicians. Lectures talked about numerous questions such as how to choose green vegetables, and how to choose food, green home decoration, electromagnetic radiation protection, panel furniture and environmental protection. Thirdly, set up complaint stations, consultative stations and inspection stations. The exposition will accept complaints by consumers and announced the admissibility of complaints. 8 agencies such as The Beijing Green Food Office, The Beijing Food Quality Supervision and Inspection Station, National computer Quality Supervision and Inspection Center will answer the questions of consumers on the exposition. 6 agencies such as National Jewelry Stone Quality Supervision and Inspection Center, Beijing Communications Product Quality Supervision and Inspection Station and Beijing Textile Products Quality Inspection Center will do free commodities detection for consumers. Lastly, publish the list of dozens of green products, "green products counter", and zero risk commitment in after-sales service of dozens of household electrical appliance enterprises.

Green viewpoint of the Green Consumption Exposition

This Exposition tried to close to daily life, propagandize green consumption knowledge, advocate green consumption behavior and promote the production and management of green products, resources conserving, environment protection and the sustainable development. Exposition which has the theme of "calls for green awareness, advocate green consumption, and care human health" was focused on the needs of consumers, to guide scientific and rational consumption in aspects of food, clothing, housing, transportation and so on. Meanwhile, propagandized the principles, policies, measures and achievements of the party and the government and recommended green products to consumers. Exposition erected a bridge between green companies and consumers, so that made consumers understand the green and actually approached the green.

Analogous activity

Numerous kinds of advanced green technology shown on The China-Japan Green Expo in July, 2001 got a high opinion from consumers.

"Improve life and protect the environment" Toshiba participated in China-Japan Green

Expo

China-Japan Green Expo 2011 was held at Beijing National Convention Center on the morning of June 1st. China-Japan Green Expo was Co-organized by Keidanren and China Council for the Promotion of International Trade. The theme of the Expo is "The integration of environmental and economic". The participating enterprises, autonomous bodies, research institutions, as well as NGOs showed the most advanced environmental technology of China and Japan.

Toshiba participated in this Expo. The theme of the Toshiba was "Improve life and protect the environment". Toshiba showed the future intelligent community by using images and large-scale three-dimensional models. Meanwhile, latest technologies and products were shown at "solutions of energy", "solutions of buildings", "solutions offices", "solutions of regional", "solutions of residence" five exhibition areas.

Canon environmentally friendly office products shown at China-Japan Green Expo

The main characters of shown digital composite machine products are Canon C2030 color composite machine and Canon 2020 color composite machine. Canon C2030 showed management model for company or departmental which can make companies and users improve the awareness of environmental protection work. The device can manage complex data easily by outputting statements, collecting and analyzing output data, and can control and improve in time through the monitoring of nitrogen dioxide and energy consumption of all equipments.

Canon C2030 mainly showed electronic documents. Electronic documents save storage space and are convenient to be used and found again. Using electronic documents can save paper and achieve environmental protection work.

Challenge

The productions and technologies shown on Green Consumption Exposition are the latest. Publics and the government should actively support. Government should encourage domestic enterprises to regard "green" as the starting point to build brand image and become environmental friendly in every production processes.

Experience

The aims of expositions are communicating with authoritative persons and letting the government, society and consumers enjoy the fun of the green consumer.

"Climate Change" consumer survey report held in Beijing

Time

The report *Climate change consumer survey* was published by The Climate Group, a well-known international environmental institution and Beijing Consumers Association on

October 19th, 2008 at Beijing International Environmental Protection Exhibition 2008. The report surveyed the consumers on the real estate, retail, banking and automobile four industries. According to the report, environmental awareness of Chinese consumers are increasingly improving, at the same time, demand for energy saving and environmental protection services and products have gone up.

Background

From a realistic point of view, "green development" will be empty talk without the supports of consumption. According to statistics, more than 80% of the consumers in Europe and the United States put green consumption in the first and have willing to pay a high price for a clean environment. 53.8% of the consumers have willing to buy green products In China, 37.9% of the consumers have ever bought green products such as green food, green clothing, green building materials, green appliances and so on. China's green consumer groups are 10-20 percentage points less than foreign countries. In addition, there are a number of misunderstandings among green consumer groups. Some persons regard green consumption as the consumption of green. Only eat green food and only use green products. This is just starting from own interests and health, but they did not give full consideration to the protection of the environment; therefore different levels deviated from the original intention of the green consumption.

Green consumption should be first

Under the dual pressures of the global economic recovery and the climate change, the United States, European Union, Japan, South Korea have carried out green development strategies and the "Green New Deal" in recent years. The "12th Five-Year Plan" gone into effect in 2007 has a specific chapter which is "green development and building a resource-saving, environment-friendly society".

Advocating green consumption

There are two points which are significant to advocating green consumption. One is the system and the other one is public actions. Firstly, rigid system must be established. Green consumption is relatively higher costs and binding generally. In terms of individual, advocating green, conscious actions are entirely possible. However, to make the individual actions become social norms, system is necessary; in other words, it must be up to the law level. There are numerous unfettered things in our consumption at present. It is not only problems about green but also problems about extravagance. According to China Agricultural University, the wasted food protein only in catering was at least up to 8 million tons during 2007 to 2008 in China which is equivalent to the requirement of 260 million people in one year. The wasted fat was up to 3 million ton, which is equivalent to the requirement of 130 million people in one year. It means that, the wasted food in catering can support 200 million people every year.

Public actions

Public should be activity to create an atmosphere in the whole society and format a culture. Thrift is one of our national cultures and national characteristics, but realistically, showing off

wealth is also one of our national characteristics. There is the allusion that Shi Chong showed off his wealth 1500 years ago, and there are similar things now. Showing off wealth is not current trend, however, in the past two or three decades, we tended to correct the extreme leftist ideology "the poorer the more glorious" under the guidance of the policy "get rich first" and excessive emphasized on the "rich is glorious". One person is capable and excellent as long as he can get rich. The atmosphere of the whole society needs to be changed now. Practice thrift and green consumption is not entirely same and green consumption has higher level and wider meaning. But saving is the base. Conscious actions cannot be done in the daily life to avoid or minimize damage to the environment, respect for nature and protect the ecological if one disregards the basic things. The prospect of green development and low-carbon environment will certainly be better tomorrow if a kind of atmosphere "the aim of enhancing the consumption level, optimizing the structure of green consumption is green consumption" can be created in the whole of society on the basis of system establishing and consumption culture.

Analysis of the result of the survey

According to the result of the survey, environmental awareness and demand of Chinese consumers are increasingly high. More than 98% of the consumers pay attention to climate change, the proportion is higher than The United States and the United Kingdom. 69% of the consumers are willing to change their lifestyles to tackle climate change, 50% of consumers are willing to spend more time, and 29% of consumers are willing to spend more money.

According to Jia Feng, the deputy director of the publicity and education center of the Ministry of Environmental Protection, the report is has great significance. It not only makes us understand the relationship between our own consumption behavior and climate change but also encourages more consumers to participate in environmental protection.

Attitude of Beijing Consumers Association

According to Zhang Ming, the secretary-general of Beijing Consumers Association, the focus of attention of the consumer organizations in every countries are different due to differences of national strength, population, stage of development, the level of development and energy structure. Consumer organizations of developed countries are usually concerned with environmental protection such as global warming and pollution reducing. And Chinese consumers have started to care about the environmental impacts of their consumption behaviors with rapid economic development and the improvement of people's living standards. Climate change is related to the consumer's living environment, so it can be said that being concerned with climate change is being concerned with the interests of consumers.

Beijing Consumers Association has been doing several works to improve consumers' awareness of environmental protection in recent years such as the survey of disposable dishware, Green Consumption Exposition and tests on the behaviors of energy conservation of commodities. Beijing Consumers Association will do more works to make contributions to environmental protection in the future.

The Climate Group

The Climate Group was founded in 2004 and is an independent international non-profit organization. The Climate Group is committed to help government and enterprises in every

country to play a leadership role in tackling climate change and to promote world economy development to be low-carbon by the practices of promoting greenhouse gas emission reductions. This organization gained the supports of Tony Blair, the prime minister of British and 20 business elites and government leaders from North America, Europe and Australia at its inception. The headquarter of The Climate Group is in the UK, and several offices were set up in the United States, China, Australia and India.

Project “Go forward with Low-carbon”

“Go forward with Low-carbon” is an international project which initiates publics to reduce energy consumption and to reduce their own carbon emissions. Unlike traditional education activities for consumers, this project not only tries to improve awareness of consumers, but also tries to support simple and effective energy saving products and services for consumers with world-renowned enterprises, thus helps consumers to change behaviors and to reduce carbon emissions.

Challenge

It is necessary to constrain consumption patterns and consumer behaviors reasonably by making laws to promote green consumption. Laws, however, are not excellent although effective. It is relatively negative to promote good things by penalty wrong. The positive way should be economic instruments. For example, more than 16 million energy-saving air-conditionings, motors of more than 5 million kilowatts and 160 million energy-saving lamps were sold in 2011 through financial subsidies and incentives. But the proportion of green products supported by country is still low now, taking air-conditionings for example, the production and sales exceeded 100 million but domestic shipments were 53 million in 2011. The measures which can benefit most persons can be linked directly with the residents' income. Now, in order to make the urban and rural incomes rise with economic growth, besides increasing the cash income of residents directly, the financial expenditure for encouraging green consumption can be included in the residents' welfare incomes.

Experience

Besides Making consumers pay attention to “the carbon identify” and the energy consumption level, improving the environmental awareness of consumers, promoting green consumption, guiding consumers to select energy-saving and environmental protection products and services. Beijing Consumers Association held Green Consumption Exposition, carried out the survey of disposable dishware and did comparison experiments for the energy and water saving behaviors of lamps, air conditionings, faucets and other products in recent years to guide the consumers to protect environment.

“That some banks stopped passbook service is unreasonable” pointed by Beijing Consumers Association

Time

Beijing Consumers Association pointed out that some banks failed to fully respect the consumer's right and stopping passbook service is unreasonable on February 8th, 2012.

Background

According to media, some banks stopped passbook service recently, and it made numerous depositors, especially in elderly depositors dissatisfied. Banks explained that it can promote green and save queuing time of depositors. But according to some insiders, the factor that banks try to maximize their benefits is also possible.

Beijing Consumers Association criticized stopping passbook service

Beijing Consumers Association pointed out that the banks failed to fully respect the consumer's right and the practice is unreasonable about that some banks stopped passbook service, and suggest financial supervisory departments stop this practice. Beijing Consumers Association collected the views of different groups about this practice at the same time.

Reactions of banks

Journalist phoned some banks in the morning and made sure that some outlets in Beijing have stopped the new passbook service because of the low-carbon activity and the adjustment of banking services mode. According the customer service of ICBC, some outlets had stopped the services for new passbook of personal demand deposits in order to protect environment and save queuing time of depositors. But the old passbooks can still be used now. According to the responsible people of China Construction Bank head office, it is encouraged to change passbook of demand deposits to bank card in Beijing, and the service for passbook of time deposits had not be stopped. And consumers need to pay 10 annual fees annually in order to open a bank card. Moreover, the passbook card integrated service would be stopped according to some banks such as Agricultural Bank of China, Bank of Communications and so on. It means that new passbook can be opened but only passbook or bank card can be chosen. It is default to open new bank card without request. Only Postal Savings Bank of China still has the passbook card integrated service now.

Influence on depositors

Some consumers had the view that the factor that banks try to maximize their benefits is also possible because the services for bank card exceeds the services for passbook. Journalist has found out that the fees of bank card are high. The annual fees of most banks are about 10 Yuan. And internet banking should be opened if depositors want to know the details of bills so 30 to 70 Yuan would be paid. Moreover, about 2 Yuan per month would be paid for SMS tips if depositors want to know the change of the funds in the account and outlets real-time. It means that depositors must pay dozens to hundreds Yuan to bank if they want to make their bank cards achieve the same effect as passbook.

It is hard for elders to not use passbook. Mr. Zhang, who is 65 years old, lost passbook 65 and wanted to get a new one, but the staff of the bank suggest him open a bank card. He cannot be used to withdraw cash by using ATM although the staff had explained many times for him. Mr.Zhang said that he cannot grasp the usage of ATM because it was complicated and passbook was convenient for him and because of dim insight, it would be not convenient to look up the expenditure of retirement pay if he had bank only card.

Opinions of expert

According to Zhong Dajun, director of the economic observer research center of Peking University and a famous economist, banks should consider the interests and consumption habits of different depositors. The number of the banks which stopped passbook service is rising and numerous banks began to collect management fees for passbook. Some insiders have the view that passbook will die out in the future because people will not work and relax in only one area with the growth of economy so that it is difficult to take a passbook.

It is said that bank card can reduce the operating costs of banks compared with passbook with the emergence of online banking and telephone banking. Electronic banking is convenient for depositors because depositors don not need queue and don not care about the banking hours. According to experts, however, banks should be customer-oriented and not request depositors to drop passbook. Banks should support some convenient services for the elder depositors who have strong dependence of passbook.

Moreover, the popularity of bank cards can benefit banks in short term, but banks should consider the rationality in the background of market economy.

Opinions of Beijing Consumers Association

1. Have much influence on depositors. Stopping passbook service uniformly is inappropriate and it means that some banks do not consider depositors when launch of a new service. Most persons who often use passbook are elders, retirees and rural residents, thence stopping passbook service will have much influence on them. Passbook is more convenient for depositors to find out income and expenditures and it hard for elders to be used to use kinds of banking terminal.

2. Regulatory authorities should stop the practice. Banks have the attributes of social and public services although commercial attributes is increasingly obvious. Banks should be concerned with not only own benefit but also depositors' benefit, provide convenient services for more depositors and consider special groups.

Banks which have stopped passbook service should be customer-oriented and change the practice and should provide convenient services for the depositors who have many passbooks to promote bank informatization step by step.

Challenge

Banking services and people's lives have been are inseparable with the improvement of people's living standards. It can be said that every consumer has relationship with banks more or less and financial consumer has become extremely important part in the consumption. Banks is drawing much attention of society increasingly because of the convenience and malpractices which lead to complaints from consumers. Especially in recent years, numerous kinds of fees,

unclear price standards, unreasonable fees, lines which need much time to wait, insufficient service windows and complex procedures have been the problems which are always complained by consumers.

Countermeasures of Beijing Consumers Association

Beijing Consumers Association and Beijing Banking Association will collect comments and suggestions about banking services from society to improve the public service awareness and the quality of banking services and to make the banking develop healthy and orderly. Beijing Consumers Association and Beijing Banking Association try to make banking become convenient for public and make an excellent financial consumption environment to protect rights of consumers. Beijing Consumers Association and Beijing Banking Association will invite experts, scholars, relevant department officers and consumers to evaluate the comments and suggestions and make recommendations to the relevant departments. The results will be announced to the public timely.

Beijing Consumers Association appeals for the “Three Guarantees” for automobiles

Time

Beijing Consumers Association appeals for the “Three Guarantees” for automobiles on October 13th, 2011.

According to Qu Jianhui, the deputy secretary general of Beijing Consumers Association, The six suggestions about the “Three Guarantees” for automobiles announced before were made at a symposium on September 29th, 2011 at which Beijing Consumers Association invited responsible persons of the Automobile Dealers Association, three legal experts, two automobile manufacturers, one dealer, Consumers Associations in Fengtai and Chaoyang where sales volume of automobile is high. The six suggestions will give feedback to the General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China.

Background

According to Beijing Consumers Association, number of complaints about automotive quality and service is rising in recent three years. 122 complaints were accepted by Beijing Consumers Association in 2009, 149 in 2010 and were up to 150 during January to September in 2011. These complaints are hard to deal with. Because it is hard to provide evidence, hard to evaluate, high cost, low efficiency, hard to clear responsibilities and hard to return or change automobiles.

Beijing Consumers Association has the view that determining the "three guarantees" period is important. Numerous automobiles having something wrong will not be able to be returned and changed so that consumers have to repair new cars many times if the period is short. Now, the exposure draft stipulated that the period should start from the date when the car was invoiced. Sometimes, however, the date when car is taken over by consumers and date when the car was

invoiced are different. So the “three guarantees” period should start from the date when car is taken over.

7 suggestions of Beijing Consumers Association

The “three guarantees” period should start from the date when car is taken over

The date when car is taken over by consumers and date when the car was invoiced are different sometimes when consumers buy cars. The “three guarantees” period will become short if the consumer take over the car after the car was invoiced and “three guarantees” period start from the date when the car was invoiced. And it will have influence on depreciation charges and reparation. Thus, the “three guarantees” period should start from the date when car is taken over.

Provide spare cars quickly as possible when consumer’s cars are being repaired.

Five days until which spare cars will not be provided is too long. The quality problems during the “three guarantees” period are faults of dealers. The faults have influence consumers so the five days must be shortened.。

The standard of returning and changing should be the distance instead of time

Thirty days is too short. The date when car is taken over by consumers is often later than the date when the car was invoiced. And it will cost consumers much time to check the car and other procedures so thirty days are too short and unreasonable. Consumers are hard to find out the quality problems of automobiles within thirty days because they cannot use automobiles many times due to restriction and other reasons. So regarding distance as the standard is reasonable. There is a suggestion that the distance should be 5000km because most of the cars will be maintained first time when the distance is up to 5000km.

That the car cannot be changed unless it is repaired for more than five times is illegal

According to the article 45 of *Law of the PRC on the Protection of the Rights and Interests of Consumers*, The product should be returned or changed if it cannot be used after two times of reparation. So That the car cannot be changed unless it is repaired for more than five times is illegal.

Appoint the third-party

Consumers and consumer organizations may have the problems that it is hard to find appraisal institutions and the fees are high. Beijing Consumers Association suggested that appraisal institutions should be appointed and should help consumers to stand up for their rights.

The products should be able to be used for more than 30 days after repaired

According to the chapter 3 of exposure draft, repairers should make sure that the products can be used for more than 30 days after repaired to avoid the same fault.

Consumers pay too much on “depreciation compensation”

That quality of products and services are not good is the reason why consumers change or return products. Therefore, the dealers should bear the main responsibility. That “depreciation compensation” is much is unfair to consumers.

Challenge

A consumer can repair, change or return the bought automobile which has quality problems if he has got it for less than 30 days. But the date when car is taken over by consumers is often later than the date when the car was invoiced. And it will cost consumers much time to check the car and other procedures so thirty days are too short and unreasonable.

Countermeasures

The “Three Guarantees” for automobiles is necessary, according to Qu Jianhui. Cars have already become ordinary products from luxury goods and the complaints about quality and services of cars is raising which were up to 150 during January to September in 2011. These complaints are hard to deal with. Because it is hard to provide evidence, hard to evaluate, high cost, low efficiency, hard to clear responsibilities and hard to return or change automobiles. The “Three Guarantees” for automobiles should be perfected.

Beijing Consumers Association appeals for improving the socialization level of standing up for consumers’ rights

Time

Beijing Consumers Association appeals for improving the socialization level of standing up for consumers’ rights and gave analysis of the matters needing attention of complaints on 7th December, 2010.

Background

To support the work of Beijing Consumers Association, Fengtai Branch of Beijing Municipal Industry and Commerce Bureau has improved the socialization level of standing up for consumers’ rights by perfecting the internal structure and drawing support from social forces and established the Fengtai rainbow consumer rights service team in recent years.

360 organs and organizations, 332 legal workers, media professionals and representatives of consumer have joined the Fengtai rainbow consumer rights service team. It has built up a network including leadership of government, supervision of the functional departments, self-regulation of industries, supervision of social and public participation. Because the tamers are close to society and professional, the Fengtai rainbow consumer rights service team have built up 11 consumer legal service stations which contain about one hundred volunteer lawyers with the help of the district judicial bureau and the district bar association. The Fengtai rainbow consumer rights service team has resolved consumer disputes 55 times, resolved difficult disputes 18 times, and served for enterprises 45 times up to now.

Analysis of the hot spots of social complaints given by Beijing Consumers Association

Contract disputes are undiminished

The quantity of contract disputes has increased by 5.3% on year-on-year basis in 2011 in terms of nature of the complaints. The quantity of complaints about contract disputes increased from 35,654 in 2007 to 62,781 in 2011 in recent five years. Moreover, the proportion of these complaints in the whole year increased from 5.4% in 2007 to 10.3% in 2011 and showed a growth momentum. It means that consumers are being increasingly dissatisfied with that dealers infringe their legitimate rights and interests by the contract.

Service disputes are increasing

The quantity of service disputes has increased by 0.8% on year-on-year basis in 2011 and showed a growth momentum in terms of nature of the complaints. The majority of the complaints which have high raising rates are about service disputes. The proportion of complaints about service disputes in the whole year increased from 24.3% in 2007 to 33.2% in 2011. It is closely bound up with the continuous adjustment of the consumption structure in China. The management of service must be strengthened to protect consumer safety in service field with consumers participating in the service consumption increasingly.

Complaints about cars are increasing

Consumers Associations in China accepted 16,805 complaints about cars in 2011 which have increased by 19.2% on year-on-year basis. The quantity was the most in recent years. 54.7% of the complaints were about the quality and safety such as braking system, engine performance, wheel and so on. There will be quality problem on some cars just after the maintenance period because of the quality is bad and the after-sales service is not in place. Moreover, some dealers will cheat consumers on the accessories or conceal the situation of cars. For example, Ms. Xu, a consumer in Hu Bei, bought a 2010 model car in April, 2011. She found that the car was produced in March, 2010 and entered China in May when she got the vehicle Information. So she requested to change another one but the shop insisted that the car had not been registered so it was a new car and refused her.

Raising rate of complaints about food is high

Consumers Associations in China accepted 39,082 complaints about food in 2011 which have increased by 12.3% on year-on-year basis. Two thirds of the complaints about food are about the quality and safety. For example, Mr. Qi, a consumer in Shan Dong bought a box of ham in October, 2011. The production date was 29th August, 2011 and the shelf life was 6 months. Mr. Qi felt discomfort and kecked after he ate the ham. After inspection, the production date seemed having been changed and the ham already gone bad.

It is hard to benefit from online group-buying

Consumers Associations in China accepted 30,355 complaints about sales services in 2011 which have increased by 43.3% on year-on-year basis and the raising rate was the highest. There were numerous complaints about media shopping such as online shopping and TV shopping and it is hard to solve them. Some dealers change the rules of group-buying or cancel some service at will so that consumers cannot benefit from the group-buying. For example,

Mr.Cheng, a consumer in Guang Dong, bought 6 movie tickets at a website which will be valid until April, 2012 and each ticket was 20 yuan. But the tickets were declared void by the website on 14th December, 2011.

Complaints about express delivery are undiminished

Consumers Associations in China accepted 6,920 complaints about postal and express delivery in 2011 which have increased by 31.0% on year-on-year basis. The raising rate was high. The quantity of complaints about postal has little change but the raising rate of complaints about express delivery was high because the express delivery developed rapidly but the service and management were developed slowly in recent years. 90% of the complaints about postal and express delivery in 2011 are about express delivery. The main disputes are about delays of express delivery, damage or missing, unclear price and claims especially around the Spring Festival. Some enterprise had a greater volume of business but had no enough manpower lead to delays of express delivery although the situation was better than it in last year. Moreover, some staff of express delivery enterprises did not implement the relevant provisions of the national express delivery standard and insist on that consumer cannot inspect until he signs. As a result it is hard for consumers to claim when there are some faults in merchandise such as damage and missing.

Banking service was not satisfying

Consumers Associations in China accepted 3,919 complaints about food in 2011 which have increased by 3.8% on year-on-year basis. The main disputes are, firstly, easy to open a bank card but hard to cancel it and the numerous kinds of fees; secondly, ordinary depositors queue for long time but the financial management and VIP windows are idle; thirdly, banks open service without telling depositors clearly; lastly, easy to transact medical insurance but hard to apply for insurance money. Mr. Ao, a consumer in Jiangxi, opened a pension account at a bank on March 28th. The staff told him that the pension information would be told to him by mobile phone messages but did not told him that he would be charged. The consumer, however, were charged 23.48 yuan for the mobile phone messages on June 15th, 2011.

Broadband network was not satisfying

Consumers Associations in China accepted 20,654 complaints about network in 2011 which have increased by 1.2% on year-on-year basis. The quantity was the most in recent years. Consumers mainly complain the broadband network service. Firstly, east to open the service but hard to setup and use; secondly, broadband network service is often opened with bundled services on mobile phone; thirdly, the repair service is not satisfying; fourthly, the actual network speed is lower than the nominal network speed; lastly, consumers have no other choices because there is no other enterprises providing broadband network service For example, Mr.Guo, a consumer in Chengde, wanted to open broadband network service because the lack of wireless network in the area on 3rd December,2011. He wanted to transact the service for monthly payment at first, but staff told him that he must transact the service for yearly payment and mobile phone service must be opened, and the broadband network service will be stop unless he spends more than 38 yuan on the mobile phone service every month.

Challenge

Leadership and staff of every industry should make great efforts to improve service levels and make the quantity of complaints decrease with consumers.

Experience

Matters needing attention of complaints

- (1) Information of both sides. Such as complainant 's name, identity card number, address, zip code, telephone number and son on; defendant's company name, address, zip code, legal representative, telephone number and so on.
- (2) Information about time, place, process and detail when consulting with dealers.
- (3) Consumers should provide evidence to prove there is causal relationship between the damage and the products or service (except something which is stipulated by laws). And consumers associations don not retain the evidence provide by each side generally.
- (4) Consumers associations should inform complainants to complete information or detail in time if the information of the complaints is not enough or the detail is not clear.

Complaints are not recommended under the following circumstances

- (1) The products or service are not for living consumption.
- (2) No clear demand or no clear defendant
- (3) Transaction between business operators
- (4) For-profit activities such as Investment, management, technology transfer and reproduction.
- (5) Illegal transaction or private transaction.
- (6) Consumers have known the defect of the product or service before bought it
- (7) Consumers cannot provide necessary evidence.
- (8) Consumers install, use, safe keep and disassemble products disregarding instruction manual.
- (9) The product or service is not local.
- (10) Lotteries or securities.
- (11) The guarantee period of product or service has expired
- (12) Both sides have been mediated by consumers associations and there is no new situation, reason and evidence.
- (13) The complaint is accepted by court, arbitration institution or the relevant administrative departments.
- (14) The complaint should be accepted by designated department according to laws.
- (15) Consumers have known or must have known the damage for more than six months.
- (16) Damage caused by force majeure.
- (17) Other things which do not comply with the relevant laws and regulations.

Beijing Consumers Association oppose that tobacco can receive national award

Time

Beijing Consumers Association announced opposing that tobacco can receive national award on April 16th, 2012.

Background

The website of Nation Ministry of Science and Technology announced the waiting list of the National Science and Technology Award in 2012 recently. The 9th of the light industry group, *Construction and application the theoretical system of Chinese cigarette characteristics* recommended by State Tobacco Monopoly Bureau (China National Tobacco Corporation) was on the waiting list.

View of Beijing Consumers Association

Chinese cigarettes cannot get dominance in fierce international competition unless we highlight the features and advantages of Chinese cigarettes in the background of that China's tobacco industry is facing fierce international competition after China acceded to the WHO Framework Convention on Tobacco Control (FCTC). This project had great innovation and breakthrough on key technologies such as profiling and regulation of key chemical component which have influence on sense and the systematic flavoring on the base of the features of Chinese cigarettes and introduced the sales revenue and tax profits in the past three years.

The views of Beijing Consumers Association are as follows

“Not good for person's health”

Beijing Consumers Association does not want to appraise the innovation and economic benefits of the project. Smoking is harmful to person's health in the views of safeguarding interests of consumers, advocating scientific and healthy consumption and promoting social civilization and progress. That tobacco project can receive national award is unreasonable and contraries to the original intention of commending scientific and technological progress. Beijing Consumers Association expressed regrets that this project was recommended.

Scientific and technological progress and development of society always complement each other

Scientific and technological progress should not only bring economic benefits but also promote society and civilizations develop. According to relevant provision, the National Science and Technology Award do not accept the projects which are detrimental to public interest, have harm to human health or violate moral. But this project will improve the temptation of tobacco and expand the consumption of tobacco by researching the influence on sense. It contraries to the original intention of commending scientific and technological progress and the FCTC

Correct guidance

There are 300 million smokers in China now and a large number of groups are endangered by second-hand smoke. It is not doubt that smoking is harmful to person's health. Government

departments are vigorously publicizing the health risks of smoking, have taken a series of measures to limit tobacco and are advocating scientific, civilized and healthy consumption through a variety of ways. Tobacco controlling is on the national strategic level now. That tobacco project can receive national award is unreasonable in this background. This project has negative effect on society and will mislead public although it can produce great economic benefits. It will break through the bottom line of advocating social civilization and progress and is not conducive to the correct guidance of public consumption behaviors. Moreover, it is not conducive to the cultivation of the spirit that advocating science, civilization and progress among teenagers.

Declaration of Beijing Consumers Association

Opposed that tobacco can receive national award. Suggested government listen to the views of the community and ensure the solemnity and impartiality of the national science and technology awards to promote harmonious development of technical progress and social civilization.

The Interim measures of maintenance, replacement and returns of plasma TV and LCD TV in Tianjin was announced by Tianjin

Time

March 15th, 2007

Background

Sales volume of flat-panel TVs has begun to increase since 2004. But, there is no national legislations about the “Three Guarantees” of flat-panel TVs, and the rules made by enterprises have some problems such as the “Three Guarantees” period is too short and standards are not uniform. Complaints about flat-panel TVs are increasing. Tianjin Consumers Association did market surveys and interviewed experts and consumers and then announced *The Interim measures of maintenance, replacement and returns of plasma TV and LCD TV in Tianjin* with Tianjin Appliance Repair Industry Associations and Tianjin Appliances industry Association.

Main content

Producers, sealers and repairers three parts has responsibilities and obligations respectively. Firstly, producers should provide plasma TVs and LCD TVs which comply with national, industry or enterprise standards and provide manual, certificate and three guarantees certificate of the product. Secondly, product identification should comply with the national requirements, the performance of the TV should be the same as the description of the manual and the manual should tell consumers the safety period of the product. Thirdly, producers should only choose the repairers who have qualifications to do the free maintenance and installation (but can charge for some materials) within the “Three Guarantees” period and paid maintenance without the “Three Guarantees” period. Provide the name, address, postcode and phone number

of every repairer should. And the information should be kept up to date. Lastly, producers should provide necessary technology software, technical information and technical training to repairers, should provide the fund for maintenance and installation, and should provide enough qualified accessories for maintenance.

Sealers should comply with incoming inspection and acceptance system. Must not sell the plasma TVs and LCD TVs whose product identifications don not comply with the national requirements or whose performance don not comply with national standards or is not the same as the description of the manual. The second one is the inform obligation. Sealers should introduce the performance, matters needing attention and maintenance locations to consumers honestly and inspect machine for consumers on the spot. Sealers should change another one which is the same type and specification for consumers and inspect the new one again if the product has quality problems (including appearance and performance). Moreover, sealers should provide effective proof of purchase, proof of “Three Guarantees”, manual and certificate of quality. Sealers should fulfill other obligations under laws and regulations.

Repairers, firstly, should have certificates which are issued by examination and approval authority of the same industry and show the certificates when provide door-to-door service. Secondly, repairers are in charge of doing the free maintenance and installation (but can charge for some materials) within the “Three Guarantees” period and paid maintenance without the “Three Guarantees” period. Lastly, repairers should use the accessories which comply with national standards for maintenance when new accessories are needed and fill maintenance records according to regulations during the “Three Guarantees” period.

Consumers can get a free replacement one if the old one cannot be repaired during the “Three Guarantees” period. The consumer can choose returns or replacement if the TV malfunctions and the consumer has got the TV for less than a week. Sealers should accept the returns or replacement if the TV meets the requirements of returns or replacement. The consumer can choose maintenance or replacement if the TV malfunctions and the consumer has got the TV for less than 15 days. Sealers should replace a new one which is the same type and specification and install and debug it free.

Sealers should replace a new one which is the same type and specification and install and debug it free according to maintenance records if the product malfunctions and cannot be repaired after 2 times of maintenance during the “Three Guarantees” period (maintenance: Repairers repair the product after opening the case of machine according to *fault table of Plasma TV and LCD TV performance*). Sealers should replace a new one which is the same type and specification and install and debug it free according to effective proof of purchase and maintenance records if the product malfunctions and cannot be repaired within 30 days or before the date decided by consumer and sealer during the “Three Guarantees” period. Sealers should replace a new one which is the same type and specification if they have it if the product meets the requirements of replacement during the “Three Guarantees” period. Sealers should return the whole payment according to the invoice if sealers have no the one which is the same type and specification and consumers don not accept another type or specification.

Sealers should accept the returns or replacement for consumers free if the product malfunctions during the warranty period and cannot be repaired after 2 times of maintenance or has no warranty organization. And compensate consumers more than 5% of the selling price.

The “Three Guarantees” period will start from the date when the product was replaced.

Sealers will stamp on the back of original proof of purchase, write down the date and provide new proof of “Three Guarantees”

Sealers can claim to producers, suppliers or repairers if they have liability after the returns or replacement.

Views of Tianjin Electronic Appliance Maintenance Association

That service stations appointed by factories lack technology has been an outstanding problem of plasma TV and LCD TV consumption. Some repairers in the service stations appointed by factories are not able to repair the TVs and these TVs have to be sent back to factories to receive maintenance and it will extend the maintenance period and inconvenience consumers. Moreover, repairers in the service stations of second and third tier cite lack skill and accomplishment, indiscriminate charges is common and the sense of time about door-to-door service is not good. It will harm the legitimate rights and interests of consumers. It is necessary to improve the skill of repairers and make sure the channel of maintenance through *Measures*.

Views of experts

There are often untruthfulness descriptions on manuals or leaflets. And performance was described in error or inexactly. And numerous commitments cannot be cashed. Experts suggest that the regulation that producers and sealers must bear the “Three Guarantees” liability if the performance of the TV is not same as the description of the manual should write into *Measures*. It is acceptable that the warranty period of plasma TV and LCD TV is one year for whole machine and is three years for main parts according to the regulation of the “Three Guarantees” of ordinary TV.

Views of Tianjin Consumers Association

Governments try to find a balance which can be accepted by firms and consumers and can protect legitimate rights and interests of consumers and regulate the market at the same time through *Measures*. The principle is that balancing interest relationship among consumers, producers, sealers and repairers on the basis of national laws and making sure there is reliable after-sales service which can solve disputes.

Views of media

The Interim measures of maintenance, replacement and returns of plasma TV and LCD TV in Tianjin was regarded as the headline of ten top news about TV industry in 2007 by media. And all localities announced the “Three Guarantees” of TV in succession.

The Interim measures of maintenance, replacement and returns of plasma TV and LCD TV in Tianjin came into force from March 15th, 2007(hereinafter referred to as “*Measures* ”). *Measures* was normative documents and announced by relevant administrative departments, industry associations and Tianjin Consumers Association on the basis of *Regulations of Tianjin municipality on the protection of consumers 'rights and interests* and other relevant laws, rules and regulations. *Measures* will be the standard and help administrative departments, industry associations and consumers associations to deal with complaints about plasma TV and LCD TV

effectively before new regulation is announced.

Challenge

The standard of After-sales service must accord with the requirement of new technologies and products in the background of the development of technology and rapid update of TV.

The energy saving performance of TV will be a key factor in the background of the requirement of environmental protection in whole society. Enterprise must regard "green" and "environmental protection" as the objective, research and product energy-saving production, and capture future market finally.

Countermeasures of consumers association

Producers of high-end TV should improve the standard, and can comply with the regulation of "Three Guarantees" at least. Producers should provide consumers excellent maintenance service, fulfill obligations and commitments and improve awareness of self-regulation. Relevant departments should announce "Three Guarantees" of high-end TV such as plasma TV, LCD TV and rear projection TV as quickly as possible.

Consumers should pay attention to the "Three Guarantees" period and confirm detailed information about the "Three Guarantees" such as "Three Guarantees" period for whole machine, "Three Guarantees" period for main parts, detailed list of main parts and so on. And consumers should make sealers write down the promise of "Three Guarantees" on proof of "Three Guarantees" or receipt if consumers decided to buy the production.

Liability provisions of maintenance, replacement and returns of furniture was announced by Tianjin

Time

March 15th, 2009

Background

There were no provisions about the "Three Guarantees" of furniture. Tianjin Consumers Association and Tianjin Furniture Industry Association did market surveys of the situation of sell and after-sales service of furniture in Tianjin and announced *Liability provisions of maintenance, replacement and returns of furniture(try out)* on the basis of *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests*, *Law of the People's Republic of China on the Product Quality*, *Regulations of Tianjin municipality on the protection of consumers' rights and interests* and other relevant laws, rules and regulations to solve the situation that it is hard to deal with the disputes about furniture, to protect of consumers' rights and interests and to make clear the responsibility and obligation of producers and sealers to the maintenance, replacement and returns of furniture.

Main content

The "Three Guarantees" period was stipulated. The "Three Guarantees" period of furniture is one year. The period of the mirror which has molds or mists is six months. And

period will be two years if the furniture is damaged by worms. The “Three Guarantees” period starts from the date when the effective proof of purchase is issued and the period of maintenance or replacement is not counted. The period will be postponed if the last day is legal holiday.

Sealers must give replies immediately when they receive complaints. Sealers must solve it within 7 days if the complaint is about returns, within 20 days if the complaint is about maintenance and within 30 days if the complaint is about replacement. Moreover, producers and sealers should provide free door-to-door service during the “Three Guarantees” period (except the situations that two sides come to an agreement).

The “Three Guarantees” serviced should be still provided after maintenance, replacement and returns. Returns: Consumers can return the furniture if the furniture has quality problems and consumers have got it for less than 7 days. The replaced furniture should be return if it does not comply with national standards, local standards, corporate standards and agreed standards. And the furniture should be return if it but cannot be replaced within 30 days or has damage to human health or does not comply with relevant standards even though it meets the requirements of replacement. Replacement: Consumers can ask to replace the furniture if the furniture has quality problems and consumers have got it for less than 90 days. The furniture should be replaced if it cannot comply with national standards, local standards, corporate standards and agreed standards after two times of maintenance during “Three Guarantees” period. The sealers should pay the freight. And the “Three Guarantees” period will restart form the date when consumers receive the replaced furniture. Maintenance: Producers and sealers must repair the furniture as the consumers’ requirements if the furniture has quality problems which do not comply with national standards, local standards, corporate standards and agreed standards during “Three Guarantees” period.

Producers and sealers should pay for the quality identification in advance. Producers and sealers should pay for the quality identification in advance and consumers should provide guarantee if two sides need the statutory body to make identification. Producers and sealers should allow the returns and pay for identification if the product is unqualified while consumers should pay for the identification if the product is qualified.

Lessors should deal with complaints if sealers have left the market. Organizers of the Furniture markets and lessors should establish after-sales service agencies and appoint someone be responsible for it specially. And deal with the complaints with producers and sealers. Organizers of the Furniture markets and lessors should deal with complaints if sealers have left the market and compensate consumers in advance. Organizers of the Furniture markets and lessors can ask sealers for compensation.

Challenge

There are following problems in the furniture markets. False advertisement, important information is concealed when the contract was signed, some details such as standard or material are not indicated clearly so that consumer cannot protect own rights and interests according to contract, unexpected conditions such as damage because of the improper installation.

Moreover, consumers are paying attention to own health increasingly and prefer to select environmental protection furniture with improving awareness of environmental protection. So the decisive factors of furniture will be not only price, style and quality and environmental

protection or not will be important basis for consumers to select. It will be a great challenge for furniture enterprises.

Countermeasures

Consumers should sign the contracts carefully and add clauses about some situations which may cause disputes to protect own rights and interests to the greatest extent. And remember to ask for manual and certificate of quality, and make sure that there are the name of production and name and address of the manufacturer in Chinese on the production. The tagging of furniture should comply with national standard and relevant provisions and indicate the name, producing area, type, specification, grade, main material and price of the furniture. Sealers must provide effective proof of purchase to consumers and indicate the reason when sell furniture for disposal. Producers and consumers should sign contracts when consumers want to buy custom-made furniture to make clear the rights and obligations of each side. And the “Three Guarantees” service of custom-made furniture must be provided according to the *Liability provisions of maintenance, replacement and returns of furniture*.

Tianjin Consumers Association and Tianjin Furniture Industry Association should play the role of regulating industry, promoting industrial and servicing enterprises, strengthen the training of corporate representatives and persons being charged in quality of relevant enterprises and help the enterprises to improve awareness of quality and safety, improve the management level, ensure product quality and fulfill their social responsibilities.

Management approach of washing and dyeing services was announced by Tianjin Consumers Association

Time

March 15th, 2003

Background

Modern people are paying more attention to the quality of the clothing with the improvement of people's living standards. As a result, the washing service of upscale clothing became a key point of consumption. The washing mode of family cannot meet the requirements of the new fabrics already. The dry cleaners which are convenient, clean, efficient and inexpensive are being accepted by residents and becoming the protagonist and vanguard of service industry gradually but disputes about washing service are increasing at the same time. Tianjin Consumers Association and Tianjin Washing and Dyeing Industry Association announced *Management approach of washing and dyeing services* on the basis of *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests* and other relevant laws, rules and regulations.

Main content

The details of washing and dyeing services should be indicated. Proprietors should comply with laws, rules and regulations; hang business licenses in conspicuous places. And indicate the service content, price, waiting period and shop hours. Proprietors should tell consumers the washing method and expected results. Proprietors should wash the clothing on

the basis of the method indicated on the wash labels; if there is no wash label on clothing, proprietors should tell consumers then confirm washing method with consumers and write down it.

Standard of compensation. Proprietors should compensate consumers if they lose or damage the clothing and they promise maintain value washing and the compensation should be according to the contract between proprietors and consumers. Proprietors should give depreciation compensation to consumers according to the effective proof of purchase if the service is not maintaining value washing. And Proprietors should give depreciation compensation according to the average market price if consumers have no effective proof of purchase. Annual depreciation rate is 25%, and accumulated depreciation does not exceed 70%. The clothing will belong to proprietors after compensation or decided by proprietors and consumers. Person responsible should compensate or consumers and proprietors can decide through consultation if there is wrong on wash labels which led to degage or quality problems.

Ways of solving disputes. Consumers and proprietors can ask and washing and dyeing industry association and professional sector for help if there are technical problems, can solve the disputes through consultation and can turn to consumers association, relevant administrative departments or court if there are disputes between consumers and proprietors. Proprietors should pay for the quality identification in advance and consumers should provide guarantee if two sides need identification. Proprietors should allow pay for identification if the service does not comply with standard or the contract between two sides, or consumers should pay for the identification.

Challenge

It is problems which need to be solved that deficiency of standard and non-standard markets which will led to disputes. Moreover, washing and dyeing industry should become green and sustainable in the background of building a resource-saving and environment-friendly society. Some equipment which is high-energy-consuming and not environmentally friendly should be eliminated to achieve green washing and dyeing.

Experience

The relevant departments of the State should pay attention to the dyeing industry and regulate the industry develop orderly. Enterprises should also innovative and be self-discipline to deal with the challenges and opportunities of the market. Third-party supervision forces such as Consumer associations and media should guide consumers to establish correct awareness while strengthening supervision of the industry.

The activity of “Discussion about food safety” held by Tianjin Consumers’ Association

Release Time

August 23, 2011

Background

Recently substandard food was exposed rather frequently by the media. So the activity was born to help the consumers' association to fulfill the social duty to supervise the commodity and service, to guide the enterprises into honest management to boost the consumers' confidence, and to establish the face-to-face communication between consumers and enterprises in order to enhance mutual communication. As a result, a comfortable, safe and harmonious consuming atmosphere could be created and food security precaution awareness and recognition capability could be improved. At the same time, the local excellent companies could expand their product promotion and discipline themselves through this activity so that a good social atmosphere could be established in the food industry and to a certain extent the economy development and social stability in Tianjin can be improved.

Form of activity

This activity focused on food safety, consumer services, protection of consumers' rights as well as other hot issues and took four forms, i.e. "listen, investigate, see and discuss". "Listen" referred to listen to the introduction by companies' managers about general situation, development process and honesty management of the companies and the influence the companies had on local economy. "Investigate" meant to investigate the whole process of the companies including production, manufacture and sale as well as the measures taken on the security guarantees. "See" referred to go to the breeding, processing sites and production workshop in person to understand the whole process. "Discuss" referred to hold conference to promote the communication and comprehension between consumers and observed enterprises.

Main activities

Action One Visit to the Lida Steamed Bread Corporation

Tianjin consumers' association organized consumers and media to visit the company, Tianjin Lijin Agri and Oil Co. Ltd., which products Lida Steamed Bread on August 23, 2011. This activity was highly praised by the consumers and had earned a great deal of concern from the society. Comrade Huang Xingguo, Mayor of Tianjin, commented the activity as "it's excellent to let consumers inspect the enterprise" on the Special Report and Comrade Ren Xuefeng, vice mayor of Tianjin commented as "This is a good idea".

The manager of the Liji Corporation introduced the general situation and developing process of his company to the consumers and then guided the consumers to the production workshop where they observed and experienced the production process of the "Lida Flour" and the making process of the "assured steamed bread". On the subsequent forum, the manager answered each question of consumers and solicited suggestion and comments from consumers on how to fulfill social responsibilities of corporations. All of the consumers who participated in this activity said that it was a valuable experience to visit the modernized food production enterprise personally, the clean workshop and highly mechanized and automated production equipment and the strict quality management system were beyond their imagination. Consumers can eat such steamed bread without worries.

Action Two: Visit to Tianliduliu Mature Vinegar

More than thirty consumers from the urban area, the four districts around the city and the Binhai New Area were selected by Tianjin consumers' association to visit the Tianliduliu mature vinegar Co. Ltd. to know about the specialized production process of Tianli mature vinegar and strict measures to ensure food safety on November 11, 2011. The consumers visited the fermentation workshop, brewing workshop, bottling workshop and packaging workshop. The executive of the company introduced the production process of the Tianliduliu mature vinegar in detail while walking. The Tianliduliu mature vinegar is one of the three kinds of most famous vinegar, with a history of three hundred years. The company insists on the principle of "products are the same as character and producing vinegar is the same as conducting oneself" and controls strictly the raw materials and every step of production process so that quality safety of Tianli vinegar, soy sauce and other food is ensured.

Action Three: Let's talk about the food safety

The forum was held in the conference room on the fifth floor in the building of Tianjin City Administration for Industry and Commercial on March 14 and Tianjin Commission of Commerce, Tianjin Commission of Agriculture, Tianjin Food Safety Office, Tianjin City Administration for Industry and Commercial, Tianjin Bureau of Public Health, Tianjin Bureau Quality and Technical Supervision and Nankai University, Tianjin University of Science and Technology, Tianjin Food Industry Association, Tianjin Restaurant Association and more than 60 representatives of businesses and consumers joined this forum. Cui Jindu, a member of Tianjin Standing Committee of the Communist Party of China and vice mayor of Tianjin, attended the event and delivered a speech while the chief of Tianjin city Administration for Industry and Commercial took the chair. During the forum, the consumers and administrations had a discussion about the hot issues of food safety collected through two online investigations calling for questions from consumers and watched videos about "food safety" and then the experts elaborated their opinions on food safety.

It has been a daily work for consumers' association to organize the consumers to experience and observe the enterprises to fulfill its social duties to supervise the commodity and service. Tianjin Consumers' Association organized a series of activities of "Let's talk about the food safety" and invited consumers to visit more than ten organizations including the food production and circulation enterprises, shopping malls, supermarkets and testing departments of food safety. This form of activity opened up new methods for consumers to be involved in food safety supervision which increased consumers' confidence in food safety while enhanced the understanding of enterprises about consumers and encouraged enterprises to accelerate technological innovation to meet consumers' demand.

Challenge

Responsible and honest producers and traders in food industry should establish the concept of "honest can bring benefits and opening can bring trust" and open their factories' doors inviting consumers to observe and understand the process of food production and services to win their trust.

Experience and measures

Green economy is the economy that contributes to improve human well-being and social equity as well as significantly reducing environmental risks and ecological scarcity. The theme in

the year of 2011 was aimed at encourage people to think about how the green economy could root deeply into their everyday life so as to bring about benign changes on social, economic and environmental aspects, and then guide people to adapt continuously to the current situation that there are 70 million people living together on Earth.

The activity of “supporting the genuine and governing the fake” in sales maintenance of household appliances held by Tianjin Consumers’ Association

Release Time

March 2, 2012

Background

As the *Consumer Rights of Tianjin city Administration for Industry and Commercial Report in 2011* demonstrated: the household appliances became the hottest annual complaint, the case of which were accepted 1324 throughout the year accounting for 12.93% of the total complaints. The main problems are that the sellers fell to fulfill the commitment to delivery and installation, and maintenance services cannot be complete or timely. The related data in the year of 2011 collected by Tianjin Consumers’ Association showed that the maintenance and service complaints mainly related to household appliances, automobile maintenance and clothing dyeing and conservation. The major issues about household appliance maintenance are that repair situation and charging items of the household appliances and automobiles are demonstrated vaguely or even untruly to consumers and that some household appliance maintenance providers or some individuals are using the name of some famous household appliance services to attract business from which many complaints are arising because of the low quality of the fittings and technical problems of maintenance.

Tianjin Consumers’ Association: carrying out the activity “supporting the genuine and governing the fake”

Holding a press conference

Considering currently some illegal maintenance contractors counterfeiting as the specified ones of the famous household appliance enterprises have infringed legitimate rights and interests of consumers, Tianjin Consumers’ Association, together with Tianjin Household Appliances Industry Association, Tianjin Electrical and Electronic Products Maintenance Industry Association, held a press conference for the campaign called "supporting the genuine and governing the fake in household appliances maintenance" on March 2. The person in charge of Tianjin consumers’ association introduced the situation about household appliance repair complaints in Tianjin as well as the results of the questionnaire survey on consumer right invasion in the field of household maintenance and he also made a field demonstration of the way in which consumers can inquire the regular maintenance contact of the famous household appliance enterprise through *Tianjin Consumers’ Association website* and *Baidu Search*. 8.84% of the service complaints received by Tianjin Consumers’ Association in the year 2011 were about the production, maintenance and repair which occupied the first place. They were mainly about the consumers vaguely or untruly informed of the maintenance situation and charging items and

some household appliances maintenance providers and some individuals using the famous brand names to attract business. The person in charge of Tianjin Household Appliances Industry Association and Tianjin Electrical and Electronic Products Maintenance Industry Association put forward some advocates and requirements on strengthening the brand building of the household appliance enterprises and standardizing the business behavior of the household appliance maintenance. Tianjin Commission of Commerce called on the household appliance enterprises to complete the service system, improve the repairing ability, set a reasonable price and strengthen self-discipline.

Briefing conference about household appliance complaints

In June, Tianjin Consumers' Association along with Tianjin Household Appliance Association and Tianjin Appliance Maintenance Association jointly held the briefing conference about household appliance complaints in the first half of 2012 and the relevant person in charge of more than 30 brands of household appliance enterprises and appliance stores participated in the meeting. With the campaign called "supporting the genuine and governing the fake in household appliances maintenance" carried out, governance of fake maintenance providers which infringed the interests of consumers worked effectively. The main achievements included: 1. Through guiding and regulating the Baidu search site as well as establishing a national unified identity for household appliance brand after-sales service, the behavior of releasing false after-sales service information through Internet. 2. Through interviews with China Unicom Tianjin Branch, registration information and numbers reporting of "114", a directory inquiry, were standardized so that unscrupulous operators who used fake telephone service infringing interests of consumers has been owed. 3. Urging household appliance enterprises of each brand to take advantages of the favorable opportunity that fake after-sales service has been constrained to improve the service system and add service outlets so as to seize aftermarket by high-quality services.

Challenge

Due to market competition and management shortage, there exists the chaos of attracting business, repairing and charging in the household appliance market, including the problems that the skill level of personnel providing door-to-door service needs to be improved and that there are no standards for charging and that few service outlets have been set in small and medium-sized cities and rural areas, which is rather disproportionate to the growing demand of household appliance maintenance service.

Experience and measures

Consumers should watch out for "Li Gui", which is referred to the person who counterfeits others, and remember to check, see, ask and take a note. First, check the after-sales service contact of the famous brand household appliance enterprises. Query methods and precautions includes: 1. Consumers can visit Tianjin Consumers' Association's web page to inquiry after-sales contact information of household electrical appliance enterprises (some brands). The content on the web will be updated and consumers should check when needed. 2. Consumers should recognize the "green phone identity" on corporate official website when using Baidu search and be cautious to click promotion link on all kinds of search website. 3. Consumers should emphasize that what they want to inquiry is the after-sale service telephone number of a certain brand instead of simple query of the number to "repair appliances of a certain brand" when choosing telephone inquiry

service. 4. If the household appliances were purchased a long time ago, consumers should check off the phone number in the maintenance manual before using. Second, see clearly the working identification of the maintenance staff. Generally, maintenance staff of famous appliances after-sale service provider will be wearing overalls with their corporate brand, logo or name as well as working identification, so before receiving services, consumers should check the identity of the maintenance staff. Thirdly, consumers should ask about the cause of the malfunction and repair program. During the repair process, consumers should ask about the cause of the malfunction, repair methods and expenditure. If the household appliances need to return to the factory for repairing, consumers should make an agreement with the providers about repair steps and expense recognition method. Finally, consumers should write down the items and prices of maintenance and fittings replaced. After the maintenance, the consumers should require the maintenance personnel to fill in the maintenance certificate in detail with itemization of maintenance projects and replaced fittings and their price and take good care of the maintenance certificate.

Tianjin: Citizens collecting package for online shopping as “Green Online Shopping” on World Environment Day

Release Time

June 5, 2012.

Background`

June 5 is World Environment Day. In 2012, theme of “Green Economy”, as pronounced by the United Nations, is “Green Economy: Are you involved?” The theme for China is: "Green consumption, have your taken action?" On the World Environment Day, many non-government environmental organizations in Tianjin launched a series of public welfare activities to appeal to social concern on environmental by collecting used package for online shopping and looking for pollution sources.

Tianjin: Citizens collecting package for online shopping for “Green Online Shopping” on World Environment Day

Action One: “Green Online Shopping” Collecting package for online shopping

On June 4, Nankai University Green Action Group proposed on Renren Web an activity whose theme was “green pedestrian” and “green consumption starts from green online shopping”. The activity was aimed at calling for being a "green pedestrian" who should start from the side and collect the used packages for online shopping, such as cartons for Joyo and Dangdang and all kinds of plastic bags for Taobao.

Green Action Group’ booth was set up in Nankai University at noon on June 5. In the booth was piled up the waste packaging which was discarded by students after online shopping, which caused a huge visual impact reminding the students of the increasing garbage caused by online shopping.

When talking about the inspiration of this activity, the team leader said that nowadays the online shopping was becoming more and more popular among college students, however many environmental problems appearing in the online shopping should not be ignored: Firstly, freight costs accounted for a large proportion of online consumption, which resulted in a large number of carbon emissions; Secondly, the excessive packaging of goods of online shopping caused a huge

waste, and produced large amounts of garbage. “That’s why we decided to organize the event to advocate green online shopping.

Action Two: “Blue Sky Action” Recording the sources of pollution by cameras

Future Green Youth Leader Association is a non-government environmental charity organization constituted mainly by university students and young white-collars. Before the World Environment Day, they launched an activity called “Tianjin Blue Sky Action” – caring about the blue sky over our heads. In recent days, members of the Association and volunteers looked for pollution sources in the Hedong, Tanggu, Dongli, Daga, Beichen and other districts as well as on-site recording for the sources with the lens. Dong Jian, the organizers of this activity, said the activity covered the whole city and became one of the most extensive and significant large-scale activities launched by Association since its founding.

Action Three: “Environmental cell engineering” 1109 green schools being accomplished

On June 4, Tianjin named and praised a number of green communities, green schools and green nursery. It is understood that in recent years “green cell engineering” focusing on green creation was implemented in Tianjin and so far 1,109 “green schools” (including green nurseries) and 868 “green communities” had been accomplished. As introduced, recently the implementation of the Environmental Protection Cell Engineering in Tianjin advocated that environmental protection should start from the individual, family, community and the public's environmental awareness, sense of participation and environmental and moral qualities were gradually improved.

Green Community requires not only the level of the noise, dust, community environment, environmental education, green coverage, residents in energy use, disposable utensils, housing renovation in a community should be limited or reach certain environmental standards but also the satisfaction rate of residents with the community environment should be more than 85% and the rate of the environmental problems solved should reach 100%. Green schools and green nursery should guarantee the availability of environmental education books, equipment, magazines, newspapers and other resources as well as sound environmental protection system and curricular environmental education.

Challenge

Since the sixties and seventies of the twentieth century, with the worldwide growing problems of environmental pollution and ecological destruction, the environmental protection gradually has become a major concern of the international community. On June 5, 1972, the United Nations held the first Conference on the Human Environment in Stockholm, Sweden and the “Universal Declaration of Human Environment” and the “action plan” to protect the global environment. All the representatives suggested settling the opening day of General Assembly as the “World Environment Day”. In October of the same year according to the recommendations of the Stockholm Conference, the 27th session of the United Nations General Assembly decided to establish the United Nations Environment Programme, and officially settled World Environment Day on June 5.

Experience and measures

The green economy contributes to improve human well-being and social equity as well as significantly reducing environmental risks and ecological scarce economy. The theme this year is aimed at encourage people to think about how the green economy can root deeply into their everyday life so as to bring about benign changes on social, economic and environmental aspects, and then guide people to adapt continuously to the current situation that there are 70 million people living together on Earth.

Green consumption was involved into the selection of five-good families in Shanghai

Release time

In August 2005, the Economic Commission of Shanghai Municipal Committee of Chinese People's Political Consultative Conference (CPPCC), based on researches, in the way of proposal of the whole specified commission, recommended the Shanghai Women's Federation should add comments, with detail-rules or instructions, which were in accordance with the construction of "resource-saving city" in Shanghai to the "five-good civilized families" standards made by China's National Women's Federation.

Background

During the selection of the Shanghai "five-good civilized families" for 2004 and 2005, advocating circular economy, exercising green consumption and emphasizing energy and water conservation were involved in the selection criteria as important contents. The activity "five-good civilized families" was create in the 1950s as a family construction work of a vertical linkage of China' Women's Federation. In Shanghai, the activity has attracted five million families and it has become a famous activity carried out by Shanghai Women's Federation in the community about the construction of spiritual civilization and women' ideological and political work.

The specific measures for including green consumption into the selection of five-good families in Shanghai

Proposed by the Economic Commission of Shanghai Municipal Committee of CPPCC

The commission proposed to make full use of the "five-good civilized families" platform and include the green consumption, energy saving and water saving into the Code of Conduct of the family through enriching the connotation of its selection criteria for the "five-good civilized families" so that the huge potential of the family in building a resource-saving and environment-friendly urban activities can be developed and a good social convention of universal participation in resource conservation can be formed.

The main assessment contents

The "five-good civilized families" required family members to participate voluntarily in the commonweal activities of resources and energy conservation; to develop guiding standards for household per capita consumption of water, electricity, coal, gas; required voluntary rubbish classification; required to reuse renewable items such as packaging materials; required clearly the family to select recycled products approved by government; required clearly household

energy-saving, water-saving, coal-saving and gas-saving equipment; proposed requirements of less or no use of plastic bags; proposed requirements of less or no use of disposable products.

Challenge

Although Shanghai's energy consumption and water use indicators per ten thousand Yuan GDP are almost in the bottom level of the country, it falls behind many advanced cities in China in the aspects of home energy consumption, water consumption and waste classification, green consumption and so on, and it's difficult to control and adjust the use of energy in Shanghai because of its great arbitrariness and instantaneous so that the water conservation can only rely on consciousness of each family. For example, on July 4, 2005 (Monday), the city's largest electricity load was 100 million kilowatts higher than that on July 1, 2005 (Friday) when the maximum temperature was close to the former day. The main reason was that there were four primary and secondary schools into the summer vacation so the number of students at home increased who tended to open three or four air conditioners at the same time on at home leading to a strong impact on the grid. What's more, great potential for saving water can be developed through water appliances in home life. For instance, water consumption of general toilet accounts for about 40% of household water consumption. Although the government has been vigorously promoting toilets with six liter water consumption, most of the families in Shanghai are using the ones with nine liter. In addition, the engineering transforming 600,000 sets of 13-liter old toilet without charge to 9-liter one made a slow progress. Compared to water-saving sanitary toilet, 40 liters of extra water, at least, was used per day per household residents. There exists huge space for conservation in families.

Experience and measures

As the proposal of the Economic Commission of Shanghai Municipal Committee of CPPCC said, the family, as the cell of a society, contains a great potential for source-saving society development. The concept and practice of conservation in the family can affect several generations of people which has a great influence on the formation of the source-saving society atmosphere. Shanghai has 500 million households, so making full use of the "five-good civilized families" platform through enriching the connotation of its selection criteria with the green consumption, energy saving and water saving involved into the Code of Conduct of the family to build a new standard for the "five-good civilized families", is a great help to exploit the huge potential of the family in building a resource-saving and environment-friendly urban activities and build a good social convention of universal participation in resource conservation. The proposal drew a close attention from Shanghai Women's Federation. The Federation has decided to cooperate with relevant professional departments to develop the related quantitative standard step by step which will be released in the upcoming "five-good civilized families" contest. Moreover the Federation plans to make an extensive propaganda and experience communication on family conservation and environmental protection during the preparation and selection.

Shanghai being the first city in China to implement the green power mechanism

Release Time

The wind farm in Fengxian District was completed at the end of 2003. And the wind farms located in Congming District and Nanhui District were put into operation in 2005.

Background

Shanghai, located along the southeast coast, is one of the most suitable areas for wind power generation in China except Inner Mongolia. Wind energy offshore is more sufficient than land space, so it has a great space for development. Large tracts of the mudflat and shallow sea areas can be used to construct large wind farms

Green electricity application status in Shanghai

Shanghai has abundant wind energy resources. According to the statistics, the wind resource potential that can be exploited in Shanghai before 2015 can reach at least 1.5 million kilowatts and the annual generating capacity is more than three billion kWh. The wind farm located in Fengxian District has been completed and in operation since 2003 and its annual output of wind power has reached 7.48 million kWh; In 2005, wind farm located in Chongming and Nanhui District were also in operation. In 2006, the annual output of wind power capacity this three wind farms was 53.68 million kWh. If using the data in 2003 that the power consumption of Shanghai residents per capita is 484 kWh, this amount of electricity would be sufficient to 110,000 Shanghai residents for one year. One kWh electricity by wind power can reduce a corresponding amount of 960 grams of carbon dioxide emission and create 0.25 Yuan environmental benefits, the implementation of green power mechanism it has been an important measure to accelerate renewable energy development.

At the end of 2005, the price of the electricity produced by wind was 1.114 Yuan per kWh which was 0.53 Yuan higher than that produced in conventional ways. But “green electricity” doesn’t lose its popularity because of its high price and instead it wins the favor of residents in Shanghai. According to the newly released “Trial measures to encourage the subscription and marketing of green electricity in Shanghai”, the minimum quota of the green electricity purchased by each person is 10 units, that is to say the “minimum amount” a resident should purchase is 120 kWh per year causing a extra expenditure of 63.6 Yuan which is acceptable for working class.

At the signing ceremony of the green subscribe subscription, 15 organizations including Shanghai Baosteel Group Corporation and Shanghai Tobacco Group Co. Ltd. signed a purchase agreement with Shanghai Electric Power Company with a term from one year to three years and electricity amount from 60,000 to 1.2 million kWh up to 6.54 million kWh and at the same time these companies received a medal engraved with the symbol of green electricity.

Challenge

Most people consider electricity as a clean energy source, so when using lights, TV, refrigerator, air conditioning and other electrical appliances, we have not realize the damage the power caused to the environment. In fact, the destruction brought about by coal-fired power generation on the environment is great. Now China is the second largest country of greenhouse gas emission in the world while conventional power generation with coal, oil and natural gas has become one of the major sources of carbon dioxide and other greenhouse gases. In addition coal

combustion also causes a large number of sulfur dioxide emission and other harmful gases. Using conventional electricity means more emissions of greenhouse gases and sewage while using green power means to enjoy the fresh air and clean water.

Experience and measures

Specific equipments for power generation, such as wind turbine, solar photovoltaic cells, can transform wind energy, solar energy and other renewable energy into electrical energy. Because no or rarely emissions harmful to the environment (such as nitric oxide, nitrogen dioxide; greenhouse gas: carbon dioxide; sulfur dioxide causing acid rain, etc.) are produced and no fossil fuels are burned so that limited resources reserves are saved, electricity generated in this way, that is green electricity, compared with that through the burning of coal, oil, natural gas and other fossil fuels for electricity, is more conducive to environmental protection and sustainable development.

Green Industry International Expo held in Shandong Province

Release Time

The “High Level Forum of Ecological Province Construction” as well as “the Fourth Green Industry International Expo” was held by Shandong Provincial People's Government in Qingdao, Shandong Province, China from July 3 to 5 in 2010.

Background

The population density of Shandong Province has surpassed that of Japan and South Korea, but its per capita possession of water resources is only 1/6 of the country as well weak purification capacity of the natural environment to pollution. At the same time, Shandong's total economic output and growth rates are ranked highly in China but the technical level of industrial enterprises in this province is relatively low. All of these characteristics determine that only through environmental protection industry development, can Shandong Province achieve sustainably healthy and harmonious economic and social development. Five years ago, Shandong made a strategic decision to change to an ecological province.

During the “10th Five-Year Plan” period, the environmental protection investment of Shandong Province totaled 117.783 billion Yuan, accounting for 1.77% of GDP in the same period. It achieved an increase of 12 times over the “Ninth Five-Year Plan” period and reached one eighth of the total environmental protection investment in China. As a result, Shandong Province has become the largest environmental industrial market in this country. Since the beginning of the “11th Five-Year”, along with the rapid development of economic and social undertakings in Shandong Province, the demand in the environmental market increases year by year. There is about 700 billion Yuan environmental demand each year in Shandong Province. In accordance with the “Shandong Ecological Province Construction Plan”, to the year of 2010, Shandong plans to invest 360 billion Yuan for the construction of the projects focused on environmental protection, ecological construction and circular economy. The International Exposition is not only a stage to demonstrate the new technologies and new products, but also a valuable opportunity for the domestic and international environmental protection enterprises in Shandong to compete in technology and seek for cooperation.

The main contents of the Green industry international Expo

The International Fair of the green industry set up totally five galleries, including the gallery for the cooperation demand for energy conservation and environmental remediation achievement, one for technology and products in environmental protection industry, one for green living, one for blue economy (Qingdao gallery) and international gallery. These five galleries were operated with centralized management and special mode.

The gallery for the cooperation demand for energy conservation and environmental remediation achievement

The gallery for the cooperation demand for energy conservation and environmental remediation achievement was one of the important sections of the “Green Fair”, with negotiation stations (rooms) set up for the suppliers and the demand to project negotiation and communication as market platform for energy saving cooperation to reduce transaction costs. According to reports, the projects in need of cooperation included: the recent energy saving and environmental protection planning project for 17 cities in Shandong Province; control techniques, funding and cooperation needs of the engineering of further improvement of the pollution control for high consumption and high pollution companies; priority construction projects involved in the 12th five-Year plan of the river basin, regional water and air pollution prevention; the projects seeking for cooperation in energy saving and environmental protection engineering in the “Blue Sea Action Plan” and Blue Economic Zone Construction; urban energy conservation and environmental protection infrastructure construction and ecological construction projects. The Environmental Remediation Achievements Exhibition focused on addressing the significant accomplishment on the issues mostly concerned by the public in the 17 cities; typical environmental engineering cases with the simultaneous planning, simultaneous implementation and simultaneous development of the economic and environmental construction; outstanding achievements of watershed management and ecological protection and other respects of environmental construction.

Gallery for technology and products in environmental protection industry and green living

The Galleries for technology and products in environmental protection industry and green living were also the highlights of this “Green Expo”. The gallery of technology and products in the environmental protection industry could be divided into six section: water treatment technology and equipment exhibition, air pollution control technology and equipment exhibition, waste treatment and recycling technology exhibition, environmental monitoring equipment exhibition, energy saving technology exhibition and the Clean Development Mechanism (CDM) project exhibition, which were aimed at enhancing further mutual understanding inside the industry and promoting the technology communication and cooperation through centralized display on the new domestic and foreign environmental technologies, new products, new equipment. The green living gallery was constituted by five sections including green building materials section, green transport section, green appliances section, green family section and green food section. The emphasis was to highlight the new products and new technology of energy conservation and environmental protection which were closed to citizens’ daily life: building materials and interior decoration materials with national green product marks, energy and water saving technologies and products, new energy technologies and products, organic

foods, electronic products with low radiation, energy-saving and environment-friendly transport, ecological residential area and so on.

Experience and measures

“Green Expo” followed the belief in the concept of scientific development and planned the harmonious development of man and nature as a whole as well as the thinking and decision-making to achieve sustainable economic and social development. As a result, all of the enterprises in Shandong were shining the green highlights on the international stage and new markets for the “green industry” was constantly opened up with new business opportunities.

“Green Expo” is an important measure to vigorously develop the environmental protection industry in Shandong and to promote energy conservation. Since September 2004, three Green Fairs has been successfully held in Shandong Province, which had a positive impact on the promotion the communication and cooperation among domestic and international environmental protection industries and the improvement of the level of environmental protection industry in Shandong Province.

Green food exhibition Week in Heilongjiang Province

Release Time

The second green food exhibition week was held in Harbin, Heilongjiang Province, China, from December 23 to December 27, 2011.

Back ground

The prosperity of the Green food industry has affected agriculture and rural economic development and improved the quality of agricultural products in Heilongjiang Province and its influence. This piece of black land achieved its firm status as a major province of agriculture and green food making the green food industry in Heilongjiang Province as one of the most development potential “Ten” industries. It played a role to promote the adjustment of agricultural structure, promote the development of rural economy, promote the standardization of agricultural production, promote agricultural industrialization process and promote the development of low-carbon agriculture.

The second green food exhibition week of Heilongjiang Province

The theme of this green food fair week was that “green products in Heilongjiang can make people healthier and life more beautiful”. It adhered to the purpose of “demonstrating achievements, promoting communication and promoting trade” and the principle of “excellent, open and pragmatic”. By building an communication and cooperation platform for green food trade, the new development and achievements green food made in recent years, especially this year, in the province, were fully demonstrated to meet consumers’ demand for green food and guide their attention and concern to the ecological environment as well as green food, to enhance the green the consumption concept, to promote further growth and investment of green food market, and to accelerate the transformation from a major province of the green food raw materials to that of green food processing.

Compared with the first “Green Exhibition Week”, the level of the exhibition this year has improved and the range of exhibiting companies has expanded, so it has developed from the provincial exhibition into a national one. From the exhibitors, in addition to enterprises of products and food packaging materials within the province there were food production enterprises from some other provinces, cities or districts as well as foreign participated in the exhibition.

During the exhibition week, the organizers organized a series of important activities in addition to the product exhibition and sale. They were: the opening ceremony, knowledge outreach and propaganda, promotion of green food enterprises in Heilongjiang Province and lucky audience raffle and awards, and the “joint between agriculture and supermarket” as “joint between production and business”. By organizing a variety of activities, green food and other high-quality agricultural products in Heilongjiang Province were demonstrated centralized to construct a platform and a bridge between manufacturers, suppliers and buyers and consumers.

All of the products displayed in this exhibition week have acquired the label of green food, organic food and pollution-free agricultural products, reflecting characters of the quality, safety and nutrition. The old pattern of old brand and roughly processed products has been changed and now the products are beautifully packaged, excellently processed and with high-quality. Among the products displayed, there was not only organic blueberry ice wine with a price of a thousand dollars even to nearly a million, but also Wuchang organic rice with a price of 100 Yuan per kilogram. In conclusion, the exhibition is a blend of the essence of high-quality and safe agricultural products in this province.

Challenge

The “Green Exhibition Week” was held in a completely new situation. On the one hand, Heilongjiang Province achieve its “eighth successive growth” in the grain production with a total output of 1114 billion Jin and the yield and the amount of commodity grain both ranked first in China; the price of the main agricultural and the rural economy products continued increasing as well as the farmers' income and agriculture developed constantly rapidly. On the one hand, the quality of agricultural products drew a growing attention and agricultural products quality accidents occurred in several regions outside, which caused some negative impacts on consumer psychology.

Experience and measures

The organization of the exhibition, firstly, helps thoroughly implement the provincial government's strategic plan to promote the development of green food. On the basis of the decision last year developing green food as one of the ten important industries, the provincial government this year made a new deployment to accelerate the development of green food and approved the implementation of “Four Projects” for green food with special actions and engineering as the carrier to accelerate the transformation from a major province of the green food raw materials to that of green food processing. Market development is a key link in green food development while the exhibition is an effective way to promote market development. This “Green Exhibition Week” was aimed by the “government inducting and enterprise acting” means, to further expand the sales market as well as the influence of green food to speed up the of green food development in the province.

As the largest professional exhibition with the highest level of quality and safety in

Heilongjiang province, the Green Food Exhibition Week acted as the platform for consumers to understand and purchase green food and realized the “no seam” butt between agriculture and supermarket.

Consumption education – Consumption education schools held by Beijing Consumers’ Association together with professional organizations

Release Time

On November 18, 2009, the Beijing Consumer Association announced officially to open consumption education schools in various fields.

Background

In recent years, with new problems appearing in the field of consumption, the Beijing Consumer Association has constantly introduced new measures for consumption education combined with various professional institutions to provide a wide range of consumption education schools which were welcomed by consumers.

Successful cases on establishing consumption education schools by Beijing Consumer’s Association

The first real estate consumption school established

On May 29, 2002, the first real estate consumption school nationwide was established in Beijing. On the first class lectured in the Beijing Pearl River Real Estate Company, the Beijing Consumer’s Association launched ten standards for Beijing residents to purchase real estate.

According to reports, in the past two years, consumer complaints and disputes on real estate were constantly increasing and became a major problem in the consumption area. Due to the large amount of money, regulations and knowledge related to real estate consumption, the real estate consumption school mainly teaches the basic knowledge of house purchase, the knowledge of building materials and home decoration, the basic knowledge of real estate laws and regulations, the knowledge of real estate finance and the basic knowledge of property management to enable consumers to obtain relevant information about the knowledge

In order to help Beijing citizens to purchase houses, the Beijing City Consumers’ Association launched the ten standards of real estate purchase including strong comprehensive strength of the enterprise, huge potential for regional development, high performance and low cost, high-quality engineering construction, high ability to integrate resources, complete supporting facilities, wide cultural connotation, good living environment, inclusive entire property management services and excellence whole-process service for customers.

First Communication Consumption Education School in Beijing debut

The China Unicom Beijing Branch Consumption Education School run jointly by Beijing Consumer Association and Beijing Unicom jointly officially inaugurated at the Xizhimen business hall of the Unicom and the ceremony was held. It is the first consumption education school in the field of telecommunications in Beijing.

With the strong support of the Beijing Consumers’ Association, Beijing Unicom is the first to set up a communication consumption education school which is aimed to provide better service to

its customers. The training courses in this school covers almost all the current business units in the Beijing Unicom and the relevant knowledge to protect consumers' legitimate interests which ultimately will enable customers to benefit from learning. At the same time through training schools, telecom operators can also be informed promptly of the needs of customers to improve their own services. Moreover, it's also conducive to the popularity of the "Consumer Protection Law" and allows more customers to know, understand and abide the law. It is reported that such schools would be gradually carried out later in Beijing Unicom outlets and cooperative outlets and the school's outstanding students will be hired as the supervisor of social service quality by China Unicom.

The first healthcare consumption education schools established in Beijing

On March 1, 2003, Beijing Jici Public Healthcare Consumption Education School run jointly by Beijing Consumer Association and Beijing Jici Medicine (joint) company jointly officially inaugurated and gave lessons to the public.

Since 1998, nearly 100 consumption education schools have been established in Beijing City by the Beijing Consumers' Association. This healthcare consumption education school is the first one founded by Beijing Consumers' Association in the field of medical to popularize health knowledge, which marks a great expansion of the Beijing Consumers' Association in the field of consumption education.

One hundred community real estate consumption schools listed in 2007 90,000 consumers benefit

On March 17, 2007, "Sun Action", to establish one hundred second-hand house consumption education community schools, organized jointly by the Beijing Consumers' Association and HomeLink Real Estate Brokerage Co. Ltd., was officially launched and Secretary-General of the Beijing Consumers' Association, Zhang Ming, officially awarded for it. After the awarding ceremony, the second-hand house consumption education community school gave its first lesson at the scene about "Consumers to purchase houses under the influence of the estate policies made in Two Conferences" and nearly 100 consumers involved.

It was reported that the curriculum of the second-hand house consumption education community school was mainly about common sense of second-hand housing transactions and interpretation of hot issues about real estate. Until April 15, 2007, all of the 100 community schools have opened their lectures facing to all of the consumers and each community school taught on lesson per two weeks. Community residents could call 84287777, the registration hotline, to selected lecture location according to their address. By the end of that year, about more than 90,000 people would obtain second-hand housing knowledge through the consumption community schools.

Consumption education school introduced into community

On April 15, 2009, "Amway public lecture", community healthcare activity, organized jointly by the Beijing Consumers' Association and Amway Beijing Branch was carried out in Huanghua Gate Community in Dongcheng District, Beijing. The nutritionists from Amway Corporation gave the community residents a lecture about hypertension and nutrition which attracted many residents to participate in. Some residents reflect that through the lecture they understood the

causes and prevention of hypertension and nutrition knowledge as well as consumption advisories.

With the development of market economy, the Chinese people's consumption level, consumption structure and consumption patterns have undergone major changes. "In the case of the new consuming demand and new consuming phenomenon emerging, whether the government can guide consumers to purchase reasonably and establish the scientific concept of consumption is directly related to the healthy development of related products and industries." So it is imperative to vigorously carry out consumption education and improve the consumption concept of Chinese people. Since 2002, the Beijing consumers' Association has opened the great consumption auditorium which started in the state organs, barracks etc. From the April in 2009, the great consumption auditorium was carried out monthly in Beijing Yongtie Community and Huanghua Gate Community and was adjusted depending on the season, mainly related to scientific cosmetology, civility and etiquette, health and nutrition. The great consumption auditorium entered the community for the first time for the community residents and the purpose was to guide consumers to scientific consumption.

Consumption education by using the social resources

As high-tech consumer goods such as IT products appeared in the consumption field as well as trends of study abroad, decoration and other new consuming trends, the Beijing Consumers' Association undertook timely new consumption education initiatives and cooperated with various professional organizations in providing all kinds of unique consumption education schools, covering study abroad, public healthcare, insurance, computers, commercial houses, second-hand houses, mobile phones, photographic equipments, decoration, cosmetology and health, designed to make full use of characteristics and advantages of various professional organizations to actively promote the "Consumption Protection Law" and to disseminate the right consumer knowledge and information so that consumers can really benefit.

In recent years, with the increasing enthusiasm of study abroad, consumers of overseas education become a large consumer groups. But because study abroad intermediary industry is an emerging service industry, the quality of these agents varies greatly and consumer disputes often occur. In response to this situation, in March 2001, Beijing Jinjilie Overseas Education Consumption Education School was established jointly by the Beijing Consumers' Association and the Beijing Jinjilie Overseas Education Consultation Service Co. Ltd. to provide for consumers of overseas education with a site to accept free overseas consumption education.

It was learned recently from Beijing Jinjilie Overseas Education Consumption Education School that since 2009, this school has organized about 600 activities and lectures to popularize laws and regulations related study abroad and issue warning of all kinds of overseas education consumption traps and there were a large number of consumers coming to the school to participate in the free overseas consumption education each weekend and participants totaled to more than 9,000. The lectures involved the relevant provisions of "Consumption Protection Law" and relevant state departments to operate intermediary agencies of overseas education at one's own expense, education structures in foreign countries, their education policies for the international students as well as common problems in the relevant formalities, and they also have provided freely relevant information about more than 600 institutions in over 20 countries. Many

consumers said that they had benefited a lot from the consumption education and avoided many disputes.

Challenge

With the development of market economy, the Chinese people's consumption level and consumption structure and consumption patterns have undergone major changes. In the case of the new consuming demand and new consuming phenomenon emerging, whether the government can guide consumers to purchase reasonably and establish the scientific concept of consumption is directly related to the healthy development of related products and industries.

Experience and measures

To cooperate widely with professional organizations and enterprises which have good reputation in society and high professional standards and are related to consuming hot issues as the expertise to carry out the activities of consumption education has a positive effect on promoting consumption education. Because consumption covers a very broad field, it is nearly impossible to complete the consumption education relying solely on one or a few sectors of the work. Therefore, utilizing the professional strengths and resources professional institutions and enterprises owns is the best way for consumer organizations to carry out consumption education effectively with social resources. At the same time, the appointment of consumption education also represents a kind of recognition for a professional organization and enterprise as well as an inspiration to provide a more professional product and service and adhere to business philosophy of serving consumers. As a result, a virtuous circle is created and eventually the whole consumer environment gradually becomes more pure and harmonious.

Consumption education – Consumption education promoted by Tianjin Consumers' Association

Release Time

“Implementation of views on further promotion of consumption education and guidance” was released on July 26, 2011, by Tianjin Consumers' Association with a conscientiously summary of situation to carry out the consumption education in recent years and a combination with the relevant requirements and the practices in Tianjin.

Background

With the advent of economic globalization and the internationalization of the market, the areas of consumption in China have undergone profound changes and the issues of consumer rights are becoming more diverse and complicated. To carry out consumption education and guidance, to change consumers' disadvantaged position in the market and to improve consumers' ability to protect their rights is an important way to resolve consuming disputes and maintain social harmony and stability. Consumption education work is a kind of social education activity. Its main contents are the education of correct consumption attitudes, the education of rights awareness, the education of scientific consumption knowledge and the education of advanced consumption culture and its goal is to raise the awareness of consumers to protect themselves, to enhance the quality of consumers' life and to promote the comprehensive development of human

beings and comprehensive progress of economy and society. Consumption education, in addition, is an important way for the consumers' association to realize "Three Transformation" (that is transformation from post-incident investigating to advance prevention, transformation from post-incident mediation to advance reconciliation and transformation from post-processing of the complaints to advance guidance and education), as well as the most direct and effective way to enhance consumers' quality and social responsibilities of operators.

The main tasks

The first one is to educate and guide consumers to establish a scientific consumption attitude and awareness of self-protection to make contributions for expanding the consumption demand. Consumption demand should be located in a prominent position on consumption education and guidance and its influence on the promotion of economic development mode shift should be made full use of. Educators and schools should educate and guide consumers, when purchasing goods and receiving services, to initiatively acquire the performance of commodities, common sense of service and the relevant laws and regulations, and to improve the level of consuming knowledge and the ability to protect themselves and establish a scientific and reasonable, healthy and civilized consumption concept.

The second task is to educate and guide the operators to voluntarily undertake social responsibilities and to provide high-qualified products and services for consumers. Educators should educate and guide operators to pay further close attention to the new changes in demand of urban and rural residents, and vigorously promote the development of emerging industries and life services and to actively promote the upgrading of the consumption structure optimization. At the same time, in response to new areas of consumption, new forms of consumption and problems emerged in new products, educators should guide operators to enhance the sense of social responsibility, actively improve the business model, improve the service system, be honest and trustworthy and operate in accordance with the law to provide qualified high-qualified products and services for consumers and consciously safeguard consumers' legitimate rights and interests.

The third task is to actively promote civilized, conservation, green and low-carbon consumption concept and to promote the construction of resource-saving and environment-friendly society. The organizers should encourage social forces to carry out extensive consuming publicity and education, popularize green consumption patterns, actively promote the civilized, conservation, green and low-carbon consumption concept which is suitable to China's national conditions, change consumers' consumption attitudes and consumption patterns effectively so that they will consciously conserve energy and resources, select energy saving and environmental protection products, start low-carbon consumption in their daily lives and play a catalytic role on the construction of resource-saving and environment-friendly society.

Successful cases on consumption education of Tianjin Consumer's Association

(A) The establishment and improvement of consumption education base

Currently, the channels to acquire the information of overseas education for consumers who plan to study abroad are not smooth enough and the market for studying abroad is not rather standardized. As a result, the cases that studying-abroad consumers were deceived often occurred. On November 6, 2010, the opening ceremony of Tianjin Consumers' Association King Gillette Overseas Education Consumption Education School was held in Tianjin Book Building and it started to officially conduct classes. This represented a firm step of the study abroad service

industry on its way to continuous regulation.

March 12, 2010, Hetou Middle School of Tanggu Consumers' School established the "Consumption Education Base". On March 15, the Consumers' Association in Development Zone set up a consumption education base in TEDA Maple Leaf International School. On May 19, the Consumers' Association in Hangu built a consumption education and training base in Hangu the Third Middle School. Pupils are a special consumer groups with immature consumer psychology, weak consumer knowledge and awareness of rights as well as an urgent need to enhance the scientific, rational, civilized consumption concept. After the founding of the consumption education base, staffs in consumers' association would teach the teachers and students of goods about knowledge and connotation of goods and services through a series of educational activities of consuming knowledge and skills, scientific consumption concept and real alerting cases to widely establish scientific, healthy, rational and green consumption concept without effects on their daily study.

(B) The organization of consumption education lectures

The consumption education lectures focused on hot issues in new areas of consumption consumers concerned about, such as food, cars, real estate, agricultural materials, home decoration, prepaid consumption, television and network shopping and so on. Staffs were sent and professionals were hired to teach the common sense of goods or services of different categories and the knowledge about consumer protection law and regulations in order to improve consumers' identification capabilities and self-protection.

In March 2010, Consumers Association of Beichen District addressed a lecture about the relevant laws and regulations and cases to the residents in the Rising Sun Community and Chase Green Island Community. As the "Consumer Protection Law", "Consumer Protection Ordinance", methods to resolve disputes, the nine rights of consumers and ten obligations of operators were closely related to people daily lives, the Association shared the relevant knowledge in the aspects of consumer's consciousness, quality and capacity of right safeguarding. Combined with the meaning of the theme that year, "consumption and service", the problems encountered by consumers in the consumption and human rights defenders were detailed answers to remind residents to change their consuming attitudes and enhance self-protection. Typical cases accepted in the daily work of Consumers' Association was made into the panels were demonstrated to residents the cases briefly, tips and pictures making the cases more vivid. Hedong Consumers' Association and Nankai Consumers' Association also held many consumption lectures of edible oil, milk, tea, glasses, women's health and many other areas in several communities.

(C) Consumption education in schools

Consumers' Association cooperated with the primary and secondary schools and tertiary institutions carried out jointly the consumption education of the students at the school, with particular focus on consumption education for primary and middle school students. Staffs were sent or professionals were invited to go to the classroom to give lectures about consumption knowledge and consumer protection laws and regulations with the characteristics of students' consumption and their Daily Code of Conduct to guide the students to establish a correct concept of consumption, good spending habits and consumer rights awareness from a young age.

(D) Consumption education and guidance with a variety of publicity and education ways

Taking the opportunity to organize a variety of special events, the Consumers' Association carried out different forms of consumption education and guidance through advisory services,

publicity and explanation, windows and hotlines, publications, and programs made by cooperation with the media, knowledge contest, publicity materials, consumer alerts (prompt) release, organization of consumer experience and so on. A variety of forms of consumption education and guidance enhanced consuming confidence and expanded consuming demand and played an active role in building a harmonious consumption environment.

In August 2008, Tianjin Consumers' Association founded "Jinmen Consumers' Right Protection Journal", which would be published one volume per month and one edition per volume and a stable consumption education carrier was built. In 2009 fifty thousand editions of "Jinmen Consumers' Right Protection Guidance" were subscribed to community residents, military officers and soldiers, college students and farmers.

On March 5, 2012, to popularize the knowledge about right protection among the elderly consumers and to guide their scientific and rational consumption and to safeguard the legitimate rights and interests of the elderly, Tianjin Consumers' Association associated with "The Middle-aged Times" opened up "elderly consumer s' rights" column. The column took the characteristics of the elderly consumers, the relatively weak awareness and abilities of right protection into consideration and explained in the column consumption knowledge of goods and services as well as the knowledge to protect their own legitimate rights and interests when they were infringed upon.

(E) Regular education guide targeting on operators

In August 2011, the Consumers' Association of Jinghai County organized part of the enterprises which produce and sell seasoning to educate them with real cases to strictly enforce products' quality and safety standards and educational enterprise, the product packaging and labeling and national mandatory standards of security, public health and environmental protection and to ensure product safety and to guarantee consumers' health and life safety, provide high qualified products and services for consumers and consciously safeguard the legitimate rights and interests of good consumers.

Challenge

With the rapid development of the market economy as well as new technologies and new formats and the continuous appearance of new consumption hot spots, not only a new round of economic growth was spurred but the improvement of residents' life quality, the adjustment of the industrial structure and the reduction of energy consumption per unit of output was affected significantly.

In addition, green consumption is becoming more and more popular these days and green products will be gradually accepted by consumers. For example, in the field of household appliances and furniture and building and decoration materials, green consumption has been the main theme. The performance in energy-saving, water-saving and energy-saving of household appliances and the formaldehyde content indicators of furniture would be the deep concern of consumers, and the construction and decoration materials with environmental health and humanization design would become the first choice of consumers. In terms of food consumption, green certification of food, pollution-free food and organic food will be more favored by consumers. Consumers will select the consumption of green products as many as possible within the range of purchasing ability.

Experience and measures

Through active exploration and practice, Tianjin Consumers' Association obtained certain achievements and experience in conducting consumption education and guidance. This Association should further strengthen the efforts to consumption education and guidance based on the summary of experience and consolidation of the past achievements. First, they should pay close attention to this work and strengthen the organization and leadership of the consumption education and guidance. Secondly, they should organized and arranged carefully to make work program in accordance with contents of consumption education and guidance and also work closely together with the relevant departments and make full use of the influence of the community to secure the effectiveness of the work. Thirdly, Consumer's Association in each county should report their situation timely about their consumption education and guidance work so that Tianjin Consumer's Association can grasp the situation, and in a timely manner to promote outstanding consumption education and guidance work experience and good practices to continuously improve consumption education and guidance.

Because consumption covers a very broad field, it is nearly impossible to complete the consumption education relying solely on one or a few sectors of the work. Therefore, the Consumers' Association should cooperate widely with professional organizations and enterprises which good reputation in society and high professional standards and are related to consuming hot issues as the expertise to carry out the activities of consumption education. As a result, a virtuous circle is created and eventually the whole consuming environment gradually becomes more pure and harmonious.

Consumption education –First green consumption education and research base in China established in Tianjin

Release Time

Tainjin Green Consumption Education and Research Base were officially established in Nankai University on March 11, 2012.

Background

In 2012, the Year Theme was determined by China Consumers' Association as "Consumption and Security". Many activities were carried out nationwide around this theme to improve enterprises' awareness to protect consumers' rights to provide safe products and secure services to prevent and reduce security risks; to enhance resource conservation and environmental awareness, protect the environmental security and protect the consumers' long-term interests; to establish a scientific and reasonable consumption attitudes making the consumer behavior in accordance with the requirements of the safe consumption and promoting the development of industry standards through consumer choice. The Year Theme "Consumption and Security" has a unified meaning with green consumption.

First green consumption education and research base in China established in Tianjin

In the opening ceremony, experts from Nankai University elaborated the concept of green consumption, Tianjin Consumers Association described the background and work plan of the green consumption education and research base and business representatives made the

commitment to strengthen activities related to the green consumption and a green consumer practice group by university students was established. These all promoted the green consumption in Tianjin.

To improve people' concept of green consumption

The base is aimed firstly to guide consumers to establish the concept of green consumption. It cooperated with the media on active promotion to make people recognize that the development of green consumption is to protect both their own health and the ecological environment; can improve the quality of consumption and guide the development of transformation; can bring benefits to both the contemporary and the future generations. It would also explore the way to make consumption education melt into the national education system to improve consciousness and responsibility of society members to safeguard the public interests and the ecological environment. In addition, it could also provide training to the relevant staffs and carry out the green consumer publicity.

To develop green industry

The base contributes to guide enterprises to apply science and technology and scientific management, develop green products, improve product quality, reduce production costs, and strive to provide consumers with rich and affordable green products; advocate enterprises to build bases for green products, utilize a variety of economic levers to support green industry; establish a green product marketing system to facilitate the consumers. It also suggested that the relevant departments strengthen the monitoring, supervision and management of green products, and maintain a normal market order; continue to increase the proportion of green products supply to attract more productive enterprises to participate in the green supply chain.

To carry out research and practice and to offer recommendations

Tianjin Consumers' Association fully exerted its guiding influence to the corporate and the public on green consumption through a variety of ways including consumption education, advocacy and consulting and so on to promote green consumption practices actively in Tianjin; Nankai University made the most of its advantages in talented persons and disciplines, to provide technical support and personnel services. The two sides cooperated actively to carry out publicity and education activities about green consumption. Both sides regarded this cooperation as an opportunity to carry out a wide range of social surveys and research cooperation.

Challenge

Tianjin Green Consumption Education and Research Base targets the problem such as inadequate green consumer awareness, the lack of management mechanism, and corporations' social responsibilities. The achievement of the green consumption needs the mutual promotion of the whole society including government, producers, suppliers, retailers and consumers.

Experience and measures

Green consumption means security, covering all aspects of the production, circulation and consumption. Tianjin Green Consumption Education and Research Base was established to focus on guiding consumers to establish the concept of green consumption, develop the green industry to provide consumers with rich and affordable green products; advocate enterprises to build bases

of green products and establish a green product marketing system to facilitate the consumers. The Base also suggested that the relevant departments to strengthen the monitoring, supervision and management of green products, and maintain a normal market order. In addition it actively carried out researches and practice and came up with suggestions.

New subsidy policies for energy-saving household appliances, Haier leading the green consumption

Release time

On May 16, 2012, China's State Council adopted a new round of energy subsidy policies for energy saving which covered four major categories: energy-saving appliances, LED lights, vehicles of low-emission and highly efficient motors and 26.5 billion Yuan financial subsidies would be arranged to start a one-year promotion of air conditioners, flat-panel TVs, refrigerators, washing machines and water heaters which complied with energy-saving standards. Insiders pointed out that the introduction of the new subsidy policies would advocate consumers to buy green household appliances and promote the transition of the household appliances industry to green industry. Haier attained the leading position on the tide of green consumption by its complete set of green household appliances and convenient and carefree "Seven Stars Service".

Background

From the beginning of 2009, the state has promulgated three major policy, the "home appliances to the countryside", "trade-in" and "saving energy to benefit the people". But by the end of 2011, with incentive policies for the household appliance industry expiring one after another, the year-on-year growth rate of household appliances retail dropped significantly and impacts exerted on the domestic retail market have also gradually showed out: the household appliances stores which used to be bustling appliance stores now can be described depressed markets.

Therefore, subsidy policies for energy-saving household appliances were follow-up ones after "home appliances to the countryside", "trade-in". According to the spirit of the standing conference held by China's State Council recently, the state would arrange 26.5 billion Yuan financial subsidies to start a one-year promotion of air conditioners, flat-panel TVs, refrigerators, washing machines and water heaters which complied with energy-saving standards.

Industry experts analyzed that new stimulus policies for household appliance consumption had unusual significance to household appliances industry and would take great impact on the industry. The energy-saving subsidies had higher standards: "ordinary energy-saving products cannot get subsidies but extraordinary ones could." Therefore, these new stimulus policies would promote the green transformation of household appliances industry and accelerate the upgrading of industrial structure at the same.

Haier leading the green consumption

As a global leader of home appliance enterprises, Haier Group who mastered the core technology standards had been ready for the reshuffle in the household electrical appliance industry. In the era of "home appliances to the countryside", Haier was the corporation being mostly concerned about customers' needs, developing rat proof refrigerators and water heaters

with electric-proof walls and other personalized products for the third or fourth degree rural market especially which won the favorites of consumers.

Now Haier Group customize a complete set of green living solutions through continuous technological innovation for consumers covering refrigerators, washing machines, air conditioners, water heaters and so on to meet the healthy and green demands of different consumers. Take Haier frost-free and three-door refrigerator as an example, the industrially leading wind cooling technology and stepless frequency conversion technology were used so that energy consumption and noise were greatly reduced and the consumer's demand for low carbon life was fulfilled; in addition, Haier broadband fluorine-free inverter air conditioners which could achieved fast cooling in 1 minutes and fast heating in 3 minutes cost less power than ordinary frequency conversion air conditioners by 59.3%; Haier water heaters created new industrial record for sixteen energy-saving technological innovation. All of these Haier household electrical appliances with outstanding energy-saving effects were popular and had become the first choice in energy-saving and low carbon life.

During the period of household appliances to the countryside, Haier established "selling to the village" marketing network, "door to door" logistics network and "service to door" service network through the country. Now with the development of Internet economy, home appliances online shopping has become a convenient shopping way. In order to provide consumers who were fond of home appliances online shopping with the most convenient and carefree online shopping, Haier Mall, as the only online store of Haier Group, relying on "3 nets" advantages of the Group changed "slow delivery" criticism to the previous online shopping in this industry by using fast logistics to arrange home delivery right after consumers placed an order. The distribution services covered second and third-tier domestic cities which enabled consumers to enjoy convenience and quickness of qualified online shopping.

It was worth mentioning that Haier Mall integrated its logistics and service by virtue of their own advantages and launched the "integration of sending and equipment" feature service. At the same time of delivery, professional service personals from Haier Mall would provide with installation and commissioning of products, eliminating the need for the users to make extra appointment for installation with manufacturers and solving their After-sale service.

In the background of the macro economic growth slowing down, new incentive policies of household appliances helped to make the green home appliance consumption become a new economic growth point. Haier Mall with its many high efficient energy-saving products, reflected its concept of advocating green consumption, and also guided consumers to pay more attention to low carbon and reduction behaviors, so as to promote upgrading of industrial structure of household appliances and realize win-win between enterprises and users.

Haier packaged high-quality home appliances becoming the first choice of green consumers

Driven by global green economy, consumers pay more attention to high-quality life with green environmental protection, fashion and art. According to the content of the new policy, China would launch a series of measures to subsidize energy-saving appliances and take the energy efficiency "leader" system to advocate consumers to buy green products. It was known that the energy subsidies had higher standards, "ordinary energy-saving products cannot get subsidies but extraordinary ones could." Therefore, these new stimulus policies would promote

the green transformation of household appliances industry and accelerate the upgrading of industrial structure at the same.

Haier has been leading global consuming trends with the best solutions in the green home appliances. Experts believed that applications of energy saving technology, recycle technology and low pollution and low emission technologies have greatly improved the energy-saving level of home appliances. Taking the A++++ refrigerator Haier promoted first worldwide as an example, the product whose daily power consumption was only 0.19 degrees made technical breakthrough in the energy-saving field and had become the world's most energy-efficient refrigerator. What's more the S-e balance low noise washing machine created first by Haier in the world achieved a whole-process mute balance form low to high speed and reduced much noise. Haier washing machine, Haier fluorine-free inverter air conditioner, Haier energy-saving HTV color TV, Haier solar water heaters and other products were all favored by consumers and became the first choice for green life.

Haier Seven-star service enjoying carefree and convenient green living

The introduction of the new policies caused a great deal of influence. Since consumers had the opportunity to show their strong purchasing power once again, home appliance enterprises which were close to consumers and seized the hearts of consumers could win the market. Haier Group customize a complete set of green living solutions through continuous technological innovation for consumers covering refrigerators, washing machines, air conditioners, water heaters and so on to meet the healthy and green demands of different consumers. At the same time, Haier continued to lead the industrial service innovation and practice its service concept through Haier stores, Seven-Star service shops to meet the growing demand of consumers' for services.

It was known that Haier had been carrying on the "being sincere forever" service concept since it was founded and had always being the model for other appliance enterprises to update their service. At the beginning of this century, Haier changed its service mode to an active one which provided one-stop service with thorough inspection and whole-process service. In recent years, Haier's exploration about providing service became more mature and had developed safe electric service, complete sets of sophisticated services etc. Now, in order to meet the diverse personalized demand of consumers in the Internet era, Haier actively promoted the seven-star service in appliance industry which would be a new benchmark of service industry. It was introduced that the seven stars were product star, quality star, design star, health star, convenience star, speed star and service star that were created for the consumer to experience the most comfortable whole-process service.

On March 26, 2012, China's Standardization Association issued Seven-Star Service Standards for household appliances and Seven-Star Service Confirmation for Haier. Thus Haier stores awarded the Seven-Star Service Channel Shop of the home appliances which was an approve to Haier Stores for creating the most convenient and carefree environment of one-stop purchase of household appliances for consumers. During the period of household appliances to the countryside, Haier established "selling to the village" marketing network, "door to door" logistics network and "service to door" service network, and its market share maintained the first location in the industry by providing best product solutions to problems of farmers. Now, in the context of the introduction of new subsidy policies for energy-saving appliances, Haier led

the green consumption advocate in the industry again and promoted the industrial transition of home appliance with its product and service advantages.

Challenges

Alert on fake energy efficiency behaviors

The administration of the energy efficiency label in China had been disordered since implemented in 2005 and especially fake labels of energy efficiency always appeared in the white and small home appliance industry. In order to take market fare, some small businesses with poor qualifications directly faked in the energy efficiency label so as to get the country's financial subsidies. That fake energy efficiency labels existed in the market had become a market latent rule.

The five measures of the new policies proposed in the standing conference of China's State Council also noted to strengthen the supervision and inspection. For the promotion enterprises and sale enterprises existing cheat behaviors, their promotion qualification must be cancelled, corresponding subsidy funds must be deducted by double and persons in charge of the enterprises must take the legal responsibility. As for this, Liang Zhenpeng pointed out that the smooth implementation of the subsidy policy for energy-saving home appliances need the supervision and regulation of the industry association, relevant law enforcement and self-discipline of the enterprises.

Experience and measures

The pulling function of the subsidy policy for energy-saving appliances was expected by the whole industry, which could be evidenced from the unprecedented boom amplitude recently of home appliance strands. Insiders agreed that subsidy policy for energy saving could guide the whole household electrical appliance industry to a more energy-saving and efficient direction. But what was worth caring was that the execution situation of the previous subsidy policy of efficiency revealed that home appliance efficiency evaluation labels was abused by some enterprise to cause trouble and loss to consumers because of the lack of regulation during the execution of the policy.

Gome building standard shops of energy-saving household appliances to promote the industrial environmental protection construction

Release time

May 30, 2012.

Opinion background

Recently, the National Development and Reform Commission (NDRC) of China led to restart "a hundred propulsion projects of energy efficiency standard" which was aim to establish energy saving standards and would further improve the market admittance threshold of energy efficiency in China after being released. Facing the industrial reshuffle in every product lines in the future, enterprise's ideas also began to change and \energy saving input was expected to become the "thawing" password of the weak electrical appliances market since last year.

In the Gome, a green revolution about product upgrade had launched quietly. Since June,

Gome launched 1000 energy-efficient appliances standard shop construction projects in 100 major cities all over the country and would realize the complete energy conservation of their own operations and sales of products in a thousand standard shops to make the green concept move in stores. "Although the relevant departments of the state announced the specific directory of five kinds of allowance product in June and tens of thousands of new energy-saving products could obtain subsidies on the market, the quantity of subsidized products sold in the market failed to achieve the goal." Insiders pointed out that the phenomenon has caused the market to run slowly. In order to put products in the market quickly, Gome's thousand energy-saving standard shop plan invited Haier, Hisense, Samsung, Siemens and hundreds of other suppliers to participate so upstream corporations and downstream in the purchase chain could cooperate together and thus home appliance promotion union formed and cooperation on the manufacturing, transportation, sample and other aspects of energy-saving products were strengthened to form the national promotion effect. Gome's energy-saving electrical appliances purchasing had been as high as 38 billion Yuan by 2012 and would be put on the market successively.

"In energy-efficient appliances standard shops, the sample making rate of energy-saving products of high energy-efficient level will reach 90%, energy-efficient appliances sales will reach 95% and secondary energy efficiency products will gradually get out of first line city finally." Senior vice President of Gome, Su Xianhua, said, and the cooperation between Gome and electrical appliances manufacture enterprises covered basically the main manufacturing plates and the largest retail plates and would ensure the promotion of home appliances production and consumption in the field of energy saving transformation. In the "a hundred low carbon demonstration shops" list published by the China chain-like management association, the number of selected stores of Gome ranked the first place among all the home electric retail enterprises.

At the same time, it was known that the mainstream home appliance manufacturers also had started to adjust the structure of products and would give priority to energy saving products. Insiders expected that energy saving products would increase quickly in the market and the subsidized products would take more than 70% of market sales. This meant that environmental protection retailers such as Gome would be the first to benefit from this round of product shuffle.

At present, with high efficiency and energy saving product upgrade projects inside of the enterprises propelled, Gome stores had achieved complete energy conservation products of partial brands, especially for large energy consumption of traditional household appliance, and 95% of products on the sale were above secondary energy efficiency in some stores. Su Xianhua said that Gome would also make stores as terminal carriers in the future, expanse various forms of energy saving promotional activities, and advocate green design, green production, green logistics and green consumption in all social scope to realize the win-win between enterprises and the society.

Gome Haier signed the largest order of energy-saving home appliances in Beijing Intersection

On May 30th, in response to the country's energy policy and advocate low carbon consumption, Gome and Haier group signed a 10 billion Yuan purchase order in the first Beijing

International Service and Trade Fair and launched energy consumption month. This not only created a new record of energy saving project amount in the Fair, but also became the largest single purchase order about energy conservation and environmental protection appliances inside of the industry in recent years. Vice mayor of Beijing municipal people's government, Cheng Gong, and the President of the World Trade Network Alliance, Bruno, attended the signing ceremony. Experts said Gome was the largest promotion platform for low carbon and energy saving product in home appliances industry while Haier was the largest manufacturers. So their cooperation would accelerate the popularization of energy-saving home appliances and become a good demonstration and a good start of "energy-efficient appliances promotion" in 2012.

News about government' subsidies for home appliance industry drew much attention since the end of "trade-in" policy. On May 16, 2012, the standing conference of China's State Council decided to arrange 26.5 billion Yuan financial subsidies to booster energy-efficient appliances consumption and then energy saving rules about air conditionings and televisions also issued on 28. As the nation's largest home appliance and consumer electronics retail chain enterprises, with its own advantages as terminals, Gome joint the upstream giant in home appliance industry chain, Haier, to build energy-efficient appliances consumption month which through reduce the price of energy-saving products by unified distribution and large single purchase form and made consumers become the biggest beneficiaries of the country's energy subsidies.

The person in charge of Gome's white electric department said Gome would take hand with Haier to launch the energy-efficient appliances promotional activities in more than 400 home flagship stores all over the nation from June. At the appointed time, consumers would obtain the global leading energy-saving products of Haier in Gome stores, including one of the world's most energy saving A+++ refrigerator whose daily power consumption was only 0.19 degrees, core frequency platen washing machine whose water saving technology has achieved the highest standard of energy consumption in Australia, fluorine-free frequency conversion air conditioning whose energy efficiency was as high as 59.3% and other latest full set of green energy-saving products.

It was reported that Gome was taking high efficient energy-saving product upgrade project currently to promote products in their stores transferred to the first-class energy efficiency. By the new ERP system and large retail channels and consumer demand data, Gome joint upstream manufacturers to develop low carbon and energy saving products. Senior vice President of Gome, Su Xianhua, said Gome stores had achieved complete energy conservation products of partial brands, especially for large energy consumption of traditional household appliance, and 95% of products on the sale were above secondary energy efficiency in some stores. The person in charge of Haier told reporters that in the background of global green wave, national policy bias and the consumers pursuing green, environmental-friendly and high quality life, the cooperation with Gome would promote the green and environmental protection appliances and would certainly have great influence on the whole energy-efficient appliances market.

Challenge

As the leading household appliance retail enterprise, Gome's every action and every movement would attract extensive attention of the industry. Recently, a French press, 4 – traders, focused on the subsidies activity carried out in the response to the country's policies by chain channels of home appliance such as Gome. The article said the jointing between Gome and

large and medium-sized electrical appliances responded the call of Chinese electrical appliances association and launched subsidy program of small home appliance which could not only make consumers benefit, but could also help to boost China's domestic electrical appliances product consumption. What's more, it would play a positive role to boost China's economic stable growth. This article pointed out that the special subsidy activities for small home appliances and kitchen and washroom appliances were led by the Chinese Electrical Appliances Association and consumers can enjoy special cash subsidy on the basis of knock-down price when buying small home appliances and kitchen and washroom appliances such as microwave oven, electric rice cooker, electric fan and suction fan and so on, and the highest subsidies could be up to 10% of the total price. At the same time, the article said, the main purpose of the plan was to make consumers benefit and to stimulate domestic home appliance market demand.

Since this year, the global economy sustained downturn and consumer electronic products demand fell down and then China's consumer electronics industry emerge showed signs of weak development. From the performance report electrical appliances enterprise have published, we can see that in the background of global consumption demand staying downturn, China's household electrical appliance enterprises generally faced with the embarrassment of relative market decline and to stabilize the domestic market demand has become the important way for China's home appliances to realize steady development. This paper pointed out that as the world's second largest economy, China's economic growth benefited from domestic consumption to a large extent, while with the impact of the growing CPI and other factors, the domestic home appliance consumption lacked energy, which led directly to the downturn performance of domestic home appliance enterprises. As an industry leader, Gome took the lead in response to the calling of the Chinese Electrical Appliances Association and carried out special subsidy activities for small home appliances and kitchen and washroom appliances, which can not only effectively warm the market of small home appliances and kitchen and washroom appliances and provide new growth point for home appliances industry development, but also set up the model for the whole home appliance retail industry. The relevant person in charge of Gome said home appliance retailers should not only provide consumers with high quality scheme to choose home appliances, but should also actively respond to the call to expand the scope of subsidies policy, so that consumers could get real benefits. When the new ERP system was online, Gome and suppliers could realize eight kinds of eight supply chain in the supply chain including order synergy, inventory synergy, income and settlement synergy, promotion synergy, product promotion synergy, promotion management synergy, market information synergy and service synergy and complete seamless connection of supply chain. Gome would transfer consumers' feedback information collected in ERP system to manufacturers timely and guide the manufacturing enterprises to produce more products meeting the demand, which would not only help to boost domestic market, but also promote and accelerate the upgrading and transformation of the industrial structure of China's electrical appliances manufacturing industry.

Implementation experience and countermeasures

On May 28, the Ministry of Finance, the National Development and Reform Commission, Ministry of Industry and Information Technology of China jointly issued the "Notification on printing and distributing the detailed rules to implement the promotion of high efficiency and

energy saving flat TVs in the energy-saving products benefiting the people engineering” and “Notification on printing and distributing the detailed rules to implement the promotion of high efficiency and energy saving air conditioners in the energy-saving products benefiting the people engineering”. The Notification regulated that from June 1, 2012 to May 31, 2013, household constant-speed and inverter air conditionings whose energy efficiency were on level 1 or level 2 could all enjoy policy subsidies and the amount of subsidy was given according to the refrigerating capacity and energy efficiency to the highest allowance of 400 Yuan. At the same time, LCD TV and plasma TV with level-one energy efficiency could all enjoy policy subsidies and the amount of subsidy was given according to their efficiency index and size with the highest allowance of 400 Yuan. The President of Gome, Wang Junzhou, accepted the interview by CCTV news and expressed the view from corporations about the policy's positive effect and further promotion of energy saving electrical appliances products and said more than 1700 stores of Gome would actively respond to the policy and cooperate with the implementation of the national policy playing the leading role in the industry.

Along with the raising consumption level, the conception of green consumption, and energy saving became gradually mature which made the energy-saving products sales further promoted. As the nation's largest energy saving electrical appliances sale platform, growth rate of energy-saving products in Gome was much higher than the industry average. "Only in the first half of 2012, we can see from sales data that energy saving electrical appliances sale of Gome stores has been raised to 30%, and level one and level two energy efficiency products accounted for about 20% in the whole sales." Su Jianhua also said, "With the detailed rules of the country's energy saving subsidies issued, the data would still be in sustained growth". President Su said in order to speed up the whole society popularization process of the energy-efficient appliances, Gome would strive to create “a thousand energy-efficient appliances standard shops in a hundred cities” this year, which meant building 1000 energy-efficient appliances standard outlets in 100 major cities all over the country. In these stores sample rate of energy-efficient appliances would reach 90% and sale rate of energy-efficient appliances would account for more than 95%. Through the energy saving upgrades, Gome would make electrical appliances product below secondary energy efficiency phased out of its stores in first-tire city.

On May 29, Gome and China's Standardization Institute signed the China's strategic cooperation agreement of high efficiency and energy saving product enterprise leaders and then Gome became "China's high efficiency and energy saving product leader and energy-efficient appliances designated promotion stores". Consumers could see the public content on “the list of leaders of China's high efficiency product and energy saving products” in Gome, Yongle and Dazhong electrical appliances stores and the honored energy saving products in the list was marked with “leader list” which was convenient for consumers to choose and buy. In the future, Gome would promote national policy, standards and related information in energy conservation and emission reduction relying on more than 1700 stores, and unite China's Standardization Institute to carry out promotion activities for high efficiency and energy saving products or products on the leader list according to the characteristics of different product in selling seasons, thus promoting the energy-saving products sales.

Lutaichun leading the green consumption "Ten thousands of Mile Travel for Environmental Protection"

Release time

On June 18, 2012, the activity "To Hoh Xil - Tianjin volunteers' ten thousands of mile travel for environmental protection" started officially by Lutaichun and Daily News. Tianjin Teda Wine Corporation has been devoted to environmental protection production and building Tianjin old brand "Lutaichu Wine". And this time it cooperated with Tianjin Daily News to travel through Qinghai-Tibet plateau sternly for the first time to practice enterprise environmental philosophy and advocate green consumption. At the same time, Tianjin Quality and Technical Supervision Bureau announced the "Lutaichun Wine" of Teda Wine Corporation Ltd. won the name of national geographic mark protection products, which reflected the recognition on the one hundred wine industry cultural heritage of this enterprise.

Background

With the growing population and the improvement of people's living standard, the scale of consumption increased and wastes grew, causing the resource depletion and the deterioration of the environment, and green consumption has become one of the hot topics in today's society. Green consumption takes protecting consumers' health rights as purpose and protecting the ecological environment as the starting point and constantly establishes a variety of consumer behaviors and consumption patterns for people's health and environmental protection standard. Since the chief engineer of Tianjin Environmental Protection Science Research Institute, Bao Jingling, suggested promote green consumption with legislative options during the "two meetings" of China's National People's Congress in 2008, China's Consumers' Association issued initiative in the expect that the vast number of consumers start to make the green consumption from inside in the consumer process.

In 2012, China's theme of the World Environment Day, "green consumption, do you move?" was aimed to emphasize the concept of green consumption, arouse the social public to change consumption ideas and behaviors, choose the green products, save energy resources and protect the ecological environment. As the world environment day approaching, Tianjin Teda, as a wine company adhering to the city's history and culture, received commands the 350 years of historical accumulation of "Dehe Wine Shop", actively practiced green consumption idea and prepared and successfully carried out the activity "To Hoh Xil - Tianjin volunteers' ten thousands of mile travel for environmental protection" with Tianjin Daily News, calling the society to donate love materials which got numerous Tianjin people's attention and response.

Luchuntai led the "Environmental Protection travel" practicing green consumption concept

The ideas of environmental protection travel to Hoh Xil

In the activity "To Hoh Xil - Tianjin volunteers' ten thousands of mile travel for environmental protection", Tianjin Teda Wine Company funded the activities, sended out their staffs with environmental protection volunteers to drive into Hoh Xil and fulfilled the environmental protection conception of green consumption. The general manager of Teda Wine, Li Jiqi, was an environmental volunteer himself who represented the enterpris to participate in

the environmental protection activities. In this environmental protection activity to Hoh Xil, general manager, Li Jiqi, not only led his team to Hoh Xil to do volunteer service, but also went to Changdu, Yushu and other regions to visit Tianjin people who were helping Tibet there, to understand their current life after the Yushu Earthquake and gave them Luchuntai liquor of their hometown, and the area was also where he represented the enterprise and donated more than forty thousand Yuan in Yushu seismic. "Luchuntai" wine with a one hundred year history is an old brand close to the people of Tianjin. Contributing for social environmental protection and providing Tianjin citizens with green and carefree vintage wine have been the firm faith of Luchuntai which would go on forever.

The distribution of free 100000 environmental protection bags

Tianjin Teda Wine Company attaches great importance to enterprise responsibility and environmental production. Its general manager, Li Jiqi, is also an environmentalist himself and concerns and participates in all kinds of environmental public welfare activities and he also put great enthusiasm manpower and resources to the Hoh Xil environmental tour. Lutaichun liquor of the Teda wine has been widely recognized for many years by Tianjin people. For products, the Teda Wine attaches great importance to the environmental protection work, using degradation of environmental protection material as the packaging instead of packaging materials uneasy to degrade at the risk of cost increasing. For product sales, in order to reduce white garbage pollution, the Teda Wine issued more than 100000 non-woven environmental protection bags to Tianjin citizens no matter the citizens buy wine or not in the supermarket to propaganda green, environmental protection and sustainable consumption concept and advocate a low-carbon lifestyle. In addition, in order to advocate saving energy, the Teda Wine also made a long-term propaganda for environmental protection, donated money to plant trees, transformed equipment and living facilities in the factory, which revealed the sense of social responsibility and the sacred sense of mission and showed the good enterprise culture and the brand' attraction.

Adhering to the traditional ecotype brewing process

The Teda wine industry puts the quality in the first place inherits the traditional process and maintains autonomous brewing and the products have passed the HACCP food safety management system certification. Lutaichu liquor is made by five fine materials and its producing area is adjacent to national ancient coast and wetland nature reserve - Seven Mile Sea. The water source of Lutaichu liquor is from the Yanshan Mountains and the water is clear and transparent and tastes fresh and sweet. The water is rich in a variety of natural minerals and trace elements the human body needs so it is the best green water for wine, which also is best portrayal of Lutaichu promoting sustainable consumption.

A few days ago, the municipal government named Teda Wine as the food safety demonstration enterprise. The company not only make the Lutaichu better, but also constantly encourage the whole industry to be responsible for consumers, and be responsible for the people's health to strengthen industrial self-discipline, ensure the quality of products, take more standard management and then to win the trust of consumers. At the same time, it has the profound meaning to reduce carbon emissions from residents' life level, to advocate green consumption and lead a healthy life, to expand the green consumption market in Tianjin, to promote Chinese resource conservation and environment friendly economic development and

contribute to the sustainable development of the city.

Challenge

In the process of green consumption promotion, although most consumers have green consumption consciousness, but they still keep a long distance from taking green consumption action. In addition, along with the increasing severity and complexity of regional market competition in the China's liquor industry, Luchuntai of Teda Wine always stick to environmental protection idea, promote and practice green consumption and the sustainable development, but at the same time it is also challenged by liquor industrial structure adjustment, asset restructuring and industrialization upgrading.

Implementation experience and countermeasures

Luchuntai of Tianjin Teda Wine Teda insists on the thinking of innovation and development to lead the trend of Tianjin wine culture and advocate green consumption actively and practice the goal "adjusting structure, improving the quality, reducing consumption and increasing the contribution". It made the green consumption concept popular by improving the green consumption ideas of people. Luchuntai of Teda Wine strengthens the monitoring, supervision and management of green products and maintains the normal market order; cultivates a beautiful ecological environment and protects the air, water and soil from the source and provide good quality wine for citizens relying on local economic resources and policy advantage. The company not only makes contribution to green consumption of the citizens but also sublimates the culture connotation of Chinese wine.

Building green product array, Skyworth selected as "customers' favorite green trademark in 2011"

Release time

From September 6, 2011 to September 9, 2011, the fourth Chinese trademark Festival.

Opinion background

Ten years ago, television industry was still in the CRT times while Skyworth began to pay attention to green products, considering how to achieve energy saving, electricity saving and made environmental friendly and green TV. It was also the time since when Skyworth began to set foot in low carbon field. In 2008, Skyworth has conducted large-scale green low carbon product development, becoming the appliance enterprise advocating green, low carbon and environmental protection in an earlier age.

Skyworth selected as "customers' favorite green trademark in 2011"

Improving the production process and technology

To realize the green low carbon target, Skyworth improved production process, reduced material waste and realized energy conservation and emissions reduction on the one hand. On the other hand, it reduced harmful substances in the television through various technology researches. In 2010, "Skyworth Kukai LED" was awarded as "the most energy-saving LED backlight television recommended product" and "LED backlighting television recommended

product with the optimal performance price ratio" by China's Electronic Energy Saving Technology Association and the China's Video Industry Association. In July, 2010, during the "green achievement award in China's color TV industry" awards, 46E60HR won the "green new product award", 47E80RA won the "green innovation award", and Skyworth Kukai LED TV became the star of energy conservation and environmental protection products.

Strictly complying with national standards

To keep up with the market demand, Skyworth strives to make each product meet with green low carbon requirement and the national standards of energy saving and emission reduction and achieve energy conservation and environmental protection. According to the officer in charge of Skyworth marketing department, "Skyworth Kukai LED" adopts low power consumption and high pervious light and energy saving screen and makes the all-round optimization of the circuit through the optimization design scheme of module, circuit and power system. In the process of production, Skyworth uses environmental protection components without lead, mercury or other harmful substances which effectively reduced the carbon dioxide emissions. Taking 42E70RG for example, its 120W power consumption is far lower than other products in the same size in the market which can save electricity costs more than 5000 Yuan for the users in the 100000 hours of service life period.

Green environmental protection of production management

In addition, in the production management, Skyworth also pays great attention to green low carbon. It has established green low carbon standard factory and taken the water for recycling. At the same time, Skyworth takes timing training and education to every employee from the workshop directors to the ordinary workers for energy conservation and environmental protection and organizes green energy-saving seminars and activities regularly in spare time.

Challenge

Now green and environmental protection is not only the concept promoted by the government, but is also many consumers' standard to examine products' quality. Deputy Secretary-general of Chinese Electronic Chamber of Commerce and famous home appliance expert, Lu Renbo, pointed out that in the ear of advocating low carbon life, green and energy-saving televisions would become the first choice for consumers. Producing green and energy-saving TVs would become one of the foundations for the TV production enterprises to stay in the competitive market.

Experience and measures

As a leading enterprise in the field of consumer electronics, Skyworth not only develops the environmental friendly and energy-saving TV products, but also aims at LED lighting industry and outdoor photoelectric display industry, striving to build a new green and environmental friendly industry chain and make environmental friendly and energy saving products into the tens of thousands of households.

GM's "green dynamic future"

Release time

On June 11, 2010, Shanghai General Motors released its 2011-2015 "green dynamic future" comprehensive strategic development plan in Saic group - General Motors hall for thinking about the future traffic life.

Background

Cars have become an inalienable component of human society, and solving energy and environmental protection problem has become the fundamental premise for sustainable development of the auto industry.

Shanghai GM's "green dynamic future" strategy

Core target

The core goal of "green products development" of Shanghai GM was to realize "better performance, lower energy consumption and less emission" by green power technologies. To achieve this goal, Shanghai GM would follow four paths: optimizing the performance of traditional internal combustion engine and transmission; further developing hybrid system; actively promoting electric vehicles to substitute oil energy and speeding up the formation of industrialization of products; following up the pace of the development of hydrogen energy technology whose long-term goal was to produce zero oil consumption and zero discharge products.

Building green system

From 2010 to 2015, Shanghai GM would continue paying special attention to saving energy and reducing consumption and clean production and make big breakthrough of various environmental protection indexes in the field of manufacture on the basis of the present leading position in the industry. To 2015, in Shanghai GM's three base, Jinqiao, Yantai and Shenyang, energy consumption per vehicle will reach 0.30 tce, 29% down compared with 2009; average cycling water cost per vehicle will reduce to 3.65 tons, dropped by 22% compared with 2009; wastewater emission per vehicle will reduce by 10%; the amount of the reused normal water will be improved by 28%, which can save 1.23 million tons water in 5 years that is equivalent filling water of 650 standard swimming pools.

As the first "National Environmentally-friendly Enterprise" in domestic automobile industry, the "green manufacturing" of Shanghai GM always maintains in the forefront of the industry. All the company staffs carried out the green concept and Shanghai GM excavated potential deeply in production, manufacturing and office. From 2008 to 2009, the three major production bases along with the Fanya technical automotive center implemented 78 energy conservation and emission reduction projects, which saved more than 1600 degrees power and 53.5 million Yuan expenditure.

At the same time, Shanghai GM would also continue to play leading role and drive upstream and downstream in the industry chain to create the green industry ecosystem. At present, Shanghai GM has invested more than 10 million Yuan to the "green supply chain" projects which encouraged 273 million Yuan investment of the supplier system to the

implementation of energy conservation and environmental protection projects promoting green transformation of the industrial chain. By 2011, Shanghai GM has developed and authenticated 191 green suppliers. By 2015, Shanghai GM plans to drive more than 300 vendors to join green supply chain system and get through the ISO14001 certification at the same time. In addition, Shanghai GM would encourage dealers actively to implement energy saving and emission reduction. To 2015, energy consumption per vehicle of dealers will be reduced by 22% than now and all the dealers will realize "green sale serves store" construction.

Taking green responsibility

In the future, Shanghai GM will continue to support the national environmental protection, charity, education, culture, sports and other undertakings actively and better model of big enterprise and the promoting role especially in the "contracting green responsibility". It will support science and technology research and development of environmental protection from the social public welfare level, advocate green car idea and penetrate the green responsibility to Shanghai GM corporate culture.

Experience and measures

In 2008, Shanghai GM and Chinese Environmental Protection Foundation became the strategic partners and invested 3 million Yuan to establish the "China Environmental Protection Foundation & Shanghai GM Green Public Welfare Fund", and jointly held the "green scheme selection" activities which attracted nearly 3.5 million netizens and college students participating in actively and brought about positive social effect. In 2010, Shanghai GM invested 2 million Yuan to fund again for the implementation of "green dynamic future", the environmental protection project of scientific research, which collected more than 500 project plans. The plan would give special aid to environmental scientific research projects which have the market prospect in the universities through the "green dynamic future fund", which would strongly promote the industrialization development of green science and technology and accelerate the application in the market of scientific research achievements of environmental protection. Shanghai GM said it would go on the cooperation with the Base, which would take promoting the industrialization of science and technology of green and environmental protection as the main direction of practicing social green responsibility of enterprise.

Appendix: Contacts *(Ordered by cases)*

- Beijing Consumer Association Tel: 96315
3rd floor, Tianlian Dasha, No.102, Lianhuachi East Road, Xuanwu District, Beijing, 100055
- Beijing Donation Affairs Management Center Tel: 010-65395265/65395031/65395032
No. 20, Workers' Stadium East Road, Chaoyang District, Beijing, 100020
E-mail:bjjz@bjjz.gov.cn
- Gaoli International lighting Mall Tel: 010-673108888 67350999
Shilihe Home Building Materials Street, Chaoyang District, Beijing, 100022
- Tianjin Consumers' Association Tel: 022-24450315
No. 38, Minzhu Road, Hebei District, Tianjin, 300010
- Tianjin Household Appliances Industry Associations Tel: 022-58662066
No. 8, Wenhua Xiaocheng, Guwenhua Street, Nankai District, Tianjin, 300090
- Tianjin Electrical Products Industry Maintenance Association Tel: 022-27304246
2nd Floor, No. 7, Sheng an da jie, Heping District, Tianjin, 300021
- Tianjin Furniture Industry Association Tel: 022-87894129
1302, Boling Dasha, Da zhi gu zhong lu, Hedong District, Tianjin, 300170
- Shanghai CPPCC Economic Commission Tel: 021-23188600/ 23188205
Zonghe Lou, No. 860, Beijing West Road, Shanghai, 200041
- Shanghai Municipal People's Government Tel: 021-23111111
No. 200, Renming Dadao, Shanghai, 200003
- People's Government of Shandong Province Tel: 0531-86912828
No. 1, Shengfu Qianjie, Jinan, Shandong, 250011
- Heilongjiang Provincial Agriculture Committee Tel: 0451-8262452
- Nankai University Tel: 022-23506446
No. 94, Weijing Road, Nankai District, Tianjin, 300071
- Tianjin GOME Electrical appliances Co., Ltd. Tel: 022-58662000
No. 8, Wenhua Xiaocheng, Guwenhua Street, Nankai District, Tianjin, 300090
- Tianjin TEDA Wine Co., Ltd. Tel: 400-099-3519
No.40 Luhan Road, Ninghe Town, Tianjin, 301500
- Skyworth Group Co., Ltd. Tel: 86-095105555
13-16 Floors, Skyworth Building, Gaoxin Nanyidao, Nanshan District, Shenzhen, 518057
- Shanghai General Motors Co., Ltd. Tel: 021-28902890
No. 1500, Shenjiang Road, Pudong New Area, Shanghai, 201206