

Suruhanjaya Komunikasi dan Multimedia Malaysia Malaysian Communications and Multimedia Commission

**REPORT ON** 

# INDUSTRY ENGAGEMENT AND MARKET SURVEILLANCE PROGRAM OF COMMUNICATIONS EQUIPMENT FOR 2017 AND 2018

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## INTRODUCTION

All communications equipment are required to be certified in accordance to the Communications and Multimedia (Technical Standards) Regulations 2000 before the equipment can be placed on the market. The certification is performed based on the technical codes published by Malaysian Communications and Multimedia Commission ("MCMC") which cover the requirements of safety, radio frequency, electromagnetic compatibility and interoperability.

In order to promote compliance and monitor the communications equipment in the market, MCMC conducts regular industry engagement and market surveillance program. This report presents the industry engagement conducted and market surveillance program conducted in 2017 and 2018 respectively.

# **INDUSTRY ENGAGEMENT IN 2017**

Industry engagement was conducted in 2017 prior to the commencement of the actual market surveillance program in the following year. The aims were to promote better understanding among the targeted industry players on the regulatory requirements, certification process and scope of equipment that are subjected to the mandatory certification in order to reduce recurrence of non-compliances in the market. The program also aimed at establishing collaboration with the industry players in order to ensure they were committed to comply with the regulatory requirements for communications equipment.

In order to optimize the impact of the industry engagement program, twenty-six (26) companies were identified and selected based on the size of the companies and their reputation in Malaysia. The identified companies comprised of major hypermarkets (6 companies), chain stores (11 companies), online stores (7 companies) and industry associations (2 associations).

The list of the companies and the number of outlets/members represented under them are shown as per **Annex 1**.

By engaging with the major physical and online stores, the effect will be greater as they have multiple outlets and presence nationwide compared to small stores which only have presence in a certain area. One-to-one engagement sessions were held from September to December 2017.

## MARKET SURVEILLANCE IN 2018

## Sampling Plan and Coverage Areas

The market surveillance conducted in 2018 involved the purchase of 133 samples for 96 models of products. It covers 15 product categories such as cellular phones, computers, mobile radios, telephones, Wi-Fi products, short range wireless devices, RFID<sup>1</sup> devices and hybrid products such as laptops, smart TV and wireless wearables.

A more targeted approach was adopted for market surveillance in 2018 whereby samples were purchased primarily from major outlets and online stores. The approach has enabled MCMC to assess the compliance level among these players and facilitated corrective and preventive measures as well as enforcement actions against the offenders. The samples were purchased throughout the country according to a predetermined sampling plan.

## Evaluation Criteria

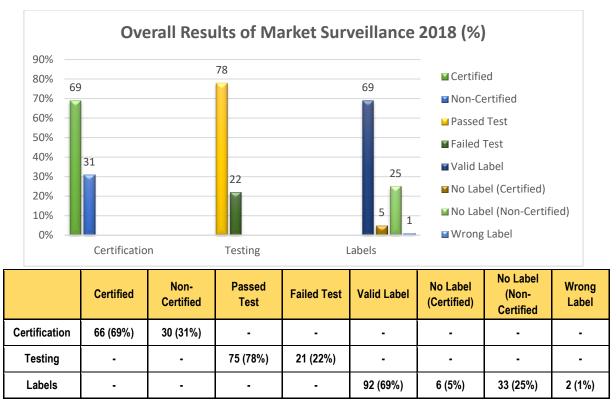
The samples were evaluated to determine the compliance to the requirements enforced by MCMC with respect to the following:

- a) Certification status;
- b) Laboratory testing (communications, electromagnetic compatibility and safety); and
- c) Labelling status.

## <u>Findings</u>

The overall results for the certification, testing and labelling of the market surveillance are shown in Figure 1 below.

<sup>&</sup>lt;sup>1</sup> Radio Frequency Identification



Note: The certification and testing results are calculated according to the models of the samples, while the labelling is calculated according to the individual samples

Figure 1: Overall Results of Market Surveillance 2018 (%)

The overall trend of the market surveillance exercises conducted from 2012 to 2018 are shown in Figure 2 below.

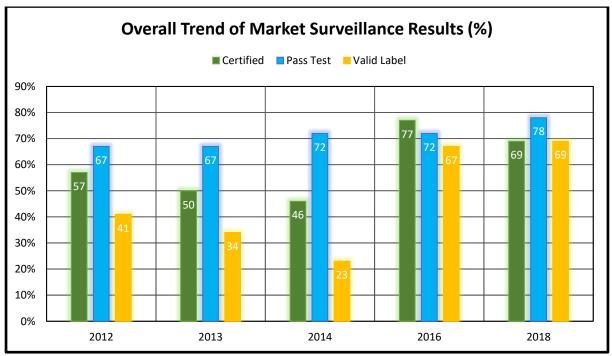


Figure 2: Overall Trend of Market Surveillance Results (%)

The certification and labelling results show a substantial improvement in the last two exercises in 2016 and 2018, while the lab test results have been quite consistent throughout the exercises.

The substantial improvement of the certification and labelling results may be attributed to the impact of the initiatives carried out by MCMC in addressing the non-compliances focusing on the process improvements, engagement programs and enforcement.

## Analysis of the Non-Compliances

From 133 samples purchased, only 84 samples or 63% have complied fully with all the requirements (certification, lab test and labelling). The remainder of 49 samples or 37% have failed at least one of the requirements.

The trend of non-certified products is tabulated below:

# a) Short Range Devices (70%)

- Wireless Microphone (24%)
- ➢ RFID<sup>2</sup> device (20%)
- Wireless Media Player (13%)
- Audio-video sender (13%)

# b) Hybrid (13%)

- Hybrid camera (10%)
- Hybrid wearables (3%)
- c) Mobile Radio (13%)
  - Walkie-Talkie (Licensed) (13%)
- d) Cellular (4%)
  - ➢ GSM phone (4%)

The majority (more than 50%) of the non-certified products was under Short Range Devices (SRD) category.

<sup>&</sup>lt;sup>2</sup> Radio Frequency Identification

## Actions against the Non-Compliances

Actions against non-compliances found during the market surveillance in 2018 have been pursued and they are divided into two (2) categories as follows:

No.	Categories	Actions
1.	Non-compliances involving	Corrective and preventive actions against
	certified products	the certificate holders:
		<ul> <li>1 case for Phase 1</li> </ul>
		<ul> <li>3 cases for Phase 2</li> </ul>
		<ul> <li>5 cases for Phase 3</li> </ul>
		Total: 9 cases
2.	Non-compliances involving	Legal actions against the suppliers:
	non-certified products	<ul> <li>7 cases for Phase 1</li> </ul>
		<ul> <li>14 cases for Phase 2</li> </ul>
		<ul> <li>9 cases under Phase 3</li> </ul>
		Total: 30 cases

The details of the non-compliances involving certified products and noncertified products and the types of actions taken can be found in **Annex 2** and **Annex 3** respectively.

# CONCLUSION

The findings from this market surveillance program provide valuable information on the compliance of communications equipment in the market and assist MCMC in identifying areas of improvement in order to reduce the percentage of non-compliances.

The public should always exercise caution by ensuring communications devices that they want to purchase are certified and carry the MCMC label. In case of doubt, they can verify the validity of the label by using Check Your Label mobile application.

For more information, visit <u>https://cyl.mcmc.gov.my</u>.

## Annex 1

NO.	COMPANY	CATEGORY	NO. OF OUTLETS
1.	Aeon Big (M) Sdn Bhd	Hypermarket	21
2.	Aeon Mall (Aeon Co. (M) Bhd)	Hypermarket	32
3.	GIANT Retail (M) Sdn Bhd	Hypermarket	140
4.	Lulu Hypermarket	Hypermarket	1
5.	MYDIN Wholesale Hypermarket	Hypermarket	78
6.	TESCO Store (Malaysia) Sdn Bhd	Hypermarket	57
7.	All IT Hypermarket	Chain-Store	13
8.	Best Denki Malaysia	Chain-Store	7
9.	Courts Malaysia Sdn Bhd	Chain-Store	62
10.	HARVEY NORMAN Malaysia	Chain-Store	15
11.	HLK (Chain Store) Sdn Bhd	Chain-Store	19
12.	Jayacom Information Sdn Bhd	Chain-Store	10
13.	ONKING Chain-Store (M) Sdn Bhd	Chain-Store	22
14.	SENHENG Electric (KL) Sdn Bhd	Chain-Store	122
15.	Tech Zone Computer House	Chain-Store	4
16.	Thunder Match Technology	Chain-Store	94
17.	Viewnet Computer System	Chain-Store	6
18.	11 Street Malaysia (Celcom Planet Sdn Bhd)	Online-Store	N/A
19.	CJ Wow Shop	Online-Store	N/A
20.	Go Shop (Astro GS Shop Sdn Bhd)	Online-Store	N/A
21.	IPMart (My Social Network Sdn Bhd)	Online-Store	N/A
22.	Lazada Malaysia	Online-Store	N/A
23.	Lelong.my Malaysia (Interbase Resources Sdn Bhd)	Online-Store	N/A
24.	Mudah.my Sdn. Bhd.	Online-Store	N/A
25.	Federation of Manufacturing	Industry	1681 members

## The List Of The Companies And The Number Of Outlets/Members

The total number of outlets: 692 outlets The total number of members: 4,631 members

Persatuan Industri Komputer dan

Multimedia Malaysia (PIKOM)

Malaysia (FMM)

25.

26.

1681 members

2950 members

Association

Industry

Association

#### Annex 2

#### **NON-COMPLIANCES INVOLVING CERTIFIED PRODUCTS**

\*RFI / SWN – Request for information / Suspension Warning Notice

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
1.	Phase 1/ YEN TIN RADIO SERVICES (K.TRG)	Hybrid Camera (Panasonic/ DMC-FT6)	Panasonic Malaysia Sdn. Bhd.	<ul> <li>No Label</li> <li>S/N not registered</li> </ul>	RFI / SWN: 9 Apr 2018 Publish Panasonic website link on Public Notice for Product Recall in SIRIM QAS website 8 May 2018 Monitor SLP product registration: latest 26 April 2018	<ul> <li>RFI RESPONSE:</li> <li><b>18 April 2018</b> <ul> <li>Affected: 140 units (2015 - 2017)</li> <li>Unsold units: 42 at main dealer (9 outlets) (100% reaffix with MCMC label)</li> <li>Public Notice for Product Recall in Panasonic website: 25 April 2018 - 2 units came for MCMC label</li> <li>Small quantity, low risk, no safety issue and no issue on testing.</li> </ul> </li> </ul>	<ul> <li>Recommend to close case by SIRIM</li> <li>SIRIM to monitor the product recall process</li> </ul>

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
					6 Sep 2018 Meeting on clarification of control and mechanism	<ul> <li>Very committed, effectively take corrective action to all outlets under their control and comprehensive preventive mechanisms are in place.</li> </ul>	
2.	Phase 2/ LAZADA	AV Sender (Pakite/ PAT-220)	Lias Technologies	<ul> <li>No Label</li> <li>S/N not registered</li> <li>Fail RF test</li> </ul>	RFI / SWN: 23 Jul 2018	<ul> <li>EMAIL RESPONSE:</li> <li>25 July 2018</li> <li>Company closed (last import 2011-11-11)</li> <li>The products may not be imported by the certificate holder</li> </ul>	Recommend for Legal Action - FIR
3.	Phase 2/ COURTS (KANGAR, PERLIS)	Hybrid Camera (Go Pro/ Asst1) (Marketing Name: HERO5 Black)	Funsportz Sdn. Bhd.	• No Label	RFI / SWN: 23 Jul 2018 ONE-TO- ONE: 27 Jul 2018	<ul> <li>RFI RESPONSE:</li> <li>6 August 2018</li> <li>Affected: 3,000 units (December 2016) (150 outlets) (old packing).</li> <li>Unsold units: 50 at Courts (100% recall – replace to new</li> </ul>	<ul> <li>Publication of product recall notice</li> <li>SIRIM to monitor the product recall process</li> </ul>

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
						packing with MCMC label). • Publish Product Recall Notice on website (Funsportz & SIRIM): 11 Oct 2018 Website link: https://funsportz.co m.my/	
4.	Phase 2/ CJ WOW SHOP	Smart Phone (Vipro/ V168)	Winds Communi- cation	<ul> <li>Fail EMC &amp; Safety test (clauses related to adapter)</li> <li>Adapter model is different from certified model.</li> </ul>	RFI / SWN: 23 Jul 2018 ONE TO ONE: 26 Jul 2018	<ul> <li>RFI RESPONSE:</li> <li>2 August 2018</li> <li>Affected: 15,999 units.</li> <li>Unsold units: 408 (150 outlets) (100% recall).</li> <li>Original adapter replacement to be re- tested under ST requirement (will be completed by 15 Oct 2018).</li> </ul>	<ul> <li>Publication of product recall notice</li> <li>SIRIM to monitor the product recall process</li> </ul>

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
						<ul> <li>Notify consumer by email / SMS to replace all affected adapter.</li> <li>Memo/Notice of stop selling V168 were given to reseller by hand.</li> <li>Publish product recall notice on Facebook: 26 September 2018</li> <li>Publish product recall notice in newspaper (Star &amp; Berita Harian): 4 Oct 2018</li> </ul>	
5.	Phase 3/ TM POINT (SHAH ALAM, SELANGOR)	Walkie-Talkie (Vertex Standard/ Vz-28-G6-4)	Teledynamics Global Com Sdn Bhd	<ul> <li>No Label</li> <li>S/N not registered</li> <li>Model supports</li> <li>25kHz channel spacing too, which is different from certified model (only support</li> </ul>	RFI / SWN: <b>13 Aug</b> <b>2018</b> ONE-TO- ONE: <b>16 Aug</b> <b>2018</b>	<ul> <li>RFI RESPONSE:</li> <li>16 August 2018</li> <li>Affected: 1,100 units (Jun &amp; Sep 2018)</li> <li>Unsold: 314 units (6 outlets)</li> <li>Product S/N is belonging to Teledynamics.</li> </ul>	<ul> <li>Publication of product recall notice</li> <li>SIRIM to monitor the product recall process</li> </ul>

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
				12.5 kHz spacing)		<ul> <li>Submit for recertification to cover both channel spacing.</li> <li>Unsold unit will be taken back from reseller.</li> <li>Publish Product Recall Notice on website (Teledynamis &amp; SIRIM): 8 October 2018</li> <li>Website link: http://www.tdgc.co m.my/highlights</li> </ul>	
6.	Phase 3/ TESCO (SKUDAI, JB)	Cordless Phone (Alcatel/ Delta 180)	Alcom Networks Sdn Bhd	<ul> <li>Fail Safety test</li> <li>Adapter model</li> <li>is different</li> <li>from certified</li> <li>model.</li> </ul>	RFI / SWN: 7 Aug 2018 ONE TO- ONE: 21 Aug 2018	<ul> <li>Affected: 500 units (imported on 25 Mar 2015)</li> <li>Unsold units: 12 (5 outlets)</li> <li>Publish product recall notice on website (Alcom &amp; SIRIM): 15 Oct 2018</li> </ul>	<ul> <li>Publication of product recall notice</li> <li>SIRIM to monitor the product recall process</li> </ul>

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
7.	Phase 3/ COURTS (KULAI CENTRE POINT, JOHOR)	GSM Phone (GOMEX/ A99)	G-Max Communicatio n Sdn Bhd	<ul> <li>IMEI not registered</li> <li>Fail RF, EMC &amp; Safety test</li> </ul>	RFI / SWN: 13 Aug 2018 ONE-TO- ONE: N/A	<ul> <li>Replace with original certified adapter</li> <li>Website link:         <ul> <li>http://myalcom.com.my/news.php</li> </ul> </li> <li>Publish product recall notice in newspaper (Berita Harian): 17 Oct 2018</li> <li>EMAIL RESPONSE:         <ul> <li>August 2018</li> <li>IMEI number is belong to G-Max, but for other model (A180).</li> <li>There is importer name at the box.</li> <li>No cooperation from Certificate Holder</li> </ul> </li> </ul>	Recommend for Suspension

NO.	Phase/ Premise	PRODUCT (BRAND / MODEL)	CERTIFICATE HOLDER	NON CONFORMANCE	ACTION BY SIRIM	ACTION BY CERTIFICATE HOLDER	Status
8.	Phase 3/ TESCO EXTRA MUTIARA DAMANSAR A (PJ, SELANGOR)	GSM Phone (GOMEX/ A99)	G-Max Communicatio n Sdn Bhd	<ul> <li>IMEI not registered</li> <li>Fail EMC &amp; Safety test</li> <li>Adapter model</li> <li>is different</li> <li>from certified</li> <li>model.</li> </ul>	RFI / SWN: 13 August 2018 ONE-TO- ONE: N/A	<ul> <li>EMAIL RESPONSE:</li> <li><b>16 August 2018</b></li> <li>IMEI number is belong to G-Max, but for other model (A180).</li> <li>There is importer name at the box.</li> <li>No cooperation from Certificate Holder</li> </ul>	Recommend for Suspension
9.	Phase 3/ JAYACOM (ALAMANDA , PUTRAJAYA)	Wireless Media Player (Plus TV/ M423)	M-Link System (M) Sdn Bhd	<ul> <li>No Label</li> <li>S/N not registered</li> </ul>	RFI / SWN: 7 August 2018 ONE-TO- ONE: 14 August 2018	<ul> <li>EMAIL RESPONSE:</li> <li>16 August 2018</li> <li>Unsold units: Less than 50 (20 – 30 outlets)</li> <li>Product S/N belong to M-Link.</li> <li>There is importer name at the box.</li> <li>To publish Product Recall Notice – expected: Nov 2018</li> </ul>	<ul> <li>Publication of product recall notice</li> <li>SIRIM to monitor the product recall process</li> </ul>

## Annex 3

## NON COMPLIANCES INVOLVING NON-CERTIFIED PRODUCTS

No.	Phase	Communications	Offences	Actions
		Equipment		
1.	Phase 1	Product: Wireless	a) Not Certified; and	Legal actions in
		Audio Video Sender	b) Fail RF Test	accordance with
		Brand: <b>PAKITE</b>		TSR2000*
		Model: <b>PAT-580</b>		
2.	Phase 1	Product: Wireless	Not Certified	Legal actions in
		Media Player		accordance with
		Brand: AVF		TSR2000*
		Model: AM-BOXPRO		
3.	Phase 1	Product: Wireless	Not Certified	Legal actions in
		Microphone		accordance with
		Brand: -NIL-		TSR2000*
		Model: <b>E103</b>		
4.	Phase 1	Product: Wireless	a) Not Certified; and	Legal actions in
		RFID	b) Fail RF Test	accordance with
		Brand: -NIL-		TSR2000*
		Model: -NIL-		
5.	Phase 1	Product: Walkie-	a) Not Certified; and	Legal actions in
		Talkie	b) Fail RF, EMC and Safety Tests	accordance with
		Brand: Baofeng	Salety Tests	TSR2000*
6		Model: UV-5RE8W		
6.	Phase 1	Product: Wireless	a) Not Certified; and	Legal actions in
		Microphone	b) Fail RF Test	accordance with
		Brand: <b>PHISON</b>		TSR2000*
		Model: PMP-31W		
7.	Phase 1	Product: Wireless	a) Not Certified; and	Legal actions in
		RFID	b) Fail RF Test	accordance with
		Brand: <b>REDTECH</b>		TSR2000*
		Model: <b>SA9500</b>		
8.	Phase 2	Product: <b>HYBRID-</b>	Not Certified	Legal actions in
		WEARABLES		accordance with
		Brand: POLAR		TSR2000*
		Model: 2F		
9.	Phase 2	Product: AUTO GATE	Not Certified	Legal actions in
		SYSTEM		accordance with
		Brand: -NIL-		TSR2000*
		Model: -NIL-		
L				

## \* Communications and Multimedia (Technical Standards) Regulation 2000

No.	Phase	Communications	Offences	Actions
		Equipment		
10.	Phase 2	Product: WIRELESS MICROPHONE Brand: DANMAX Model: SN-P500	Not Certified	Legal actions in accordance with TSR2000*
11.	Phase 2	Product: WIRELESS MEDIA PLAYER Brand: INFINITE Model: IN600	Not Certified	Legal actions in accordance with TSR2000*
12.	Phase 2	Product: AUDIO VIDEO SENDER Brand: PAKITE Model: PAT-260	a) Not Certified; and b) Fail RF Test	Legal actions in accordance with TSR2000*
13.	Phase 2	Product: WALKIE TALKIE LICENSED Brand: LX Model: L-50	a) Not Certified; and b) Fail Safety test	Legal actions in accordance with TSR2000*
14.	Phase 2	Product: <b>WIRELESS</b> <b>MICROPHONE</b> Brand: -NIL- Model: -NIL-	a) Not Certified; and b) Fail RF Test	Legal actions in accordance with TSR2000*
15.	Phase 2	Product: <b>HYBRID</b> <b>CAMERA</b> Brand: <b>SJCAM</b> Model: <b>SJ4000</b>	Not Certified	Legal actions in accordance with TSR2000*
16.	Phase 2	Product: WIRELESS MEDIA PLAYER Brand: TV Box Model: MAC : C42AFD991471	Not Certified	Legal actions in accordance with TSR2000*
17.	Phase 2	Product: <b>WIRELESS</b> <b>MICROPHONE</b> Brand: <b>PEVY</b> Model: <b>MC-W45</b>	Not Certified	Legal actions in accordance with TSR2000*
18.	Phase 2	Product: WIRELESS RFID ACCESS DOOR Brand: NIL Model: S2000	Not Certified	Legal actions in accordance with TSR2000*
19.	Phase 2	Product: HYBRID CAMERA Brand: N/A Model: 1080P Ultra HD	Not Certified	Legal actions in accordance with TSR2000*

No.	Phase	Communications	Offences	Actions
		Equipment		
20.	Phase 2	Product: WALKIE TALKIE (LICENSED) Brand: TYT Model: TH-F8	a) Not Certified; and b) Fail EMC and Safety test	Legal actions in accordance with TSR2000*
21.	Phase 2	Product: <b>GSM 850/</b> <b>900/ 1800/ 1900/</b> <b>3G (900/2100)/ LTE</b> Brand: <b>OUKITEL</b> Model: <b>V3</b>	a) Not Certified; and b) Fail EMC and Safety test	Legal actions in accordance with TSR2000*
22.	Phase 3	Product: <b>Hybrid -</b> <b>Camera</b> Brand: <b>SJ CAM</b> Model: <b>SJ4000</b>	Not Certified	Legal actions in accordance with TSR2000*
23.	Phase 3	Product: Walkie- Talkie (Licensed) Brand: Baofeng Model: UV-5RA	a) Not Certified; and b) Fail EMC and Safety test	Legal actions in accordance with TSR2000*
24.	Phase 3	Product: <b>Audio Video</b> <b>Sender</b> Brand: <b>Pakite</b> Model: <b>PAT-220</b>	a) Not Certified; and b) Fail RF Test	Legal actions in accordance with TSR2000*
25.	Phase 3	Product: Wireless Media Player Brand: Modeo Model: MR96WH	Not Certified	Legal actions in accordance with TSR2000*
26.	Phase 3	Product: Wireless Microphone Brand: ICM Model: MWU-282B	Not Certified	Legal actions in accordance with TSR2000*
27.	Phase 3	Product: Wireless RFID Brand: REDTECH Model: BT CRADLE	Not Certified	Legal actions in accordance with TSR2000*
28.	Phase 3	Product: <b>Audio Video</b> <b>Sender</b> Brand: <b>Pakite</b> Model: <b>NIL</b>	a) Not Certified; and b) Fail RF Test	Legal actions in accordance with TSR2000*
29.	Phase 3	Product: <b>Wireless</b> <b>Microphone</b> Brand: <b>DENN</b> Model: <b>DM-4688</b>	a) Not Certified; and b) Fail RF Test	Legal actions in accordance with TSR2000*

No.	Phase	Communications Equipment	Offences	Actions
30.	Phase 3	Product: <b>Wireless</b> <b>RFID</b>	a) Not Certified; and b) Fail RF Test	Legal actions in accordance with
		Brand: <b>NIL</b> Model: <b>NIL</b>		TSR2000*