

Surrey County Council Trading Standards

TS Alert!

*Did you know that you can view the latest three alerts on our website?
Just follow the link!*

<http://www.surreycc.gov.uk/business-and-consumers/latest-news-for-business-and-consumers>

May is Scams Awareness Month!

Citizens Advice warns that as people across the country struggle to make ends meet they are being sized up by devious con artists. Scammers are targeting the elderly and desperate people with squeezed finances to swindle them out of their money.

Fraud offences in England and Wales rose by 25% in 2013, compared to the previous year, with 207,252 cases reported to Action Fraud and the police. But Citizens Advice has calculated up to four million people could be scammed each year as many scams go unreported.

Citizens Advice, Citizens Advice Scotland and the Trading Standards Institute launch Scams Awareness Month and throughout May are urging people to "fight back against the fraudsters".

People are just as likely to be conned over the phone and via text messages as they are through emails and websites. New analysis reveals:

- Over a third of scams (34%) were over the phone
- Almost a quarter of scams (24%) were through visits to a web site
- 16% were letter or fax scams
- One in ten scams (10%) were through emails

We are warning that people should watch out for non-secure websites that ask for financial details. It's important that people realise scammers are also at the end of the phone and on your doorstep.

Watch out for the next edition of TS Alert for scams advice and the launch of our NEW Scams Stickers Pack!



Scams

Email claiming to be from Amazon UK: (information via Hoax-slayer.com)

The email (pictured) claims that the company undertakes 'integrity checks' on user accounts and that the recipient is required to click on a link within the next 24 hours to prevent their account being disabled permanently.

The email is not connected in any way with Amazon UK and customers are not required to validate their account in this way. If you receive this email delete it without clicking on any links.

amazon.co.uk



Job Application Fraud

Criminals continue to take advantage of the vulnerability of people seeking employment by exploiting the anxiety and financial pressure that being out of work can cause. The National Fraud Intelligence Bureau (NFIB) has continued to receive reports concerning [advanced fee fraud](#) linked to job applications.

For more see <http://www.actionfraud.police.uk/alert-watch-out-for-job-application-fraud-may14>



Most pirate film/TV websites contain malware and scams

97% of the most visited illegal film and TV sites contain malware or credit card scams according to a report by the Industry Trust for Intellectual Property Awareness. The group whose members include Amazon, BBC Worldwide, HMV, BSkyB, Sony and Walt Disney analysed 30 of the most visited sites offering access to copyright infringing material, and indicated only one was free of such threats.

To read more please see <http://www.actionfraud.police.uk/most-pirate-film-TV-websites-contain-malware-and-scams-apr14>



News

Allergy Awareness Week 2014

Allergies are life changing and can be fatal. Although there are no cures for food allergies, having the information to eat, order food and shop wisely can make a great difference.

It is estimated that 21 million people in the UK suffer from at least one type of allergy. Up to 8% of children and 2% of adults are diagnosed with a food allergy and at least 1 in 100 people has coeliac disease.

Think you know all there is to know about allergies and intolerances? [Take the quiz from NHS Choices to find out just how much you know](#). Do encourage your family and friends to take this too so you can compare results. <http://www.nhs.uk/Tools/Pages/Food-allergy-myth-buster.aspx>



Caterers - Are you aware that you need to provide allergen information for ALL the food you serve from 13th December 2014?

Top five things you need to know:

1. Caterers need to provide information to customers on all 14 allergens present in the ingredients in all the food they serve
2. Accurate and complete allergen information needs to be given at the point where the customer chooses their food
3. If the information is given verbally, the business will have to indicate that customers can ask a member of staff for information about the ingredients containing allergens in the food
4. The correct terms must be used for allergens, as specified in the regulations
5. The business will not be able to say they don't know or cannot guarantee what allergens are in the ingredients used to prepare their food

If you are a business and would like further advice on this topic or any other legislative requirements please call our Business Advice Team on 01372 371737

14 Allergens

Coming to a food label near you



The way allergens are labelled on prepacked foods is changing because of new regulations. The Food Information Regulation, which comes into force in December 2014, introduces a requirement that food businesses must provide information about the allergenic ingredients used in any food they sell or provide.

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in a food. Here are the allergens, and some examples of where they can be found:



Celery

This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.

Cereals containing gluten

Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.

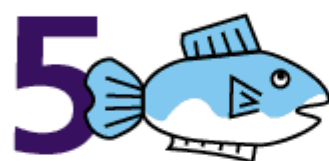


Crustaceans

Crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.

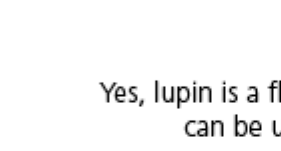
Eggs

Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.



Fish

You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.



Lupin

Yes, lupin is a flower, but it's also found in flour! Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.



Milk

Did You Know?

Did you know that £50 banknotes carrying the portrait of Sir John Houblon were withdrawn from circulation on 30th April?

From now, only the £50 banknote featuring Matthew Boulton and James Watt, which was introduced in 2011, will hold legal tender status and general retailers are unlikely to accept the Houblon notes as payment.

However, most banks and building societies will continue to accept them for deposit to customer accounts. Agreeing to exchange notes is at the discretion of individual institutions.

<http://www.bankofengland.co.uk/banknotes/Pages/fiftywithdrawal/default.aspx>



Microsoft release security update for Internet Explorer flaw

(information via <http://www.actionfraud.police.uk/microsoft-release-security-update-for-internet-explorer-flaw-may14>)

Microsoft has released security update for Internet Explorer that closes a gap that allowed attackers to take complete control of a computer

Microsoft has said users of its Windows XP operating system will also get the security update. Microsoft ended support for Windows XP earlier this month, ceasing to issue bug fixes or security updates for it.

The flaw affected Internet Explorer (IE) versions 6 to 11 and Microsoft said "limited, targeted attacks" had occurred. The company has now [issued an update](https://technet.microsoft.com/library/security/ms14-021) on Thursday to fix the bug. <https://technet.microsoft.com/library/security/ms14-021>



Recalls

We know that returning a recalled product is not always convenient, especially if it's an item that you use every day, but recall notices keep consumer safe!

The small inconvenience of returning a recalled item is worth it when you consider that faulty products can electrocute or cause a fire and recalled food items may cause illness or anaphylactic shock.

Why not bookmark these three sites and make a point of checking them every Tuesday

#CheckItTuesday

<http://www.tradingstandards.gov.uk/advice/advice-recall-list.cfm>

<http://recalluk.com/>

<http://www.food.gov.uk/>



Clesse Automatic Changeover Regulator With OPSO

The following notice has been issued by the manufacturer:

Clesse Industries S.A advises a full product recall and recovery of LP gas automatic changeover regulator, model Compact 800 with a 2013 production date.

A gas safety issue may potentially arise in models produced in 2013 where a potential risk of gas leakage on the second stage regulation may occur that also impacts on the performance of the OPSO system. 'Paramount importance is to ensure customer safety and reliable operation.'

What to do next:

Identify the model using the details following these instructions, and if the product is a Compact 800 and manufactured within 2013 call Clesse (UK) Ltd immediately with your contact details to register the product for a free exchange.

Return Registration Hotline: 01905 842026 or email: prn@clesse.co.uk



Potentially Faulty Defibrillators - safety notice

First aiders in shopping centres, railway stations, dental surgeries and other public places are asked to identify if they have a specific defibrillator that could potentially give incorrect advice to anyone using it to give CPR to someone having heart problems.

The defibrillator – called the **samaritan® PAD 500P defibrillator made by Heartsine Technologies Ltd** – has a software fault that may incorrectly advise the user to 'push slower' during CPR when, in fact, the CPR rate is at an acceptable level.

The Medicines and Healthcare products Regulatory Agency (MHRA) has issued an alert about this issue following a global correction notice issued by the manufacturer that provides advice about how first aiders and anyone responsible for these defibrillators can update the software.

The serial numbers for defibrillators affected are from 10B0010001 to 14B00461703 and they were sold in the UK from August 2004 to December 2010.

John Wilkinson, the MHRA's Director of Medical Devices, said:

"It's vital that first aiders or anyone who is responsible for a defibrillator used in public places such as shopping centres, railway stations and dental surgeries check the serial numbers to see if they have one of the affected defibrillators that needs its software updating.

"If they do, people can contact the manufacturer's helpline on 0845 604 8280 who can provide advice about how to update the software or the MHRA Adverse Incident Centre on 020 7084 3080 or

aic@mhra.gsi.gov.uk."



The Engine Shed Vacuum-packed Organic Tofu - recall

The following notice has been issued by the manufacturer:

Product Description	Size	Date Affected (within & incl these use by date spans):
Organic Plain Tofu	300g	31/03/14 until 23/05/14
Organic Plain Tofu	1kg	31/03/14 until 23/05/14
Organic Smoked Tofu	250g	31/03/14 until 23/05/14
Organic Tofu Burgers	250g	31/03/14 until 23/05/14

Due to a packaging error a small number of packs may have been labelled with an incorrect USE BY DATE.

If you have purchased any of the above products, which are dated within the aforementioned USE BY DATES SPANS, please do not consume it.

Please return it to the retail unit where you bought it, where upon presentation of the product, you will receive a full refund.

IF YOU HAVE PURCHASED ANY OF THE ABOVE PRODUCTS ON OR SINCE FRIDAY 25/04/14 WHICH HAVE BOTH A USE BY DATE AND A NEW BATCH CODE (beg 000001), THESE PRODUCTS ARE PERFECTLY SAFE TO CONSUME AS PER INSTRUCTIONS ON THE BACK OF THE PACKAGING.

Faulty Belt Sold Together With Girl Leggings at H&M

Faulty belt sold together with girl leggings

Identification number: P/N 0189821 8, P/N 0171699 7, 978210

Description: Plastic belt with bow and metal components sold with girl leggings.

Various colour combinations.

H&M recalls the belt sold together with these girl leggings in sizes 92 and 98. Customers are asked to immediately remove and stop using the belt. The customers are kindly asked to return the belt, or the

leggings together with the belt, to any H&M store for a full refund.

The metal components that hold the belt together can break into small parts. Small parts are known to be a risk of choking, ingestion or inhalation for children below 3 years of age.

H&M has been informed about one incident involving the belt. No injury has been reported.



Pride S74 Elite Sport Scooters - safety notice

The following notice has been issued by the Medicines and Healthcare Products Regulatory Agency:

People who use S74 Elite Sport scooters manufactured by Pride Mobility Products Ltd are today being asked to check if they have faulty scooter batteries. The batteries can overheat and swell during the charging process, resulting in a reduced range of travel, or the scooter failing to drive as expected.

The Medicines and Healthcare products Regulatory Agency has issued a medical device alert after the manufacturer received several incident reports regarding these mobility scooters, where the batteries had become swollen. The mobility scooters are used by over 400 people in the UK. No injuries are known to have been sustained as a result of the battery incidents; however people are urged to stop using the affected models until the batteries are replaced.

Pride Mobility Products Ltd issued a Field Safety Notice (FSN) in February 2014 to warn people with S74 scooters that contain Leoch 20 amp/hour batteries that they should contact their dealer for replacement batteries. Unfortunately, the manufacturer has had difficulty tracing all of the affected scooters.

The manufacturer serial numbers of the affected scooters are:

SG211113017FVO – SG211113148FVO (inclusive)

SG216713002FVO – SG216713169FVO (inclusive)

SG219313286FVO – SG219313335FVO (inclusive)

SG219313114FVO – SG219313211FVO (inclusive)

The serial number label can be found by removing the battery box.

Anyone who has an affected S74 Elite Sport Pride Mobility scooter should contact the dealer who they purchased the scooter from or alternatively the manufacturer on 01869 324600 to arrange for free replacement batteries to be fitted.

ELAKKIA Jaffna Mixture - safety notice

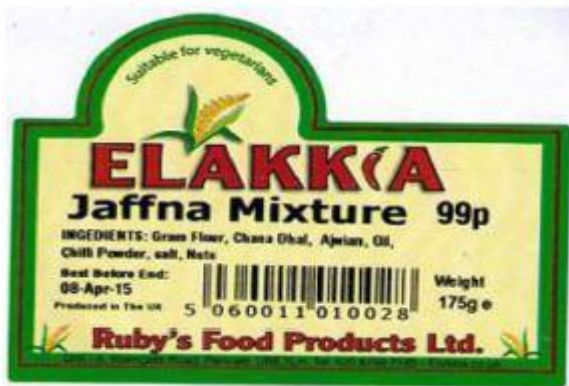
As a precaution Ruby's Food Products Ltd is recalling ELAKKIA Jaffna Mixture 175g & 450g – all products with a Best Before Date up to the 08/04/15

This product is being recalled as a precautionary measure because the product has not declared on the label that it contains peanut, cashew nut, wheat and gluten which may cause an allergic reaction. The recall does not affect any other products supplied by Ruby's Food Products Ltd

Retailers and customers with affected products should return them for a full refund.

Ruby's Food Products Ltd, Unit 4, Walmgate Road, UB6 7LH

Tel: 02087997180 Elakkia.co.uk



All reports of frauds or scams can be reported to us via the Citizens Advice Consumer Helpline on 08454 04 05 06 (or 020 8185 0710) or online via their [website](http://www.citizensadvice.org.uk)
For Textphone please dial 18001 followed by 08454 04 05 06

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