BUREAU OF INDIAN STANDARDS

(Dehradun Branch Office)

REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT LICENSEE

END

Our Ref: C/P-18948

Subject: Licensee end investigation

Complaint against M/s HAMILTON HOUSEWARES PRIVATE LIMITED, Haridwar

- 1. GENERAL
- a. Complaint No.& Date P-18948 and 01.08.2024
- b. Name and address of the Complainant Mr. Mohan; No-236, Raja street, Solur village, Ambur-635802, Vellore district, Tamil Nadu

Date: 29.11.2024

- c. Name and address of the recipient of material (if different from b) Mr. Mohan; No-236, Raja street, Solur village, Ambur-635802, Vellore district, Tamil Nadu
- d. Product and IS No. DOMESTIC STAINLESS STEEL VACUUM FLASK / BOTTLE IS 17526:2021
- e. Specific nature of complaint Specification-Double walled Vacuum insulated technology keeps beverages hot or cold for 24 hours, Inner copper coating for better temperature retention. Complaint-Hot & cold not retention as per spec.
- f. Licence No. & valid upto 8300153813 and 05.12.2027
- g. Is complainant end report available at the time of licensee end investigation? yes
- 2. DETAILS OF INVESTIGATION
- a. Date of Investigation
- b. Persons contacted Mr. Abhinav Pandey, Plant head and M Abhijeet Deshmukh ,Quality Head
- c. Quantity under complaint 1 bottle
- d. Whether licensee is aware of the complaint No
- e. If yes, actions taken for the same NA
- f. Licensee's opinion on the complaint Licensee has defined procedure for the complain redressal.
- g. Whether material was sold directly or through dealer, retailer etc., Ecommerce
- h. Is product under warranty/ guarantee/service contract? Yes
- i. Licensee's record (including testing) of the material under complaint verified the recrords as per SIT and found satisfactory
- j. Manner of marking adopted by licensee for the product under complaint printing on the cap of the bottle

- k. Has the material been taken back by licensee? Since the product under warranty, the licensee has requested to accept replacement of the product under complaint and arranged a pick up for the complainant samples so that they can do the root cause analysis on the complaint product. The product under complaint is already in use.
- l. If yes, observations on the same vis-a-vis specific nature of complaint Not yet
- m. Is the batch/lot/control unit under complaint held in stock by the licensee? No stock was available of that batch.
- n. Whether complaint sample drawn for independent testing from the batch under complaint, if yes, provide details of packing and sealing

No stock was available of the batch. However, BIS conducted factory surveillance on 26.11.2024 and samples was sealed for independent testing and sample were sent to the lab for testing. The testing will also be carried out for heat retention and cold retention test so that the performance of the licensee will be assessed based on the results of the independent testing.

o. Any other observations

The licensee has provided the replacement for the product under warranty and arranged the pickup of the product under complaint. The complainant also submitted an email dated 08.12.2024 for satisfactory resolution of thew complaint as replacement for the same has been provided.

- 3. CONCLUSION Based on the licensee end investigation, the licensee had nil stock of the said batch from which complaint has received. BIS conducted factory surveillance on 26.11.2024 and samples was sealed for independent testing and sample were sent to the lab for testing. The testing will also be carried out for heat retention and cold retention test so that the performance of the licensee will be assessed based on the results of the independent testing. The test records were also verified during visit and found satisfactory. The licensee has provided the replacement so that complaint may be considered for closure.
- 4. RECOMMENDATIONS Based on the licensee end investigation, the licensee had nil stock of the said batch from which complaint has received. BIS conducted factory surveillance on 26.11.2024 and samples was sealed for independent testing and sample were sent to the lab for testing. The testing will also be carried out for heat retention and cold retention test so that the performance of the licensee will be assessed based on the results of the independent testing. The licensee has provided that replacement so that complaint may be considered for closure.

Sachin Choudhary

Joint Director

DHBO,BIS

Head of BO/ Group Leader

cc: i) Complainant-end BO

ii) CMED



CIN: U26101DN2000PTC000180

Unit-5, Plot No. 1B, Sector-10, IIE - BHEL, SIDCUL, Haridwar, (Uttarakhand) Pin - 249403, INDIA.

To.

Mr. Sachin Choudhary,

Joint Director, BIS,

Dehradun, UK - India

Sub – Your visit regarding to our plant for Customer complaint in our product Vacuum Insulated

Respected Sir,

With respect to the above subject, we would like to submit as below,

- Firstly, we regret the inconvenience caused to customer.
- 2. We would like to bring to your notice that we are doing all the testing as per IS 17526. The test record of said batch 03-24 for the heat retention is attached for you ready reference.
- 3. We have not observed any such abnormality in the product.
- 4. We do not have stock of batch number 03-24.
- 5. Whereas a reputed company and customer service oriented organization we have to customer care cell to serve the customer in case of any complaint.
- 6. The customer can contact us through below details also available on carton,
 - a. Toll Free number 18002092151
 - b. WhatsApp 7506006010
 - c. E-mail.- info@hamiltonindia.in
 - d. Website www.hamiltonindia.in
 - e. It will be attended without any delay.
- 7. Based on your input our customer care team has reached to the customer and will provide the replacement to the product as the said product is under warranty.
- 8. We will take back the alleged defective piece for analysis and take necessary action at our end based on the outcome of the test results.

We are committed to provide the quality product and compliance with BIS requirement.

Thank you for your guidance in this matter.

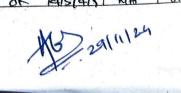
DGM - Quality

Hamilton Housewares Pvt Limited





TO THE STATE OF TH	Section of the second											
- ockame	A Company	IESTI	TING AS PER IS 17526 : 2021					1799		REV. No. 00		
Mozin Type Such No. / DOI:	Arrangement for Holding and	A SPACEORISE VANDOLIS IN LIGHT	Heat Retention			the design of the Residence			2.00		Effective Date	01-02-2024
2	Suspension	Capacities (ml)	Initial Temp. 95*41.0/-0*0	Heat Retention - 1	Leakage Test	Joint Leak Test	Length of Shoulder Strap	Stability FI (SK/	pour Test	Status	Checked By	Verified By
3 CO FIED SOOM SOOM WELL NA 013.24	Cl. 7,2	Cl.73	Cl. 7.4	Cl. 7.4	CI. 7.9	CI. 7.10	Cl. 7.12	Cl. 7.13	CI. 7.14	Pass/Fail	2	L
1 PSODON FROM LAST AND	Med	Slomi	95°	1 Azec	OK			OK	OK	HISS	to Dr	0. 18
2 Discomfute NA 01324	NA	5 (0m)	9500	918	OK	237 237 256 250 26 1267 438 438 440 44 b	NA OLD	lok_	ck.	Mass.	- XXV	Moore
100	NA	1000ml	95°C	1 916	05	2641264	NA	OK-	OK	R18B	0.00	4
1 1 100000 MO 12 3.24	AlA	(Aww)	950	130C	OK OK	440/440	NIA	OK	T CK	Pass	May st	on of
3 Thermosteel	MA	MOUZUMI	95%	93%	ŎŔ	426/436 918/460 420/410 422/422	NA	OK-	OK	Pass.	TO THE REAL PROPERTY.	Non
3 hermoster acomunide NA 02.8.24	NA	[mmm]	950	90°C	OK	910140	MA	OK	OK	Dass	18/ Par	N. S
2 2 2.3.24	GLA	(MOLO)	9500	वाक्ट	OK	2012/20	NA	OK_	OK	P188	XXX	Than
3 DIMON James A	MA	(ocom)	950	93%	OK	AA2 442	NA	OK	OK	1088	- Dealer	1
3 DUO DIX 1000001 1000 001 Manora NA 03.3.24	VIE	11005ml	950	9200	OK	428/4281	NIA	OK_	OK OK	10.28	- V	Moray
	NA	(alom)	95%	31%	OK	440/440	NA	OK OK	OK	1228	Jan 10 12	1
3 ECO FIFP boom boomicede NA 08.2.24	AVA	100501	959	Grac	OK	4261426	AN	OK	ok Ok	Jass	Make	Nimer
1	NA	(scom)	95°C 95°C 95°C	9000	OK	424-1474	NA	OK.	OB	188	100	More
3 DIX DA LOND COMMISSION NO CA S. 70		(moon)	95°C	920	ok ok	43014381	NA NA		OK OK	1288	- Dish	1 struct
3 DUO DID 1000m) 1000m) 110000 NA 043.24	AM	1005m1	aco.	918	OK OK	440/440	NA	OK OK	OK	Pass.	A	New.
2	NA	(00000)	980	gre	OK OK	AINIAIR	NA	VK _	ok	1088	-aller	
3 Thermosteel booksomulate NA 048.24	AVP.	(at 000	95°C	9000	OK.	416/4/18 428/420	AIA	OK	ok	Dist.	- X	grange
	NA	10000	95%	930	SK	422/472 426/496 445/496 450/480 420/420	70	OK	OK	10.85	1200	
3 Dry Die hon hammeland NA 150 21	ALA	locom	dec.	985	OK	AABAAA	de	8	04	108	Stran	Man
3 000 0102 box box box box MA 05.3.24	NA	lalami	950	94.0	OK	120/420	NA	OK OK	06	6123	ary	ay
2	MA	moood	900	9000	OK	4161418	NA	ak	OK	PLLS	No.	Morg
3 thermoskel borloom wick Mp 05,8.20	NA	1005ml	955	928	OK	£1161410	NB	OK	OK	2098	14	a v
1	NO	510ml	954	Bl.c	OK	274 274 266 246	MA	OK OK	OK	1088	D. 1	N. X
3 8CO FIRD Sommuide NA 6.3.24	NA NA	200ml	950	RIPC	SK.	260/268	AM		ok	10.88 10.88	1	Mad
3 800 HP 500m wide NA 6.3.44	NB	1000MI	356	OF.C	OK	155H451	NA	8K	OK	Pass	1010	L 01 .N
2	NB	locom1		93°C	OK	450/450 439 439 207 284	AM	OR	OK	Pass Pass	- XXXX	Ohen
3 DUO DE BOOM NOW NO. 63-24	NA	lolomi	950	936	OK	307 281	NA	OK .	OK	POBA	NO	1 7 0
1		500m1	acco	ह्युक्ट	8K	2/01/2017	NA	ok,	OK.	1418	7 VCax	Mond
3 Thermosted somewife NA. 678.20	NA	Ses m	950	85°C	OK	262 262	AID	OK	014	Pa 88	200	
	NO	Stolomy	9500	9240	OK	127/429	NB	OK	ok	1000	12416	1 Work
$\frac{1}{2}$	ALA	1000mi	959	9300	OK OK	4201420	MA	OK	8/	Pass	- V	More
3 Theronosteel formulate NA 7.3.24		olomi	95°C	alec.	CK	440 440	NA	OK	ok ok	Rass	- my Su	1
1		COOM	300	9300	OR	4561456	NA	BK	OK	1088	- XXX	Short
2 24		olo mi	95.5	9956	00	A41441	AM	OK	OK	P0.88	10.00	
3 DUO DIX laco accomplana NA 8.3.24	NA I	coom	3886	92°C	OK_	436/435	MD	ok ok	OK.		A STORY	Nhory
1	AVA	1005M	Shoc	920	OK	442/442	ALA		OK	Pers	190	
3 DUO DIdioon from Name NA 9.824	MA	Colomi	CICIO	92.00	Ole	AL4 1424	NA	OK.	OK	XUSS	Dison	Meny
1 1000 01000 1000 1000 1000		60ml	4500	arc	OR	A25 A25	AN.	OK_	OK OK	BULL S	1200	1
	NA K	56%m/	9500	90°c	OK	415/415	MA	OK	IOK	1	17.	
3 Thornosted womituld NA 9.3.24.	1/19			7 7 . 1								



oduct N	ame		25 TING AS FER IS 1/526: 20_1								REV. No. : 00		
	Capacin	Mouth Type	Batch No / Lot No	DOI	Hear Retention -	leat Refention	Heat Retention -	Cold Retention		Effective Date	01-02-202		
			COLNO		95°C+1.0/-0°C	6 Hrs	12 Hrs	Initial Temp 5°C	Cold Retention (6 Hrs.)	Status Checked By	Verifie		
						Cl. 7.4	CI. 7.4	© CI-7.5	The second section of	ass/Fail			
mox mos	trellonom boom			The state of the	95°0	78°C	68°C	546	lo°c I	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)			
	1000ml loops	miliable	NB		95°C	79°C	69°C	∞5° <i>c</i>	THE COURSE OF THE PROPERTY OF THE PARTY OF T	8188 XXX	Ther		
			1013	112.24		18%	680	500	090	288 /XTV	May		
Dis Dix 10			1		95°C	80°C	70°C	5.0	0900	088 0.0	~		
100000	on m) longe	Ol Namou	AIA	1.	as _c c	03°C	72°C	5°C	10°C	285 July	21 4		
			100	08.07.24	959	82°C	7000	57		198 11	Ma		
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	1	- Jedat	TUH	08.02	95%	80%	TO'C "	50	10.0	2983	1		
2					950 950	BI°C Bo°C	71°C	- 5° C	10°C	Pars DiAm	Si		
3 DRODALC	nomi mon	nt Nameu	NA.	502.24	950	80°C	700	5.6	1000	188 N	1200		
1			1111		950	74°C	685	E-c	10°C	P088 D.A.			
2					9590	78,€	68°C	50	10°C	1288 William	2		
3 Thomast	eel Alpino loor	an luscle	ALA	15.07.24		Botc	139°C	5.0	1000	Chee	1.0		
1	1				950	98.0	73°C	G C	09°C	1088 July	- W		
2				50 4004	95°C	82°C	72°C	500	100	POST XX	100		
3 Dix Db	1000 ml 1000	m) Namo	ALT pr	23.02.24	9500	80°C	76°C	500	1995	688 200			
1	-		The state of the s		9500	18°C	680	500	080	0.00	Do		
2	Lad Dienia	- 000 601-	NA	18-2.24	950	80%	69.6	5°C	09°C	8088 PV	100		
	steel Hiplood 1000	TION TOUCHE	NH	10-12	950	63°C	73°C	6°C	08°C	Pass Shiper	2		
1					950	RAPC	TASC	SC	0700	Pass Min	0		
2		mi Name	AN ON	81.03.24	95°6	82°C	7700	5°C	680		. 1		
3 700 DE	x (300 m) (300) III JUNEAR	121		950	-10°C	G8°C	50	CAR	828 X1100	2		
1					950	78°C	696	50	CSP°C		~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~		
. 2	steel Hiptory 100	ministe	NA	N.2.24	950	GI°C	52°C	500	1100	Pass & . Ox	~		
3 hermos	step Hiploodioc	The state of the s		1 7	95°C	62°C	58°C	500	100	POSS XXX	al		
1						60°C	501ec	500	1000	Pass Das			
2 0:0		mi wide	· NO	01.3.74	9000	7970	68°	5.0	9°C	Pass A	61		
3800 HI	500 ml 56	בוציים ויפונ			9800	780	68°C	5°C	9.0	Pass	2		
10				0071		Sign	69°C	Sec.	16°C	Pass N. Jo	MAI		
2	teel (coom) box	miteride	MA	08.3.24	9500	GIC	50°C	500	08°C	Pass Hive	D		
3 hermal	tee comi po	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			9500	GQ.C	50°C	5°C	09°C	1885	30		
1		for the state of the		60.3.24		61°C	72°C	5°C	10.0	Pass Day	N		
2		mi wide	NA	00.3.2	95%	622	73°6	5°C	10°C	Pass A	129		
3 PCO Flip	500 mi po	11.1	3.34		950	83%	72°C	5°C	100	***			
			1.6	08.8.24	950	1 62 C	1.00	111/24	100				
2	1.2.	mi Manoi	U MA	100.2.4		i iii	167	22/1/24					
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Daily report - Cyrrest production

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	Pro-fet Name	Capacity	A Chine	Lot No.	DOL	Holding and Suspension	Capacities (m.)	Initial Temp	1 H/s	cakage Yest		CL 7.12	CL 7.13	CL 7.A.	Pass/Fall	< 3	
8	Sullet'	1000	Wide	NA	26-11-24	NA	1005	95%	92°	CI.7.9	445 445	NA	ok	ok	Pass	Gaucans	X Oug
4		WL		\	1	NA	1005	95%	928	σK	446/446	NA	oK	or	Pars	G.	00-
1						MA	1050	958	91°C	ok	448/446	NA	OK	OK	Pass	12	
_ Ֆ	Wet	5∞	Wide	NA	26.11.24	NA	505	95%	839		262.18 262.36	NA	ok	ok	Pars		all
1.		ML	1.00			NA	570	958	90°C		264.13/264.16	NA	OK	oK	Pers	Genody,	20
						AN	510	95%	91%	GK	264.16 264.16		OF	ok			
_	Wa	1000	Navva	NA	26.11.24	NA	1005	958	93%	ok	420.16 420.16	NA	6k		Pass	Confes	201
Du	nd Dix	ML				NA	1005	95°	92°C	ok	426.21 426.21	MA	or	ok	Pass	Conc	19
7						NA	1010	35 %	328	OK	423/423	MA	op	ok	Pass	, ;	+
1.	DOD DIX	tooo		NA	23-1124	NA	1005	95%	92°c	ok	430 430	MA	OK	ok	Pag 8	1 8	201
2	1	MI	7		1 +	AN	1005	95°C	91%	OK	432/432	NA	or	015	Pags	Manch	as
3			1.	-	9-110	NA	1000	95%	929	σK	272/272	MA	oK	ds	Pass	1	
1	Duo Dix			NA NA	, 27 ग श		505	95%	9200	ok Ok	270/970	NA "	oK	ok	1980	Cand	
2	_	W	-			AN	500	95°	912			NA	ok	OK	Pass	Cano	12
3			-		-	NA	500	95°c	30°C	ok	268/268 426/426		or	or	Poss	1	
1	Duo Dix	100	1	DO NA	28.11.24	NA	1000	95%	92%	Ok		NA	ds	OC	1.		ار لا
2		m			1 1	NA	1600	956	93%	Ok	486 436			ok	Page	Land	and all
3						NA	1000	95°	92°	ok	432/432	NA NA	OK	+	0	,	
1	Bullet	joso	With	NA	18.124	AN	1005	95°C	89%	OK	442/442	-	ok	ok	948/	dand	a sol
2		"				NA	1005	958	306	ok	441/441	AM	OC AV	-	Pass	dayo	20
3						NA	1000	<u>958</u>	30°C	ok	444/446	NA	o k	op			
1	Duo DK	500	Novua	NA NA	28.11-24	NA	505	956	91%	OK	270/270	NA	ok	op	7 0 .	7	Solve
2						NA	500	958	92°	OK	272/272	1	-0	ok	Poss	how	
3						NA	540	955	920	OK	275/275	MA	124	100			