

**MIS-REPRESENTATION ON INSTANT WATER HEATERS BY HAIER APPLIANCE (I) PVT LTD****go**

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Sun, 15 Dec 2024 11:35:57 AM +0530

To "complaints@bis.gov.in" &lt;complaints@bis.gov.in&gt;

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Dear Sir/Madam,

1. I am a retired IAF officer, settled in Mumbai and wish to bring to your notice the following false and fabricated advertisement and claims by M/s Haier appliance (I) pvt ltd :-

(a) This refers to M/S Haier Appliance (I) pvt ltd, which has taken BIS certification for its under 3 ltr instant water heaters vide CM/L

7500214914.

(b) The company in its advertisements and sale brochures is claiming under IS 8978 the same CM/L 7500214914 (copy attached) for its following products :

ES 3V-C1(I/W)  
E1 3V-C2(I/W)  
ES 3V-X3(3KW)(I/W)  
ES 3V-X3(4.5KW)(I/W)  
EI 1V-X1(3KW)  
EI 1V-X1(4.5KW)

(c) As per Annx-A to IS 8978 (copy attached), for the instantenous water heaters to be considered in the same group, they need to have the same ratings. In this case the 3KW and 4.5KW have been combined.

(d) As per online information, Haier had BIS certification for E13V-PRET-3.0KW.

(e) The tank is not as per laid down specification of IS 8978.

(f) the insulation material is THERMOCOL, which is allegedly banned by Govt of India (copy attached),

(g) last but not the least, Haier has made false claims of **instant** water heater, since, firstly - one has to wait for 2-3 minutes for water to heat and the 3ltr capacity gets over in 10-15 seconds, after which one has to again wait for 2-3 minutes for hot water to be available again.

2. I had bought 5 Haier Instant Water heaters - ES 3V-C2(W)-P of 4.5KW rating in April2024 through Vijay sales for my home. My repeated complaints about the said water heaters not being "INSTANT" have fallen on deaf ears and both Haier and Vijay sales refuse to acknowledge the stated shortcoming and or resolve the issue. Incidentally, two of the five water heaters have already had 100% internal parts replaced in less than 4 months of usage, due failures.

3. I am therefore seeking BIS response on the subject matter, before planning future course of action wrt filing a consumer complaint with the Consumer Disputes Redressal Forum in Bandra-E.

4. I shall be obliged with an early acknowledgement and favourable revert.

Thanks and regards,

Wg Cdr Anil Goyal

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