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Proforma I

भारतीय मानक ब्यूरो
Bureau of Indian Standards
बेंगलुरु शाखा कार्यालय
Bengaluru Branch Office

REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT
COMPLAINANT END

दिनांक/Date: 03-09-2024

Our Ref: Date: बीएनबीओ/2024/PKG/SEP/3

Subject: Misuse of ISI mark and Quality of the product

1. **Complaint against:** Kent RO systems Ltd

2. **Licensee under:** NOBO

a. GENERAL

i. **Complaint No. & Date :** P-18575 & 05-07-2024

ii. **Name & Address of Complainant:** Sri Neeraj Gupta & A. O. Smith India Water Products Pvt Ltd Plot No. 300, KIADB Industrial Area, Phase -II, Harohalli, Kanakapura Taluk, Ramanagara District, 562112, Karnataka

iii. **Name & Address of recipient of material (if different from ii)-** Dhanish Dharman, H111A Block Subhodaya Silver Spring Apt, BEML layout, 5th Stage, RR Nagar , Bangalore - 560098

iv. **Product and IS No.:** RO Water Purifier and 16240: 2023

v. **Nature of Complaint (highlight specific shortcomings) :** Not meeting the BIS 16240: 2023 standard for chemical parameter such as Cadmium, Chromium, Nitrate and Fluoride

vi. **Licence No.-**CML No 8800121585

b. DETAILS OF INVESTIGATION

i. **Place & Date of Investigation:** M/S: Sri Neeraj Gupta & A. O. Smith India Water Products Pvt Ltd Plot No. 300, KIADB Industrial Area, Phase -II, Harohalli, Kanakapura Taluk, Ramanagara District, 562112, Karnataka & 07-08-2024

ii. **Persons contacted :** Dr. Neeraj Gupta

iii. **Details of product :** Kent Grand Plus Water Purifier **Model:** Kent Grand Plus

iv. **Date of purchase :** 01-06-2024 (invoice copy uploaded already)

v. **Total Quantity purchased :** One

vi. **Quantity under complaint :** One

vii. **Source of purchase and details of Bill / Cash Memo (copy of such document may be collected, if available) :** Bill No 1754 Date 01-06-2024

Bangalore Water Solution, 2301, 9th block , BDA Layout , Sir MV Layout , Bengaluru 560 056

viii. **Material under complaint Inspected/Repaired/Handled by any other**

agency e.g. DGS&D, Local Dealer/Mechanics : Nil

ix. **Is product under Warranty/ : Any service contract? :** Yes

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x. Action taken by the licensee for redressal of the complaint (if any, till date) [Details of such communication shall be obtained] : Not contacted by complainant

xi. Whether complainant seeks redressal in the form of repair or replacement

of the product under complaint: No (Complainant has requested for action on the manufacturer.)

c. INSPECTION OF MATERIAL UNDER COMPLAINT

i. Is material ISI Marked or not? Yes

ii. Whether ISI Mark Genuine or spurious : Genuine

iii. Details of Markings on the product : IS 16240: 2023; CML No 8800121585

iv. Condition of packing/storage : Good

v. Visual Examination : Good

vi. Observations in respect of a iii : Performance of the product

vii. Result of testing at complainant end, if done (attach sheet if necessary) : Uploaded by the complainant

3. TESTING

i. Whether sample drawn for independent testing, : Yes (Sent by the complainant)

ii. If yes, details of sample drawn for independent testing, : Serial Number – KR2403209756

iii. Test request ref. & date : IAPMO/ILAB/ 20222 /24-25 Date 26-06-2024

iv. Laboratory to which sent : IAPMO India Private Limited

v. Date on which despatched to Lab by self/complainant/BO : 08-06-2024

vi. Any other information relevant to the complaint: Complainant is also a manufacturer of the above product and holding a valid BIS license as per IS 16240 CM/L- 6200192822.

4. CONCLUSIONS:

One RO water product model of Kent Grand Plus was purchased by complainant and sent for evaluation to a BIS accredited lab (IAPMO India Private Limited) to ascertain its compliance with IS 16240:2023. As per the test report, it has come to light that in the tested RO water product of Kent, the chemical parameters such as Cadmium, Chromium, Nitrate and Fluoride were not meeting the BIS 16240:2023 standard. The report clearly concludes that the "tested RO water purifier does not meet the specific requirements as per IS 16240:2023 for chemical parameters."

5. RECOMMENDATIONS:

The complainant has submitted test report from BIS recognised OSL in support of Non Conformity reported.

As the complainant is also a BIS license for the same product, the complain may be considered as established and may be processed for closure. Further action as per certification guidelines may be taken by the BO please.

हस्ताक्षर
पीयूष कुमार गुप्त
वैज्ञानिक-बी/सहायक निदेशक

वैज्ञ.-ई / निदेशक एवं प्रमुख/ Sc.-E / Director & Head
बीएनबीओ/BNBO