

Household Appliances in Singapore

Findings and Recommendations

10 November 2025

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Market Study into Household Appliances in Singapore

I. EXECUTIVE SUMMARY

1. Household appliances, such as televisions, air conditioners, built-in ovens and washing machines, are essential in our daily lives in Singapore.
2. To examine competition, consumer and sustainability issues that may arise from the supply and repair of household appliances in Singapore, the Competition and Consumer Commission of Singapore (“CCS”) and the National Environment Agency (“NEA”) jointly engaged consultants to conduct this study.
3. To address the competition and consumer issues identified, CCS provides guidance in this report to manufacturers and tips for consumers to facilitate well-functioning markets and ensure fair trading and product safety in the purchase and use of household appliances in Singapore.

Market overview

4. Several manufacturers supply and import their own brand of household appliances, while a robust network of distributors, importers and wholesalers serves retailers which offer comprehensive appliance ranges. The after-sales service sector is also well-served by both authorised and independent repairers, ensuring consumers have access to various repair options. Independent repairers generally have access to various repair inputs, although some manufacturers have restricted access by independent repairers to certain complex repair inputs.

Key findings and recommendations

5. *Access to repair inputs.* The practice by manufacturers of restricting access to repair inputs is not widespread in Singapore, with independent repairers generally being able to obtain repair inputs. However, there may be complex repair inputs for certain household appliances, and the restriction of access to these inputs by a manufacturer may raise competition concerns. In this regard, manufacturers should review their practices to ensure compliance with the Competition Act 2004 (“**Competition Act**”).
6. *Enhancing clarity of warranty terms.* There is scope for manufacturers to present warranty information more clearly and simply to consumers at the point of purchase. Consumers are encouraged to take note of several key aspects of a product warranty, including the duration, repair coverage, additional fees and conditions that may void the warranty.

7. *Product durability and shorter lifespan.* Despite the perception that manufacturers intentionally shorten the lifespans of their products, manufacturers provided other reasons for shortened product lifespans such as the integration of advanced technology into appliances and the use of more affordable materials. Manufacturers are encouraged to disclose product durability information to help consumers make informed purchase decisions. Consumers are encouraged to read up on product performance, lifespan and safety, such as by reading online customer reviews before purchase.
8. *Claims of environmental benefits from product use (“Green Claims”).* The study did not find a prevalent use of misleading Green Claims in the marketing of household appliances. In any case, CCS has issued a guide on “*Quality-Related Claims*” (the “**QRC Guide**”)¹, which serves to address, amongst other things, Green Claims. Consumers primarily place a premium on claims that relate to future cost savings, such as energy efficiency claims.

Conclusion

9. The market study has identified a number of competition and consumer issues in the supply of household appliances and their repair inputs in Singapore. The issues include access by independent repairers to repair inputs, and lack of clarity in provision of warranty and product durability information. For each issue, CCS has made recommendations for manufacturers to review their practices, be it their supply practices or their provision of information to consumers, to remain compliant with the Competition Act and the Consumer Protection (Fair Trading) Act 2003 (“**CPFTA**”). CCS also encourages consumers to read up on products and take into account certain warranty and durability information to make informed purchasing and repair decisions. CCS will continue to monitor these issues to ensure that competition and consumer interests are safeguarded, while promoting sustainable practices.

II. BACKGROUND

A. *Impetus and scope*

1. This market study is a collaboration between CCS and NEA following complaints received by CCS and the Consumers Association of Singapore (“**CASE**”) regarding the refusal by large household appliance manufacturers to supply repair inputs in Singapore, which may affect access by independent repairers to those inputs in order to compete in

¹ Media Release by CCS dated 6 October 2025 at <https://www.ccs.gov.sg/media-and-events/newsroom/announcements-and-media-releases/ccs-issues-guide-to-help-businesses-make-clear-and-accurate-product-claims/>.

the after-sales service sector, and undermine consumers' ability to seek repair services from alternative sources.

2. Through this study, NEA aims to better understand the supply landscape, as well as the sales and distribution channels of common household appliances, given its role in administering the Extended Producer Responsibility ("EPR") scheme for electrical and electronic waste from 1 July 2021.
3. This market study is supported by consultants² who were engaged to examine certain features of the household appliances market in Singapore.
4. The following types of household appliances were studied: (a) large household appliances ("LHAs") comprising televisions, refrigerators, washing machines, air conditioners, cooker hobs, cooker hoods, and built-in ovens; and (b) small household appliances ("SHAs") comprising microwave ovens, rice cookers, slow cookers/pressure cookers, electric ovens, and air fryers.
5. The study also identified the types of repair inputs for each type of LHAs in Singapore, such as (a) certification, (b) diagnostic software and calibration codes, (c) repair manuals, (d) spare parts, (e) technical equipment, (f) technical knowledge/skillsets, and (g) technical specifications.
6. This report sets out the consultants' findings and CCS's recommendations for the respective issues identified.

B. Methodology

7. As part of this study, inputs were sought from a range of key industry stakeholders including consumers and industry players, through the following channels:
 - a. Euromonitor's Passport database based on its market research programme;
 - b. Trade interviews³ with 26 industry players comprising manufacturers, importers, wholesalers/distributors, retailers, authorised repairers, independent repairers and industry experts;
 - c. In-depth interviews⁴ with ten other industry players, comprising independent repairers, manufacturers and a distributor of repair inputs;
 - d. Consumer survey⁵ of 1,500 Singaporeans and permanent residents who had

² Lear, Euromonitor and Verian.

³ Conducted in person with each session lasting approximately 35 minutes.

⁴ Conducted via Zoom with each lasting for approximately one hour.

⁵ Conducted online with each survey lasting approximately 27 minutes on average.

purchased household appliances for their homes; and

- e. Focus group discussions⁶ with six groups of consumers across three age bands to gather insights into consumer opinions, attitudes and experiences.

III. MARKET OVERVIEW OF HOUSEHOLD APPLIANCES IN SINGAPORE

A. Overview of supply chain

8. Based on the consultants' findings from desktop research and trade interviews, Figures 1 and 2 respectively set out the repair supply chains for authorised repairers and independent repairers in Singapore, which show how repair inputs flow from manufacturing origins into the hands of repairers for use in repairing household appliances for consumers.

Figure 1: Repair Supply Chain for Authorised Repairers

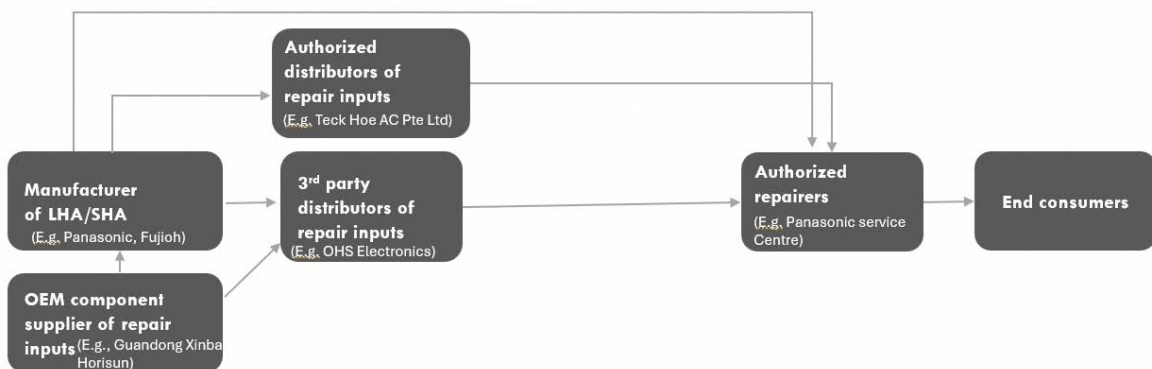
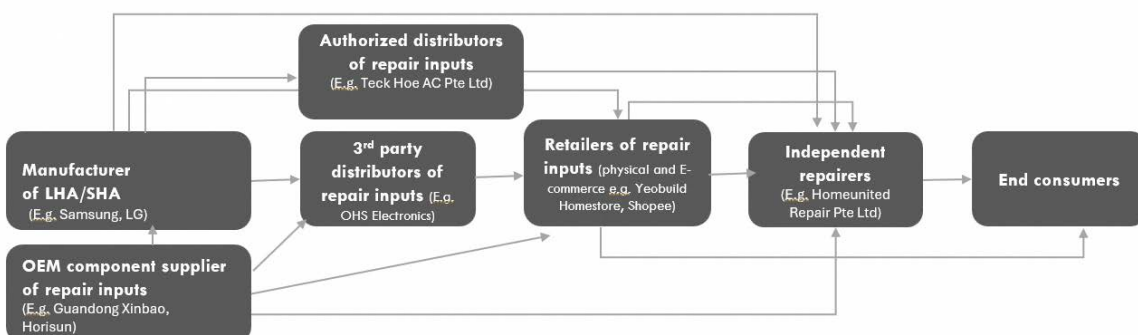


Figure 2: Repair Supply Chain for Independent Repairers



⁶ Conducted in person with each discussion lasting approximately two hours on average.

9. Original Equipment Manufacturers (“OEMs”)⁷ are suppliers of repair inputs to various entities such as manufacturers of household appliances, distributors of repair inputs, retailers of repair inputs, and independent and authorised repairers. While repairers can source repair inputs from various channels, the predominant supplier of repair inputs for LHAs and SHAs are generally the manufacturers or OEMs. OEMs produce repair inputs, which are imported into Singapore by manufacturers and distributors. However, where an OEM has a subsidiary in Singapore, its subsidiary in Singapore would manage the import and logistics of bringing repair inputs into Singapore.
10. Certain manufacturers purchase repair inputs from OEMs and sell them to repairers and consumers under the manufacturers’ own brand. There is a difference in the complexity of repair inputs (ie. non-complex⁸ and complex⁹) which impacts who provides the repair inputs to the repairers, given that some manufacturers control access to complex repair inputs.
11. Distributors play a key role in importing and distributing non-complex and complex repair inputs, tools and equipment to independent and authorised repairers in Singapore. There are two types of distributors of repair inputs in Singapore, namely third-party distributors and authorised distributors. Authorised distributors are typically appointed by the manufacturers to supply repair inputs including complex repair inputs, while independent distributors typically only supply non-complex repair inputs.
12. Authorised and independent repairers are generally able to source complex and non-complex repair inputs from various suppliers in the supply chain. For example, independent repairers can source complex repair inputs from manufacturers, and non-complex repair inputs from manufacturers, third-party distributors, retailers, authorised distributors or OEMs of repair inputs. However, authorised repairers have a more streamlined access to complex repair inputs that can be sourced from either manufacturers or OEMs, while independent repairers would need to procure complex repair inputs from entities further down the supply chain (ie. distributors and retailers of repair inputs), if they are unable to obtain the repair inputs directly from manufacturers.
13. Physical retailers of repair inputs are less prominent in the repair supply chain of household appliances in Singapore. Therefore, third-party distributors typically take on a dual role as distributor and retailer to supply repair inputs to independent repairers. Some repair service providers also act as retailers of repair inputs supplying spare parts to other repairers. Independent repairers also commonly use e-commerce platforms¹⁰ to source for non-complex repair inputs due to the wide selection, affordability and

⁷ OEM component manufacturers are typically based overseas such as in China, Vietnam, Thailand and Europe.

⁸ Non-complex spare parts are simpler spare parts that are compatible across multiple brands and are non-proprietary in nature, such as cooling coils, valves, dryer belts, washing machine hoses, hinges and fan motors.

⁹ Complex spare parts are spare parts that are proprietary in nature and brand specific, such as printed circuit boards and pressure switches.

¹⁰ Shopee, Lazada, eBay, AliExpress, Taobao, etc.

purchase flexibility.

14. Independent repairers generally repair various appliances across different brands, while some authorised repairers would only provide repair services for a particular brand of appliance. However, there may be certain independent repairers who take on the dual role of an independent repairer and authorised repairer for some brands. Based on interviews with independent repairers, some brand manufacturers restrict access to complex repair inputs, potentially creating challenges for independent repairers servicing the household appliances of these brands.

B. Competitive landscape of the industry

15. This study found a significant number of manufacturers¹¹ for each type of household appliance in Singapore in 2023. For each type of LHA and SHA, there are between four and nine manufacturers. Across the markets for each type of LHA, none of the manufacturers have a market share of more than 32%. The corresponding market share figures of manufacturers of SHA are no more than 37%.¹²
16. The study also found significant differences in consumer purchasing behaviour between certain LHAs and SHAs in Singapore's retail market for online and offline purchases. Online sales growth remains relatively low for LHAs, such as refrigerators, washing machines, built-in ovens, cooker hobs and cooker hoods. This is primarily due to consumers' preference to physically inspect these appliances before purchase, particularly to verify dimensions and compatibility with their home space.
17. For example, for air conditioners, despite attractive online promotions and complimentary services such as free delivery and installation, offline sales continue to dominate this category. In 2023, 84% of total retail sales volume for air conditioners were from physical stores, reflecting consumers' strong preference to shop at physical stores. Televisions, however, stand as an exception among LHAs, demonstrating stronger online sales performance.
18. In contrast, SHAs show robust online sales growth (from 14.2% in 2022 to 16.4% in 2023), driven by the availability of a wide range of brands and models at competitive prices on e-commerce platforms. These platforms have successfully attracted consumers with affordable brands of various types of SHAs. The success of these brands in the online space demonstrates the growing consumer comfort with purchasing SHAs through online platforms.

¹¹ For example, Samsung, Bosch, LG, Electrolux, Hitachi, Panasonic, Philips, Sharp, Mayer and Midea.

¹² The market shares are based on the Euromonitor Consumer Appliance 2024 edition, desk research and trade interviews.

IV. KEY FINDINGS

A. *Factors affecting consumers' choice to replace or repair*

(1) *Existence of warranty*

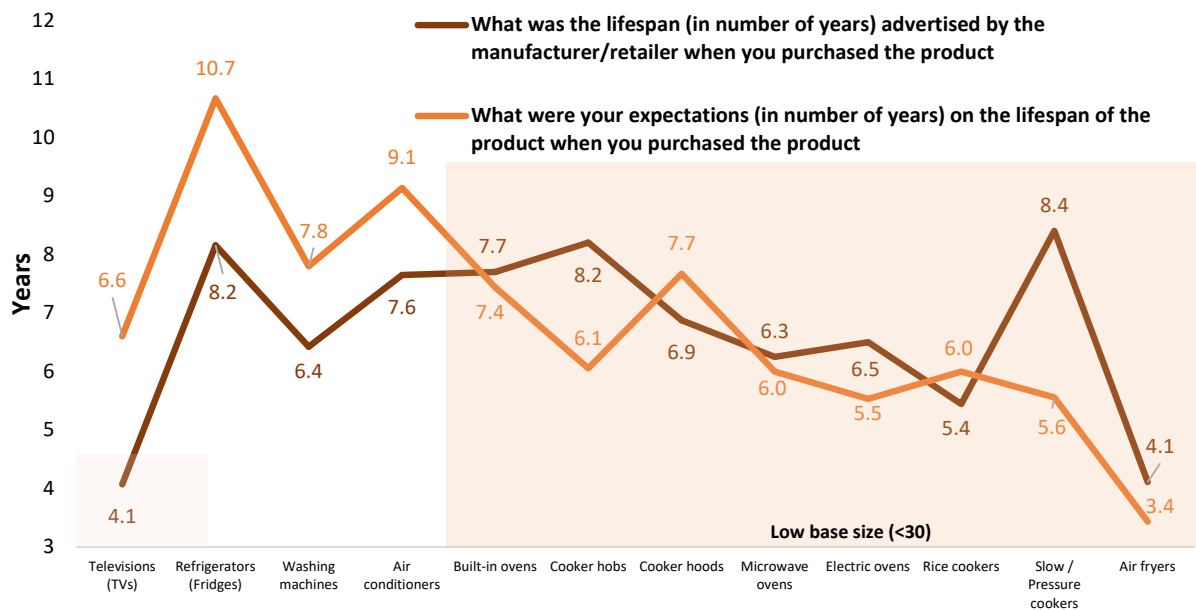
19. Consumers' preference to repair rather than replace their household appliances is largely affected by whether an active warranty applies (manufacturer or extended warranty), followed by cost considerations or age of the appliance. In Singapore, majority of consumers engage authorised repairers (which are appointed by manufacturers) to repair most of their household appliances, likely due to the appliance being within the warranty period. However, after product warranties expire, consumers frequently look to independent repair services, often choosing based on competitive pricing and availability.
20. From the focus group discussions and in-depth interviews with industry stakeholders, it was observed that consumers highly value long-term warranty periods, as they often perceive warranty length as a measure of product durability and are typically more inclined to repair their products during the warranty period. For out-of-warranty repairs,¹³ consumers often look to independent repairers and choose repairers based on price and availability. A small group of consumers continue to use authorised repairers for out-of-warranty repairs as they feel more assured by the authorised repairers' knowledge of the appliances and use of original parts. Some consumers prefer to replace than to repair their out-of-warranty products, especially if the newer model of the product is inexpensive.

(2) *Expected lifespans of appliances*

21. In general, consumers, especially those aged 65 years and above, expect appliances to last substantially longer than advertised. Based on the consumer survey of consumers who recently purchased an appliance, the advertised lifespans of appliances and the expected lifespans of appliances are set out below:

¹³ "Out-of-warranty" repairs refer to repairs performed after the warranty period has expired, or if the issue is outside the scope of the warranty's terms.

Figure 3: Advertised Lifespans vs. Expected Lifespans



Source: the Consortium based on answers to the consumer survey

22. Consumers consider cost and other factors in deciding whether to repair or replace their household appliances. The primary reason for repairing (instead of replacing) is that the appliance is still under warranty, hence repairs made by the authorised repairers under warranty are free of charge. If the appliance is no longer under warranty, consumers will consider repairing the appliance only if the repair cost is substantially lower, such that it is no more than around 10% to 30% of the price of a new appliance. Otherwise, consumers will generally prefer to replace the appliance. For example, most television repairs are due to panel malfunction. With the advancement of technology and introduction of OLED and Quantum LED models, the replacement cost for such panels can be up to S\$2,000 for a television that costs around S\$3,000, excluding labour and transport costs, which makes repairing such products undesirable. Consumers may also be concerned that the appliance may malfunction again after repair, potentially leading to higher expenses.
23. Aside from cost, consumers also consider the age of the appliance and prefer to have it replaced if it is older relative to their expectations of its lifespan. Consumers are also more likely to replace their appliances if it is costly to repair the appliances as they have reached or exceeded their expected lifespans. There are also consumers who prefer to replace their appliances to enjoy the features and designs of new models.
24. Other factors which consumers consider when deciding whether to repair or replace include the severity of the functionality issue, ease of repair and importance of the appliance in their daily lives. For example, consumers prefer to first consider repairing

their air conditioners which are built-in, to avoid the inconvenience of removing and installing them.

25. The overall satisfaction levels for authorised repairers and independent repairers are similar, with some consumers experiencing more satisfaction with independent repairers than with authorised repairers. Consumers surveyed were more satisfied with independent repairers on repair cost and time taken to repair their appliances, while the satisfaction level of consumers on the quality of repair and service standards varied across different appliances and types of repairers.

(3) *Shortening lifespans of appliances*

26. Notwithstanding that consumers generally expect appliances to have a longer lifespan than advertised, they perceive that manufacturers intentionally design and build appliances to be replaced every few years. Most consumers surveyed believe that it is cheaper to replace than repair their appliances.
27. While the evidence obtained from stakeholder engagements suggests that the lifespans of household appliances in Singapore have indeed gradually decreased, the study identified other possible explanations aside from the perceived intentional shortening of lifespans by manufacturers to drive higher replacement rates. Many independent repairers identify digitalisation and technological advancements of household appliances as the primary driver for shorter product lifespans, as the advanced technology relies on sophisticated electronic components that can malfunction and render the entire product irreparable. Other industry stakeholders attribute this trend to practices in the appliance manufacturing process, such as the use of less durable materials for internal components to cut costs. The need for faster production processes associated with frequent new product launches can also compromise product quality and reduce lifespans.

B. *Access to repair inputs for LHAs*

28. Independent repairers are generally able to access repair inputs, such as spare parts, diagnostic software and calibration codes, repair manuals and technical specifications, from manufacturers, authorised distributors or third-party suppliers. It is also generally not difficult to obtain non-complex repair inputs, given their availability from various sources such as e-commerce platforms and by ordering through the manufacturers' websites.
29. This study reveals that independent repairers face varying degrees of difficulty in accessing complex, brand-specific repair inputs, including spare parts. Some independent repairers indicated that certain manufacturers refuse to supply spare parts to parties outside their authorised networks. Such practice by some manufacturers can limit independent repairers' ability to compete effectively with authorised repairers in the

repair services market. However, the difficulties in obtaining spare parts may also stem from scarcity or the discontinuation of the spare parts rather than deliberate access restrictions. As for non-complex repair inputs, independent repairers generally have access to them.

30. Most consumers avoid self-repairs due to the complexity of conducting the repairs and specialised knowledge required. Those who attempt simple repairs report difficulties in obtaining spare parts, particularly for obsolete appliances. This scarcity may be a result of manufacturers maintaining minimal inventory of repair inputs due to obsolescence risks as technology advances, and some repair inputs may need to be ordered in advance.
31. Based on a vignette experiment, where hypothetical scenarios were presented to participants to observe their responses,¹⁴ consumers were less likely to repair their LHAs when manufacturers restrict access to spare parts or when only authorised repairers have access to spare parts. Conversely, consumers are more inclined to repair when spare parts are readily available in the market, such that repairs can be made by engaging either an authorised or independent repairer. The result demonstrates that restricting access to repair inputs can discourage consumers' demand for repair.

C. Warranty terms and conditions

32. Consumers need accurate and clear information regarding warranty terms to understand their rights when the appliance they bought requires repair. Misleading or unclear warranty terms can undermine consumers' confidence to purchase the appliance, limit their repair options, and influence their choice to repair or replace an appliance. Warranty terms may be misleading if they lead consumers to think that they do not have certain rights when they do, or vice versa. Warranty terms may also lack clarity if the information presented is overly complex, excessive, or portrayed in any other way that is not easily accessible to the consumer at the point of purchase.

(1) Misleading warranty terms

33. There is no substantial evidence that the warranty terms of household appliances used by retailers in Singapore are misleading to consumers. Consumers generally demonstrate a clear understanding of certain key warranty aspects, including warranty duration and key restrictions. They understand that longer warranties typically cover only specific appliance parts and may exclude labour or transportation costs. Correspondingly, the focus group discussions did not raise any consumer concerns regarding misleading warranty terms.

¹⁴ The methodology used by the consultants to conduct their experiment on vignette studies in survey research was referenced from, Atzmüller, C., & Steiner, P. M. (2010).

(2) *Enhancing clarity of warranty terms*

34. There is nevertheless scope to enhance the overall clarity of warranty terms for household appliances at the point of purchase. According to consumers who took part in the focus group discussions, retailers primarily focus on promoting extended warranties rather than explaining standard warranty terms. Additionally, consumers generally concentrate only on specific warranty aspects they consider most important, such as warranty duration and key restrictions, and seldom review the entire warranty document due to barriers such as technical jargon, lengthy document, small font sizes, and other design complexities that require considerable effort to navigate.
35. The consumer survey revealed significant differences in the level of understanding of warranty terms according to demographic attributes. Younger, more digitally savvy consumers showed greater ability to interpret warranty terms through independent online research, while lower-income consumers were less likely to be aware of or understand the warranty terms.
36. Notably, participants of focus group discussions highlighted that warranty information presented in a simplified form – for example, in a table with clear columns showing the coverage of the warranty – could help to raise the awareness and comprehension of warranty terms.

D. *Durability and repairability of household appliances*

37. Having access to information on durability¹⁵ and repairability¹⁶ can enable consumers to consider these factors at the point of purchase and in turn incentivise manufacturers to compete on these attributes. This is especially so given the general perception among consumers that modern appliances are less durable than older models. Without relevant information on durability and repairability, consumers are unable to factor these characteristics into their purchasing decisions. As a result, any improvement in product durability or repairability may not lead to higher sales to reward such efforts.
38. During focus group discussions, consumers expressed that retailers do not provide adequate information about the durability and repairability of household appliances. They noted that retailers emphasise available discounts or promotional product features, but do not proactively share detailed information on durability and repairability. Consumers typically rely on personal experience, recommendations from friends and family, or online reviews for such information.

¹⁵ Durability refers to how a product maintains its intended function and performance under normal usage conditions, without significant degradation or failure.

¹⁶ Repairability is the ease with which a product can be maintained, fixed, or restored to full functionality when it experiences damage or malfunctions.

39. Manufacturers are reluctant to disclose information on durability as it could be interpreted as a binding guarantee, potentially leading to consumer disputes. This hesitation stems from the fact that product lifespan is significantly influenced by consumer usage patterns and maintenance practices, which are factors beyond a manufacturer's control.
40. In principle, durability and repairability go hand in hand, as improving repairability often extends the product's useable lifespan. An observation made through the focus group discussions is that consumers were, at the point of purchase, far more responsive to product durability information than repairability information. This suggests that consumers care more in practice about durability than repairability in their purchase decisions.

E. Use of Green Claims

41. Although there have been concerns over greenwashing in Singapore, this study did not find prevalent use of misleading or false Green Claims in the marketing of household appliances. In this aspect, consumers predominantly associate Green Claims on household appliances with those related to energy efficiency, particularly the NEA energy labels which consumers indicated that they trust most and know best. Manufacturers also shared that the most persuasive Green Claims to consumers are those related to energy and water efficiency.
42. While consumers expressed general interest in sustainability, the vignette experiment and the focus group discussions revealed that price and energy efficiency that can translate to cost savings are the primary considerations for consumers when purchasing household appliances.
43. The results from the consumer survey suggest that while Singapore consumers may value environmental sustainability, some of them may not be willing to pay more for it and are instead driven by potential cost savings over the longer term. While 60% of consumers trust the environmental information provided on the products, only 41% are willing to pay a price premium for sustainable options. This finding aligns with a 2021 Accenture-WWF study, which found that just 35% of 500 consumers would pay more for eco-friendly products, of up to 10%. Green features only become relevant for 48% of consumers when choosing between different models or brands.
44. Notably, a vignette experiment on Green Claims demonstrated that generic, unverifiable environmental claims at the point of purchase do not command any statistically significant price premium. Instead, consumers are primarily price-sensitive and value Green Claims that are related to energy efficiency, especially for LHAs that run continuously, such as air-conditioners and refrigerators. This confirms that Green Claims related to future cost savings such as energy or water efficiency are likely to have the

most impact on consumers, including their decisions whether to repair or replace. Therefore, the impact of any false or misleading Green Claims would depend on how much consumers value environmental sustainability.

F. Difficulties faced by consumers in relation to repair options

45. The findings on consumer awareness of repair options are mixed. Consumers often know about repairers through word-of-mouth, product manufacturer and internet searches. The survey revealed that 44% of the participants indicated that there are insufficient repairers in Singapore, and a similar proportion of participants also indicated that they do not know where to find such repairers. On the other hand, many participants from the focus group discussions submitted that there are in fact too many repair options, to the extent that they occasionally struggle to find the most appropriate option based on affordability, service and other factors.
46. For completeness, the CPFTA¹⁷ gives consumers the right to request repair, replacement, reduction in price or rescission of contract for goods that do not conform to the contract, ie., defective goods. Approximately half of the survey participants indicated that they are aware of such a right. This aligns with CASE's own survey¹⁸ which found that awareness level among consumers is at 51.1% in 2024. Amongst respondents who have exercised their right to replace or repair a product under the CPFTA (9%), only a small sub-proportion (17%) faced difficulties doing so, such as navigating the multi-step repair/refund process, including contacting the vendor and providing evidence of defects.

V. CCS'S RECOMMENDATIONS

A. Ensuring access by independent repairers to essential repair inputs

47. Manufacturers should not restrict access to repair inputs without reasonable and proper justifications, as doing so may prevent independent repairers from being able to compete effectively with authorised repairers. There is evidence that certain repair inputs of certain brands are difficult to obtain. Brand manufacturers that currently restrict independent repairers from having access to their brand-specific repair inputs, especially complex repair inputs, should review their practices to ensure compliance with the Competition Act.
48. Ensuring access by independent repairers to necessary spare parts, repair manuals, diagnostic tools, and technical information to provide repair services for household appliances will facilitate a competitive repair market and allow consumers to benefit from

¹⁷ Part 3, sections 13 to 18 of the CPFTA, commonly known as the Lemon Law.

¹⁸ Press release by CASE dated 28 November 2024 at <https://www.case.org.sg/wp-content/uploads/2024/11/Media-Release-Public-awareness-of-consumer-rights-at-an-all-time-high-in-2024-CASE-survey-v1.pdf>.

having more repair options.

49. Relatedly, consumers have the rights under the CPFTA to request repair, replacement or refund of household appliances that are found to be defective. Part 3 of the CPFTA provides for additional consumer rights in respect of non-conforming goods, such as defective household appliances.¹⁹ These additional consumer rights include allowing the consumer to require the seller to repair or replace the defective household appliance,²⁰ and to make an application to the court for an order requiring specific performance by the seller to repair or replace the defective household appliance.²¹ To exercise such a right, the consumer must have done so within six months starting after the date of delivery of the defective appliance.²²

B. Provision of enhanced warranty information to consumers at point of purchase

50. Manufacturers and retailers are encouraged to present warranty terms in a clear, concise and easy-to-understand manner to consumers at the point of purchase or on their websites. Some good practices of clear and concise warranty information provided by manufacturers are illustrated in Figures 4 and 5 below.

Figure 4: Good Examples of Warranty Terms for Various Household Appliances

What is covered in your warranty			
MOBILE DEVICE	TV & AV	HOME APPLIANCES	MONITOR
			STORAGE
Washing Machine Warranty Period 24 Months Scope of Warranty Labour, parts & transport Warranty service On-site	Washing Machine (Motor) Warranty Period 240 Months Scope of Warranty Motor only (Exclude Labour, Transportation or additional parts) Warranty service On-site Warranty Period Fully Automatic Top Load (Non-Wobble Technology) 5 years Fully Automatic Top Load (With Wobble Technology) 20 years... SHOW MORE ▾	Dryer Warranty Period 24 Months Scope of Warranty Labour, parts & transport Warranty service On-site	Dryer (Motor) Warranty Period 240 Months Scope of Warranty Motor only (Exclude Labour, Transportation or additional parts) Warranty service On-site

¹⁹ See section 13(4)(a) of the CPFTA for the definition of goods that do not conform to a contract of sale of goods. In the context of a contract of sale of goods, “non-conforming goods” could refer to: (a) goods that do not match their descriptions; (b) goods that are not of a satisfactory quality; or (c) goods that are not fit for any purpose for which the consumer was purchasing the goods and which purpose was made known to the seller before purchase.

²⁰ Section 15 of the CPFTA.

²¹ Section 18(2) of the CPFTA.

²² Section 14(3) of the CPFTA. Under section 14(1)(c) of the CPFTA, this applies only to appliances bought after 1 September 2012.

Figure 5: Good Examples of Warranty Terms for Various Household Appliances

Product (Commercial / Normal Household Use)		
Washing machine © & ® Normal household use Warranty period 2 years Warranty type On-site	Dryer ® Normal household use Warranty period 2 years Warranty type On-site	Refrigerator © & ® Normal household use Warranty period 2 years Warranty type On-site
Commercial use Warranty period 1 year Warranty type On-site	Commercial use Warranty period 1 year Warranty type On-site	Commercial use Warranty period 1 year Warranty type On-site

51. When considering the purchase of an appliance, consumers may wish to review the following warranty aspects and seek clarifications with retailers or manufacturers if any points are unclear:

Box 1. Consumer Checklist

Coverage – What does the warranty cover and for how long?

(Warranties usually only cover defects, and not wear-and-tear or misuse)

Benefits – What extra benefits does the warranty offer?

(Some warranties may include additional benefits such as complimentary maintenance checks, or free replacement)

Repair – Who can repair, what is the repair process and how long will it take?

Fees – Are there additional fees for warranty repairs?

(For example, service calls, labour or transportation costs)

Conditions – Are there any conditions to keep the warranty valid?

(For example, serial number must not be tampered with, or product must be solely for domestic use in Singapore)

52. To provide context for the above checklist, a standard warranty typically includes coverage for manufacturing defects and faulty parts, basic repair services for a specified period, and replacement of essential components, provided the appliance is used under normal operating conditions.

53. Extended warranties are optional add-ons that build upon the standard warranty coverage. Extended warranties provide longer protection for products over and above the standard warranty. In addition to the standard coverage of repair and replacement if the product breaks down, extended warranties may have a wider coverage against other risks such as accidental damage, loss or theft, though this varies across manufacturers and retailers.
54. There may be certain limitations in the coverage of a warranty. Consumers would benefit to know that warranties may exclude certain parts or components (eg. cosmetic damages to outer surface, deterioration from wear and tear), and the level of coverage might decrease over time. Some repairs could require additional payment beyond what the warranty covers, and specific conditions must be met to maintain warranty validity (eg. serial number must not be removed or tampered with, damage from commercial use, improper installation or maintenance, unauthorised modification). Additionally, some claims may be subject to assessment by the manufacturer or retailer before approval.

C. Provision of reliable durability information by manufacturers to enable informed purchase and repair decisions by consumers

55. Manufacturers are encouraged to provide information about the durability of their products where durability or reliability tests have been conducted on their household appliances by accredited third-party testing facilities. This information helps consumers make well-informed decisions and enables meaningful comparisons between different models and brands.
56. Consumers are encouraged to read up before making purchases of household appliances, especially for large-ticket items. When comparing different brands, consumers may wish to review the product specifications and performance, peruse verified user reviews to get a sense of the general user experience, check energy or water efficiency ratings to determine the impact on longer term costs, and understand typical product lifespans as well as relevant product safety standards.
57. In terms of product safety, certain household appliances are regulated as Controlled Goods²³ under the Consumer Protection (Safety Requirements) Regulations (“CPSR”). Under the CPSR, all Controlled Goods must be tested to specified safety standards, registered with the Consumer Product Safety Office (“CPSO”) of CCS, and affixed with the Safety Mark before they can be supplied in Singapore to consumers for household use.
58. Consumers are also strongly advised to only purchase Controlled Goods that are affixed with a valid SAFETY Mark as illustrated below. Controlled Goods that do not have the Safety Mark may expose users to potential safety risks, since they may have not been

²³ For more information on the categories of Controlled Goods, please visit the [CPSO's webpage](#).

tested to be compliant to relevant safety standards. To check the validity of a SAFETY Mark, consumers may search for their Controlled Goods' details (ie. brand, model number, or SAFETY mark number) via the CPSO's [online register](#).

Figure 6: Example of a SAFETY Mark from CPSO



59. When deciding whether to repair or replace household appliances, consumers may wish to evaluate and assess based on considerations applicable to their requirements. From a circular economy perspective, repairing extends product lifespan and reduces electrical and electronic waste, which in turn supports environmental sustainability. However, consumers should also evaluate several factors such as safety considerations and energy or water efficiency trade-offs, especially for older models that are repaired with non-original parts. For Controlled Goods, consumers should also be aware of the risks involved when using third-party repairers with non-OEM parts (eg. safety assurances provided by the original registered supplier could be voided).
60. Apart from the safety aspect, newer models may also offer improved energy or water efficiency, which are more environmentally sustainable and could translate to long-term cost savings despite the higher initial investment. However, premature replacement of household appliances with a newer model for their improved sustainability features may increase electronic waste and may not necessarily achieve greater sustainability outcomes.

D. Manufacturers should make accurate and substantiated Green Claims

61. CCS recognises that Green Claims, in particular claims that would translate to future cost savings, would more greatly influence consumers' purchasing decision. Consumers face a trade-off at the point of purchase, where they either choose between paying a higher price upfront for lower utility bills in the future or opt for a lower price today with higher utility bills later. This emphasises the importance of businesses making accurate Green Claims, supported by credible evidence, which enables consumers to make informed purchasing decisions.
62. To support businesses in making accurate and substantiated claims on the qualities of their products including their environmental impact, CCS has issued guiding principles for businesses in its QRC Guide. The QRC Guide addresses claims made by businesses on the qualities, uses or benefits of goods or services including Green Claims. The QRC Guide also includes examples from past enforcement cases under the CPFTA, as well as examples of Green Claims to better contextualise the principles for businesses.

VI. CONCLUSION

63. This market study has identified a number of competition and consumer issues in the supply of household appliances in Singapore. The issues include access by independent repairers to repair inputs, and lack of clarity in provision of warranty and product durability information. For each issue, CCS has made recommendations for manufacturers to review their practices, be it their supply practices or practices in providing information, to remain compliant with the Competition Act and CPFTA. CCS also encourages consumers to utilise the checklist set out in paragraph 51 above in addition to their own reading up to take into account certain warranty and durability information so as to make informed purchase and repair decisions. CCS will continue to monitor these issues to ensure that competition and consumer interests are safeguarded while promoting circular economy principles.