

Bilateral campaign on Tablet PC



Bundesnetzagentur



Radiocommunications Agency
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A. EXECUTIVE SUMMARY

The Market Surveillance Authorities (MSA) of Germany (Bundesnetzagentur) and the Netherlands (Agentschap Telecom) conducted a bilateral campaign to assess the conformity of 39 Tablet PC covered by the R&TTE directive (1999/5/EC). The campaign was carried out between March and July 2012.

In the campaign both, 'well-known brands' as well as 'less well-known brands' were investigated. The investigation concerned an administrative assessment and a technical assessment on electrical emission. The results of the campaign showed

7 out of 39 fulfill the administrative requirements **(18%)**

26 out of 34 fulfill the assessment against the harmonized standards **(77%)**

The overall fulfilment of compliance is 13% of the products.

Both MSA observed a difference in technical compliance. In general the well-known brands performed better.

This report concludes with some general recommendations on the method of investigation and on the process of a bilateral campaign.

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ELEMENTS OF THE CAMPAIGN

1. Reasons for the campaign

At a bilateral meeting between the German and the Dutch Market Surveillance Authorities (MSA), the Dutch MSA drew attention to a small investigation on Tablet PC conducted in 2011. Both MSA concluded to continue the investigation during a bilateral Market surveillance campaign, to improve cooperation and to widen the investigation for optimal effectiveness.

From the beginning of the bilateral Market surveillance campaign it was clear that sales of Tablet PC would and will increase rapidly. The relevancy for this campaign is two sided. First Tablet PC are a new set of products being sold to a wide spread and diverse group of consumers, intending to use the products in multiple ways, both at home as in professional purposes. By keeping close track of new, but seemingly popular products on the market, MSA it is possible to intervene in an early stage when needed.

Second the popularity of Tablet PC also opens a blooming market for brands of widely differing quality. There is a risk that a manufacturer does not take enough time or effort to review the conformity of the device and fulfill the administrative and technical requirements. The aim of the bilateral campaign is to get an overview of conformity in the market for Tablet PC.

2. Scope of the campaign

For this campaign Tablet PC with network capability through Rlan or other radio components were investigated. The Tablet PC were first assessed against administrative requirements of the R&TTE Directive. These are the Tablet PC investigated by the Dutch MSA in the first batch. In the second batch which was a joint action between the two MSA (Bundesnetzagentur and the Radiocommunications Agency), the Tablet PC have also been checked technically. This technical assessment consisted of a measurement of the radiated emission referred to the harmonised standard mentioned by the manufacturer in the declaration of conformity (DoC) for the products.

3. Timing

The bilateral campaign was carried out between March 2012 and July 2012. In this period both, the administrative as well as the technical assessment were carried out. However, this report also contains the results of the administrative assessment performed from the Dutch MSA in the first campaign in 2011.

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4. Selected product types and sampling

For this bilateral Market surveillance campaign samples were taken randomly from the Dutch and German market taken into account the market penetration and price/quality level; supposedly all larger manufacturer had been taken into account.

In total the campaign constitutes of a total of 40 products. Each MSA assessed 20 Tablet PC. As one product had been assessed by both MSA in total 39 products were taken into account in the results of this campaign.

Both, well-known brands as well as less well-known brands were selected to achieve a maximum overall view of the market of Tablet PC at that time¹.

The products/brands subject to the conducted investigation is given in table 1.

¹ The classification as 'well-known' or 'less well-known' is based on the perception of the MSA, so it is recognized this could be judged as a rather subjective classification.

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5. Basic requirements / Tests criteria used

The assessment on the products consisted of two parts:

Administrative	An assessment on all administrative requirements (except Technical Documentation) of the R&TTE Directive (1999/5/EG) by means of the established Data Information Form developed in ADCO RTTE (R&TTE DIF), which is a checkbox form.
Technical	<p>A measurement of the products against the harmonised standard listed in the DoC. Mostly the following harmonised standards had been used:</p> <ul style="list-style-type: none">• EN55014-1-2001 'Household appliances, electric tools and similar apparatus' and where applicable.• EN 55022-2006 'Information Technology Equipment - Radio disturbance characteristics'.

6. Contact points for the bilateral Market surveillance campaign

The following contacts were established for the bilateral Market surveillance campaign

Germany:

Bundesnetzagentur (BNetzA)

Section 411 – Market Surveillance; Matters related to EMC and R&TTE

Stephan.Winkelmann@bnetza.de; +49 61 31 18 12 42

The Netherlands:

Radiocommunications Agency (RA)

Section Supervision, division Market Surveillance

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B. RESULTS OF THE BENCHMARK

1. Number and brand name of selected samples

A total of thirty nine (39) products had been selected

Well-known brands	Less well-known brands
Acer	Ambiance
Apple	BeBook
Archos	D-Media
Asus	Easypix
Blackberry (2 products)	Eldohm
Dell	Gigabyte
Fujitsu	Hanvon
HTC (2 products)	Polaroid
Huawei	POV
Lenovo	Prestigio
LG	Q-Ware
Medion	Sweex
Motion	Technaxx
Motorola	Touchlet
Odys	Xiron
Packard Bell	Zepad
Samsung (2 products)	
Sony	
Toshiba (2 products)	

Table 1 Summary of selected brands of investigated EUT

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2. Administrative compliance with R&TTE directive

All products were assessed for compliance with the administrative requirements of the R&TTE directive.

For the MSA to be able to assess the administrative compliance, manufacturers or importers were asked to supply the following documents:

- The Declaration of Conformity (DoC).
- A copy of the manual as the consumer would receive this.
- The applicable test- and measurement reports as well as certificates of institutes that were involved in the route to conformity of the product.

Aside from these documents one sample (the Netherlands) or three samples (Germany) of the product was taken, in a state as the consumer would receive it.

The results on the administrative assessment of the products are as follows:

Product tablets	Pass	Fail	Total
Well-known brands	6	17	23
Less well-known brands	1	15	16

Table 2 Results of the administrative assessment

3. Analyses of the administrative shortcomings

As a consequence of the overall result of the administrative requirements a more selective analyses on the non-compliances showed:

- 22 out of 39 products fulfill "CE marking requirements"
- 17 out of 39 products fulfill "other information requirements"
- 20 out of 39 products fulfill "DoC requirements"

4. Technical assessment results

Thirty four (34) out of thirty nine (39) Tablet PC were also assessed technically. The Tablet PC that were not technically assessed had been part of an first investigation that the Dutch MSA performed before the start of this bilateral Market surveillance campaign.

The technical assessment has been performed based on the harmonised standards that the manufacturer states in the DoC, mainly concerning emission. The measured result of each product was compared with the limit in the applicable harmonised standard, taking into account the measurement uncertainty of the test facility.

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The results of the technical assessment are as follows:

Product tablets	Pass	Fail	Total
Well-known brands	17	1	18
Less well-known brands	9	7	16

Table 3 Results of the technical assessment

5. Overall compliance with the R&TTE directive

Taken into account all assessment the overall result for this bilateral Market surveillance campaign is:

Product tablets	Pass	Fail	Total
Well-known brands	6	17	23
Less well-known brands	1	15	16

Table 4 Overall assessment result

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C. OVERALL CONCLUSIONS

The following conclusion had been drawn from this bilateral Market surveillance campaign:

- The overall fulfilment of compliance levels of the assessed Tablet PC is 13% of the products.
- The administrative assessment showed a level of compliance of only 18%, overall. From the well-known brands the compliance is 26% and from the less well-known brands 6%.
- The technical assessment showed an overall compliance of 77%. However, the well-known brands perform much better technical compliance compared to the not so well known brands. The level of compliance amongst the assessed well-known brands is 94%. For the less well-known brands this percentage is 56%.
- Where applicable, the manufacturers or importers were informed about the non-conformities of their products. Amongst them are large companies/well-known brands. All these parties have pledged to improve the products compliance in order to fulfil the requirements laid down in the R&TTE Directive.

D. RECOMMENDATIONS

The German and Dutch MSA recommend - as the outcome of this bilateral Market surveillance campaign:

- The results of this bilateral Market surveillance campaign and this report will be made available to the market surveillance authorities and to industry to take note of, to prevent possible non-conformities in future products.
- If the popularity of Tablet PC persists in the coming years, a joint European Market surveillance campaign within R&TTE ADCO should be considered. A future joint European Market surveillance campaign should cover all aspects, especially those not covered by this bilateral Market surveillance campaign like assessment of the Technical Documentation and further technical assessment like immunity and health and safety phenomena.
- Develop a mutual method on reporting the summary of non-conformities of campaigns in general. Both Germany and The Netherlands have found out that they had different interpretation on some elements of the R&TTE DIF, notwithstanding the use of the DIF.
- A risk assessment should be and will be carried out for the technical non-compliant Tablet PC found in future campaigns in order to verify the risk of technical non-compliant products.