

<b>Product Quality Best Practices</b>	<b>SUBJECT</b> Care and Use Instructions	<b>LAST UPDATE</b> July 2018
	<b>APPLIES TO</b> • Suppliers • Distributors	<b>FOCUS ON</b> Instructions for the proper care and use of promotional products
	<b>QUICK LINKS</b> • PPAI Corporate Responsibility: <a href="http://www.ppai.org/corporate-responsibility/">www.ppai.org/corporate-responsibility/</a> • UL: <a href="http://www.ul.com/consumer-retail-services/en/industries/premium-promotional-and-licensed-goods/">www.ul.com/consumer-retail-services/en/industries/premium-promotional-and-licensed-goods/</a> • Consumer Product Safety Commission: <a href="http://www.cpsc.gov">www.cpsc.gov</a>	

**Intended for beginner compliance programs**

*Italic grey text indicates a hyperlink listed in the Online Resources section of this document.*

### Introduction

With many products, care and use instructions can be an overlooked aspect of the risk-assessment process. However, providing a clear set of instructions that inform the consumer on how to use and care for the product can benefit both the consumer and the manufacturer. This also provides an opportunity to place any warnings on the product that may be necessary.

#### Example List 1: Drinkware

When assembling instructions, it is important to consider both potential use and misuse of the product and create instructions that provide some level of protection to the supplier. It is also important to address potential quality considerations. For example, if the imprint is likely to wear off over time, it may be important to advise the recipient not to wash the item in the dishwasher. Here is a list of considerations that may be appropriate to include in a set of instructions for the care and use of drinkware. Note that this list is not all-inclusive and may not apply to all drinkware:

- Before use, rinse with warm, soapy water and dry
- It is recommended that the items be hand washed
- Do not use these items in the microwave
- The lid is not spill-proof, it is only splash-resistant
- BPA FREE

Additionally, the care and use instructions should include information such as the name of the manufacturer, importer, supplier, or distributor, and the company’s city, state, and zip code. The instructions should also list the country of origin.

#### Example List 2: Apparel

Different products require different warning requirements. When creating instructions for the care and use of a tee shirt, you may want to consider including some of the following:

- Turn the item of clothing inside out
- Machine wash cold, gentle cycle and do not use bleach on this garment



- Tumble dry low
- Use only a cool iron, if necessary. Iron the garment inside-out and avoid ironing the garment’s art
- Do not dry clean the garment, or the art may be damaged

The care and use instructions for a clothing garment should also include the name of the manufacturer, importer, supplier, or distributor. Additionally, the instructions should include the RN and CA numbers, the name of the material(s) the garment consists of, and the country of origin.

#### Example List 3: Electronics

Some items are more complicated than others, and may warrant the inclusion of some warning language in the care and use instructions. This is especially the case with electronic devices, and again, it is important to consider both reasonable use and abuse of the product when crafting instructions and warnings. Here is a list of the items to include in a set of instructions for the care and use of a USB-Powered 3-D LED Lamp:

- Please carefully read this user guide and keep it for future reference  
List all package contents: 1 x acrylic plate, 1 x USB powered base, 1 x 5V 2.0 power cable, 1 user guide

- Instructions for use
  1. Carefully insert the LED light-up acrylic plate into slot at the top of the base; to avoid fingerprints on the Acrylic Plate, which can affect the lamp's 3D illusion, handle it by the edges only;
  2. Connect the USB power cable to an active USB 2.0 port on your computer or a UL-certified USB wall charger;
  3. Press the power on/off button on the top of the base to turn the lamp on or off.

- Proper Care and Safety

1. To clean the acrylic plate, first remove it from the base and use a soft microfiber cloth to clean the acrylic plate, and then the base. Do not use cleaning solvents or paper towels, they will damage the acrylic plate and the base.
2. ⚠ WARNING: Do not attempt repairs, open, disassemble, drop, or modify the product, power supply, or accessories for any reason. This may cause damage to the product, which would void any warranty, and can present the risk of shock or fire that can cause injury or property damage.

3. ⚠ WARNING: Not a toy. Keep out of reach of children. This product and its accessories are not toys. Do not allow small children to play with the lamp.
4. ⚠ WARNING: Do not use near water. To reduce the risk of fire or shock, do not get the product wet or use near water and do not expose to humidity, rain or moisture. Do not expose product to extreme heat.
5. ⚠ WARNING: Do not look at LED lights. LED lights can be very bright; avoid looking at the lights to prevent injury to eyes.

Providing a clear set of instructions on how to properly use and care for a product can be an important and valuable step in a company's risk-assessment endeavors. Much of the value in the effort to inform consumers about how to properly handle products is derived from the mitigation of risk that comes from providing the information to the consumer. Considering the potential alternative use, as well as misuse, of the product strengthens the care and use guidance, and results in a good set of instructions that educates the consumer about the best ways to use and care for the product.

### Online Resources:

**PPAI Product Safety Frequently Asked Questions:** [ppai.org/corporate-responsibility/product-responsibility/product-responsibility-faqs/](http://ppai.org/corporate-responsibility/product-responsibility/product-responsibility-faqs/)

**PPAI Business Partner UL:** <http://www.ul.com/consumer-retail-services/en/industries/premium-promotional-and-licensed-goods/>

**Federal Trade Commission Care Labeling Rule:** <https://www.ftc.gov/tips-advice/business-center/guidance/clothes-captioning-complying-care-labeling-rule>

**Textile Fiber Products Identification Act:**

[https://www.ecfr.gov/cgi-bin/text-idx?SID=7709dca0da892561d073144ecfcc95c3&mc=true&tpl=/ecfrbrowse/Title16/16cfr303\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?SID=7709dca0da892561d073144ecfcc95c3&mc=true&tpl=/ecfrbrowse/Title16/16cfr303_main_02.tpl)

**Care Labeling of Textile Wearing Apparel:**

[https://www.ecfr.gov/cgi-bin/text-idx?SID=7709dca0da892561d073144ecfcc95c3&mc=true&tpl=/ecfrbrowse/Title16/16cfr423\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?SID=7709dca0da892561d073144ecfcc95c3&mc=true&tpl=/ecfrbrowse/Title16/16cfr423_main_02.tpl)

**Federal Trade Commission Labeling Requirements:**

<https://www.ftc.gov/tips-advice/business-center/guidance/threading-your-way-through-labeling-requirements-under-textile>

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