

Prize Presentation Ceremony of the Four-Panel Photo Story Telling Competition



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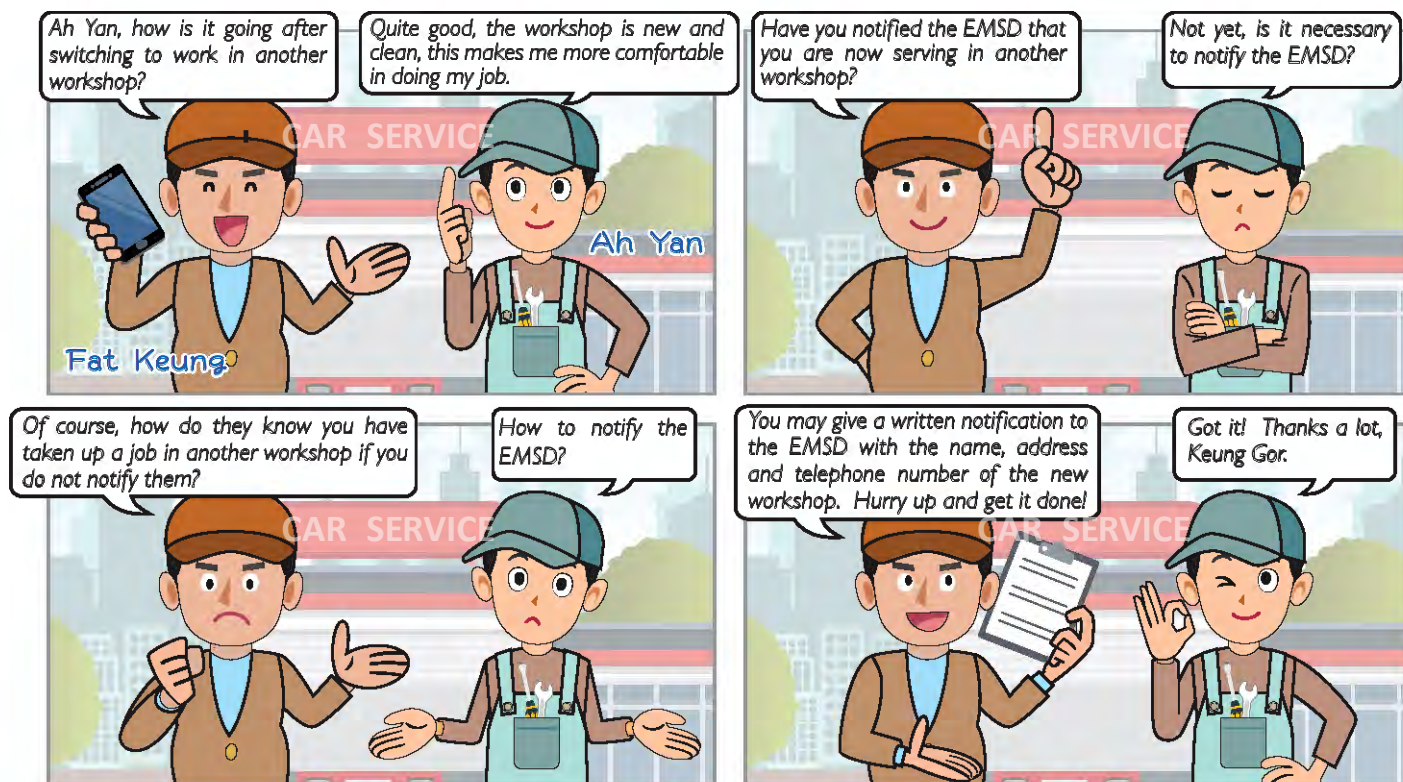


Second Round of Audit Inspections Provides More Appropriate Support

The Electrical and Mechanical Services Department (EMSD) implements the Voluntary Registration Scheme for Vehicle Mechanics (VRSVM) and the Voluntary Registration Scheme for Vehicle Maintenance Workshops (VRSVMW) to enhance the standard of the vehicle maintenance trade. Starting from July 2018, the Vehicle Maintenance Registration Unit (VMRU) has stepped up audit inspections to ensure that registered workshops and mechanics comply with the requirements in the Practice Guidelines for Vehicle Maintenance Workshops (Practice Guidelines) and the Code of Conduct for Registered Vehicle Mechanics, as well as providing the workshops and mechanics concerned with guidelines so as to improve their operation and service quality, thereby facilitating a smooth transition to the mandatory registration system in the future. Thanks to the full co-operation of the registered workshops, the VMRU completed the first round of inspections in July this year, both registered workshops and mechanics were found to comply with most of the requirements in the Practice Guidelines and Code of Conduct. The VMRU will launch a second round of audit inspections in August to provide more appropriate support regarding items in the Practice Guidelines and Code of Conduct that are more easily overlooked by workshops and mechanics.

Apart from audit inspections, the EMSD also attracts those trade members not yet registered with the registration schemes and enhances public understanding of the schemes through different publicity programmes. Last November, the EMSD and the Vehicle Maintenance Technical Advisory Committee (VMTAC) jointly organised the Four-Panel Photo Story Telling Competition to promote the quality services of registered vehicle maintenance workshops and registered vehicle mechanics. The competition was met with an enthusiastic response, and I would like to express my gratitude to the mechanics and members of the public for their participation. Besides, my special thanks also go to members of the Subcommittee on Management and Review, including Mr CHAN Sze-tat, Mr TAM Kum-fai, Ms SHAR Wing-suen, Mr CHAN Ho-man and Mr HO Kin-san, for their serving as adjudicators of the competition and selection of winning entries. The prize presentation ceremony of the competition was held in mid-July, with highlights of the ceremony published in this issue of RVM Newsletter so that readers can share the joy of the day.

In addition to featuring “Prize Presentation Ceremony of the Four-Panel Photo Story Telling Competition”, this issue of RVM Newsletter also covers a wide range of topics, including latest developments of the registration schemes and surprise inspections of LPG vehicle maintenance workshops; introduction to inspection, examination and testing of lifting appliances and lifting gear; remote monitoring system of battery voltage; and the Trade Descriptions Ordinance and unfair trade practices. Among them, the article “Introduction to Inspection, Examination and Testing of Lifting Appliances and Lifting Gear”, which was written by the Occupational Safety and Health Council, details the different types of lifting appliances and gear, as well as the inspection, testing and examination that are under the regulation of relevant laws. It is hoped that the trade will pay more attention to such matters. Do not miss these interesting contents!



Mr YIP Sui-pong, Ponthey Chief Editor

The Four-Panel Photo Story Telling Competition held last November was divided into Open Group and Master Group, each participant was required to create a four-panel story with four photos to promote the quality services of the VRSVMW and VRSVM. The competition received overwhelming support from members of the public, and a total of 54 entries were received. After assessment by the adjudication panel, the champions and runners-up of the Open Group and Master Group were selected.

The prize presentation ceremony was held at the EMSD Headquarters Building on 19 July 2019. Mr LAI Hon-chung, Deputy Director/Regulatory Services of the EMSD, Mr TANG Wing-hong, Chairman of the Subcommittee on Management and Review under the VMTAC, and Mr YIP Sui-pong, Chairman of the Subcommittee on Research and Development under the VMTAC, were invited to present prizes. After the ceremony, winners were invited to experience the virtual reality sample workshop and learn about the application of other innovative technologies of the EMSD. What a rewarding experience they had!

Due to limited space, winning entries of the Master Group will be published in the next issue of **RVM Newsletter**.



Champion Mr TANG Tsz-ho



1st Runner-up Ms LEUNG Wan-man



2nd Runner-up Mr NG Siu-fai





Group photo of Mr LAI Hon-chung, Deputy Director/Regulatory Services, VMTAC members and the winners



Champion Mr NG Siu-fai



1st Runner-up Mr MAK Siu-man



2nd Runner-up Mr LAU Wing-yin





The Champion of
Open Group



1

Previously I looked for low-cost repair services and didn't bother to patronise a registered vehicle workshop.



2

And I felt regret doing so when my car broke down on the road.



3

In the future, patronise workshops that are registered with EMSD.



4

That's a load off your mind!



1

Sir, how may I help you?

I had my car repaired in a vehicle workshop not yet registered, but now it runs even worse than before!



2

Worse still, the mechanics in that workshop are not registered. Is my car in big trouble?

Please stay calm. This time you're smart that you come to find me, both my vehicle workshop and the mechanics here are registered.



3

I hope it will get fixed.

Let me check your car thoroughly.



4

Don't worry, it's done, your car is fine now!

It's truly a blessing to have you fix my car. From now on, be a smart consumer and patronise registered vehicle workshops!

1st Runner-up of
Open Group

2nd Runner-up of
Open Group

- 1** Registered vehicle mechanics who have switched to work in another vehicle maintenance workshop should **notify the VMRU by e-mail (vmru@emsd.gov.hk) or fax (3521 1565)** the name, address and telephone number of the new workshop.
- 2** If there is any change in the information of the vehicle maintenance workshop (such as name of the workshop, registration number of the workshop, address, contact number and business registration certificate, etc.) or alteration in the type of workshop being registered, the person-in-charge of the workshop must, **within 14 working days** from such change, notify the VMRU of the change in a company letter by mail, e-mail or fax, and submit the relevant documents for processing.

Information on the VRSVM:

Total number of vehicle mechanics	10 382 <small>Note 1</small>
Number of registered vehicle mechanics (as at end-June 2019)	9 351

Information on the VRSVMW:

Total number of vehicle maintenance workshops	2 822 <small>Note 2</small>
Number of registered workshops (as at end-June 2019)	2 060

Note 1: 2016 Manpower Survey Report (updated on 25 August 2017) by the VTC and the Automobile Training Board.

Note 2: Database of the VMRU (updated on 5 July 2018).

If you wish to help protect our environment by receiving the electronic version of RVM Newsletters and leaflets, please send us the completed reply slip by e-mail: **vmru@emsd.gov.hk** or WhatsApp: **9016 3185**. We will contact you by means of e-mail or mobile communication as far as possible.

Reply Slip

I/My company would like to receive the RVM Newsletters and other information leaflets by

☐ e-mail / ☐ WhatsApp.

Please provide the relevant contact details based on the above selected means of communication:

E-mail address: _____ WhatsApp: _____

The electronic version of RVM Newsletters is also available at the EMSD website:

https://www.emsd.gov.hk/en/supporting_government_initiatives/registration_scheme_for_vehicle_maintenance/publications_and_circulars/rvm_newsletter/index.html



Surprise Inspections of LPG Vehicle Maintenance Workshops

As mentioned in the last issue of RVM Newsletter, the EMSD had introduced a number of measures to enhance the gas safety of LPG vehicle maintenance, which include issuing identification signage for LPG vehicle fuel system maintenance workshops to qualified LPG vehicle maintenance workshops, affixing security labels to LPG vehicle fuel tanks equipped with an internal fuel pump, issuing “gold” and “silver” certificates and identification cards to Competent Persons (Class 6), etc.

In addition, starting from July 2019, the EMSD will arrange for gas safety inspectors to conduct surprise inspections of LPG vehicle maintenance workshops during non-office hours (including evenings and weekends) to ensure that workshops comply with the relevant safety requirements, thereby enhancing the safety awareness of the trade on LPG vehicle maintenance and public confidence in the safety of LPG vehicles. So far, no cases of contravention of the Gas Safety Ordinance have been found during the inspections. The EMSD will continue to adopt a two-pronged approach of education and inspection to ensure the gas safety of LPG vehicle maintenance workshops.



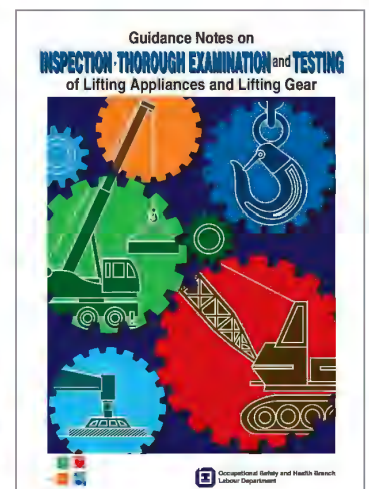
- On: Chuen Gor, it's almost time to get this engine crane examined.
- Chuen: Let me see, the crane has been in use for half a year only, it should be examined every 12 months.
- On: Really? But the instructor said in the safety training that **lifting gear** should be examined every six months.
- Chuen: You've listened with half an ear. What the instructor said was right, but the machine that you are referring to here is a **lifting appliance** instead of **lifting gear**!
- On: **Lifting appliance**? **Lifting gear**? I am so confused, can you teach me how to differentiate the two?
- Chuen: "**Lifting appliance**" means a crab, winch, teagle, pulley block or gin wheel used for raising or lowering, and a crane, sheerlegs, excavator, pile driver, pile extractor, dragline, aerial ropeway, aerial cableway transporter or overhead runway, and also any part of any such appliance*; cranes are more commonly used **lifting appliances** in vehicle maintenance workshops. "**Lifting gear**" means a chain sling, rope sling, ring or similar gear, and a link, hook, plate clamp, shackle, swivel or eyebolt*, etc.
- On: I see. As you mentioned, is it correct that **lifting appliances** should be examined every 12 months while **lifting gear** has to be examined every six months?
- Chuen: You're right! This is what we call a thorough examination, which shall be carried out by a competent examiner. Besides, test and thorough examination shall be performed by a competent examiner for the **lifting appliances** and **gear** before they are used for the first time. For **lifting appliances**, such test and thorough examination should be carried out again after substantial repair, re-erection, failure, overturning or collapse.
- On: The crane has been tested and it's not yet time to carry out thorough examination. That means I can use it now. I need it urgently!
- Chuen: Hold on! It is necessary to inspect the **lifting appliances** and **lifting gear** before they are used. Inspection should be carried out for a **lifting gear** on each occasion before it is used, while the same should be conducted for **lifting appliances** within seven days before the date of use, with Form 1 signed by a competent person for confirmation. In addition to checking their conditions before use, we should also ensure that the corresponding forms for inspection, examination and testing of the **lifting appliances** and **lifting gear** are available. Moreover, as there is a considerable number of **lifting gear** of the same type in a workshop, it is essential to have an effective system which can identify the different lifting devices in order to determine the form to be used. Be sure to alert other mechanics if problems are identified, do not use **lifting appliances** or gear that are not yet inspected, examined and tested for work!
- On: Got it! But I'm confused by the many different forms, how do you classify them, Chuen Gor?
- Chuen: There are altogether seven forms for the **lifting appliances** and **gear**. You may read the Guidance Notes on Inspection, Examination and Testing of **Lifting Appliances** and **Lifting Gear** published by the Labour Department at this QR Code, and you'll know what forms and when they are to be signed at a glance!
- On: It's all clear now!



* Defined under the Factories and Industrial Undertakings (Lifting Appliances and Lifting Gear) Regulations (Cap. 59J)

Guidance Notes on Inspection, Examination and Testing of Lifting Appliances and Lifting Gear - Labour Department

<https://www.labour.gov.hk/eng/public/os/C/gear.pdf>



Remote Monitoring System of Battery Voltage

There are currently almost 400 ambulances in Hong Kong. The battery capacity and voltage system on an ambulance is of utmost importance in avoiding ambulance service from being affected by failure of its power supply system. At present, the latest ambulances are equipped with multiple sets of batteries to provide adequate electricity for different power systems and equipment on the vehicle:

Set 1: The power supply system is connected to the primary battery for starting the engine, general road lighting and air-conditioning system in the cab, etc.

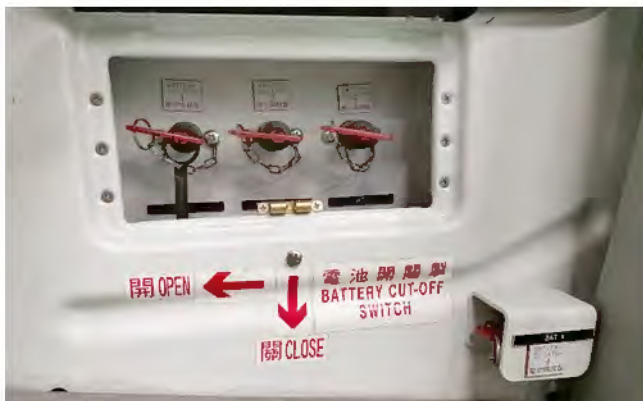
Set 2: Supply electricity to the air-conditioning unit in the patient cabin, lighting, exterior warning lights of the vehicle and broadcasting system, etc.

Set 3: It is used in specific medical devices, data transmission and communication systems.

Set 4: Operate as an emergency start switch of the engine in case of failure of the first set of battery.

Each set of batteries in the cab is fitted with an independent switchgear to facilitate isolation of battery power supply. Electricity is supplied to the various battery sets by the vehicle's alternator, and the entire charging process is managed by the charging system. By controlling the priority of charging (i.e., set 1 is of first priority, followed by set 2, then set 3 and set 4), the system ensures that the primary battery can remain fully charged on a long-term basis as well as reduce and cut off the power supply based on the charging conditions of the battery.

To ensure that the power supply system can provide adequate electricity, ambulances are installed with remote monitoring systems of battery voltage to collect the voltage values of various battery sets. The data collected will be uploaded to the server via a wireless network, and a report will be exported by dedicated staff to review the voltage values of the batteries on the ambulance. If an abnormality is identified in the battery, detailed inspection will be arranged for the ambulance. The system can effectively monitor the voltages of various battery sets on each ambulance on a remote basis to ensure that ambulance service will not be affected by failure of the power supply system.



Independent switchgear of a battery



Various devices in a patient cabin



Sets 2 and 3 of batteries



Socket outlet in a patient cabin

Vehicle Engineering Sub-division, EMSD

Trade Descriptions Ordinance and Unfair Trade Practices

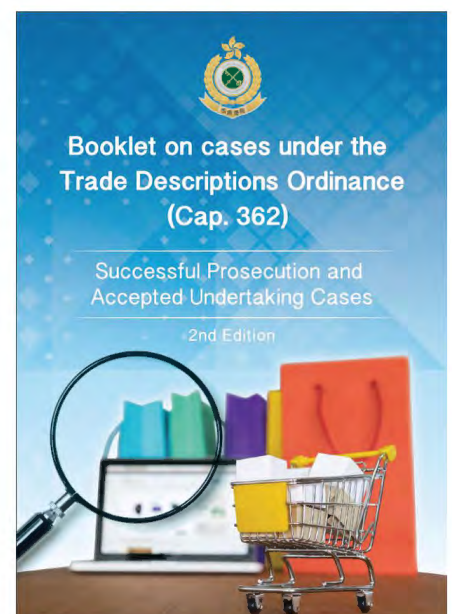
To attract consumers to patronise a vehicle maintenance workshop, apart from affordable price and superb maintenance skills, the quality and reputation of the workshop are equally important. The image of workshops will be damaged and their businesses affected if they covet for small profits and engage in unfair trade practices; they may even contravene the law.

To protect consumer rights, the Trade Descriptions Ordinance (Cap. 362) prohibits six common unfair trade practices, including false trade descriptions, misleading omissions, aggressive commercial practices, bait advertising, bait-and-switch and wrongly accepting payment. In other words, a workshop violates the law if it engages in marketing activities in a dishonest manner, such as exaggerating the quality of parts to charge high prices. The person-in-charge of the workshop shall be held criminally liable to a maximum penalty of five years' imprisonment and a fine of \$500,000.

To avoid contravention of the law, workshops should market their goods or services in an honest manner, and conduct sales in accordance with the business standards set out in the Practice Guidelines for Vehicle Maintenance Workshops. For instance, workshops shall ensure that all maintenance services are carried out by proper means and techniques, and meet the market standards and legal requirements (3.1(d)); none of the advertisements, terms, contracts or descriptions should contain any unfair or unconscionable terms and conditions which eliminate or reduce the rights of customers, or the warranty or guarantee to customers, and contain any intentionally or unintentionally misleading claims or explanatory notes (3.1(h)); before servicing, all charges for the maintenance service including labour cost and material cost as well as the methods of payment should be clearly listed in the estimation or quotation, and that service should not begin unless the consent from the customer is secured (3.2(b)); during servicing, in case the actual cost for the service is significantly higher than the estimate in the quotation, the customer must be informed immediately, and customer's permission must be secured before continuing with the work (3.3(d)); take effective measures to ensure that all works are done in accordance with the recommended specifications and procedures that are compatible with that of the vehicle manufacturer (3.3(f)); after servicing, inform the customer that a reasonable mileage or warranty period for service defects caused by poor workmanship, incorrect diagnosis or inferior materials will be offered, and that should be clearly stated on the invoice (3.4(b)). Fair trade practices not only help build up reputation for a workshop, but also boost customer confidence and attract more consumers.

Unfair trade practices do no good but harm to workshops. Not only will the reputation of workshops be damaged, but the persons-in-charge shall also bear criminal liability. Don't try to defy the law for making quick money!

https://www.customs.gov.hk/en/consumer_protection/trade_desc/unfair/index.html



- Q1** Which of the following criminal liabilities will the person-in-charge of a workshop be subject to if the workshop violates relevant legislation under the Trade Descriptions Ordinance (Cap. 362)?
- A** A maximum penalty of five years' imprisonment and a fine of \$500,000
B A maximum penalty of three years' imprisonment and a fine of \$100,000
C A maximum penalty of ten years' imprisonment and a fine of \$50,000
D A maximum penalty of one year's imprisonment and a fine of \$800,000
- Q2** Which of the following unfair trade practices is prohibited under the Trade Descriptions Ordinance (Cap. 362)?
- A** False trade descriptions and misleading omissions
B Aggressive commercial practices and bait advertising
C Bait-and-switch and wrongly accepting payment
D All of the above
- Q3** If there is any change in the information of a vehicle maintenance workshop or alteration in the type of workshop being registered, within how many working days from such change shall the person-in-charge of the workshop notify the VMRU in writing?
- A** 7 working days
B 10 working days
C 14 working days
D 21 working days
- Q4** According to the law, by whom shall the thorough examination of lifting appliances be carried out?
- A** Caretaker
B Safety officer
C Competent examiner
D Product salesperson
- Q5** Why is it necessary to install the remote monitoring system of battery voltage on an ambulance?
- A** To ensure there is sufficient electricity for ambulance staff and patients to charge their mobile phones
B To ensure the quality of ambulance services is not affected by failure of the power supply system
C To increase the speed of ambulances
D To prevent members of the public from abusing ambulance services

How to participate? (Issue No. 26): Please complete the form below, circle the correct answers, and send it to the VMRU by fax or email (fax: 3521 1565 or e-mail: vmru@emsd.gov.hk). Vehicle mechanics may also submit the answers directly at the following website (<https://forms.gle/AnKukAb4su33h9B97>) by scanning the QR code.



Deadline: 30 September 2019

Question	Answer				Name: _____
Q1	A	B	C	D	Vehicle Mechanic Registration No.: VM _____
Q2	A	B	C	D	
Q3	A	B	C	D	E-mail Address: _____
Q4	A	B	C	D	
Q5	A	B	C	D	Contact Tel. No.: _____

- Each winner will receive a souvenir. As there are ten souvenirs in all, the winners will be decided by lottery if more than ten participants answer all the questions correctly.
- Only registered vehicle mechanics with valid registration may participate, each not more than once in each quiz.
- The decision of the Vehicle Maintenance Registration Unit on the quiz will be final.
- The correct answers and list of prize winners will be announced in the next issue of RVM Newsletter. Prize winners will also be notified by the Vehicle Maintenance Registration Unit individually.

Results of the prize quiz in RVM Newsletter Issue No. 25









The answers of the prize quiz in RVM Newsletter Issue No. 25 are as follows:

Question	1	2	3	4	5
Answer	C	B	D	A	C

The ten winners who answered all the questions correctly and were drawn by lottery are:

LI Wai Yeung	LO Yeung	WONG Tin Yau
LIN Kin Wai	CHEUNG Yiu Lung	CHAN Lung Hing
CHAN Ka Wai	NG Ping Moon	WONG Ka Bo
LUI Wing Hang		

Providing Continuing Professional Development Courses for Vehicle Mechanics (in random order)

Name of Training Institute	Website/Contents	Enquiry Tel. No.	QR Code
Traffic Services Employees Association	http://www.facebook.com/tseahk The 68th-70th courses will be held from September to December. Please visit the Association's website for more details."	2575 5544	
Pro-Act Training and Development Centre (Automobile)	http://www.pro-act.edu.hk/automobile The Certificate in Vehicle Mechanical Repair programme# run by the Pro-Act Training and Development Centre (Automobile) may serve as another means for qualifying as registered vehicle mechanics. Mechanics who are interested in enrolling in the above programme may visit the Centre's website. # For details and latest developments of the programme, the information issued by the Pro-Act Training and Development Centre shall prevail.	2449 1310	
The Institute of the Motor Industry Hong Kong	http://www.hkimi.org.hk/en/ The Institute of the Motor Industry Hong Kong (IMIHK), formerly known as the Institute of the Motor Industry (IMI) - Hong Kong Branch, brings the mission and vision of the IMI to the Hong Kong automobile industry. After the handover in 1997, the IMI - Hong Kong Branch applied to be renamed the IMIHK in Hong Kong. Eligible members of the trade are welcome to join the IMIHK or enrol in its courses or talks.	2625 5903	
Hong Kong Vehicle Repair Merchants Association Limited	https://www.facebook.com/HKVRMA/	2399 7977	
Hong Kong Vehicle Repairing Industry Employee General Union	http://www.vrunion.hk	2393 9955	
Occupational Safety and Health Council (OSHC)	www.oshc.org.hk The Safety Handling of Chemicals course aims to provide employees with basic knowledge of the safe handling of chemicals. The course content includes hazards of chemicals, labelling of chemicals, safety precautions, personal protective equipment, emergency procedures, etc. For more course details, please contact the OSHC's Training Centre.	2311 3322	
The Society of Operations Engineers (Hong Kong Region)	http://www.soe.org.hk/	2617 0311	
Qualifications Framework recognised courses	http://www.hkqr.gov.hk	2836 1700	

Gentle Reminder

The contents in each issue help you catch up on the development of the registration schemes and enhance the quality of service. Please stay tuned!

Each issue can be downloaded from the EMSD website at:

https://www.emsd.gov.hk/en/supporting_government_initiatives/registration_scheme_for_vehicle_maintenance/publications_and_circulars/rvm_newsletter/index.html



For enquiries on the contents of the RVM Newsletter, please contact the VMRU of the EMSD.

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