



Mr M D Fleming
HM Senior Coroner for West Yorkshire Western Coroner Area
HM Coroners Court, Cater Building
1 Cater Street
Bradford
BD1 5AS

25 September 2025

Dear Mr Fleming,

Thank you for sharing your Regulation 28 Report to Prevent Future Deaths, dated 5 August 2025, concerning the death of Mohsin Janjua following a house fire started by an e-bike battery. I am responding in my role as Chief Executive of the Office for Product Safety and Standards (OPSS), which is part of the Department for Business and Trade.

I was sorry to hear of Mr Janjua's death. In my letter to you of 31 May 2024 I set out some of the actions OPSS were taking at that time. I am grateful for the opportunity to outline the further actions we have been taking since.

Regulatory framework

The safety of e-bikes and their batteries is a high priority for Ministers and for OPSS. Lithium-ion batteries for e-bikes and conversion kits are regulated under the General Product Safety Regulations 2005 (GPSR). This places obligations on those producing or importing consumer products, including lithium-ion batteries, to ensure their products are safe before being placed on the market, whether sold online or in physical retailers. Distributors also have duties regarding product safety under GPSR. OPSS and Local Authority Trading Standards departments have powers to take action when non-compliant or unsafe products are identified, including removing them from sale.

While product safety regulations do already apply to online marketplaces when they are carrying out the activities of a distributor, we recognise that the growth of e-commerce has created challenges for the product safety framework. The Government recently introduced the Product Regulation and Metrology Act 2025, which received Royal Assent in July 2025. The Act enables Government to introduce new duties on online marketplaces with regards to product safety. The Government has committed to consult on these responsibilities at the earliest opportunity, to create a proportionate regulatory framework where online marketplaces prevent non-compliant and unsafe products being made available on their platforms.



In December 2024 the Department introduced statutory guidelines for the safety of lithium-ion batteries supplied for use with e-bikes. These guidelines apply to all lithium-ion batteries for e-bikes, including those sold online or sold for use with a conversion kit. They set out what is required for these batteries to be considered a safe product under GPSR, including that they must have a mechanism, or mechanisms, to protect against the risk of thermal runaway, which is a major cause of battery fires. We expect product distributors, including online marketplaces acting as distributors, to take account of the guidelines in assuring themselves that the product is compliant and meets the requirements of GPSR before making a lithium-ion battery available on the market. OPSS senior leaders regularly meet with the major online marketplaces operating in the UK market to hold them to account for their product safety responsibilities, including implementing these guidelines.

We are also working with businesses and other stakeholders to improve technical understanding of producing safer e-bike batteries. We have commissioned the British Standards Institution (BSI) to produce a fast-track standard – known as a publicly available specification (PAS) – on technical requirements for battery systems used in e-bikes, e-scooters and conversion kits. The PAS will be informed by a significant research project we commissioned from Warwick Manufacturing Group on lithium-ion battery safety, which was published in January 2025 [on gov.uk](#). Businesses will be able to follow the recommendations in this PAS to help demonstrate their products comply with product safety regulations. The development of the PAS is being led by a technical expert steering group, including representatives from industry and academia. We anticipate it will be published by BSI in 2026.

Enforcement Action

OPSS' investigation into the safety of the lithium-ion battery involved in the fire which led to Mr Janjua's death, and another serious fire in the West Midlands, identified the specific models of UPP battery involved. The evidence enabled OPSS to take enforcement action in January 2024 to prohibit the sale of these battery models in the UK, which included their supply by online marketplaces. 26 Withdrawal Notices were served on eight online marketplaces, two manufacturers and 16 other sellers, requiring them to immediately stop the supply of two dangerous models of UPP battery. OPSS also published public safety messages advising consumers not to use the models and how to dispose of them safely.



The prohibition on supply of these dangerous batteries remains in place. Should regulators become aware the models are available in the UK, action will be taken to remove them from the market.

Public awareness

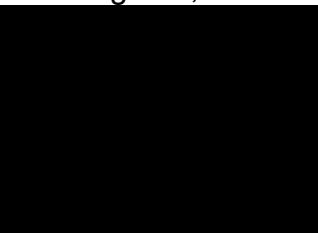
In 2024 the Government's safety campaign '*Buy Safe, Be Safe*' was launched, aimed at raising public awareness of the risks from dangerous e-bikes, e-scooters and their components with advice on safer purchasing and charging practices. OPSS is working closely with other Government departments, as well as safety charities Electrical Safety First and the Royal Society for the Prevention of Accidents, local authorities, fire and rescue services, and retailers, to amplify these important safety messages through their networks and communication channels.

OPSS has also produced *Buy Safe, Be Safe* videos with five key safety steps that users should take if they own or use e-bikes. These videos have been translated into several languages. They are aimed particularly at food delivery riders, based on insights from gig economy companies. OPSS has shared the videos with those companies and encouraged them to raise awareness with riders and couriers.

While I believe that the actions outlined above will make a material difference to consumer safety in this area, e-bike safety, and the sale of unsafe products via online marketplaces, remains a priority area for OPSS.

Thank you again for raising these important issues. I would be grateful if you could share a copy of this letter with colleagues who may find it useful.

Kind regards,



Chief Executive

Office for Product Safety and Standards

