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## 再致消费者的一封信

### 致苏泊尔的消费者

自中央电视台焦点访谈栏目 2 月 16 日对本公司下属的武汉苏泊尔炊具有限公司部分不锈钢炊具产品进行了专题报道后, 各类媒体纷纷跟进报道, 在广大消费者中引起了广泛的担忧。对此, 本公司再次声明如下:

#### 1、苏泊尔不锈钢炊具产品不存在锰含量超标

关于不锈钢炊具产品应当使用何种成分的钢材, 国家卫生部在 2011 年 12 月 21 日前后采用了不同的强制性标准。

在 2011 年 12 月 21 日之前, 不锈钢炊具产品应当执行的国家强制标准是《不锈钢食具容器卫生标准》(GB9684-1988)。该标准要求不锈钢炊具应当使用奥氏体不锈钢材质。武汉苏泊尔炊具有限公司在这一时期生产的不锈钢炊具全部使用的是奥氏体不锈钢, 符合该国家强制标准。

自 2011 年 12 月 21 日起, 不锈钢炊具产品应当执行的国家强制标准是《食品安全国家标准 不锈钢制品》(GB9684-2011)。根据该标准, 不锈钢食具容器主体部分应使用符合国家不锈钢材质相关标准的奥氏体、奥氏体铁素体或铁素体不锈钢。武汉苏泊尔炊具有限公司在 2011 年 12 月 21 日之后生产的不锈钢炊具均使用了符合《不锈钢冷轧钢板和钢带》(GB/T 3280-2007) 标准的奥氏体不锈钢, 符合新的国家强制标准。

## 2、苏泊尔不锈钢炊具产品锰析出量安全

由于我国未对锰析出量制定相关标准，在发达国家中仅有意大利有锰析出量的标准可供参考。本着对消费者认真负责的态度，我们在 2012 年 2 月 16 日

焦点访谈栏目播出后，再次委托德国检测机构 TÜV SÜD PSB 上海实验室对武汉苏泊尔炊具有限公司在 2011 年 12 月 21 日之前及之后生产的相关产品进行了送检。首批产品检测结果显示：所有被检产品的锰析出量均在 0.05mg/kg 左右（检测报告详见附件），低于意大利相关标准中允许的限值，仅相当于《饮用天然矿泉水》国家标准（GB8537-2008）中矿泉水锰含量允许值的 1/8，《生活饮用水卫生标准》（GB5749-2006）中饮用水锰含量允许值的 1/2。

## 3、苏泊尔炊具产品卫生安全

我们再次声明，武汉苏泊尔炊具有限公司生产的不锈钢炊具产品，历次经国家质量监督检验检疫总局下设的权威机构检测，各项重金属析出量均符合国家标准中卫生理化指标的要求，产品卫生安全。

焦点访谈中报道的哈尔滨市地方检测所出具的检测报告也显示，所有被查产品各项重金属析出量均符合国家标准中卫生理化指标的要求，产品卫生安全。

我们衷心地感谢国家机关、媒体、消费者对企业的监督，并恳请广大消费者客观、理性的看待相关问题，避免不必要的恐慌。同时，我们也期待国家职能部门尽快就相关问题给出权威意见。

多年来，苏泊尔一贯重视产品品质与创新，赢得了消费者的信赖与好评。本公司将继续秉承“诚信、创新、务实”的精神，为广大消费者提供高品质的炊具产品。



**To consumers of SUPOR,**

Since Focus Interview of CCTV 's report on problem of part of SUPOR brand stainless steel products manufactured by Wuhan Supor Cookware Co., Ltd. on Feb. 16, various media followed the discussion. Such issue created some concern among consumers. Therefore, we wish to address the following points to public consumers:

**1. Manganese Contained in Supor Stainless Steel Cookware Products Does Not Exceed National Standards**

On which kind of stainless steel can be used to manufacture cookware products, China adopted different mandatory standards before and after Dec. 21, 2011.

Before Dec. 21, 2011, the national mandatory standard applicable to the stainless steel suitable for manufacturing cookware products is the Sanitary Standard on Stainless Steel Food Container (GB9684-1988). According to this standard, cookware products shall use austenitic stainless steel. In that period, Wuhan Supor Cookware Co., Ltd. used such austenitic stainless to manufacture all of its stainless series cookware. Therefore, the materials of the products manufactured then are in line with the national mandatory standards.

Since Dec. 21, 2011, the national mandatory standard applicable to the stainless steel suitable for manufacturing cookware products is the Food Safety National Standard – Stainless Steel Products (GB9684-2011). According to this standard, cookware products shall use austenitic stainless steel, ferritic stainless steel or austenitic-ferritic stainless steel under relevant national standards related to stainless steel materials. Since Dec. 21, 2011, Wuhan Supor Cookware Co., Ltd. used austenitic stainless steel under GB/T 3280-2007 to manufacture all of its stainless series cookware. Therefore, the materials of the products manufactured since then are in line with the national mandatory standards.

Based on the above, Supor branded stainless steel cookware products manufactured before and after Dec. 21, 2011 use the materials in line with

national standards effective then and do not have any problem of having excessive manganese.

## **2. Extractable Manganese of Supor Stainless Steel Cookware Products Do Not Harm Human Health**

Until the present, China has not yet published any standards concerning the extractable manganese. However, based on a responsible and conscientious attitude towards the consumers, following the report of Focus Interview of CCTV dated Feb. 16, 2012, our company engaged the Germany TUV SUD PSB Shanghai Lab to test the Supor products using similar materials manufactured before and after Dec. 21, 2011. The first patch test results showed that the extractable manganese of the tested samples is about 0.05mg/kg, in line with the allowed maximum extractable manganese under Italian standards. Such amount is equal to 1/8 of the manganese allowed in mineral water under the national standard of Natural Mineral Water (GB 8537-2008), 1/2 of the manganese allowed in drinking water under the Daily Drinking Water Standard (GB5749-2--6) .

## **3. Supor Stainless Steel Cookware Products are Sanitary and Safe**

We wish to point out again that in accordance with the past tests conducted by state level qualified lab, the extractable quantities of all the heavy metal contained in the stainless steel products manufactured by Wuhan Supor Cookware Co., Ltd. are in line with the health physical and chemical index provided in national standards. Therefore, the relevant products of Supor are sanitary and safe;

Even in the test reports of Haerbin local lab reported in Focus Interview, it is showed that the quantities of the extractable heavy metals of the tested products are in line with the health physical and chemical index in the national standards. The tested products are sanitary and safe.

We sincerely appreciate the supervision of national authorities, media and consumers towards our company, and hope our consumers will treat the current problem in an objective and rational point of view to avoid unnecessary worry. Meanwhile, we anticipate that the competent national authorities will give their official opinions on relevant issues soon.

Since many years, Supor always pay top attention to the quality and innovation of our products, and thus gain the confidence of our consumers and good reputation. In the future, Supor will continue to follow our spirit of honesty, innovation and pragmatism in order to provide more high quality cookware products to our consumers.

Zhejiang Supor Co., Ltd.

Feb. 20, 2012