

# Surrey services get fire e-bike removed from Amazon

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A dangerous e-bike battery that caused a house fire in Surrey has been successfully removed from sale on Amazon, thanks to the proactive efforts of Surrey Fire and Rescue Service and Trading Standards.

The fire, which occurred recently in a Surrey home, was caused by an unsafe Unit Pack Power battery pack from a converted e-bike while it was being charged. This incident highlights the risks posed by substandard and unsafe lithium-ion batteries.

Following the fire investigation, Surrey Fire and Rescue Service's Fire Investigation team worked closely with Surrey Trading Standards to assess the safety of the battery pack. Their findings led to Amazon removing the product from sale, helping to prevent further incidents and protect consumers.

Matt Perry, Fire Investigation Officer at Surrey Fire and Rescue Service, said: "This fire serves as a stark reminder of the dangers associated with unsafe e-bike batteries.

"We are committed to keeping Surrey residents safe, and I am pleased that our partnership with Trading Standards has resulted in the removal of this hazardous product from the market. We strongly urge the public to be vigilant when purchasing batteries and always choose reputable retailers and manufacturers."

Surrey Trading Standards has also warned consumers about the risks of purchasing unregulated or non-compliant lithium-ion batteries online.

Amanda Poole, Assistant Director for Trading Standards at Surrey County Council, added: "Unsafe lithium-ion batteries pose a serious fire risk, and we are pleased to have taken swift action alongside Surrey Fire and Rescue Service to have this product removed from sale.

"Consumers should always check that batteries and chargers meet UK safety standards and be cautious of cheap or unbranded products sold online."

Surrey Fire and Rescue Service continues to raise awareness through its #BatteryWise campaign, which provides essential guidance on the safe use, storage, and disposal of lithium-ion batteries.

For more information on battery safety, visit Surrey Fire and Rescue Service's website and social media channels. If you have concerns about a potentially unsafe product, you can report it to Trading Standards via Citizens Advice.

Image: Credit AVD Fire - CC BY-NC 4.0 [illustration and not the case in question].