



**SELLING SECOND HAND
ELECTRICAL GOODS**

**A GUIDE
FOR
CHARITY
SHOP
MANAGERS**

Contents

Who is this guide for?	2
How selling electrical goods will increase your shop income and stock	2
What the Trading Standards Institute says	3
Case Study	4
FAQs – Reselling Electrical Goods	5
Selling second hand equipment – A step by step guide for you	6
Training and Equipment – What do I need?	8
Samples: Shop Posters	9
Free guides available	10
Charities we already help	10
Other services available at First Stop Safety	11
Contact Us	12

Who is this guide for?

You may be the shop manager or member of staff who has responsibility for accepting and sorting through donations that come in from the public.

This guide is jargon free and will take you through the benefits of selling second hand electrical goods in your shop(s) as well as guiding you through the implementation of selling second hand electrical goods.

Making the decision to start accepting and re-selling second hand electrical goods is a simple one once you understand the reasons why it really helps charities, and how easy it is to implement.

How selling electrical goods will increase your shop income and stock

- Electrical items sell for significantly higher prices
- More appealing shop window will attract more customers to your shop(s)
- Demand for electrical goods is consistently high
- Electrical items sell quickly
- An additional source of stock/donations for your shop(s)
- As the cost of living soars, more people are choosing to purchase 2nd hand goods

What the Trading Standards says about selling second hand electrical goods

Sellers of second-hand electrical goods are responsible for ensuring the goods meet legal safety requirements. If the equipment you are selling complies with an acceptable standard – for example, a British Standard it will normally meet safety requirements. This is usually shown by the CE mark (See below for more on this).

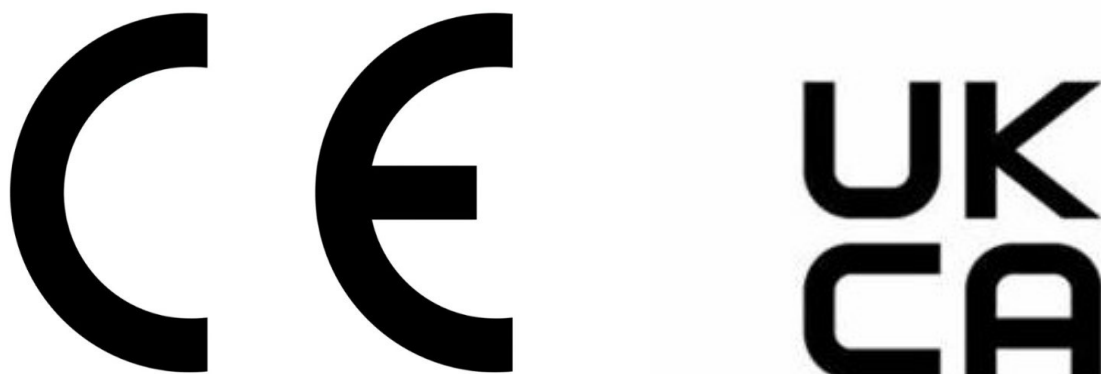
Only appliances correctly fitted with an approved plug with sleeved neutral and live pins and the correct fuse should be re-sold. Plug wiring instruction tape must be added to appliances missing the original rewiring information provided with new electrical appliances.

If you sell second hand electrical goods which are unsafe or incorrectly labelled and you have not taken reasonable precautions to avoid this, you may be prosecuted.

NB: Electric Blankets: The Trading Standards and First Stop Safety advise that you do not sell these in your shop(s).

CE Marking

Since 1993 all new electrical equipment has had to bear the CE mark. This is the manufacturer's or importer's certification that the goods have been manufactured in accordance with the appropriate regulations.



Post Brexit arrangements

Following Brexit, the CE mark has been being replaced by the UKCA mark. All electrical appliances placed on the UK market from January 1st, 2023, must have this mark applied. Some appliances have both the UKCA & CA marks.

Case Study – Feedback on First Stop Safety Training

Some of our recent feedback received in our Face to Face training courses:

10/10 in every aspect of the course including time for practice and to check my understanding

- Robin
St Oswalds Hospice

Very knowledgeable trainer and well-presented course

- Jim
St Oswalds Hospice

Interesting course to learn. Had no previous experience of this subject and now feel confident to use my knowledge.

- Emma
St Oswalds Hospice

Did the shops see any downsides to selling electrical goods?

The majority of the charity shops surveyed reported no downsides to selling electrical items. One commented that some returns can be expected but they did not see this as a deterrent.

What advice did the shops have for other charity shops who do not sell electrical goods?

All the charity shops contacted were very enthusiastic about what they were doing and would urge other charity shops to do the same. They considered it worthwhile as their revenue increased quickly and it satisfied customer demand for low cost electrical goods. **“Just go for it”** said one. **“Look outside the box”** said another.

Estimated increase in revenue

Of the charities that monitored the additional income from selling donated electrical goods, figures of 25 to 30% increase in sales were reported. One charity expects this to go up soon to 50% of sales. Another reported that the impact on sales figures from selling used electrical goods was felt immediately.

“I am glad that as a charity shop, we have started to do the electrical side. In this economic climate we have all felt the pinch with less donations coming in” said a Shop Manager.

“Once the public know that you take in electrical items and sell them, they come to us before they go to the larger stores. You would be surprised what really good stock comes in” she added.

FAQ’s – Reselling Electrical Goods

Q. I have heard you need to be an electrician to PAT test appliances. Is that true?

A. No. You do not need to be an electrician to PAT Test. Anyone can do it after suitable instruction/training.

Q. I have heard I need some electrical experience to PAT Test and it is quite complicated. Is that true?

A. No. You do not need any electrical experience at all. PAT Testing is not complicated as the majority of PAT testing is very straight forward.

Q. What happens if an appliance develops a fault 6 months down the line and I PAT tested and PASSED it before the customer purchased it?

A. PAT Testing is a bit like an MOT test on your car. You are just making sure that the appliances are safe to be sold on the day; you are not and cannot be responsible for anything that could happen to it after then. It is important to keep a record of the items you have PAT tested in case you have to refer back to it. At First Stop Safety, we sell Reseller Test Result Logbooks to assist you in keeping important records in one place.

Q. I have lots of staff who accept donations including drivers. Do I need to train all of these staff to PAT test?

A. Within our training courses, we explain the importance of a visual check to inspect for obvious faults and dangers before even using a PAT Tester. This information can easily be passed on to these individuals who can then make an informed decision whether or not to accept a donation.

Q. Do I have to stick the green PASSED labels to an appliance before I sell it?

A. It is a good idea to always label appliances.

Q. What should we do with appliances that FAIL a PAT Test?

A. If an appliance fails a PAT test, we recommend you apply a red “FAILED – ELECTRICAL SAFETY TEST” label (which we can supply) and dispose of the appliance for recycling. Alternatively, if the appliances are of high value it can be passed to an electrician for repair.

Q. If I purchase a PAT Tester and/or training from First Stop Safety, do I have any support or anyone I can speak to if I need help PAT Testing?

A. Yes. First Stop Safety offers a free and friendly customer support helpline during office hours.

Q. Apart from PAT Testing, is there anything else I need to make sure an appliance has before I can sell it safely and legally?

A. Yes, there is, but again we can help you with this. For example, an appliance must have plug wiring instructions with it to be sold.

Selling Second Hand Electrical Goods – A step by step guide for you

1

Step 1: Is It an appropriate appliance for resale?

It is strongly advised not to offer second hand electric blankets for resale. If appliances cannot be checked for correct operation (eg – washing machine, personal computer) then there is a strong risk that the customer may return these for faults.



2

Step 2: Is the appliance In a reasonable state for resale?

If the appliances has been supplied in it's box and has instructions, then it is going to be easier to sell. If it is rusty and/or cakes with grease then there is no point with proceeding any further.

3

Step 3: Does the appliance have a rating plate?

There needs to be a label somewhere on the appliance (known as the rating plate) which will give some information about the appliance. This can be found on the base, rear or side of all appliances. Some appliances, like main extension leads, have this information moulded in. If this cannot be found then the appliance has to be failed.





Step 4: Does the label have suitable approval markings?
All electrical appliances offered for sale, MUST have the CE/UKCA approval mark. If this is missing, then the appliance must be failed.



Step 5: Do the live and neutral pins on the plug have insulation?
This is a picture of correctly insulated live and neutral pins on a plug. If this is not present, then the safest approach is to fail the appliance. Some may advocate the changing of the plug to an appropriate one. However, an appliance without the correct plug is likely to be quite old and will quite likely have other safety related issues.



Step 6: Are there any obvious faults with the appliance?
This is checked using a process known as Formal Visual Inspection. The 'Half Day PAT Course' run by First Stop Safety will give a step by step guide to this. This process involves checking the cable, appliance, outside of the plug, inside of the plug and fuse.



Step 7: Does the appliance have the correct earthing and insulation?
The Portable Appliance Testing (PAT) process is the way to check this. The Half Day PAT course run by First Stop Safety will give you a step by step guide to this. In addition, the delegate will be introduced to a very simple to use PAT tester which simply says PASS or FAIL when a test is done.




Step 8: Are there clear instructions on how to wire the plug?
All appliances have to be provided with a plug. This can be either a moulded type or a re-wired type. These have to be supplied with a label that advises the user on how to rewire this, in case they have to change the plug.



IMPORTANT

The wires in this mains lead are coloured in accordance with the following code:-

GREEN & YELLOW - EARTH
BLUE - NEUTRAL
BROWN - LIVE

Fittings marked  are double insulated and do not need to be earthed. In all other cases earthing is essential.

9

Step 9: Does the appliance work?

If the appliance is new, supplied in its original packaging and has user instructions, then there is every likelihood that it will work normally. However, if a previously used appliance is supplied, then it is important to carry out a brief functional test to ensure that it is working correctly.

10

Step 10: Is the appliance dangerous if used incorrectly?

If used appliances are supplied without clear user instructions, then an assessment has to be made of likely risks. It is a good idea to develop a set of generic instructions that can be supplied with appliances that ensures their safe use.

Contact us for more information on our Portable Appliance Testing Courses suitable for organisations recycling and reselling electrical appliances.

We also supply excellent safety posters prior to PAT Testing and selling second hand electrical appliances.

Training and Equipment – what do I need?

Charity shop staff and volunteers can very easily start PAT Testing electrical goods prior to re-sale. With the correct equipment and instruction selling 2nd hand electrical goods is perfectly safe, simple, straightforward and easy to implement.

Equipment

A PAT Tester is required so that you can test your items for electrical safety. Using a simple PASS/FAIL portable appliance tester (PAT Tester) means that no interpretation of results is required, so anyone with the right instruction can carry out the test.

First Stop Safety manufacture the BattPAT, a PASS/FAIL tester which is very simple to use, lightweight, modern and comes with a Lifetime Warranty. It is one of the cheapest testers on the market, and perfectly suited for charity shops.



Training

The person undertaking the PAT Test will require some degree of training. However, this training need not be complex or expensive. First Stop Safety has trained hundreds of charity shop staff and volunteers.

We offer a half-day tutor led course or an online course with test and certification designed specifically for resellers of used electrical items. Our online course with test and certification is particularly suitable for those shops with high turnover of volunteers.



Samples: Shop Posters

Many charity shops have found these posters to be beneficial as they are a quick reference for staff and customers.

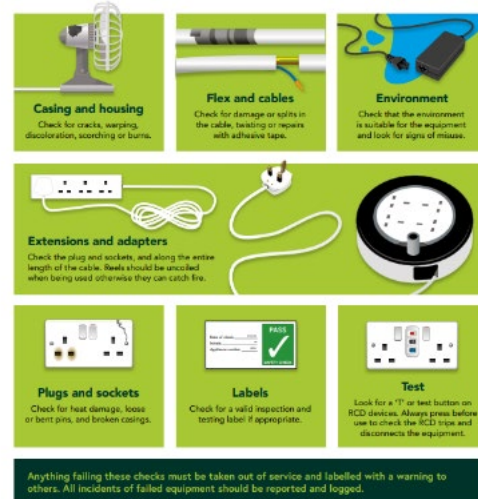


This poster has been supplied by
For all your PAT TESTING needs


www.firststopsafety.co.uk

Avoid a shock: is your protection robust?

Electricity is a common source of fires as well as serious injuries and even death. It is important that you keep safe by always checking equipment for common hazards before use. These checks don't require any electrical knowledge or skill but can make a big difference to your safety and to that of those around you.



Casing and housing
Check for cracks, warping, discoloration, scorching or burns.

Flex and cables
Check for damage or splits in the cable, twisting or repairs with adhesive tape.

Environment
Check that the environment is suitable for the equipment and look for signs of misuse.

Extensions and adapters
Check the plug and sockets, and along the entire length of the cable. Reels should be uncoiled when being used otherwise they can catch fire.

Plugs and sockets
Check for heat damage, loose or bent pins, and broken casings.

Labels
Check for a valid inspection and testing label if appropriate.

Test
Look for a 'T' or test button on RCD devices. Always press before use to check the RCD trips and disconnects the equipment.

Anything failing these checks must be taken out of service and labelled with a warning to others. All incidents of failed equipment should be reported and logged.

Download this poster for free at theiet.org/cop/itee-poster
For further guidance refer to the IET's Code of Practice for In-Service Inspection and Testing of Electrical Equipment, 5th Edition. To purchase this title or additional electrical safety resources visit theiet.org/wiringbooks

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Free Guides Available

We have a range of different guides available which can be found on our website - [Free Guides | FirstStopSafety](#)

Just a few of our valued Charity Shop Customers

Age UK	St Vincent De Paul	Marie Curie	Kirkwood House
Barnardo's	Shaw Trust	Mencap	Salvation Army
British Red Cross	Oak Tree Animals Charity	MIND	Scope
Blue Cross	Life 2009	PDSA	Sue Ryder
Cats Protection Hospice	Leonard Cheshire	RSPCA	St Oswalds
Cancer Research	Children's Trust	Save the Children	
Children's society	Avante Care & Support	Shelter	
Dogs Trust	Air Ambulance	YMCA	
Forces Support	Acorns Children's Hospice	British Heart Foundation	



Our Charity Shop Starter Kit

We've created the perfect package for Charity Shops to begin their journey in Portable Appliance Testing and extend their revenue. This package paired with our Resellers PAT Testing Course is everything you need to get started with reselling electrical appliances.

Our NEW PAT Testing Course for Resellers

This on-line course is uniquely aimed at organisations that test electrical items for safety and then make them available for sale. It is the ideal course for staff and volunteers working in charity shops.



Other Services from First Stop Safety



Customer Support

Our team is ready to provide helpful advice over the phone, through email or through our chat service on our website.

Annual Calibration

An annual calibration of your equipment ensures safe and accurate test results, and maintains your Lifetime Warranty (Please note - Lifetime Warranty applies to First Stop Safety PAT Testers only)



Training

We have a range of different training courses available to suit what you are looking for. All our courses come with FREE certification upon successful completion.

PAT Testing Accessories

From adaptors, to labels, and Microwave Checkers, we have plenty of accessories to get you started with your PAT Testing journey.



Contact us

This guide is intended to help you understand the responsibilities and procedures involved with accepting and re-selling second hand donated electrical appliances in your charity shop. For more information or advice about accepting and reselling second hand electrical goods, please contact us using one of the options below.



Telephone Us

01904 791050 to speak to our sales team. We are open Monday – Thursday 9am – 5pm and Friday 9am – 4pm. You are welcome to call for some friendly advice, or simply more information on how we can help your charity.

Email Us

You can reach our friendly team at sales@firststopsafety.co.uk.



Write to Us

At 11 Glaisdale Road, Northminster Business Park, YORK. YO26 6QT.

Visit our website

www.firststopsafety.co.uk



Find Us on Facebook

www.facebook.com/firststopsafety

Our friendly team look forward to hearing from you.

