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**General Principles for After-sale Service of Industrial
Products**

工业产品售后服务 总则

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General Principles for After-sale Service of Industrial Products

1 Scope

This document specifies the basic requirements, service content, implementation, evaluation and improvement of after-sale service of industrial products.

This document applies to the preparation and implementation of after-sale service documents, as well as after-sale service activities of industrial enterprises.

NOTE 1: in this document, industrial products refer to those used in the production process, as opposed to consumer products. Examples include instruments and meters, machinery and equipment, and labor protection equipment, etc.

NOTE 2: for after-sale service of consumer products, see GB/T 18760.

2 Normative References

The contents of the following documents constitute indispensable clauses of this document through the normative references in the text. In terms of references with a specified date, only versions with a specified date are applicable to this document. In terms of references without a specified date, the latest version (including all the modifications) is applicable to this document.

GB/T 17242 Guidelines for Complaints Handling

GB/T 34432 Fundamental Terminology of After-sales Service

GB/T 36733 Evaluation Guideline for Service Quality

3 Terms and Definitions

The terms and definitions defined in GB/T 34432, and the following are applicable to this document.

3.1 after-sale service

After a product is sold, a series of activities and measures provided to satisfy the demands of customers (3.2).

[source: GB/T 34432-2017, 2.1]

3.2 customer

An organization or individual who accepts the product.

3.3 supplier

An organization or individual who provides the product.

NOTE: supplier includes brand owner, supplier, e-commerce platform and agent, etc.

4 Basic Requirements

4.1 The supplier shall formulate standards or documents on product after-sale service and deliver them with product delivery as the technical basis for after-sale service activities. The standards or documents on product after-sale service shall not be lower than the requirements of national and industry standards.

4.2 The supplier shall have an organization responsible for after-sale service and a corresponding service network.

4.3 The supplier shall have the resources, means and conditions to fulfill their after-sale service guarantees and commitments, and be able to provide technical consultation, spare parts and accessories, and repair services.

4.4 The supplier shall establish an early warning system for product faults and defects, and when necessary, implement product recalls.

4.5 The supplier shall establish a use function feedback system to monitor quality characteristics and analyze the extent to which products meet customer requirements for quality, safety and reliability.

4.6 The supplier shall establish after-sale service records, retain them for no less than 30 years, and promote the construction of an electronic record management information system.

4.7 The supplier shall establish an information confidentiality management system covering the entire after-sale service process. Without authorization, customer-related information shall not be disclosed.

4.8 The supplier shall establish an intelligent after-sale service system that meets customer demands based on market competition, such as an intelligent product traceability system and an after-sale consulting system, etc.

5 Service Content

5.1 Logistics, Distribution, Installation and Commissioning

5.1.1 The supplier shall provide necessary logistics, distribution, installation and commissioning services based on customer demands to ensure that products are under normal

service conditions.

5.1.2 The supplier may deliver goods in batches or phases based on product specifications, dimensions and quantity, and agree with the customer on a logistics and distribution mode, including:

- Own logistics and distribution;
- Customer self-collection;
- Entrusted third-party logistics and distribution.

5.1.3 The supplier shall communicate or agree upon an installation and commissioning scheme with the customer in advance, and when necessary, conduct a pre-installation environmental inspection, to ensure completion in one go or on schedule.

5.2 Technical Training

The supplier shall provide technical training to customers based on customer demands or as agreed in the contract, so that users can understand the product's performance and structural characteristics and can correctly and safely use and operate it.

5.3 Repair and Maintenance

The supplier shall provide repair and necessary maintenance services based on product characteristics, usage requirements and the contract (or agreement).

5.4 Supply of Spare Parts and Accessories

5.4.1 The supplier shall provide customers with the spare parts and accessories necessary to maintain normal use of the product during the after-sale service guarantee period.

5.4.2 The supplier shall not cease supplying spare parts and accessories during the after-sale service guarantee period due to the suspended production.

5.5 Technical Support

5.5.1 The supplier shall provide necessary technical support services during the after-sale service guarantee period.

5.5.2 The technical support services provided by the supplier shall generally include the following contents:

- Guidance on the correct use and maintenance of the product;
- Technical consultation;
- Assistance in resolving problems caused by improper storage, use or maintenance;

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