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**GB**

NATIONAL STANDARD OF THE  
PEOPLE'S REPUBLIC OF CHINA

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**Consumer product recall - Guidelines for manufacturers**

消费品召回 生产者指南

(ISO 10393:2013, Consumer product recall - Guidelines for suppliers, MOD)

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## Foreword

This Standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This Standard uses the redrafting method to modify and adopt ISO 10393:2013 *Consumer product recall - Guidelines for suppliers*.

Compared with ISO 10393:2013, the structural adjustments of this Standard are as follows:

- Adjust the terminology numbering due to the addition and deletion of some terms;
- Adjust the numbering method for parallel items in 4.5 to distinguish their hierarchical levels;
- Adjust the figure numbering in Appendix D accordingly due to the deletion of Figure D.2 in Appendix D.

The technical differences between this Standard and ISO 10393:2013 are as follows:

- In accordance with *Measures for the Administration of Recalls of Defective Consumer Products* in China, change the original international standard title *Consumer product recall - Guidelines for suppliers* to its current title, and adjust the term "supplier" in the text accordingly to "manufacturer";
- Modify the scope description in accordance with the provisions of Chinese standards;
- Add two terms and definitions: "manufacturer" and "defect";
- Modify the definitions of the terms "consumer product", "recall", and "risk assessment" in accordance with relevant Chinese regulations or standards;
- Remove the four unused or unnecessary terms: "supplier", "use", "user" and "competent";
- Delete: "to determine the manufacturer responsible for the recall" from 6.1. In some countries, the manufacturer responsible for the recall may be specified by regulation";
- Based on the situation in China, modify the relevant statements in 6.2.2, such as "In some countries, the regulator may require the supplier responsible for the recall to discuss the proposed recall strategy and communications with it prior to taking action";
- Remove "There is a legal requirement in many countries" from 6.3.3;

- Use examples of recall press release in China instead of the examples provided by the international standard in Appendix B;
- Remove Figure D.2, "Example - Sample recall notice" from Appendix D, which is unsuitable for the national conditions in China;
- Change all descriptions relating to the different circumstances of regulators in various countries to reflect the corresponding requirements of China.

This Standard was proposed by and shall be under the jurisdiction of the National Technical Committee 463 on Product Defect and Safety Administration (SAC/TC 463).

Drafting organizations of this Standard: China National Institute of Standardization, Defective Product Administrative Center of the General Administration of Quality Supervision, Inspection and Quarantine, China Standard Certification Center, Qingdao Haier Quality Checking & Measuring Co., Ltd., Hefei Midea Refrigerator Co., Ltd., Bosch and Siemens Home Appliances Group, Daikin (China) Investment Co., Ltd., Guangdong Midea HVAC Equipment Co., LTD., Goodbaby Child Products Co., Ltd., University of Science and Technology Beijing, Certification Center of Light Industry Council, China Household Electric Appliance Research Institute.

Main drafters of this Standard: Wang Yan, Wang Huiping, Xie Zhili, Wang Changlin, Yin Yan, Zeng Lingyun, Sun Ning, Zheng Jiechang, Li Huanyu, Liu Yingchun, Wang Weiling, Zhou Yang, Li Wenzhao, Wang Ruohong, Ren Xianquan, Wei Shaojun, Chen Xiantong, Li Jun, Zhang Jianqiang, Wang Lujun, Lei Zaiming, Huang Guozhong, Zhang Shi, Qu Zongfeng.

# Consumer product recall - Guidelines for manufacturers

## 1 Scope

This Standard provides guidelines for consumer product manufacturers on the purpose and principles of product recalls, general requirements, necessity assessment, implementation, and plans for continuous improvement.

This Standard is intended to apply to manufacturers of consumer products. It might also be applicable to other sectors.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### **consumer**

individual member of the general public purchasing or using property, products or services for private purposes

### 2.2

#### **consumer product**

products that consumers purchase or use for their daily consumption needs

**Note:** product designed and produced primarily for, but not limited to, personal use, including its components, parts, accessories, instructions and packaging

### 2.3

#### **manufacturer**

legal persons or other organizations established in accordance with the law in China that produce consumer goods in their own name, as well as enterprises that import consumer goods from outside China and sell them in China, or institutions authorized by overseas enterprises in China

### 2.4

#### **defect**

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Contact: Wayne Zheng, [Sales@ChineseStandard.net](mailto:Sales@ChineseStandard.net)

Linkin: <https://www.linkedin.com/in/waynezhengwenrui/>

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