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NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA

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**Household and similar electrical appliances
complete-set home appliance service**

家用和类似用途电器成套家电服务规范

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Household and similar electrical appliances complete-set home appliance service

1 Scope

This Standard specifies the requirements for and contents of household and similar electrical appliances complete-set home appliance service.

This Standard applies to the implementation of household and similar electrical appliances complete-set home appliance service.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition dated applies to this document. For undated references, the latest edition of the referenced documents (including all amendments) applies to this document.

GB/T 22766.1-2008, *Household and similar electrical appliances – After-sales service – Part 1: General requirement*

3 Terms and definitions

For the purposes of this document, the following terms and definitions and those given in GB/T 22766.1-2008 apply.

3.1

complete-set home appliance service

The service activities including design, installation, debugging, consultation, maintenance, repair, etc. of home appliances of one group (including two or more categories) of one brand provided by service providers to consumers.

3.2

complete-set home appliance service party

Home appliance manufacturer or third party entrusted by it, which has the capability to

on the Liability for the Repair, Replacement and Return of Some Commodities and the Production Safety Law of the People's Republic of China and so on.

4.6 Service equipment

4.6.1 Service providers shall have the working equipment, inspection instruments and labour protection appliances which match with their scope of business.

4.6.2 The measuring instruments of service providers shall be calibrated and maintained regularly in accordance with relevant national regulations and the rules of service providers.

NOTE: The rules of service providers shall not be lower than relevant national regulations.

5 Service content

5.1 Design service

5.1.1 In accordance with the requirements and operating environments of consumers, service providers shall be capable of providing a complete set of solutions for complete-set home appliances.

5.1.2 Provide the design consultation services before the installation of complete-set home appliances in accordance with the solutions.

NOTE: The design consultation services before installation include reservation of installation positions and installation space, as well as reservation for water, electricity and gas.

5.2 Distribution service

5.2.1 Before distribution

5.2.1.1 For complete-set home appliance products which are purchased by consumers, service providers shall distribute at one time.

NOTE: This sub-clause is not applicable if service providers are not responsible for distribution.

5.2.1.2 Distribution staff shall check the products and purchasing lists of consumers to prevent incorrect distribution or omission of products.

NOTE: This sub-clause is not applicable if service providers are not responsible for distribution.

5.2.1.3 For the time and location of distribution, they shall agree with consumers 24 h ahead of time and deliver at the time agreed.

5.2.2 In distribution

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