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**Urban public facilities - Specification for operation
management and service of electric vehicle
charging/battery swap infrastructure**

城市公共设施 电动汽车充换电设施运营管理服务规范

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Urban public facilities - Specification for operation management and service of electric vehicle charging/battery swap infrastructure

1 Scope

This standard specifies the overall requirements, environmental requirements, signage, operational management requirements, service requirements, evaluation improvements for the operation of electric vehicle charging stations, battery swap stations, dispersal charging facilities.

This standard applies to the operation management and service of electric vehicle charging stations, battery swap stations, dispersal charging facilities.

2 Normative references

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

GB 2894 Safety signs and guideline for the use

GB/T 10001.1 Public information graphical symbols - Part 1: General symbols

GB 15630 Requirements for the placement of fire safety signs

GB/T 17242 Guidelines for complaints handling

GB/T 28569 Electric energy metering for electric vehicle AC charging spot

GB/T 29317 Terminology of electric vehicle charging/battery swap infrastructure

GB/T 29318 Electric energy metering for electric vehicle off-board charger

GB/T 29772 General requirements of electric vehicle battery swap station

GB/T 29781 General requirements for electric vehicle charging station

7.3 Personnel management

7.3.1 Positions shall be set according to operational management needs and service links, to identify responsible persons, work processes, responsibilities; meanwhile develop job procedures.

7.3.2 The staff shall receive safety production education and job skills training, master the basic knowledge of electric vehicles, basic knowledge of power batteries, safety knowledge of electric vehicles, electricity use standards, emergency treatment methods. They can only go to post after passing the examination.

7.3.3 Staff members shall wear uniforms and wear an easily identifiable service mark.

7.3.4 Staff shall respond to the situation on site and feedback from users in a timely manner and deal with problems in a timely manner.

7.3.5 Safety personnel shall be arranged. Safety personnel shall abide by the post safety management system, understand the working principle of electric vehicle construction, charging/battery swap facilities; master the charging/battery swap operation rules, safety knowledge and emergency treatment methods.

7.3.6 Maintenance personnel of the operation management system shall abide by the post specifications, conduct inquiries and monitoring on the network system, effectively isolate, eliminate and recover faults in a timely manner, timely maintain and manage the system.

7.3.7 Customer service personnel shall abide by job responsibilities, respect service targets, use civilized terms, promptly respond and process customer feedback.

7.3.8 Personnel such as charging operation and equipment maintenance in the charging station shall have knowledge of the electric vehicle charging safety, post operation procedures and emergency treatment methods. They shall be certified to work.

7.3.9 The battery swap operation and battery maintenance personnel in the battery swap station shall understand the relevant knowledge of electric vehicles, master the working principle and post operation rules of the battery swap equipment, hold the certificate. Battery maintenance personnel shall also master battery detection, fault diagnosis and handling methods.

7.3.10 Equipment maintenance personnel of dispersal charging facilities shall master the operating procedures of this post, conduct regular inspections on the equipment, report and handle the discovered faults in time, record and

7.6.1.1 It shall enhance the personnel safety awareness and implement all safety responsibilities.

7.6.1.2 It shall take the organizational measures and technical measures to ensure the safety of operation and maintenance of charging/battery swap facilities.

7.6.1.3 Operators shall be provided with work area safety precautions and alert to relevant hazards.

7.6.1.4 It shall conduct safety inspections regularly to eliminate potential safety hazards in a timely manner.

7.6.1.5 It shall fully carry out the risk factor identification, risk assessment and risk control procedures, to identify and evaluate the risk factors existing in the maintenance work and effectively control them.

7.6.2 Fire safety

7.6.2.1 It shall establish a fire safety management system that complies with laws, regulations and standards.

7.6.2.2 It shall equip and improve the firefighting facilities, establish operational procedures for fire safety equipment. Fire-fighting facilities shall neither be diverted nor be buried and occupied.

7.6.2.3 It shall regularly check, maintain, service the fire facilities and fill relevant records. Any problems found in fire protection facilities shall be repaired and reported in time.

7.6.2.4 The charging/battery swap station operating organization with resident personnel shall conduct regular fire training and drills. All personnel shall have knowledge of fire protection and be familiar with the location, performance and usage of firefighting equipment.

7.6.2.5 Smoking is prohibited in key fire prevention areas and shall be clearly marked.

7.6.3 Emergency management

7.6.3.1 It shall establish an emergency team, be equipped with emergency equipment, which shall be routinely maintained to ensure that the equipment is in good condition.

7.6.3.2 It shall prepare the emergency plans for emergencies. The preparation of emergency plans shall be scientific and reasonable, complete in content, targeted and operational, drilled regularly. The emergency plan mainly includes but is not limited to:

time.

8.2.6.3 The billing details shall be provided at the time of settlement, including the unit price of charging, the amount of charge, the total amount of charges.

8.2.6.4 The manual charging/battery swap service may adopt charging card, cash settlement, UnionPay payment or third-party payment method. If the third-party payment method is used for settlement, it should confirm the authenticity of the payment method and payment result on the spot.

8.2.6.5 For the self-service charging service, it shall display the steps of charging card settlement and mobile client settlement in the obvious location or mobile client end.

8.2.6.6 It shall feed the billing information back to the user accurately and in a timely manner. It shall provide the user with access to the invoice.

8.2.7 Information service

8.2.7.1 It shall use the on-site identification, guidance, and client end to inform the user of the location of the charging/battery swap station, the location of the charging pile, the available status of the charging pile.

8.2.7.2 It shall use the on-site identification and client end to provide the user safety warning information.

8.2.7.3 For the charging/battery swap facilities adopting the two-dimensional code method, it shall keep the information clear and accurate.

8.2.7.4 During the charging/battery swap process, it should use the client end or on-site display to inform the user of the status of charging/battery swap status information.

8.2.8 Complaint handling

8.2.8.1 It shall establish a customer complaint handling management system, to handle customer complaints in a timely manner.

8.2.8.2 It shall publicize the complaint process and clarify time limit for handling complaints.

8.2.8.3 It shall set up complaint acceptance department in accordance with the requirements of GB/T 17242, to regularly or irregularly collect the feedback and suggestions from all parties, establish a feedback file.

8.2.8.4 The handling of complaints shall be subject to time-limited management. The problems that can be solved on the spot shall be solved immediately; the problems that can be solved within the specified time shall be resolved as soon

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