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Household and similar service robots - Consumer guide

家用和类似用途服务机器人 消费者指导

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Household and similar service robots - Consumer guide

1 Scope

This document specifies household and similar service robots (hereinafter referred to as products), to provide consumers with basic principles, basic requirements, application environment, operating instructions, labeling contents and requirements for the preparation of instructions for use and related information materials, as well as matters needing attention.

This document applies to household and similar service robots.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the version corresponding to that date is applicable to this document; for undated references, the latest version (including all amendments) is applicable to this document.

GB/T 191, Packaging - Pictorial marking for handling of goods

GB/T 5296.1, Instructions for use of products of consumer interest - Part 1: General principles

GB/T 5465.2, Graphical Symbols for Use on Electrical Equipment - Part 2: Graphical Symbols

GB/T 16273.1, Graphical Symbols for Use on Equipment - Part 1: Common Symbols

3 Terms and definitions

The following terms and definitions are applicable to this document.

3.1

information material

A carrier that is used to convey information to the user of a product.

3.2

instruction for use

Information that is used to communicate with users on how to use the product correctly and safely, as well as its related product functions, basic performance, and characteristics.

Note: Instructions for use are usually expressed in the form of operating manuals, labels, nameplates, and interactive interfaces. Instructions for use can be represented by documents, words, signs, symbols, charts, diagrams, and auditory or visual information, either individually or in combination. Instructions for use can be used on products [including: instructions on equipment manipulators (keys, buttons), electronic display instructions in equipment operation], on packaging, or be delivered as accompanying documents or materials (such as loose-leaf materials, manuals, CD-ROMs, etc.), or be obtained remotely (such as a website, mobile application, etc.).

4 Basic principles

4.1 In order to help users use the product more safely and conveniently, the manufacturer shall provide clear, specific and effective information materials to guide the user to understand the use or operation method of the product in a more detailed and intuitive manner.

4.2 Information material shall be provided in a compatible manner to ensure simplicity, accuracy, intelligibility and accessibility.

5 Basic requirements for compiling instructions for use

5.1 General

5.1.1 Indivisibility

As an integral part of the delivered product, the basic content and general requirements of the instruction for use shall comply with the provisions of GB/T 5296.1.

5.1.2 Authenticity

The instruction for use shall truthfully introduce the product, with neither exaggeration nor falsehood, and shall not cover up defects in product design by the instruction for use.

5.1.3 Simplicity

The content of the instruction for use shall be concise, accurate, and easy to read and understand.

5.1.4 Correct use and maintenance

5.2.4.1 When the instruction for use exceeds one page, each page shall have a page number; when there are many chapters and articles in the instruction for use, a table of contents shall be written.

5.2.4.2 The headings in the table of contents shall be the same as those used in the body text.

5.3 Durability requirements

5.3.1 The text, signs and graphic symbols of the instruction for use shall always be clear and conspicuous during the service life of the product.

5.3.2 The instruction for use marked on the product shall always be firm and not easy to fall off during the service life of the product.

5.3.3 The instruction for use shall be guaranteed to be frequently read by users without damage during the service life of the product.

5.3.4 The information in the instruction for use that can only be obtained by remote means shall be guaranteed to be available to the user at any time during the service life of the product.

6 Application environment

6.1 The application environment of the product, such as voltage, temperature and humidity, air pressure and other environmental requirements, and other requirements such as load, shall be clearly stated in the instruction for use. If the product may encounter special scenes or drastic changes in the environment during normal use, the user shall be reminded of the dangers that may arise in this situation in the instruction for use.

6.2 Considering the diversity of users, not all users can read, use and understand the instruction for use; therefore, the compilation of the instruction for use shall take into account the characteristics and needs of specific application situations and consumer groups, such as the elderly, children, etc. Under foreseeable circumstances, the safety and ease of use (including operational performance) of the products used by these groups should be considered in the instruction for use.

7 Contents and requirements of instructions for use

7.1 Contents marked on the product

7.1.1 Product name

The product shall be marked with the product name, which shall indicate the true attributes of the product.

It shall be consistent with the prescribed name of the national product standard, industry standard, group standard or enterprise standard implemented.

7.1.2 Product model

The product shall be marked with the model.

7.1.3 Product safety indicators

The product shall be marked with the main technical requirements and specifications which are specified in the applicable safety standards for the product.

7.1.4 Graphical symbols

The labeling of various graphic symbols on the product shall comply with the provisions of GB/T 5465.2, GB/T 16273.1 and other relevant standards, so as to facilitate the user's identification and understanding.

7.1.5 Safety warning

Where improper use of the product may cause damage to the product itself or may endanger personal and property safety, there shall be safety warnings. The labeling of safety warnings shall comply with the provisions of GB/T 5296.1.

7.1.6 Name and address of the manufacturer

Products produced in China and sold in China shall be marked with the legally registered name and address of the product manufacturer.

Imported products may not be marked with the name of the original manufacturer, but shall be marked with the country of origin (country and region) and the name and address of the agent or importer or seller registered in China according to law.

7.1.7 Production date

The product shall be marked with the production date or production batch number of the product. Products with a safe use period shall be marked.

7.2 Contents marked on the product sales package

7.2.1 Product name

The product package shall be marked with the product name, which shall be consistent with that marked on the product (see 7.1.1).

7.2.2 Product model

The product package shall be marked with the product model, which shall be consistent with that marked on the product (see 7.1.2).

The product instruction for use shall be marked with the product model. When the same version of instruction for use is used for products of the same series, different models, and different specifications, the differences shall be indicated in an appropriate way.

7.3.3 Product performance characteristics

The instruction for use of the product shall outline the product structure, size, use, function, performance, safety performance and main technical indicators according to the characteristics and requirements of the product.

7.3.4 Introduction of product components

The instruction for use shall be in the form of diagrams and text descriptions, indicating the main components or functional units related to the use; the names and functional terms of the components that appear multiple times in the instruction for use shall be consistent.

7.3.5 Use method

The instruction for use shall follow the correct use procedure, step by step to explain how to use, and if necessary, there shall be diagrams next to the text instructions, including but not limited to the following applicable contents:

- settings and adjustments;
- command and control devices;
- mode and stop mode;
- prohibition and limitation;
- charging and battery replacement methods;
- information provided for handling, disassembly, storage instructions and conditions.

7.3.6 Matters needing attention

The labeling of matters needing attention shall ensure that the purpose of prompting the user's attention is achieved. In order to facilitate the user's understanding, it can be in the form of diagrams. When safety issues are involved, the labeling of safety warnings shall comply with the provisions of 7.1.5.

The marking of matters needing attention should consider the following:

- how to avoid use methods or mis-operations that are prone to errors;
- possible damage caused by wrong use method or mis-operation;

- for products with a safety period, the safe use period of the product shall be indicated in the form of safety warning;
- pollution to the environment caused by improper treatment;
- emergency measures that shall be taken under abnormal conditions (such as abnormal work, abnormal noise, abnormal odor, increased temperature, smoke, etc.) that may occur during use;
- safety warnings that shall be set for special users (such as the elderly, children, disabled, etc.);
- matters needing attention under abnormal work such as power outages or movement.

7.3.7 Maintenance and repair

The instruction for use shall provide the knowledge of the product's maintenance and repair; it shall point out in detail the faults that may occur during use of the product, the method to avoid fault and the judgment, inspection and repair of the fault.

The marking of maintenance and repair should consider the following:

- fault types and treatment methods;
- items allowed for users to carry out maintenance and repair, and items that shall be dismantled and maintained by professionals;
- the model and specifications of the susceptible components that can be replaced by the users themselves when necessary;
- matters needing attention for maintenance and repair;
- product after-sales service matters.

7.3.8 Placement, installation and assembly

For products that require placement and installation, the structural schematic diagram and text description of the placement, installation and assembly shall be provided. The text description shall include the following:

- use environment and position requirements for placement and installation;
- product attachment name, quantity, specification;
- operation description of placement, installation and assembly;
- safety measures and precautions for placement, installation and assembly;

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