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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB 25503-2010

**Requirements in sell and market service of city gas
burning-appliances**

城镇燃气燃烧器具销售和售后服务要求

(English Translation)

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting:

This document replaces GB/T 25503-2010 "Requirements for sales and after-sales service of urban gas burning appliances" and is consistent with GB/T 25503-2010 Compared with the previous version, in addition to structural adjustments and editorial changes, the main technical changes are as follows:

- a) Added "Terms and Definitions" (see Chapter 3);
- b) Added "Service Classification" (see Chapter 4);
- c) Added requirements for after-sales service area coverage (see 5.1:1);
- d) Added requirements for service process supervision (see 5.1:2);
- e) Change the "qualification" required of the installation company to "qualification" (see 5.1:4, 3:5 of the:2010 edition);
- f) Added the principle requirements of service obligations (see 5.1:5);
- g) Added basic requirements for remote services (see 5.1:6);
- h) Changed the relevant requirements for after-sales service documents (see 5.2, 3:1 and 4:1 of the:2010 edition);
- i) Added the requirement to continuously meet user feedback or evaluation on service quality (see 5.3:1);
- j) Change "understand" to "regular return visit system" (see 5.3:2, 4:3 of the:2010 edition);
- k) Added the requirement that the number of service personnel should match the scale of users (5:4:1);
- l) Changed the training requirements for service personnel (see 5.4:2, 4:9 of the:2010 edition);
- m) Change the maintenance service personnel who provide door-to-door service with

certificates to all door-to-door service personnel, and add the requirement of actively showing certificates (see 5.4:3, 6:2 of the:2010 edition);

n) Product quality risk is added to risk management, and risk management requirements and failure to repair in time are added to risk management:

Requirements for warning of risks of use (see 5.5:1, 3:4 of the:2010 edition);

o) Changed the retention period of relevant service records when there are risks in the service process (see 5.5:2, 3:4 of the:2010 edition);

p) Change the "life of disuse" to "life of use" and add the requirement that "no discrimination should be made against any group during the service process" (see 5.6,:2010 version 4:10);

q) Added requirements for resource allocation and service criteria for sales services (see 6.1, 6:2:1);

r) Changed the labeling requirements for sales service information (see 6.3:1, 4:2 of the:2010 edition);

s) Added the requirement to present and provide relevant information to the purchaser during sales (see 6.3:2);

t) Added traceability requirements for purchaser and user files and confidentiality requirements for related information (see 6.5);

u) The agreed relevant requirements have been changed (see 6.6, 4:6 of the:2010 edition);

v) Added the distribution requirements for fuel appliances (see 6.7);

w) Added requirements for installation service personnel (see 7.1:3);

x) Added requirements for confirmation of time, environment and related costs before installation (see 7.2:1)

y) Changed the requirements for installation accessories and component confirmation (see 7.2:2, 5:2 of the:2010 edition);

z) Added requirements for installation service personnel to demonstrate and explain to users (see 7.4);

aa) Added requirements for maintenance service companies and related personnel (see 8.1:3);

bb) Added special requirements for remote diagnosis of burning appliance maintenance services (see 8.1:4, 8:4);

cc) Changed the requirements for the provision of spare parts for maintenance services (see 8.1:5, 6:5 of the:2010 edition);

- dd) Added maintenance requirements within the scope of the three guarantees and warranty (see 8.2:1, 8.2:2);
- ee) Change "accepted within 24 hours" to "accepted and processed within 24 hours" (see 8.2:7, 6:7 of the:2010 edition);
- ff) Changed "scrap age" to "service life" and changed the service requirements for appliances within the service life (see 8.3:2,:2010 edition):
- gg) Added services beyond the warranty scope or due to other liabilities, and maintenance requirements for burning appliances beyond their service life (see 8.3:1 and 8:3:3);
- hh) Added requirements for maintenance services and complaint handling services (see Chapter 9 and Chapter 10);
- i) Added the requirement for purchasers to remind actual users (see 11.1);
- j) Added requirements for service evaluation and continual improvement (see Chapter 12):

1 Scope

This document specifies the duties of service providers of urban gas burning appliances (hereinafter referred to as "burners") in product sales and after-sales service activities:

Basic requirements and service quality:

This document applies to the sales and after-sales service activities of burning appliances specified in GB 16914:

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document:

For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to this document:

GB/T 24620 Guidelines for the Development of Service Standards Considering Consumer Demands
GB/T 34432 Basic terms for after-sales service
CJJ12 Installation and acceptance regulations for household gas burning appliances

3 Terms and definitions

The terms and definitions defined in GB/T 24620, GB/T 34432 and the following apply to this document:

Service