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

GB/T 18389-2025

Replacing GB/T 18389-2001

**Requirements for distribution services of agricultural
machinery**

农业机械流通服务要求

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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 18389-2001 "Conditions for opening, classification and market behavior requirements for agricultural machinery marketing enterprises" and Compared with GB/T 18389-2001, in addition to structural adjustments and editorial changes, the main technical changes are as follows.

- Change "opening conditions" to "service provider" (see Chapter 4, Chapter 4 of the 2001

edition);

- Added the content of "Basic Requirements" and "Information System" of the service provider (see 4.1, 4.4);
- Added the requirements for "training instructors" (see 4.2);
- Added the requirements for "service vehicles" (see 4.3.2);
- Deleted the content of "Grade Classification" (see Chapter 5 of the 2001 edition);
- Change "market behavior requirements" to "service requirements" (see Chapter 5, Chapter 6 of the 2001 edition);
- Changed the content of "after-sales service" (see 5.3, 6.5 of the 2001 edition);
- Added the content of "training services", "information services", "other services", "service return visits" and "user complaints and handling" (see 5.4~ 5.8);
- Deleted the content of "Financial management requirements" (see 6.6 of the 2001 edition);
- Added the content of "Service Evaluation and Improvement" (see Chapter 6).

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed and coordinated by the China Federation of Logistics and Purchasing.

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The previous versions of this document and the documents it replaces are as follows.

- First published in 2001 as GB/T 18389-2001;
- This is the first revision.

1 Scope

This document specifies the service providers, service requirements, and content of service evaluation and improvement for agricultural machinery circulation.

This document applies to agricultural machinery circulation service activities.

2 Normative references

GB/T 19012

3 Terms and Definitions

The terms and definitions defined in SB/T 11175 and the following apply to this document.

3.1 agricultural machinery

Machinery and equipment used for agricultural production and primary processing of its products and other related agricultural activities.

[Source. SB/T 11175-2016, 3.1]

3.2 [Source. SB/T 11175-2016, 3.2]

The economic activity process of transferring agricultural machinery (3.1) products from the manufacturing field to the use field.

3.3 Agricultural machinery distribution services

Activities such as procurement, warehousing, promotion, sales, repair, maintenance, training and information services provided for the circulation of agricultural machinery (3.2).

4.1 Basic Requirements

4.1.1 An integrated agricultural machinery distribution service system should be established, including a purchase inspection and acceptance system, a warehouse management system, and a comprehensive service system for pre-sales, sales, and after-sales services.

sales service management system, maintenance service system, spare parts supply system, user management system, personnel training system, file management system, Safety management system, complaint management system, etc.

4.1.2 Personnel suitable for agricultural machinery distribution services should be deployed.

4.1.3 Facilities and equipment suitable for agricultural machinery distribution services should be provided.