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

GB/T 22766.1-2022

Replacing GB/T 22766.1-2008

**After-sales service of household and similar electrical
appliances - Part 1: General requirement**

家用和类似用途电器售后服务 第1部分：通用要求

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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 of Standardization Documents" drafted. This document is part 1 of GB/T 22766 "After-sale Service of Electrical Appliances for Household and Similar Purposes". GB/T 22766 has been released to the next part.

- 1. General requirements;
- 2. Particular requirements for refrigerators;
- 3. Particular requirements for air conditioners;
- 4. Particular requirements for washing machines;
- 5. Particular requirements for electric water heaters;
- 6. Particular requirements for range hoods;
- 7. Particular requirements for vacuum cleaners;
- 8. Particular requirements for water dispensers;
- 9. Particular requirements for air purifiers;
- 10. Particular requirements for dishwashers. This document replaces GB/T 22766.1-2008 "After-sales service of household and similar electrical appliances - Part 1. General requirements", and Compared with GB/T 22766.1-2008, in addition to structural adjustment and editorial changes, the main technical changes are as follows:
 - Changed some terms and definitions (see 3.1, 3.2, 3.3, 3.4, 3.11, 3.12, 3.1, 3.2, 3.3, 3.4, 3.10, 3.11);

1 Scope

GB/T 22766.1-2022 is the Chinese national standard on after-sales service of household and similar electrical appliances - part 1: general requirement, in the field of domestic and

commercial equipment, entertainment, sport. The /T suffix marks it as a recommended standard: it is not compulsory by itself, but it becomes binding as soon as a contract, a tender or a customer specification calls it up - which in practice is how most foreign buyers meet it. It was issued on 14 October 2022 by the State Administration for Market Regulation; Standardization Administration of China, and has been in force since 1 May 2023. Classification: ICS 97.030, CCS Y60. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

2 Normative references

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, dated citations documents, only the version corresponding to that date applies to this document; for undated references, the latest edition (including all amendments) applies to this document.

GB 4706.1 Safety of Household and Similar Electrical Appliances Part

GB/T 17242 Complaint Handling Guide

GB/T 18760 Consumer Goods Service Methods and Requirements

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 Electrical appliances used by non-professionals (hereinafter referred to as "appliances") in homes, residences and similar occasions. [Source: GB/T 5296.2-2008, 3.1]

3.2 consumer A member of society who buys, uses goods or receives services to meet the needs of life. [Source: GB/T 5296.1-2012, 3.1]

3.3 service provider servicesupplier Manufacturers of home appliances or other authorized and qualified economic organizations (referred to as "services") that can provide after-sales services for household and similar appliances. square").

3.4 After-sales service The contact activities between the service provider and the consumer in the process of designing, consulting, installing, debugging, repairing, cleaning and maintenance of the appliance and by the result of this.

3.5 design design The service provider provides a solution that meets the needs of consumers in combination with the use environment and the characteristics of the appliance.