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

GB/T 22766.11-2025

**After-sales service of household and similar electrical
appliances - Part 11: Particular requirements for central electric
heating system**

家用和类似用途电器售后服务 第11部分：中央电暖系统的特殊要求

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. This document is Part 11 of GB/T 22766, "After-sales service of household and similar electrical appliances". GB/T 22766 has been published as follows: Part 2.

1.General Requirements;

2.Special Requirements for Refrigerators;

3.Special Requirements for Air Conditioners;

4.Special Requirements for Washing Machines;

5.Special Requirements for Electric Water Heaters;

6.Special Requirements for Range Hoods;

7.Special Requirements for Vacuum Cleaners;

8.Special Requirements for Water Dispensers;

9.Special Requirements for Air Purifiers;

10.Special Requirements for Dishwashers;

11.Special requirements for central electric heating systems. Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents. This document was proposed by the China National Light Industry Council. This document is under the jurisdiction of the National Technical Committee on Standardization of Household Appliances. This document was drafted by: Ningbo Xianfeng Electric Manufacturing Co., Ltd., Qingdao Economic and Technological Development Zone Haier Water Heater Co., Ltd., and Chongqing Midea. General

Refrigeration Equipment Co., Ltd., Ningbo University of Science and Technology, Nanjing Orange Heating System Equipment Co., Ltd., Ningbo Pioneer Central Electric Nuan Technology Co., Ltd., Qingdao Haier Smart Technology R&D Co., Ltd., Ningbo Institute of Standardization, Jianke Environmental Energy Technology Co., Ltd., Shenyang AVIC Electromechanical Sanyo Refrigeration Equipment Co., Ltd., Zhejiang Shaoxing SUPOR Home Furnishings Co., Ltd., and China Household Electric Appliance Research Institute (Beijing) Testing and Certification Co., Ltd. Company. Zhejiang Fangzheng Household Appliance Quality Testing Co., Ltd. The main drafters of this document are. Zhu Yongguo, Liu Zhiqiang, Luo Mingwen, Du Shimin, Yang Hongbo, Kong Haizhuan, Yu Cailing, Jiang Xiaoshan, and Wu Jiangang. Li Zhong, Cao Jiangbo, Li Songcheng, Chen Songtao, Cao Lixia.

To standardize after-sales service requirements for household and similar appliances, provide consumers and businesses with a high-quality after-sales service experience, and improve... Service quality was addressed by establishing the GB/T 22766 series of standards for "After-sales Service of Household and Similar Electrical Appliances". To avoid excessive length, GB/T 22766... Based on the principles of generality and particularity, it is proposed to consist of the following parts.

1 Scope

GB/T 22766.11-2025 is the Chinese national standard covering servicing a central electric heating installation - the commissioning and handover, the response time to a failure in the heating season, the competence of the technician working on a fixed installation, the spare parts, and the records. Part 11 of the series, first edition. In force from 1 May 2026. Issued on 5 October 2025, it has been in force since 1 May 2026.

This document specifies the requirements for service providers and after-sales service for residential and similar central electric heating systems (hereinafter referred to as "central electric heating systems"). Service provision and after-sales service standards. This document applies to after-sales service for central electric heating systems for residential and similar uses.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB/T 16895.13-2022 Low-voltage electrical installations - Part 7-701. Requirements for special installations or locations for bathtubs or showers places

GB/T 22766.1-2022 After-sales service for household and similar electrical appliances -
Part

3 Terms and Definitions

The terms and definitions defined in GB/T 22766.1-2022 and the following terms and definitions apply to this document.

3.1 The central control unit centrally controls and coordinates the operation, using electric heating units for electrothermal conversion and heat output to provide heating for the home. An integrated system that provides heat to residences or similar places. [Source: GB/T 42389.1-2023, 3.1]

3.2 electric heating unit The electrothermal conversion center of the central electric heating system.

Note. An electric heating unit consists of one or more (excluding one) fixed indoor heaters and/or other types of electrothermal conversion/heat dissipation devices. [Source: GB/T 42389.1-2023, 3.3, with modifications]

3.3 Central control unit The centralized control hub of a central electric heating system consists of a central processor, communication, storage, sensing, operation terminals, gateways/network relay stations, and/or It consists of components such as cloud service platforms. Note

1.The components of the central control unit can be collectively referred to as the functional components or control components of the central control unit. Note

2.The components of the central control unit can be distributed on the cloud server or locally, and can exist independently or be integrated with other components in physical form. [Source: GB/T 42389.1-2023, 3.2, with modifications]

3.4 operator Legal entities or non-legal entities that operate central electric heating systems and provide related services.