

ICS 97.180
CCS Y62



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

GB/T 22766.12-2025

**After-sales service of household and similar electrical
appliances - Part 12: Particular requirements for electric toilet**

家用和类似用途电器售后服务 第12部分：电坐便器的特殊要求

Issued on: October 5, 2025

Implemented on: May 1, 2026

**Issued by: State Administration for Market Regulation;
Standardization Administration of China**

Table of Contents

- 1 Scope
- 2 Normative references
- 3 Terms and Definitions
- 4 Requirements for After-Sales Service Providers
 - 4.2 After-sales service provider
 - 4.3 Business Premises
- 5 Provision of after-sales service
- 6 References
- 12 Special Requirements for Electric Toilets

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 12 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;
- 12.Special requirements for electric toilets. 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 (SAC/TC46). This document was drafted by: Taizhou Municipal Institute of Product Quality and Safety Inspection, Haier (Shenzhen) R&D Co., Ltd., and Jomoo Kitchen & Bath Co., Ltd. Limited Liability Company, Xiamen Ruierte Sanitary Ware Technology Co., Ltd., Ningbo Meimei Jiayuan Electrical Appliance Service Co., Ltd., Foshan Municipal Bureau of Quality and Metrology Testing Center, Xiamen Jianlin Healthy Home Furnishings Co., Ltd., China Household Electric Appliance Research Institute (Beijing) Testing and Certification Co., Ltd., Shandong Provincial Institute of Standardization Qingdao Haier Smart Technology R&D Co., Ltd., and Qingdao Guochuang Smart Home Appliance Research Institute Co., Ltd. The main drafters of this document are. Chen Jianliang, Zhang Xianna, Chen Liangquan, Wang Bing, Nie Xiaofei, Wang Zebo, Liu Zhongnan, Zheng Haijie, Li Xue, and Sui Wenling. Chen Fei and Sun Weidong.

1 Scope

GB/T 22766.12-2025 is the Chinese national standard on after-sales service of household and similar electrical appliances - part 12: particular requirements for electric toilet, 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 5 October 2025 by the State Administration for Market Regulation; Standardization Administration of China, and has been in force since 1 May 2026. Classification: ICS 97.180, CCS Y62. 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.

This document specifies the requirements for after-sales service providers and the provision of after-sales service for household and similar electric toilet seats (hereinafter referred to as "electric toilet seats"). Supply and after-sales service standards. This document applies to after-sales service for electric toilets for household 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 to this document. document.

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

3 Terms and Definitions

The terms and definitions defined in GB/T 22766.1 and GB/T 23131, as well as the following terms and definitions, apply to this document.

3.1 electric toilet A toilet that is electrically powered and uses water to clean away human waste, and can have one or more functions such as a blower and heated seat.

3.2 Wall-mounted electric toilet An electric toilet that is fixed to the wall and does not directly contact the ground.

4 Requirements for After-Sales Service Providers

4.1 General Requirements In addition to complying with the relevant requirements in GB/T 22766.1, the after-sales service activities of the service provider shall also comply with the requirements of

4.2 After-sales service provider

4.2.1 The service provider should be the electric toilet manufacturer or a qualified economic organization commissioned by the electric toilet manufacturer, and the commissioned service provider should have a cooperative relationship with the manufacturer. A consignment agreement is signed with a distributor or authorized dealer recognized by the manufacturer.

4.2.2 Service capabilities should meet the client's after-sales service requirements.

4.3 Business Premises

4.3.1 There should be operation manuals and operating procedures related to after-sales service.