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

GB/T 25503-2024

**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

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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);

1 Scope

GB/T 25503-2024 sets the requirements for the sale and after-sales service of urban gas burning appliances. The sale is a safety matter in a way that few retail transactions are: the appliance must match the gas actually supplied at the address, the installation must be vented correctly, and the service visits over the appliance's life are the only occasions on which anyone competent looks at the flue and the hose. Chinese carbon monoxide incidents cluster around appliances installed for the wrong gas, kept past their service life, or repaired by whoever was cheapest. The standard sets the service categories and the general requirements on the service organisation, its documentation, contact and feedback channels, personnel, risk management and service guarantees, then the sales service, covering resource allocation, service standards, service information and the promotion of safe use, and the after-sales service, covering installation, maintenance, repair, parts and the handling of complaints. It replaces GB/T 25503-2010 and took effect on 1 December 2024.

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 CJJ

3 Terms and definitions

The terms and definitions defined in GB/T 24620, GB/T 34432 and the following apply to this document: 3:

1 Service A series of activities and results generated in the process of contact with customers in order to meet their needs:

Note: Customers are organizations or individuals that receive services and may be purchasers, users, retailers, or potential purchasers: [Source: GB/T 24620-2022, 3:11, modified] 3:

2 Service Provider serviceprovider Organizations that provide services and employees within the organization during the sales and after-sales service of gas appliances:

Note: This organization may be a producer, a distributor, or an authorized organization: [Source: GB/T 24620-2022, 3:12, modified] 3:

3 User Organizations or individuals who use gas appliances or receive gas appliance services: 3:

4 Buyer An organization or individual that purchases gas appliances or provides gas appliance services for users: 3:

5 After-sales service The paid and free services provided from the date the gas appliance is sold to the purchaser or the date the user accepts the intangible additional products (such as extended warranty period, etc:)