

ICS 03.080.10

CCS A 12



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

GB/T 33354-2026

Replacing GB/T 33354-2016

**Specification for the after-sales service of health care service
supplies**

保健服务用品用具售后服务规范

Issued on: January 28, 2026

Implemented on: August 1, 2026

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

Table of Contents

1.Scope	1
2 Normative References	1
3.Terms and Definitions	1
4 Service Providers	1
5.Personnel Responsibilities	2
6.After-sales service content and requirements	2
7.After-sales service methods and requirements	2
5 References	6

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 replaces GB/T 33354-2016 "After-sales Service Specifications for Health Massage Equipment". Compared with GB/T 33354-2016, except for the following. Aside from structural adjustments and editorial changes, the main technical changes are as follows:

a) The scope of application has been changed from health massage equipment to health service supplies and equipment (see Chapter 1, Chapter 1 of the.2016 edition);

b) Added terms and definitions for healthcare service supplies and equipment (see 3.1), and changed the definitions of after-sales service and after-sales service personnel (see...).
Versions

3.2 and 3.3 (and

3.11 in the.2016 version) have removed the sections on health massage equipment, service providers, design, installation, debugging, maintenance, and warranty. Terms and definitions for maintenance, disposal, and after-sales service locations (see sections 3.1, 3.2, and 3.4-

3.10 of the.2016 edition);

c) The classification of appliances has been removed (see
4.1 in the.2016 edition);

d) Service providers have been added (see Chapter 4), and the original basic requirements and service resource content have been adjusted and incorporated into this chapter (see

the.2016 edition). Chapters 5 and 6);

e) Added personnel responsibilities (see Chapter 5);

f) After-sales service content and requirements have been added (see Chapter 6), and the original classification of after-sales service has been adjusted and incorporated into this chapter (see.2016). Version 4.2);

g) After-sales service formats and requirements have been added (see Chapter 7), and the original service requirements and implementation details of after-sales service have been adjusted and incorporated into this chapter (see Chapter 7). (Sections 7.2 of the.2016 edition)

1 Scope

GB/T 33354-2026 is the Chinese national standard covering what happens after a health care device is sold - the instructions and training given, the warranty and repair, the recall of a defective product and the handling of a complaint about harm. It replaces GB/T 33354-2016, completing the set of five revised together. It was issued on 28 January 2026 and has been in force since 1 August 2026, replacing GB/T 33354-2016. The document is under the responsibility of the National Administration of Traditional Chinese Medicine. This page is published from the official record of the 2026 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document specifies the service organizations, personnel responsibilities, after-sales service content and requirements, and after-sales service procedures for health care products and equipment. Format and requirements, evaluation and improvement. This document applies to healthcare service institutions (hereinafter referred to as "institutions") and their rental or sale of healthcare service supplies and equipment (hereinafter referred to as "supplies and equipment"). After-sales service will be provided by the company.

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 30443 General Requirements for Healthcare Services

GB/T 34432 Basic Terminology for After-Sales Service

GB/T 44904 After-sales service standard for no-reason return policy

3 Terms and Definitions

The terms and definitions defined in GB/T 30443 and GB/T 34432, as well as the following terms and definitions, apply to this document.

3.1 Various products used for healthcare services.

Note. See Appendix A for examples. [Source: GB/T 30444-2026, 3.15]

3.2 After-sales service A series of activities and measures provided to meet customer needs after the sale or rental of health care service supplies and equipment. [Source: GB/T 34432-2017, 2.1, with modifications]

3.3 Staff who have received professional training and obtained relevant authorization to engage in after-sales service (3.1) of health care products and equipment (3.2).

4 Service Providers

4.1 The organization shall comply with the requirements of GB/T 30443.

4.2 The company should have established systems, procedures, standards, and records for providing after-sales service for supplies and equipment, and should be equipped with sufficient after-sales service personnel. Service venues, etc.

4.3 After-sales service information for supplies and equipment should be properly kept. This information should include at least the following.