

ICS 43.140
CCS Y 14



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

GB/T 44676-2024

Specification for the after-sales service of electric bicycles

电动自行车售后服务规范

Issued on: October 26, 2024

Implemented on: October 26, 2024

**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 Manufacturer's requirements ...	1
4.1 Setting up after-sales service network ...	1
4.2 Manufacturer's Management of Service Providers ...	2
4.3 Management of directly managed after-sales service outlets ...	2
4.4 Component Management ...	2
4.5 Information Disclosure ...	2
5 Service Provider Requirements ...	2
5.1 Service Provider's Responsibilities ...	2
5.2 Service Provider's Management of After-Sales Service Outlets ...	2
6 Requirements for after-sales service outlets ...	3
6.1 Basic Requirements ...	3
6.2 Service Content and Requirements ...	3
6.3 Branch Cancellation ...	3
7 After-sales service staff ...	3
7.1 Employment Requirements ...	3
7.2 Personnel Management ...	3
8 After-sales service process and scope ...	4
8.1 After-sales service process ...	4
8.2 Scope of After-Sales Service ...	4
9 After-sales service content ...	4
9.1 Repair Service ...	4
9.2 Maintenance Requirements ...	5
9.3 Parts Replacement ...	5
9.4 Safety Performance Assurance Requirements ...	5
9.5 After-sales service records ...	5
10 Consumer tracking and complaint handling ...	5
10.1 Feedback System ...	5
10.2 Follow-up visit ...	6
11 References ...	12

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 is required. Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents. This document was proposed by the China Light Industry Federation. This document is under the jurisdiction of the National Technical Committee for Standardization of Bicycles (SAC/TC 155). This document was drafted by: Wuxi Inspection, Testing and Certification Research Institute, Yadi Technology Group Co., Ltd., Tailing Technology Co., Ltd., Aima Technology Group Co., Ltd., Tianneng Battery Group Co., Ltd., Chaowei Power Group Co., Ltd., Giant Electric Vehicles (Kunshan) Co., Ltd., Zhejiang Lvyuan Electric Vehicle Co., Ltd., Ninebot (Changzhou) Technology Co., Ltd., Jiangnan University, China Bicycle Automobile Association, Beijing China Light Industry Certification Center Co., Ltd., Zhejiang Juyuan Electronics Co., Ltd., Zhejiang Lvju Vehicle Industry Co., Ltd., Huizhou Yiwei Lithium Energy Co., Ltd., Shanghai Quality Supervision and Inspection Technology Research Institute, Taizhou Jinyu Mechanical and Electrical Co., Ltd., Qingdao Maijin Intelligent Technology Co., Ltd. Co., Ltd., Zhengzhou Kuaixiang Trading Co., Ltd., and Yangzhou Hongheng Trading Co., Ltd. The main drafters of this document are. Xu Feng, Lin Yan, Hua Lei, Zhu Yingchen, Fu Xiaoqiang, Sun Lifang, Chen Xianhai, Lu Liping, Fei Qian, Chen Long, Tang Linli, Yan Wenxu, Yang Li, Han Xiao, Zheng Chunsheng, Lu Yunan, Hu Renxing, Zhan Yuanyuan, Qiu Zheng, Ma Hongjie, and Kong Fanbin. Electric bicycle after-sales service specifications

1 Scope

China's national specification for the after-sales service of electric bicycles. There are several hundred million electric bicycles in China, and their after-sales service is a genuinely consequential matter rather than a consumer convenience. The battery is the reason: it is the most expensive component, it degrades and is replaced during the vehicle's life, and the replacements bought from an unregulated market are the direct cause of the fires that have killed people in residential buildings. A service specification addresses that by defining what a manufacturer's service network must provide - genuine replacement batteries and parts, competent diagnosis, safe disposal of the batteries removed - and what records must be kept. The charger is the second item: a charger mismatched to a battery is as dangerous as a bad battery, and the two are commonly separated during a vehicle's life.

This document specifies the after-sales service of electric bicycle products, including manufacturers, service providers, after-sales service outlets, after-sales service personnel, Requirements for service process and scope, after-sales service content, consumer

tracking and complaint handling. This document applies to after-sales services provided by electric bicycle manufacturers, service providers, and after-sales service outlets. This document does not apply to after-sales services of electric bicycles for special purposes such as food delivery, express delivery, and rental.

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 latest version (including all amendments) applies to this document. In this document.

GB 17761 Safety Technical Specifications for Electric Bicycles

GB/T 27922 Product After-Sales Service Evaluation System

GB/T 37281 Technical Specification for Recycling of Waste Lead-Acid Batteries

GB/T 39224 Technical Specification for Recycling of Used Batteries

3 Terms and Definitions

The terms and definitions defined in GB 17761 and the following apply to this document.

3.1 consumer An organization or individual that purchases, uses goods, or receives services.

3.2 manufacturer A legal entity that manufactures, sells and/or supplies products and services in the course of a trade.

3.3 service provider An organization authorized by the manufacturer (3.2) to manage regional after-sales service outlets.

3.4 After-sales service A series of activities and measures provided to meet the needs of consumers (3.1) after the goods are sold.

3.5 After-sales service point An organization authorized or directly managed by the manufacturer (3.2) to provide relevant after-sales services (3.4) to consumers (3.1).

4 Manufacturer's requirements

4.1 Setting up after-sales service network Manufacturers should reasonably set up service providers and after-sales service outlets based on the sales areas and sales volumes of electric bicycle products.