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

GB/T 46287-2025

**Evaluation specification of user experience design for
household and similar electrical appliances**

家用和类似用途电器用户体验设计评价规范

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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. 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: China Household Electric Appliance Research Institute, Guangdong Midea Refrigeration Equipment Co., Ltd., and Qingdao Haier Air Conditioner Co., Ltd. Hisense Air Conditioning Co., Ltd., Hangzhou Robam Appliances Co., Ltd., Zhuhai Gree Electric Appliances Co., Ltd., Guangdong Vanward Gas Appliances Co., Ltd. The company, Guangdong Midea Kitchen Appliances Manufacturing Co., Ltd., Qingdao Haier Smart Home Appliances Co., Ltd., and Shenzhen Angel Drinking Water Industry Group Co., Ltd. Limited Liability Company, Hisense Refrigerator Co., Ltd., Qingdao Hisense Hitachi Air

Conditioning Systems Co., Ltd., Midea Group Co., Ltd., Zhejiang Supor Home Appliances Manufacturing Co., Ltd., TCL Air Conditioner (Zhongshan) Co., Ltd., Changhong Meiling Co., Ltd., Wuhu Midea Smart Kitchen Appliance Manufacturing Co., Ltd. Company, Qingdao Haier Washing Machine Co., Ltd., China Electric Power Research Institute Co., Ltd., Zhejiang Shaoxing SUPOR Household Appliances Co., Ltd. Ecovacs Robotics Co., Ltd., VK Testing Technology Co., Ltd., Anhui Provincial Institute of Product Quality Supervision and Inspection, Anhui Konka Tongchuang Electrical Appliances Co., Ltd., Jiaxing Weikai Testing Technology Co., Ltd., Zhuoli Electrical Appliances Group Co., Ltd., Cixi Yueda Electronic Technology Co., Ltd. Shenzhen Dingxin Technology Co., Ltd. The main drafters of this document are. Qu Zongfeng, Liang Jing, Li Xin, Kong Xiangfeng, Jiang Lin, Zhong Suping, Lin Kanggui, Ma Haichuan, Zhang Yuhui, and Du Yilin. Yin Xuejing, Cai Jun, Tang Xuejin, Wang Haiyan, Ren Zhaoting, He Can, Tang Hui, Xiang Weiqin, Guo Yu, Li Yu, Liu Zun'an, Zhou Yanwu, Li Jian, Shen Wei Yan Hai, Zhou Fenghua, Dong Lei, Lin Lei, Xu Yangfei, Li Fang, Niu Junying, Gao Fengxiang. User experience design for household and similar appliances Evaluation Standards

1 Scope

GB/T 46287-2025 is the Chinese national standard covering judging how an appliance is to live with - the task completion and the errors users make, the learnability and the memorability between uses, the satisfaction measured rather than assumed, and the protocol that makes one evaluation comparable to another. First edition, and it belongs with the laboratory design standard GB/T 46501-2025 and the age-friendly series GB/T 46484. In force from 1 May 2026. Issued on 5 October 2025, it has been in force since 1 May 2026.

This document specifies the technical requirements for evaluating the user experience design of household and similar appliances, and describes the corresponding test methods and evaluation criteria. method. This document applies to single-phase appliances with a rated voltage not exceeding 250V, and other appliances with a rated voltage not exceeding 480V for household and similar applications. User experience design evaluation of Tu Appliances (hereinafter referred to as "Home Appliances").

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 5296.2 Instructions for use of consumer products - Part

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 User People who use or expect to use household appliances.

3.2 User experience Users' feelings and reactions to using or expecting to use a system, product or service. [Source: GB/T 18978.11-2023, 3.2.3, with modifications]

3.3 Ease of use Factors influencing users' subjective satisfaction and acceptance when using home appliances include. ease of understanding, ease of learning, ease of operation, operational efficiency, and functionality. Effects, etc.

3.4 Perceived quality The performance levels of home appliances across various dimensions that can be perceived by users.

3.5 Feedback The process of returning the system's output to the input and expecting to change the input in some way, thereby affecting the system's function.

3.6 voice broadcasting An interactive method that uses voice to convey specific information to users.