

Foreword

The implementation of Republic Act 10601 also known as the Agricultural and Fisheries Mechanization Law (AFMech Law of 2013) mandated the Bureau of Agriculture and Fisheries Standards (BAFS) to develop standard specifications and test procedures for agricultural and fisheries machinery and equipment.

The Bureau, in collaboration with the Bureau of Agriculture and Fisheries Engineering (BAFE), concerned Department of Agriculture (DA) Bureaus and attached agencies, Board of Agricultural Engineering (BoAE) and University of the Philippines Los Baños – Agricultural Machinery Testing and Evaluation Center (UPLB-AMTEC), embarked on a project entitled **“Revision of Philippine National Standard for Guidelines on After-Sales Service”**.

As stated in Section 17 of the Agricultural and Fisheries Mechanization Law (AFMech Law) and its Implementing Rules and Regulations (IRR), all agricultural and fisheries machinery assemblers, manufacturers, importers, suppliers, distributors and dealers shall provide after- sales service and warranty to their respective clients in accordance with the PAES or with the warranty policy of the manufacturer, whichever is more advantageous to the client.

After- Sales Service has proven to be of importance to manufacturers/ distributors/ dealers/ contractors and end- users. It enhances the optimal use of agricultural and fisheries machinery, maximizes its economic life, and ensures its re- sale value. Dealers on the other hand, provide it to satisfy their customers and enhance their competitive advantages.

Citing its importance to the industry, and given the requirements provided by the law, the need to revise the PNS/PAES 138:2005- Guidelines on After- Sales Service is essential in order to incorporate new provisions and check if the provisions in the standard are still applicable up to this date.

This standard has been technically prepared in accordance with BPS Directives Part 3:2003 – Rules for the Structure and Drafting of International Standards.

The word “shall” is used to indicate mandatory requirements to conform to the standard.

The word “should” is used to indicate that among several possibilities one is recommended as particularly suitable without mentioning or excluding others.

This standard cancels and replaces PNS/PAES 138:2005 (PAES published 2005).

1 Scope

This standard specifies guidelines on after-sales service for agricultural and fisheries machinery.

2 References

The following normative documents contain provisions, which, through reference in this text, constitute provisions of this National Standard:

PAES 102: 2000 Agricultural Machinery- Operator’s Manual- Content and Presentation

3 Definitions

For the purpose of this standard, the following terms shall apply:

3.1

after-sales service

consists of parts and services provided by the manufacturers / distributors / dealers to the procuring entities to ensure continuous serviceability of agricultural and fisheries machinery

3.2

agricultural and fisheries machinery

machinery and equipment used for the production, harvesting, processing, storage, manufacture, preserving, transporting and distribution of agricultural and fisheries products.

3.3

dealer

authorized representative of distributors and/or manufacturers to supply, trade, sell and service agricultural and fisheries machinery to procuring entities

3.4

distributor

trading entity authorized by foreign and local suppliers and/or manufacturers to distribute agricultural and fisheries machinery to dealers

3.5

manufacturer

manufacturing entity involved in the production and distribution of agricultural and fisheries machinery

3.6

procuring entity

any person or entity procuring agricultural and fisheries machinery

3.7

warranty

guarantee

expressed assurance of the quality of the materials and workmanship of the products offered for sale or length of satisfactory use to be expected from a product under normal use

4 General Requirements

4.1 Warranty for construction and durability

4.1.1 The manufacturer / distributor / dealer shall issue a warranty certificate to the buyer. Warranty against defective materials and workmanship shall be provided for parts and services except for normal wear and tear of expendable or consumable maintenance parts (e.g. belts, tires, hoses, filters, electric parts, etc.) for at least one (1) year upon the acceptance of procuring entity of the machinery.

4.1.2 Warranty shall cover only failure or damages from normal use and maintenance conditions. It shall not cover any damage due to the following conditions:

- a. Accident, acts of violence or natural disaster;
- b. Improper operation and maintenance of the machine;
- c. Negligent handling and excessive load
- d. Use of unsuitable operating materials; and
- e. Unauthorized repair and/or use of non-genuine parts.

4.2 Services and parts availability

The manufacturer / distributor / dealer shall be capable of:

4.2.1 supplying the services of mechanic/ technical personnel free of charge for replacing parts under warranty to put the unit in running condition during the warranty period.

4.2.2 providing services on repairs after warranty period at reasonable cost;

4.2.3 providing illustrated parts catalogue and repair or workshop manual

4.2.4 maintaining spare parts of at least 10% of their average past three-year sales per product to ensure adequate inventory of fast-moving spare parts; and

4.2.5 repair of defective units and provision of other after sales services shall be undertaken within 72 hours upon the receipt of complaints.

4.3 Training

The manufacturers/ distributors/ dealers shall provide training on the operation, repairs and maintenance of the agricultural and fisheries machinery.

4.4 Maintenance and operation

The manufacturers/ distributors/ dealers shall provide a set of standard tools required for maintenance. Operator's Manual shall be provided containing full information on method of installation and operation (PAES 102:2000).

5 Bibliography

Revised Implementing Rules and Regulations of the Republic Act 9184 (<http://www.gppb.gov.ph/laws/laws/RevisedIRR.RA9184.pdf>)

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