

PHILIPPINE NATIONAL STANDARD

PNS/BAFS 192:2024
ICS 03.080.01

After-Sales Service — Guidelines



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Foreword

In 2022, the Department of Agriculture (DA)-Bureau of Agricultural and Fisheries Engineering (BAFE) requested for the amendment of the PNS/BAFS 192:2016 (Guidelines on After-Sales Service) through the National Sectoral Committee on Agricultural and Fisheries Mechanization (CAFMech) Resolution No. 13, series of 2022 (Recommending to the Bureau of Agriculture and Fisheries Standards [BAFS] to Review the Guidelines on After-Sales Service [PNS/BAFS 192:2016] for Possible Revision). The proposed amendment aims to address and consider the issues and concerns observed during the implementation of the standard.

In response, the DA-BAFS created a Technical Working Group (TWG) to amend the PNS under the following Special Orders (SO):

1. SO No. 1314, series of 2023 (Addendum to the SO No. 146, Series of 2023 Entitled “Creation of the TWG for the Development of PNS for Agricultural and Fishery Products, Machinery, and Infrastructures”); and
2. SO No. 305, series of 2024 (Creation of TWG and Project Management Team [PMT] for the Development of PNS for Agricultural and Fishery Products and Machinery).

The TWG is composed of representatives from relevant DA agencies, other National Government Agencies (NGAs), academe/research institutions, private sector organizations, and Civil Society Organizations (CSO). The draft PNS underwent a series of TWG meetings and stakeholder consultations conducted via blended platforms from September 2023 to April 2024 prior to its endorsement to the DA Secretary for approval.

This Standard includes the following significant changes compared to PNS/BAFS 192:2016 (Guidelines on After-Sales Service):

- a) Modifications of Terms and Definitions;
- b) Inclusion of warranty certificate or card information;
- c) Harmonization of the terms of warranty with Republic Act. No. 7394 (Consumer Act of the Philippines);
- d) Modifications of the warranty exemptions;
- e) Inclusion of recommendatory provision for regular planned maintenance system;
- f) Inclusion of procuring entity/end-users considerations in purchasing agricultural and fishery machinery;
- g) Modifications of the capabilities of the MFADDIE and/or its accredited service center;
- h) Inclusion of provision for replacement and refund of machinery; and
- i) Inclusion of basic hands-on training, issuance of training certificates and maintenance of database of trained end-users/operators by the MFADDIE.

This PNS was drafted in accordance with the editorial rules of the BAFS-Standards Development Division Standardization Guide No. 1 (Writing the Philippine National Standards).

1 Scope

This Standard specifies guidelines on after-sales service for agricultural and fishery machinery.

2 Normative References

The following documents are referred to in the text in such a way that some or all their contents constitute the requirements of this document. The latest edition of the referenced documents (including any amendments) applies.

Agricultural and Fisheries Mechanization (AFMech) Law, Republic Act No. 10601. (2013). <https://www.officialgazette.gov.ph/2013/06/05/republic-act-no-10601/>

Agricultural Machinery Testing and Evaluation Center (AMTEC)-University of the Philippines Los Baños (UPLB). (2000). Operator's manual — Content and presentation (PAES 102:2000). <https://amtec.ceat.uplb.edu.ph/wp-content/uploads/2019/07/PAES-102-Operators-Manual-Content-and-Presentation.pdf>

Bureau of Agricultural and Fisheries Engineering (BAFE)-Department of Agriculture (DA). (2023). Revised National Guidelines on Testing and Evaluation of Agricultural and Fisheries Machinery (Department Circular [DC] No. 02, Series of 2023). https://bafed.da.gov.ph/wp-content/uploads/2023/03/DC02_S23_Revised-Guidelines-on-Testing-and-Evaluation.pdf

Consumer Act of the Philippines, Republic Act (RA) No. 7394. (1992). <https://www.officialgazette.gov.ph/1992/04/13/republic-act-no-7394-s-1992/>

3 Terms and Definitions

For the purpose of this Standard, the following definitions shall apply:

3.1

after-sales service

consists of parts and services provided by manufacturers, fabricators, assemblers, distributors, dealers, importers or exporters (MFADDIE) to the end-user to ensure the continuous serviceability of the agricultural and fishery machinery until the end of its economic life (Philippine Council for Agriculture and Fisheries [PCAF]-DA, 2018)

3.2

agricultural and fishery machinery

machinery and equipment used for the production, post-production, harvesting, processing, storage, manufacture, preserving, transporting, and

distribution of agricultural and fishery products and by-products as defined in Annex A of the DC No. 2, Series of 2023 (BAFE-DA, 2023)

3.3

basic hands-on training

dynamic approach to learning where individuals actively acquire knowledge and skills through direct engagement and practical exercises rather than relying solely on passive methods such as listening or reading (Buel, 2020)

3.4

economic life

duration which the machinery generates more income compared to its maintenance and operation costs; it is also known as service life, useful life, or depreciable life (Edwards W., 2015, *modified*)

3.5

end-user

ultimate consumer or entity that purchases, operates and/or utilizes the machinery for its intended purpose (Lehtiranta, 2015, *modified*)

3.6

MFADDIE

supplier

any entity that manufactures, fabricates, assembles, distributes, deals, imports or exports agricultural and fishery machinery and its parts (PCAF-DA, 2018)

3.6.1

manufacturer

any entity that produces agricultural and fishery machinery from conceptualization, prototyping, testing, commissioning, and eventually selling. Usually, a manufacturer produces agricultural machinery and equipment in bulk (BAFE-DA, 2019, *modified*)

3.6.2

fabricator

any entity that produces agricultural and fishery machinery from prototyping, testing, commissioning, and selling. Usually, they produce agricultural and fishery machinery depending on the order and arrangement (BAFE-DA, 2019, *modified*)

3.6.3

assembler

any entity involved in the assembly using locally-made or imported individual parts and components for the production of agricultural and fishery machinery (BAFE-DA, 2019)

3.6.4

distributor

any trading entity authorized by foreign or local suppliers and/or manufacturers to distribute agricultural and fishery machinery to dealers (BAFE-DA, 2019)

3.6.5

dealer

authorized representative of distributors and/or manufacturers to supply, trade, sell and service agricultural and fishery machinery to end-user (BAFE-DA, 2019)

3.6.6

importer

indenter

broker

any entity who brings agricultural and fishery machinery into the Philippines, whether or not made in the course of his trade or business (BAFE-DA, 2019, *modified*)

3.6.7

exporter

any entity who ships/sends agricultural and fishery machinery to another country for sale (BAFE-DA, 2019)

3.7

procuring entity

any branch, constitutional commission or office, agency, department, bureau, office, or instrumentality of the Government of the Philippines, including government-owned and/or controlled corporations, government financial institutions, state universities and colleges and local government unit procuring agricultural and fishery machinery (Department of Budget Management [DBM], 2023)

3.8

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 (Government Procurement Reform Act, 2003, *modified*)

4 General Requirements

4.1 Warranty for construction and durability

4.1.1 The MFADDIE shall issue a warranty certificate or card to the procuring entity/end-user.

4.1.2 The warranty duration for agricultural and fishery machinery shall be at least one year. In case of government procurement, the warranty shall commence upon the acceptance of the machinery by the procuring entity. For privately purchased machinery, the warranty shall commence upon the receipt of the machinery by the end-user.

- 4.1.3** 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.).
- 4.1.4** Warranty information (e.g., contact information and company address of the MFADDIE, warranty duration, terms of warranty, procedures for filing claim, proof of purchase, limitations, etc.) of all warrantable parts and components of the agricultural and fishery machinery shall be provided in the warranty certificate or card.
- 4.1.5** The terms of the warranty issued by the MFADDIE shall comply with Article 68 of the RA No. 7394 (Consumer Act of the Philippines) which includes the following:
- a) Terms of warranty written in a clear and understandable language and explicitly identify the warrantor;
 - b) Indication of party to whom the warranty is extended;
 - c) Components or parts covered by the warranty;
 - d) Process of resolving issues and concerns, defects, and malfunctions and at whose expense;
 - e) Process to avail the right which accrues to the warranty; and
 - f) Period within which, after notice of defect, malfunction or failure to conform to the warranty, the warrantor shall perform any obligation under the warranty.
- 4.1.6** 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 storage, operation and maintenance of the machine;
 - c) Negligent handling, transportation, and excessive load;
 - d) Use of unsuitable operating materials; and
 - e) Unauthorized major repair, unauthorized technician performing the repair, and/or use of non-genuine parts or non-authorized replacement parts.
- NOTE 1** Major repair is usually indicated in the operator's manual of the machinery.
- NOTE 2** Non-genuine parts are those parts or components of the machinery that are not manufactured or recommended by the original supplier (MFADDIE) or sold by their authorized dealers. Genuine parts of the machine are typically properly labeled and identified by the MFADDIE, as stated in the terms of the warranty.
- 4.1.7** The provision of warranty shall only be applicable to the procured or purchased agricultural and fishery machinery and shall not be transferrable to other units.

4.1.8 The MFADDIE may consider including regular Planned Maintenance System (PMS) as part of the warranty service. Its details may be indicated in the terms of warranty for transparency and information to the procuring entity/end-user.

4.2 Services and parts availability

4.2.1 The procuring entity/end-user shall consider any or all of the following provisions when purchasing an agricultural and fishery machinery:

- a) For imported machines, the brand shall have an inventory and/or be in existence in the Philippine market for at least ten years, with good track record. In case of localized machine or new or emerging technologies, this requirement may be waived provided that the machinery is compliant to the respective Philippine National Standards or other applicable rules and regulations;
- b) Availability of either MFADDIE accredited service center in target areas or service technician that is certified and authorized by the MFADDIE, upon request of the procuring entity/end-users; and
- c) Provision of at least two maintenance visits upon request of the procuring entity/end-users within the warranty period.

4.2.2 The MFADDIE and/or its accredited service center shall be capable of:

- a) Providing free service within the warranty period and offering after-sales services at a reasonable cost after the warranty period expired. If within the warranty period, only technicians or personnels authorized by the MFADDIE shall be allowed to provide service for the machine. MFADDIE shall provide the list of their accredited service centers and/or authorized technicians to the procuring entity/end-users.

NOTE Free warranty service includes transportation and accommodation, shipping, labor, parts and other incidental fees incurred during the service, as indicated in the terms of the warranty.

- b) Maintaining stock level of spare parts of at least 10% of their average past three-year sales per product line to ensure adequate inventory of fast-moving spare parts. The stocking level indicated may not be applicable to dealers. However, the dealers shall be responsible for providing spare parts of the purchased machinery; and
- c) Providing after-sales services, either through virtual customer service (e.g., email, phone call, social media and other messaging applications and tools, etc.), repair, or replacement of parts, within three working days upon the receipt of complaints/requests.

4.3 Replacement or refund of agricultural and fishery machinery

4.3.1 The procuring entity/end-user shall be eligible for a replacement or refund of the machinery still under the warranty period, under the following conditions:

- a) Defective unit upon delivery inspection by the procuring entity/end-user;
or
- b) Experiencing recurring technical problems of more than three times within a week interval after repair by the authorized technicians.

NOTE The exemptions for replacement or refund are indicated in 4.1.6.

4.3.2 The MFADDIE shall replace or refund the unit in compliance with Section 32 of the RA No. 10601 (AFMech Law).

4.4 Additional requirements

4.4.1 The MFADDIE shall provide a set of standard tools required for maintenance of the agricultural and fishery machinery.

4.4.2 Operator's Manual shall be provided containing full information on method of installation, operation and maintenance (e.g., changing of oil, replacement of filters, etc.), and disposal of the machinery in accordance with PAES 102:2001 (Operator's manual — Content and presentation).

4.4.3 The MFADDIE shall provide basic hands-on training on the installation, operation, troubleshooting and maintenance. They shall issue a certificate of completion of training to the end-users/operators and shall maintain the database of trained end-users/operators.

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