



解析GB 5296.6-2004  
《消费品使用说明 第  
6部分：家具》国家  
强制性标准

Analyzing National Mandatory  
Standard GB 5296.6-2004  
“Instructions for Use of Consumer  
Goods Part 6: Furniture”

# 1、概述

## Outline

- ❖ **标准的性质及内容：** GB 5296.6-2004 《消费品使用说明 第6部分：家具》国家强制性标准，规定了编制各类家具使用说明的基本要求（包括主要内容），使用说明提供的位置、方式和形式，以及编写方面的要求（如文字、表述、文本等）。
- ❖ **The character and content of the standard:** The basic requirements (including main content) for the instructions for use of various types of furniture, the location, manner and form which mentioned in the instructions for use , and the formulation requirement (such as words, presentation, text, etc.) are specified in the standard of GB 5296.6-2004 “instructions for use of consumer goods Part 6: furniture” .

# 1、概述

## Outline

- ❖ **标准的起草、归口单位：**该标准于2003年由中国标准化研究院、全国家具标准化中心、中国消费者协会、美克国际家具有限公司共同起草制定，由中国标准化研究院归口管理。
- ❖ **The department of the drafting and the jurisdiction of the standard:** The standard was jointly drafted by the China National Institute of Standardization, the National Furniture Standardization Center, the China Consumers' Association, Meike International Furniture Co., Ltd. in 2003. This national standard is under the jurisdiction of the China National Institute of Standardization.

# 1、概述

## Outline

- ❖ **标准的发布、实施规定：**该标准于2004年01月16日由国家质检总局、国家标准化管理委员会联合批准发布，2004年10月01日实施，并规定2004年10月1日前生产的产品实施过渡期一年，至2005年10月1日起在中国市场上所有销售的家具产品应有使用说明。
- ❖ **The specification of the issue and the implementation:** The standard was jointly issued by China State Bureau of Quality and Technical Supervision, the Standardization Administration in Jan.16 ,2004, implemented in Oct.1 ,2004, and specified one year of transitional period for the implementation of products produced before Oct.1 ,2004. That means all the furniture products sales in Chinese market should have the instructions for use.

# 1、概述

## Outline

- ❖ **标准实施目标：**使广大消费者购买、使用家具产品时，了解家具的用材情况、使用环境要求、执行标准、质量安全、安装调试、维护保养方式、生产日期、生产者信息等等。是为了保障民生、明白消费、防止欺诈的重要国家强制性标准。
- ❖ **The goal of the implementation of the standard:** The implementation of this standard enable consumers to know a lot of information about the furniture products when they want to buy or use them, including the furniture timber, the environment requirements, performance standards, quality and safety, installation and adjustment, ways of maintenance, production date, producer information and so on. This is a very important compulsory standard to protect the people's livelihood, transparent consumption, and prevention fraud.

## 2、标准的重要性

### The Importance of The Standard

- ❖ **简述：**首次规定了我国销售的家具必须具备使用说明，它不仅是广大消费者维权的依据，是家具生产商、销售商实现自我保护的依据，也是有关部门执法、仲裁的依据。
- ❖ **Brief:** The furniture sold in China must have the instructions for use is specified for the first time. It is not only the basis of self-protection for the majority consumers, the furniture manufacturers and vendors, but also the basis of law enforcement and arbitration for the relevant departments.

## 2.1 消费者维权和正确使用的依据

The basis of the consumers' right protection and the proper usage

- ❖ 我国家具产品的生产机械化程度不高，手工作坊式企业较多，产品质量良莠不齐，销售的家具大多标识不清，销售人员为了推销产品，虚假欺骗销售时有发生，消费者购买家具时要关注产品的款式和价格，也要重视家具的使用说明。
- ❖ Domestic furniture manufacture is not highly mechanized. There are a lot of manual workshops, so the quality of products varies greatly. The identity of most furniture for sales is unclear. False deception sales occurred sometimes. So when consumers purchase furniture, they should pay attention not only to the styles and prices, but also the instructions for use.

## 2.1 消费者维权和正确使用的依据

The basis of the consumers' right protection and the proper usage

- ❖ 一方面通过家具使用说明中标明使用材料和安全卫生指标，可以使消费者对所购家具有准确的了解，一旦发现所购家具的实际情况与使用说明中上不符，就可以以“家具使用说明”中内容为依据与销售商或厂商交涉，维护自己的权益；
- ❖ On one hand, consumers can have an accurate understanding of the purchased furniture through the materials used and the indicators of safety and health which indicated in the instructions for use . Once the actual situation of the furniture purchased is inconsistent with the instructions for use, the consumers can negotiate with the sales or vendors to protect their interests based on “instructions for use of furniture”.

## 2.1 消费者维权和正确使用的依据

The basis of the consumers' right protection and the proper usage

- ❖ 一方面，消费者可根据家具使用说明中规定的家具使用和保养的相关知识，了解家具如何搬运，放置在何种环境（室内还是室外、温湿度要求等），如何安装、清洁、以及出现一些问题的原因和修补方式等。
- ❖ On the other hand, according to the knowledge specified in the instructions for use, consumers can understand how to carry the furniture, what kind of environment to placed( indoor or outdoor, temperature and humidity requirements, etc.), how to install and clean, also know some reasons of the problems and repairing methods.

# 案例一

## Case One

- ❖ 上海的刘女士为新房购买了一套布艺沙发，用了一段时间后便将沙发布套拆下来清洗。在清洗过程中，她没有考虑就用水洗，并且认为用高水温容易去垢，怎么进行晾晒也不考虑，结果该沙发布套不但退色，而且缩水量较大，不能再套回原沙发上了，投诉咨询到了质监部门，负责接待的人员问她购买的沙发产品是否随附有家具使用说明，她说有，她看后才发现，使用说明中规定：沙发布套洗涤方法为干洗。结果只好自认倒霉。
- ❖ Ms. Liu from Shanghai bought a fabric sofa for her new house, after a period of time she removed the sofa sets for cleaning. She didn't know whether it can be washed with water and how to dry it. She believed that hot water can detergents easily. The results was that the sofa set not only fade but also shrink and can not set back to the original sofa. So she complained to the quality supervision department. The reception staff asked her whether she had instructions for use when she bought the sofa. The answer was yes. Finally she found out the washing provision specified in the instructions for use was sofa sets should wash by dry cleaning.

# 案例二

## Case Two

- ❖ 消费者汪先生是北京人，去年5月份在深圳出差时相中了一套全实木家具，销售人员当时表示：“全实木家具不含人造板，甲醛不会超标，安全；而且这套家具是手工打造的，牢固。”汪先生看到新家具结实大方，又没有刺激性气味，就花大价钱购买了一套。谁知家具到家后，汪先生逐步发现家具出现了“变化”：家具边框与面板交接的地方缝隙逐步变大，有的实木面板出现了裂缝，书架里原本平整的搁板有的也翘曲起来了。
- ❖ Mr. Wang from Beijing had a business trip in Shenzhen in May last year, he was fancy of a set of all solid wood furniture. At that time the sales staff said: “the furniture is made of all solid wood exclude wood-based panels, formaldehyde will not exceed the standard and the furniture was all handmade, that’s why it’s very safe and solid.” Mr. Wang found the furniture was good and has no irritating odor, then he spent millions to buy it. Unfortunately, after the furniture was carried home, he discovered that the furniture appeared some “changes”: the transfer gap between the border and the panel become bigger and bigger gradually, some wood panels had cracks and the original flat shelf in the bookcase become warped.

## 案例二

### Case Two

- ❖ 当汪先生将这些情况向销售商反映并想讨个说法时，却被告知：“实木家具的这些质量问题与木材含水率有关，深圳的相对湿度比北京高，家具到北京后，由于空气相对干燥，木材中的水分向外释放，木材就会收缩，出现裂缝和翘曲变形，我们在这套家具的使用说明中明确了使用环境要求。”汪先生找到使用说明，才明白实木家具的使用与环境的温湿度有关。
- ❖ When he reflected the situation to the seller, he was told: “the quality problem of solid wood furniture is related to the wood moisture content. The relative humidity in Shenzhen is higher than that in Beijing. After the furniture was carried to Beijing, the wood released water to outside, then the wood shrink, crack and warp due to the relatively dry air. The environmental requirement was specified clearly in the instructions for use.” Finally, Mr. Wang found the instructions for use and understood that the use of solid wood furniture was related to the temperature and humidity of the environment.

## 2.2 生产商、销售商实现自我保护的依据

### The Basis of Self-protection for Manufacturers and Vendors

- ❖ **简述：** 根据不同产品的特性编写好使用说明，家具生产商销售商不仅能提升管理水平，还是实现自我保护的依据。通过下面案例来说明。
- ❖ **Brief:** Formulating instructions for use, according to the characteristics of different products ,not only can improve the management level but also can be the basis of self-protection.

# 案例三

## Case Three

- ❖ 黑龙江某机关部门购买了几套某企业生产的皮沙发，该企业按**GB 5296.6-2004**的规定，每套沙发中附有家具使用说明，其中规定了家具名称、主要用途及适用范围和不适用范围、规格型号及其、使用环境条件、安全、执行的标准编号、生产日期、外形尺寸、主要原辅材料（如基本材料、表面装饰材料、装填料等）的名称、等级、产地、使用位置、有害物质的控制指标、使用方法、注意事项及容易出现错误使用和防范措施、故障分析与排除方法、日常保养方法、搬运、贮存注意事项、生产者名称、地址、邮政编码、电话、电子信箱等。
- ❖ An organ department in Heilongjiang Province bought some leather sofa sets from a furniture enterprise. The instructions for use attached with each set of sofa furniture. The instructions for use specified name of the furniture, the main purpose, scope of the application, scope of NA, the specification model and environmental conditions, security, the standard number of implementation, date of manufacture, dimensions, the name\grade\origin of the main and auxiliary materials (such as basic material, surface decoration material, filling material, etc.) , location, control targets, methods of usage, precautions and error and prevention measurements, failure analysis and troubleshooting, routine maintenance methods, handling, storage precautions, producer name, address, zip code, telephone, e-mail, etc.

# 案例三

## Case Three

- ❖ 在去年冬天的某一天，该企业接到了一个电话，说他们购买的沙发皮革裂开了，希望更换并赔偿。企业派技术人员现场考察发现，只有一套沙发的皮革有龟裂纹，其它没有，经调查发现原因是放置该套沙发的办公室周末未关窗，沙发暴露在零下35℃的环境下2天，皮革冻裂了。结果是该企业没有换沙发，也没有赔付。理由就是消费者没有按照使用说明书的规定正确使用。
- ❖ One day in last winter, the company received a telephone call, said that the leather sofa cracked, the buyer wanted to replace it and got some compensation. Then the enterprise sent a technical staff at site and found that only one set of leather sofa cracked. The reason was the window of the office which the sofa was placed did not closed at the weekend, so the sofa exposed in environment under minus 35 °C for two days. At last, because the consumers didn't use the furniture properly according to the instructions for use, the company did not replace the sofa, and there were no compensation attached.

## 2.3 执法部门仲裁执法的依据

### The Basis of The Arbitration and Law Enforcement

- ❖ **欺诈问题：**一般的家具问题，买卖双方基本能协商解决，特殊家具产品不仅具有收纳贮存功能，还有艺术收藏功能，如一套乌纹木或大红酸枝红木家具，不仅价格不菲，还具有中国传统文化特色，一旦出现消费纠纷，买卖双方一般都不能协商解决，需要借助有关协商团体机构或执法部门来解决。红木家具具有硬木家具特色，木材含水率对家具质量影响较大，易开裂、翘曲变形。由于木材珍贵稀少，还易掺假，也就是挂羊头卖狗肉现象。
- ❖ **Cheating Problem:** When the buyers and the sellers have dispute, they can resolve it basically through consultation as the price of the furniture is cheap. But sometimes they can't settle the dispute, as some furniture products have not only the storage function, but also the art collection features, such as a black pattern wood or mahogany furniture, they are expensive and appear traditional Chinese culture. In this situation, help from organizations or institutions or law enforcement agencies are needed. Mahogany furniture has the characteristics of hardwood furniture, the quality is affected greatly by the wood moisture content and it is easy to crack and warp. Due to it is precious and scarce, the adulteration occurs frequently.

## 2.3 执法部门仲裁执法的依据

### The Basis of The Arbitration and Law Enforcement

- ❖ **欺诈问题:** 对于此类家具, 家具使用说明书尤其重要, 其内容至少要包括: 家具名称、规格型号、使用环境条件、执行的标准编号、生产日期、外形尺寸、主要原辅材料 (如基本材料、表面装饰材料、装填料等) 的名称、使用方法、注意事项及容易出现的错误使用和防范措施、故障分析与排除方法、日常保养方法、搬运、贮存注意事项、生产者名称、地址、邮政编码、电话、电子信箱等。协商或执法部门可以凭借使用说明进行协商或裁决。
- ❖ **Cheating Problem:** The instructions for use is very important for furniture product. The instructions for use include the following aspects: name of the furniture, the specification model and environmental conditions, the standard number of implementation, date of manufacture, dimensions, the name of the main and auxiliary materials (such as basic material, surface decoration material, loaded packing, etc.) , methods of usage, precautions, errors and prevention measurements, failure analysis and troubleshooting, routine maintenance methods, handling, storage precautions, producer name, address, zip code, telephone, e-mail, etc. Law enforcement agencies can have negotiation or adjudication relying on the instructions for use.

# 案例四

## Case Four

- ❖ 上海的杨先生对红木家具情有独衷，用房屋动迁款购买了一套大红酸枝卧房5件套，购买时，销售人员说该套家具全部使用的是大红酸枝木材，杨先生购买后非常高兴，但是直到有位懂木材的朋友造访后他就高兴不起来了，这为朋友告诉他，该套家具的里面搁板、隔板、背板、抽屉墙板等都不是大红酸枝木。杨先生找销售企业，销售企业说该套家具的使用说明上写的很清楚，家具的主要用料和辅助用料都写的很清楚，是消费者没注意。
- ❖ Mr. Yang from Shanghai, is favor of the mahogany furniture and bought a set mahogany furniture of 5 pieces for the bedroom by the relocation section. He was very happy when the sales staff said that all the furniture made of mahogany. But he was unhappy until after the visit of a friend who know wood. The friend told him the shelf, partitions, backplane, wall panels of drawers were all not mahogany. He told the situation to the sales companies. They told him that the instructions for use specified very clearly what were the main and auxiliary materials, but the consumers did not pay attention to that.

# 案例四

## Case Four

- ❖ 消费者说购买时销售人员说是全部用大红酸枝木材的，想购买的也是全大红酸枝木材制作的家具，说是欺诈消费者，要求买一赔一。双方意见不能协商一致，投诉到质监部门，质监部门通过委托质检部门进行树种材料鉴定后，根据鉴定报告、使用说明书、购买发票和合同进行了裁决。因为鉴定报告符合使用说明书的规定，结果没有买一赔一，各打50大板，对销售人员进行了教育，也让杨先生明白了家具使用说明书的重要性。
- ❖ The consumer said the sales staff told him that all the materials were mahogany, and what he wanted to buy was all solid wood furniture. He felt fraud and asked a compensation. They complained to the quality supervision department as the views can not be consensus. After the identification of the material species, the quality supervision department adjudicate according to the qualification report, manual, purchase invoices and contract. As the qualification report complies with the provisions of the manual, there was no compensation but take a lesson to the sales staff. That made Mr. Yang understood the importance of the furniture manual.

# 3、标准的局限性

## The Limitations of The Standard

- ❖ **实施中的问题：**家具使用说明虽然非常重要，但是GB 5296.6-2004《消费品使用说明 第6部分：家具》标准发布实施以来，却没有得到商家和消费者的重视，实施效果较差。如有些家具的使用说明只是简单的一页纸，无法将必要的内容标示齐全，实际作用非常有限；有些家具的使用说明文字大部分为英文，缺乏必要的中文解释，消费者不易看懂；还有绝大部分家具的使用说明书放在包装中，消费者往往在拆开包装时只顾核对家具的情况而忽视了说明书的存在，被消费者当作废纸一样丢掉。造成这些问题的原因主要有以下几点：
- ❖ **Problems in implementation:** Though the instructions for use is very important, the businesses and consumers did not pay much attention since the standard was implemented. Some furniture manual is just one piece of paper, which can not contain the complete content and the effect is very limited. For some furniture manuals, it is hard to understood because most of the text is English and lack of Chinese interpretation. The majority of the manual are put in the packaging. The consumers just focused on checking the furniture while ignored the existence of the manual and throw it away. The reasons for these problems are mainly in the following aspects:

# 3.1 宣传宣贯力度有待加强

## Propagation Need Strengthened

- ❖ **知晓和使用效果不佳：** GB 5296.6-2004 《消费品使用说明 第6部分：家具》发布实施近8年了，仍然有家具生产企业、家具消费者不知道我国批准发布了GB 5296.6-2004 《消费品使用说明 第6部分：家具》国家强制性标准，不知道销售的家具产品应有使用说明，不知道使用说明的编写内容、格式等。
- ❖ **Ineffective usage and realization:** Since the standard promulgated for eight years, there were still some furniture manufacturers and consumers don't noticed the national mandatory standard. They don't know the furniture products for sale should attach manual and the description of the preparation of content format.

## 3.2标准可操作性有待改进

### Standard's Operability Need Improved

- ❖ **可操作性不强：** GB 5296.6-2004适用于所有家具产品，在3.1中规定：出售的家具必须具备使用说明（标签、标牌、使用说明书等）。这个要求在实施中理解不一，广大媒体宣传说“出售的家具必须有使用说明书”；家具生产厂不知什么样的家具使用标签，什么样的家具使用标牌，什么样的家具要使用说明书。监督检验部门执行操作也理解各异。
- ❖ **Ineffective in operation:** The standard applies to all furniture products. The specification of Chapter 3, 3.1 is: “furniture for sale must have the instructions for use (labels, signs, manuals, etc.)”. But the comprehension of the specification is different in the process of implementation. The majority of the media propagate that the furniture for sale should attached manual. The furniture plant do not know the label, the sign and the manual suit for which furniture separately. Supervision and inspection department also operate differently.

# 3.3标准技术内容有待改进

## Technical Content of the Standard Could Be Improved

- ❖ **内容层次感不强：** 该标准的技术内容规定了编制各类家具使用说明的基本要求（包括主要内容），使用说明提供的位置、方式和形式，编制要求（如文字、表述、文本等）、以及使用说明书编写质量的评价。分4章编写。按第3章和第4章规定，家具使用说明的形式可以为标签、标牌、使用说明书等，根据运输和使用的需要，可以印制在包装上、可以以标牌的形式安制在家具上、也可以以说明书或标签的形式随同家具提供。
- ❖ **The layering of the standard technical content could be improved.** The technical content of the standard specified the basic requirements for the preparation instructions of various types of furniture (including the principal), location, manner and form requirements (such as words, presentation, text, etc.) stipulated by the manual, and quality evaluation of the manual preparation. There are 4 chapters. By the specification of Chapter 3 and Chapter 4, the form of the instructions can be labeling, sign, manual and so on. They can be printed on the packaging, be signed on the furniture, or accompanied with the furniture depend on the transportation and usage.

## 3.3 标准技术内容有待改进

### Technical Content of the Standard Could Be Improved

- ❖ **内容层次感不强：**而第5章5.3、5.4、5.5、5.6和第6章规定的是使用说明书的编写要求和评价，对使用说明书外的其他使用说明如标签、标牌则没有规定。而5.1、5.2、5.7、5.8等条款规定的是使用说明的编制要求。层次安排上不利于使用者理解。
- ❖ **The layering of the standard technical content could be improved.** Chapter 5 5.3,5.4,5.5,5.6 and Chapter 6 specified preparation of requirements and evaluation of manual ,but do not specified for labeling and signs. Chapter 5.1,5.1,5.7,5.8 specified the requirement of preparation. The arrangement is not good to understand.

# 4、标准内容修订的建议

## Revised Proposal About The Standard's Content

- ❖ **首先了解家具的定义:**家具指用木材、金属、塑料、竹、藤等材料制作的,可用于住宅、旅馆、教室、办公室、餐馆、医院、剧场等任何场所,具有坐卧、凭倚、储藏、间隔等功能的产品。家具与人们日常生活息息相关。
- ❖ **The definition of the furniture:** Furniture refers to wood, metal, plastic, bamboo, rattan and other materials, with a function of sitting, leaning, storage, alternation and so on. You can see it in residences, hotels, classrooms, offices, restaurants, hospitals, theaters and some other places. Furniture is closely related with people's daily lives.

## 4.1 分类规定家具使用说明编写的基本内容、编制要求

A classified specification of the furniture instructions about the basic content and the preparation requirements

- ❖ **第二了解家具的分类:**目前家具分类有以下几种方式: 一是按产品使用功能分类, 如桌几、椅等、柜、床、沙发等; 二是按材料分类, 如木家具、金属家具、玻璃家具、竹藤家具等; 三是按工艺方式分类, 板式家具、框式家具、固定式、折叠式、拆装式等; 四是按使用场合分类, 民用家具、办公家具、厨房家具、宾馆家具、教学家具等; 五是按设计款式分类, 明式家具、中式家具、美式家具、欧式家具等。不同类型的家具, 其质量、安全、运输、保养等要求不一样, 因此建议分类规定家具产品使用说明的基本内容和编制要求。

- ❖ **The classification of the furniture:** Furniture can be classified as the following ways: firstly, classified by product function, such as table, chairs, cabinets, beds, sofa, etc.; secondly, classified by materials, such as wood furniture, metal furniture, glass furniture, rattan furniture, etc.; thirdly, classified by the process, such as panel furniture, box-style furniture, fixed, folding, removable, etc.; fourthly, classified by occasion, such as home furniture, office furniture, kitchen furniture, hotel furniture, teaching furniture, etc.; fifthly, classified by design styles, Ming-style furniture, Chinese furniture, American furniture, European furniture, etc.; Though different kinds of furniture have different requirement for quality, safety, transportation, maintenance, etc., it is recommended to specify the basic content and presentation requirements of the instructions separately.

## 4.2明确使用说明的形式、内容、格式

### Specification Clearly the Form, Content and Format about the Instruction

- ❖ 家具使用说明可以有多种形式（如标签、标牌、使用说明书等），或可以只规定一种形式（如使用说明书）（这需要行业相关专家研讨）。如果采用多种形式，编写中一定要规定哪些产品采用标签的形式规定使用说明，哪些产品可以用标牌的形式规定使用说明，哪些产品必须用使用说明书的形式规定。采用这些不同形式的，其分别规定的内容至少要规定哪些，其格式、文体等要求要分别规定清楚。确保标准的适用性、可操作性。
- ❖ Instructions for use of furniture can take many forms (such as labeling, sign, manual, etc.), or get only one form (eg. manual)( this requires experts to discuss). If it take many forms, the standard must specify labeling, sign, and manual suit for which furniture separately. Instructions for use with different forms must specify clearly with the form, text, and so on ,ensure the standard can implement applicability and operability.

# 5、结束语

## Conclusion

- ❖ 标准的制定是为了指导生产，规范市场，解决纠纷。标准要重点规定技术要求，尽量做到规定的唯一性，同时照顾到各地、各家具产品的生产实际情况，技术内容应便于企业、消费者、质检机构、执法部门等各类人员的理解和操作，推动市场发展，获得最大社会效益。
- ❖ The goal of the standard is to guide the production, to standardize the market, to resolve disputes. The standard should focus on the specification of the technical requirements and make sure it is unique. At the same time ,the standard should take the actual situation of production into account. The technical content should easy to understand and operate easily by businessman, consumers, quality inspection agencies, law enforcement agencies and so on, make sure the standard can develop the market and access the largest social benefits.

谢谢大家！

Thanks for your attention!

全国家具标准化技术委员会秘书处

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