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INTERNATIONAL STANDARD

NORME INTERNATIONALE



Preparation of instructions for use – Structuring, content and presentation – Part 1: General principles and detailed requirements

Établissement des instructions d'utilisation – Structure, contenu et présentation –

Partie 1: Principes généraux et exigences détaillées 144e-befe-file 8951e423e/fec



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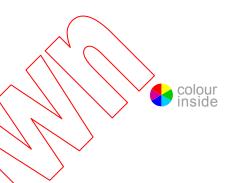
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Établissement des instructions d'utilisation - Structure, contenu et présentation -

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INTERNATIONAL ELECTROTECHNICAL COMMISSION

COMMISSION ELECTROTECHNIQUE INTERNATIONALE

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INTERNATIONAL ELECTROTECHNICAL COMMISSION

PREPARATION OF INSTRUCTIONS FOR USE – STRUCTURING, CONTENT AND PRESENTATION –

Part 1: General principles and detailed requirements

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International Standard IEC 82079-1 has been prepared by IEC technical committee 3: Information structures, documentation and graphical symbols, in liaison with ISO technical committee 10: Technical product documentation, and with the ISO Committee on consumer policy (COPOLCO).

This first edition cancels and replaces IEC 62079 published in 2001.It constitutes a technical revision.

The text of this standard is based on the following documents:

FDIS	Report on voting
3/1093/FDIS	3/1103/RVD

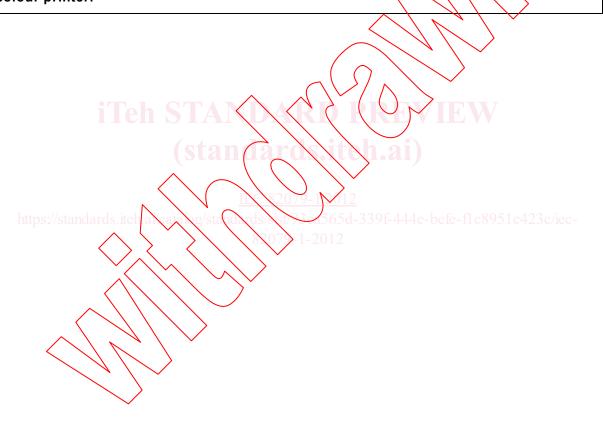
Full information on the voting for the approval of this standard can be found in the report on voting indicated in the above table.

This publication has been drafted in accordance with the ISO/IEC Directives, Part 2.

The committee has decided that the contents of this publication will remain unchanged until the stability date indicated on the IEC Web site under "http://webstore.iec.ch" in the data related to the specific publication. At this date, the publication will be

- reconfirmed,
- withdrawn,
- · replaced by a revised edition, or
- amended.

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PREPARATION OF INSTRUCTIONS FOR USE – STRUCTURING, CONTENT AND PRESENTATION –

Part 1: General principles and detailed requirements

1 Scope

This part of IEC 82079 provides general principles and detailed requirements for the design and formulation of all types of instructions for use that will be necessary of helpful for users of products of all kinds, ranging from a tin of paint to large or highly complex products, such as large industrial machinery, turnkey based plants or buildings.

NOTE The term "product" as defined in 3.29 relates to consumer, pon consumer, electrical, electronic, electronechanical, mechanical and other products.

This part is intended for all parties involved in the preparation of instructions for use, for example:

• Suppliers, technical writers, technical illustrators, software designers, translators or other people engaged in the work of conceiving and drafting such instructions for use;

This part of IEC 82079 does not specify a fixed amount of documentation that has to be delivered with a product. This is obviously not possible because this part is applicable to all kinds of products. The amount of documentation required, will depend on the nature of the product, its complexity and the skills of the intended users.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

IEC 60204-1,2005, Safety of machinery – Electrical equipment of machines – Part 1: General requirements

IEC 60417, Graphical symbols for use on equipment

IEC 60529, Degrees of protection provided by enclosures (IP Code)

IEC 60617, Graphical symbols for diagrams

IEC 62507-1, Identification systems enabling unambiguous information interchange – Requirements – Part 1: Principles and methods

IEC/PAS 62569-1:2009, Generic specification of information on products – Part 1: Principles and methods

ISO 3864 (all parts), Graphical symbols - Safety colours and safety signs

ISO 3864-2, Graphical symbols – Safety colours and safety signs – Part 2: Design principles for product safety labels

ISO 7000, Graphical symbols for use on equipment – Index and synopsis

ISO 7010, Graphical symbols – Safety colours and safety signs – Registered safety signs

ISO 9241 (all parts), Ergonomics of human-system interaction

ISO 11683, Packaging – Tactile warnings of danger – Requirements

ISO 12100, Safety of machinery – General principles for design – Risk assessment and risk reduction.

ISO 14617 (all parts), Graphical symbols for diagrams

ISO/IEC Guide 51:1999, Safety aspects - Guidelines for their inclusion in standards

ISO/IEC Guide 71:2001, Guidelines for standards developers to address the needs of older persons and persons with disabilities

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

NOTE Terms in italics are defined elsewhere in this clause.

3.1

accessible design product

product which is designed to maximize the number of potential users

3.2 https://standards.itel

braille

writing system using a series of two dimensional patterns of raised dots to be read with the fingers

3.3

commissioning

procedures prior, or related, to the handing over of a product ready for putting into service, including final acceptance testing, the handing over of all documentation relevant to the use of the *product* and, if necessary, instructing personnel

3.4

component

product used as a constituent in an assembled product, system or plant

[SOURCE: IEC 81346-1:2009, definition 3.7]

3.5

conformity

fulfillment of specified requirements

Note 1 to entry: The term "conformance" is synonymous but deprecated.

3.6

consequence

outcome of an occurrence of a particular set of circumstances

Note 1 to entry: There can be more than one consequence from one event.

Note 2 to entry: Consequences can range from positive to negative. However, the consequences of not following safety requirements will always be negative.

Note 3 to entry: Consequences can be expressed qualitatively or quantitatively.

[SOURCE: ISO Guide 73:2009, definition 3.6.1.3 modified]

3.7

consumable

any part or material that is necessary for continued use or maintenance of the product

3.8

consumer

individual member of the general public, purchasing or using products, property or services, for private purposes

Note 1 to entry: For the purpose of the requirements of this part of IEC 82079, a consumer" is assumed not to be a skilled person.

3.9

consumer product

product available to, intended for or likely to be used by consumers

Note 1 to entry: Consumer products include accessible design products.

3.10

customer

individual or organization that purchases or receives a product

Note 1 to entry: Examples are consumer, client, end-user, retailer, beneficiary and purchaser.

Note 2 to entry: The term "customer" includes but has a broader meaning than "consumer".

[SOURCE: ISO 9000:2005, definition 3.3.5, modified]

3.11

display

device provided as part of a product for the purpose of visually or tangibly presenting information by human-readable text or graphics

3.12

document

fixed and structured amount of information intended for human perception that can be managed and interchanged as a unit between *users* and systems

[SOURCE: IEC 61082-1:2006, definition 3.1.2]

3.13

documentation

collection of documents related to a given subject

[SOURCE: IEC 61082-1:2006, definition 3.1.4]

3.14

equipment

associated assemblies intended to achieve a defined final objective

3.15

graphical symbol

visual perceptible figure with a particular meaning used to transmit information independently of language

[SOURCE: IEC 80416-1:2008, definition 3.4]

3.16

harm

physical injury or damage to the health of people or damage to property or the environment

[SOURCE: ISO/IEC Guide 51:1999, definition 3.3]

3.17

hazard

potential source of harm

[SOURCE: ISO/IEC Guide 51:1999, definition 3.5]

3.18

illustration

visually perceptible figure, such as graphical image, picture, figure, photograph, line drawing, etc., artificially created to transmit specific information, excluding graphical symbols

3.19

instructions for use

information provided by the *supplier* of a *product* to the *user*, containing all the necessary provisions to convey the actions to be performed for the safe and efficient use of the *product*

Note 1 to entry: Instructions for use of a single product comprise one or more documents.

[SOURCE: ISO/IEC Guide 14:2003, definition 2,8, modified]

3.20

intended use

exhaustive range of functions or foreseen applications defined and designed by the supplier of the product

Note 1 to entry: Functions or applications not listed by the supplier are excluded from the intended use of the product.

Note 2 to entry: Additional or modified functions or applications resulting from modifications not sanctioned by the supplier of the product are excluded from the intended use.

3.21

label

item, attached to a product, which displays information related to one or more characteristic(s) of the product

[SOURCE: ISO/IEC Guide 14:2003, definition 2.9]

3.22

maintenance

actions intended to retain a product in or restore it to a useful and safe condition, in which it can perform the *intended use*

3.23

manual

document containing information for the use of a product

Note 1 to entry: The definition D00014 in IEC 61355 defines the document type "XXX Manual", where the letters XXX are intended to be replaced by the type of manual.

3.24

marking

logo, inscription, *graphical symbol*, pictogram, tactile indicator, warning sign on the *product* to identify its type or to give directive

Note 1 to entry: Marking may also include short textual messages.

[SOURCE: ISO/IEC Guide 14:2003, definition 2.4, modified]

3.25

modification

changes made to a product in order to alter its specified intended use

3.26

organization

group of individuals and facilities with an arrangement of responsibilities, authorities and relationships

EXAMPLES Company, corporation, firm, enterprise, institution, charity, sale tradet association, or parts or combination thereof

Note 1 to entry: An organization can be public or private.

[SOURCE: ISO 9000:2005, definition 3.3.1, modified]

3.27

personal protective equipment

special device or appliance designed to be worn or held by an individual for protection against one or more health and safety hazards

3.28 plant

assembly of different systems on a specific site

[SOURCE: IEC 61355-1,2008, definition 3,10]

3.29

product

intended or accomplished result of labour, or of a natural or artificial process, which could be a good or service

Note 1 to entry: Instructions for use are seen as a part of a product.

3.30

product safety label

label on a *product* that informs the observer of one or more potential hazards and describes the safety precautions and/or actions required to avoid the *hazard*(s)

[SOURCE: ISO 17724:2003, definition 3.58]

3.31

reasonably foreseeable misuse

use of a *product* in a way not described as *intended use* in the *instructions for use*, but which may result from readily predictable human behaviour

[SOURCE: ISO/IEC Guide 51:1999, definition 3.14, modified]

3.32

repair

part of corrective *maintenance* in which actions are performed on a product including replacement of worn-out parts and reworking of defective or damaged parts or functions

3.33

risk

combination of the probability of occurrence of harm and the severity of that harm

[SOURCE: ISO/IEC Guide 51:1999, definition 3.2]

3.34

safety note

safety-related information that is collected or grouped in a document or section of a document in a meaningful organizational system to explain safety measures, raise safety awareness and provide a basis for safety related training of users

3.35

safety sign

sign giving a general safety message, obtained by a combination of colour and geometric shape and which, by the addition of a *graphical symbol*, gives a particular safety message

[SOURCE: ISO 7010:2011, definition 3.3]

3.36

service

result of activities between a *supplier* and a *customer*, and the internal activities carried out by the *supplier* to meet the requirements of the *customer*

[SOURCE: ISO/IEC Guide 14:2003, definition 2.2, modified]

3.37

skilled person

individual with relevant technical education, training and/or experience enabling him or her to perceive risks and to avoid hazards occurring during use of a product

[SOURCE: IEV 195-04-04, modified and IEC 69204-1:2005, definition 3.53, modified]

3.38

supplied accessory

part packaged with the product (or as optional extra) that is necessary for certain operations or maintenance of the product

3.39

supplier

individual or organization that provides products and related documentation

Note 1 to entry: Examples of supplier are producer, manufacturer, integrator, vendor, distributor, retailer, agency, provider of information or their authorized representatives.

[SOURCE: ISO/IEC Guide 14:2003, definition 2.16, modified and ISO 9000:2005, definition 3.3.6, modified]

3.40

target group

group of persons for which instructions for use are intended

3.41

use

activity that the user may perform with or on the product during its whole life cycle

3.42

user

individual or organization that uses products