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INTERNATIONAL STANDARD

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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

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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.

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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 or 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, non-consumer, electrical, electronic, electromechanical, 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.

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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.

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NOTE Terms in italics are defined elsewhere in this clause.

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3.1
accessible design product
product which is designed to maximize the number of potential users

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3.2
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*

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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]

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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]

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3.20
intended use
exhaustive range of functions or foreseen applications defined and designed by the *supplier* of the *product*

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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 symbo*l, 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, sole trader, 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*

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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]

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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*

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[SOURCE: IEV 195-04-01, modified and IEC 60204-1:2005, 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*