

<b>Gas Appliances Directive ( 90/936/EEC )</b>	
<b>GUIDANCE B13</b>	<b>Approved by WG-GA 03-2009</b>

**Guidance related to:**

<b>ANNEX</b>	<b>I</b>	<b>Essential requirements</b>
<b>Section</b>	<b>1</b>	<b>General conditions</b>
<b>Paragraph</b>	<b>1.2</b>	
<b>Subject</b>	<b>Electronic distribution of instructions and manuals (through the internet or by CD/DVD)</b>	

1.2 When placed on the market, all appliances must:

- be accompanied by technical instructions intended for the installer,
- be accompanied by instructions for use and servicing, intended for the user,
- bear appropriate warning notices, which must also appear on the packaging.

The instructions and warning notices must be in the official language or languages of the Member States of destination.

**Questions**

1. Is it allowed for the manufacturer to use internet for the distribution to the installer and/or user of the following documents:
  - a. technical instructions, intended for the installer
  - b. instructions for use and servicing, intended for the user?
2. Is it allowed for the manufacturer to make the above mentioned instructions available to the installer and/or user on a CD or DVD, delivered together with the appliance?

**Discussion**

The manufacturer has to market his appliances together with the instructions for installation, use and servicing in the various languages of the countries of destination. For logistics reasons it would be very convenient for the manufacturer not to be obliged to supply hard copies of these instructions with every appliance, but to make these instructions available through internet or to supply the appliances/fittings with a CD/DVD containing the several language versions of the instructions.

If the documents are available only by downloading them from internet, the appliance/fitting is not accompanied by these documents as is obligatory according to Annex I, par. 1.2.

It is assumed that the aim of the provision of Annex I, par.1.2 is to have the complete instructions available at the place of installation and use, thus ensuring as much as possible that all instructions will be taken into account.

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A reading of the instructions from the screen of the PC, possibly not available at the place of installation/use, may lead to omissions.

The manufacturer can not be sure that every installer and user have at their disposal a PC with an internet connection and will download and print the instructions.

Moreover, finding the manual belonging to the appliance/fitting in the language(s) of the country of destination can be complex, especially when the type of appliance/fitting is a member out of a large family.

Making the instructions available on a CD/DVD, supplied together with the appliance, may formally comply with the provision of Annex I, par. 1.2, but can not be considered to meet the aim of this provision. As stated above, the manufacturer can not be sure that the installer/user has the means to download the instructions from the CD/DVD and whether or not he can or will print them out.

For fittings, marketed by the manufacturer directly to an appliance manufacturer for incorporation in appliances, this subject is dealt with in Annex I, par. 1.3.

## Conclusion

According to the GAD Annex I, par. 1.2, hard copies of the instructions for installation, use and servicing shall be provided with the appliance.

Distribution of the instructions for installation, use and servicing through internet or by a CD/DVD, without providing together with the appliance/fitting hard copies of these instructions in the appropriate language(s), is not complying with the provisions of Annex I, par. 1.2.

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