



# GOVERNMENT REGULATIONS

## THE REGISTRATION OF MANUALS AND AFTER SALES GUARANTEE CARDS IN INDONESIAN LANGUAGE FOR TELEMATIC AND ELECTRONIC PRODUCTS

(Regulation of the Trade Minister No. 19/M-DAG/PER/5/2009 dated May 26, 2009)

BY THE GRACE OF GOD ALMIGHTY

THE TRADE MINISTER OF THE REPUBLIC OF INDONESIA,

Considering :

- a. that to implement provisions in Article 2 paragraph (6) of Government Regulation No. 38/2007 on the Sharing of Administrative Affairs between the Government, Provincial Governments and Regency/Municipal Governments, the registration of manuals and after sales guarantee cards in Indonesian language for information technology products and electronic products is the business of the government in the trade field;
- b. that to ensure consumer rights to correct, clear and honest information on the condition and guarantee of goods the consumers will use, consume or take advantage of, it is necessary to set provisions on manuals and after-sales guarantee cards in Indonesian language for telematics and electronics;
- c. that in consideration of the matters in letter a and letter b, it is necessary to stipulate Regulation of the Trade Minister;

In view of :

1. Trade Ordinance of 1934 (Statute Book of 1938 No. 86);
2. Law No. 3/1982 on the Compulsory Registration of Companies (Statute Book of 1982 No. 7, Supplement to Statute Book No. 3214);
3. Law No. 5/1984 on Industrial Affairs (Statute Book of 1984 No. 22, Supplement to Statute Book No. 3274);
4. Law No. 10/1995 (**BN No. 5812 pages 19A-20A and so on**) on Customs Affairs (Statute Book of 1995 No. 75, Supplement to Statute Book No. 3612) as has been amended by Law No. 17/2006 (**BN No. 7476 pages 26A-32A**) (Statute Book of 2006 No. 93, Supplement to Statute Book No. 4661);
5. Law No. 8/1999 (**BN No. 6321 pages 1A-11A and so on**) on Consumers Protection (Statute Book of 1999 No. 42, Supplement to Statute Book No. 3821);
6. Law No. 32/2004 (**BN No. 7183 pages 1A-11A and so on**) on Regional Governments (Statute Book of 2004 No. 125, Supplement to Statute Book No. 4437) as has been several times amended the latest by Law No. 12/2008 (Statute Book of 2008 No. 59, Supplement to Statute Book No. 4844);

7. Law No. 29/2007 (**BN No. 7612 pages 14A-26A**) on the Government of the Special Province of Jakarta as the Capital of the Unitary State of the Republic of Indonesia (Statute Book of 2007 No. 93, Supplement to Statute Book No. 4744);
8. Government Regulation No. 1/1957 on the Distribution of Companies (Statute Book of 1957 No. 7, Supplement to Statute Book No. 1144) as has been amended by Government Regulation No. 53/1957;
9. Government Regulation No. 58/2001 (**BN No. 6683 pages 6A-9A**) on the Development and Supervision of Consumer Protection (Statute Book of 2001 No. 103, Supplement to Statute Book No. 4126);
10. Government Regulation No.38/2007 on the Sharing of Administrative Affairs between the Government, Provincial Governments and Regency/Municipal Governments (Statute Book of 2007 No. 93, Supplement to Statute Book No. 4744);
11. Presidential Decree No. 187/M/2004 (**BN No. 7128 pages 30A-31A**) on the Formation of United Indonesia Cabinet as has been amended the latest by Presidential Decree No. 171/M/2005;
12. Presidential Regulation No. 9/2005 (**BN No. 7182 pages 2A-23A**) on the Position, Task, Function, Organizational Structure and Work Mechanism of Ministries of the Republic of Indonesia as has been several times amended the latest by Presidential Decree No. 20/2008;
13. Presidential Regulation No. 10/2005 on the Organizational Unit and Task of Echelon I Officials of Ministries

of the Republic of Indonesia as has been several times amended the latest by Presidential Regulation No. 21/2008;

14. Regulation of the Trade Minister No. 01/M-DAG/PER/3/2005 on the Organizational Structure and Work Mechanism of the Trade Ministry as has been several times amended the latest by Regulation of the Trade Minister No. 34/M-DAG/PER/8/2007;
15. Regulation of the Trade Minister No.36/M-DAG/PER/9/2007 (**BN No. 7590 pages1A-6A**) on the Issuance of Trade Business Permits;

#### DECIDES :

To stipulate :

REGULATION OF THE TRADE MINISTER ON THE REGISTRATION OF MANUALS AND AFTER SALES GUARANTEE CARDS IN INDONESIAN LANGUAGE FOR TELEMATIC AND ELECTRONIC PRODUCTS

#### CHAPTER I

#### GENERAL PROVISIONS

#### Article 1

Referred to in this Ministerial Regulation as :

1. Telematic products are the products of telecommunication hardware industry and its supporting industry, broadcast instrument industry and its supporting industry, computer industry and its supporting industry, software industry and multimedia content industry, information technology and communication creative industry.

2. Electronic products are consumer electronic products used for households.
3. Import is the activity of entering goods into the customs area.
4. Customs area is the territory of the Republic of Indonesia covering land, sea and air over it as well as certain places in the Exclusive Economic Zone in the Continental Shelf where the Law on Customs Affairs is enforced.
5. Importers are companies engaged in the import of telematic and electronic products and responsible as the producers of imported goods.
6. Producers are companies producing telematic and electronic products at home.
7. Manual in Indonesian language, hereinafter referred to as a manual, is a book, sheet or other forms containing directives or ways to use telematic and electronic products.
8. After sales guarantee card in Indonesian language, hereinafter referred to as a guarantee card, is a card stating guarantee about the availability of spare parts as well as after sales facilities and services of telematic and electronic products.
9. Registration is the activity of registering manuals and guarantee cards for telematic and electronic products with the authorized agency.
10. Registration card of telematic and electronic products, hereinafter referred to as a registration card, is a document serving as proof of registration of manuals and guarantee cards issued by the authorized official.
11. Recommendation is a letter of statement stating the business sites of producers (companies/factories) or importers issued by the regent/mayor in this case the head of the regency/municipal office concerned, except the Special Province of Jakarta, by the governor in this case the head of the provincial office.
12. Head of office is the head of office whose tasks and responsibilities cover the trade sector in the regency/municipality concerned, except the Special Province of Jakarta.
13. Regent/mayor is the head of regency/municipality as referred to in the Law on Regional Governments.
14. Governor is the head of the Special Province of Jakarta as referred to in the Law on the Special Province of Jakarta as the Capital of the Unitary State of the Republic of Indonesia; .
15. Director is the Director of Business Development and Company Registration, Directorate General of Domestic Trade, Ministry of Trade.
16. Director General is the Director General of Domestic Trade, Ministry of Trade.
17. Minister is the minister whose tasks and responsibilities cover the trade sector.

## CHAPTER II

### MANUALS AND AFTER SALES GUARANTEE CARDS

#### Article 2

- (1) Any telematic and electronic product produced and/or imported for domestic trade shall be equipped with a manual and guarantee card in Indonesian language.

(2) The obligation to use Indonesian language as referred to in paragraph (1) may come next to the foreign language according to the need.

### Article 3

(1) The manual as referred to in Article 2 paragraph (1) shall contain at least the following information :

- a. name and address of business site of producer (company/factory), for domestic products;
- b. name and address of business site of importer, for imported products;
- c. brand, kind, type, and/or model of products;
- d. specifications of product;
- e. directives for use according to the function of products; and
- f. maintenance guidance.

(2) The guarantee card as referred to in Article 2 paragraph (1) shall contain at least the following information:

- a. guarantee period;
- b. free repair cost during the guarantee period as promised;
- c. provision of after sales services in the form of guarantee about the availability of spare parts during the guarantee period and post-guarantee time;
- d. name and address of the service center;
- e. name and address of business site of producer (company/factory), for domestic products; and
- f. name and address of business site of importer, for imported products.

(3) The after sales services given during the guarantee period and post-guarantee time as referred to paragraph (2) letter c are in the form of :

- a. the availability of service center;
- b. the availability of spare parts;
- c. the replacement of similar products in case of unrepairable damage during the promised guarantee period; and
- d. the replacement of spare parts according to guarantee during the promised guarantee period.

(4) The after sales services as referred to in paragraph (3) do not apply to the products already repaired by a service center other than that contained in the guarantee card.

### Article 4

Telematic and electronic products that must be equipped with manuals and guarantee cards as referred to in Article 2 paragraph (1) are as contained in Attachment I to this Ministerial Regulation.

### Article 5

- (1) The producers or importers of telematic and electronic products shall have at least 6 (six) service centers in major cities and/or representatives in regions where the telematic and electronic products circulate.
- (2) The producers or importers as referred to in paragraph (1) that do not have a service center shall cooperate with other parties under a cooperation agreement.

- (3) The service centers as referred to in paragraph (1) and paragraph (2) shall meet technical requirements as contained in Attachment II to this Ministerial Regulation..

#### Article 6

If SNI has compulsorily been imposed on after sales services of certain telematic and electronic products, the requirements of after sales services shall be based on provisions in the SNI.

#### Article 7

- (1) The producers or importers of telematic and electronic products shall register manuals and guarantee cards with the Directorate General of Domestic Trade in this case the Directorate of Business Development and Company Registration, Ministry of Trade.
- (2) The producers or importers that have registered manuals and guarantee cards as referred to in paragraph (1) shall be given registration certificates.

#### Article 8

Any individual or corporate body is banned from selling, buying and/or receiving the transfer of manuals and guarantee cards already registered.

#### Article 9

- (1) Producers or importers shall withdraw telematic and electronic products from circulation if:

- a. they do not equip telematic and electronic products with manuals and guarantee cards in Indonesian language as referred to in Article 2 paragraph (1) and Article 3 paragraph (1), paragraph (2), and paragraph (3); or
  - b. manuals and guarantee cards in Indonesian language are not registered,
- (2) The withdrawal of telematic and electronic products from circulation as referred to in paragraph (1) shall be done by producers or importers based on an order from the Director General under the name of the Minister.
- (2) All expenses arising from the withdrawal of telematic and electronic products from circulation as referred to in paragraph (2) shall be borne by producers or importers.

### CHAPTER III

#### AUTHORITY

#### Article 10

- (1) The Minister has the authority to stipulate provisions on the registration, development and control of manuals and guarantee cards of telematic and electronic products.
- (2) The Minister delegates the authority as referred to in paragraph (1) to the Director General.
- (3) The Director General delegates the authority to register manuals and guarantee cards as referred to in paragraph (2) to the Director.

## CHAPTER IV

## THE PROCEDURE OF REGISTRATION

## Article 11

- (1) The registration of manuals and guarantee cards of telematic and electronic products shall be done before the products circulate in the domestic market.
- (2) The registration as referred to in paragraph (1) for :
  - a. domestic products shall be done by producers; or
  - b. foreign products shall be done by importers.

## Article 12

- (1) Producers shall file applications for the registration of manuals and guarantee cards to the Director using a format as contained in Attachment III.a to this Ministerial Regulation, accompanied by :
  - a. a photocopy of industrial permit (IUI)/certificate of industry registration (TDI);
  - b. a photocopy of certificate of company registration (TDP);
  - c. a photocopy of taxpayer code number (NPWP);
  - d. a statement with sufficient duty stamp on guarantee about the availability of spare parts and service centers as referred to in Article 5 paragraph (1);
  - e. a cooperation agreement with the service center of other company if producers do not have a service center as referred to in Article 5 paragraph (2);
  - f. specimen manuals and guarantee cards containing information as referred to in Article 3 paragraph (1) and paragraph (2);

- g. a statement with sufficient duty stamp on the conformity of the content of manuals with telematic and electronic products; and
- h. a recommendation from the regent/mayor in this case the head of regency/municipal office, except the Special Province of Jakarta, from the governor in this case the head of provincial office if producers do not have a certificate of registration.

- (2) Importers shall file applications for the registration of manuals and guarantee cards to the Director using a format as contained in Attachment III.b to this Ministerial Regulation, accompanied by :
  - a. a photocopy of trade permit (SIUP);
  - b. a photocopy of importer's identification number (API);
  - c. a photocopy of special importer's identification number (NPIK), especially for telematic and electronic products required to have NPIK;
  - d. a photocopy of import duty payment slip and/or entry tax payment slip of telematic and electronic products by showing the origin;
  - e. a statement with sufficient duty stamp on guarantee about the availability of spare parts and service centers as referred to in Article 5 paragraph (1);
  - f. a cooperation agreement with the service center of other company if importers do not have a service center as referred to in Article 5 paragraph (2);
  - g. specimen manuals and guarantee cards containing information as referred to in Article 3 paragraph (1) and paragraph (2);

h. a statement with sufficient duty stamp on the conformity of the content of manuals with telematic and electronic products; and

i. a recommendation from the regent/mayor in this case the head of the regency/municipal office, except the Special Province of Jakarta, from the governor in this case the head of the provincial office if importers do not have a certificate of registration.

(3) The recommendation as referred to in paragraph (1) and paragraph (2) letter i is not required for the next registration if producers or importers have a certificate of registration and the address of their business site does not change.

#### Article 13

(1) The applications for registration and the applications for recommendation as referred to in Article 12 paragraph (1) letter h and paragraph (2) letter i can be filed together as follows:

- a. applications for recommendation shall be filed to the head of office; and
- b. applications for the registration of manuals and guarantee cards that do not yet carry a recommendation shall directly be filed to the Director, by mail or other courier services.

(2) Applications for recommendation as referred to in paragraph (1) shall use a format as contained in Attachment IV.a or IV.b to this Ministerial Regulation.

(3) Recommendation shall be issued no later than 3 (three) working days after applications for recommendation

have been received using a format as contained in Attachment V.a or V.b to this Ministerial Regulation.

#### Article 14

(1) The Director shall issue certificates of registration no later than 5 (five) working days after receiving applications in a correct and complete manner using a format as contained in Attachment VI.a to this Ministerial Regulation for domestic products and Attachment VI.b to this Ministerial Regulation for imported products.

(2) If after the period of time as referred to in Article 13 paragraph (3) has passed no recommendation has been issued, the Director can issue certificates of registration of manuals and guarantee cards based on the receipt of applications for recommendation.

(3) Copies of the certificates of registration as referred to in paragraph (1) and paragraph (2) shall be addressed to the Director of Circulating Goods and Services Control, Directorate General of Domestic Trade, Ministry of Trade.

(4) Recapitulations of the certificates of registration as referred to in paragraph (1) and paragraph (2) shall be submitted to the Director General once every 3 (three) months, with copies addressed to :

- a. The Director of Import, Directorate General of Foreign Trade, Ministry of Trade, for imported products;
- b. The Director of Telematic Industry, Directorate General of Transportation Means and Telematic Industries, Ministry of Industry, for domestic products;

- c. The Director of Electronics, Directorate General of Transportation Means and Telematic Industries, Ministry of Industry, for domestic products; and
  - d. The Head of Regency/Municipal Office or the Head of Provincial Office in the Special Province of Jakarta.
- (5) Certificates of registration as referred to in paragraph (1) and paragraph (2) shall be valid across the Republic of Indonesia, provided the producers or importers still carry out business activities.

#### Article 15

- (1) If applications are not yet correct and complete, the Director no later than 5 (five) working days after receiving the applications shall make requests to producers or importers for complete data using a format as contained in Attachment VII to this Ministerial Regulation.
- (2) If within a period of 10 (ten) working days after receiving requests for complete data as referred to in paragraph (1) producers or importers do not provide data as requested, the Director shall issue letters of rejection using a format as contained in Attachment VIII to this Ministerial Regulation.
- (3) In connection with the applications rejected as referred to in paragraph (2) producers or importers can file another applications for registration to the Director by fulfilling provisions in Article 12.

#### Article 16

Applications for the registration of manuals and

guarantee cards are exempted from administrative fees.

#### Article 17

Producers or importers that have secured certificates of registration shall put registration numbers in manuals and guarantee cards as well as in packages.

### CHAPTER V

#### DEVELOPMENT AND CONTROL

#### Article 18

- (1) The Director General shall conduct the development and control of manuals and guarantee cards individually or jointly with the relevant technical agency according to their respective authority.
- (2) The development as referred to in paragraph (1) shall be conducted in the form of information service and dissemination, education and direct consultations for business players and/or consumers.
- (3) The control of manuals and guarantee cards shall be conducted based on the law and regulation on provisions on and procedures of the control of goods and/or services circulating in the market.

### CHAPTER VI

#### SANCTIONS

#### Article 19

- (1) Business players violating provisions in Article 7 paragraph (1) or Article 9 paragraph (1) shall be liable to administrative sanctions in the form of :

a. the .....



- a. the revocation of trade permit (SIUP) by the official issuing the SIUP; or
- b. the revocation of other technical permit by the authorized official.

- (2) If business players are liable to the administrative sanction as referred to in paragraph (1) letter b, the Minister or appointed official shall recommend the revocation of technical permit to the relevant agency/authorized official.
- (3) The revocation of SIUP as referred to in paragraph (1) letter a shall be conducted after warnings have been issued 3 (three) times with an interval of 7 (seven) calendar days.

#### Article 20

- (1) If data, information and/or remarks contained in the documents required as referred to in Article 12 turn out to be untrue the business players shall be liable to an administrative sanction in the form of the cancellation of certificates of registration by the official issuing the certificates of registration.
- (2) The cancellation of certificates of registration as referred to in paragraph (1) shall be conducted after written warnings have been issued 3 (three) times with an interval of 7 (seven) calendar days.

#### Article 21

- (1) Business players violating provisions in Article 17 shall be liable to an administrative sanction in the form of cancellation of certificates of registration by the official issuing the certificates of registration.
- (2) The cancellation of certificates of registration as referred to in paragraph (1) shall be conducted after

written warnings have been issued 3 (three) times with an interval of 7 (seven) calendar days.

#### Article 22

Business players violating provisions in Article 2 paragraph (1) shall be liable to an administrative sanction as laid down in Law No.8/1999 on Consumer Protection.

#### Article 23

Any individual or corporate body violating provisions in Article 8 shall be liable to sanctions as laid down in the law.

### CHAPTER VII

#### TRANSITIONAL PROVISIONS

#### Article 24

Technical guidance for the implementation of this Ministerial Regulation is to be stipulated by the Director General.

#### Article 25

Attachment I, Attachment II, Attachment III.a, Attachment III.b, Attachment IV.a, Attachment IV.b, Attachment V.a, Attachment V.b, Attachment VI.a, Attachment VI.b, Attachment VII, and Attachment VIII shall be an integral part of this Ministerial Regulation.

### CHAPTER VIII

#### TRANSITIONAL PROVISIONS

#### Article 26

- (1) Certificates of registration of manuals and guarantee cards issued before or at the time when this Ministerial Regulation is stipulated shall remain valid, provided

the telematic and electronic products do not have their brand, and/or type/model changed.

# **ATTACHMENT : I**

- (2) When this Ministerial Regulation begins to take effect, applications for the registration of manuals and guarantee cards that are under the process of issuing certificates of registration shall adjust to provisions in this Ministerial Regulation.

## **TELEMATICS AND ELECTRONIC PRODUCTS THAT MUST BE EQUIPPED WITH MANUALS AND AFTER SALES GUARANTEE CARDS IN INDONESIAN LANGUAGE**

### **CHAPTER IX**

#### **CONCLUSION**

##### **Article 27**

When this Ministerial Regulation begins to take effect, Decree of the Industry and Trade Minister No. 547/MPP/Kep/7/2002 on Guidance for the Registration of Manuals and Guarantee Cards in Indonesian Language for Information Technological and Electronic Products shall be declared null and void.

##### **Article 28**

This Ministerial Regulation shall begin to take effect 3 (three) months after the date of stipulation.

For public cognizance, this Ministerial Regulation shall be announced by placing it in the State Gazette of the Republic of Indonesia.

Stipulated in Jakarta

on May 26, 2009

THE TRADE MINISTER,

Sgd.

MARI ELKA PANGESTU

<b>NO.</b>	<b>TYPES OF PRODUCTS</b>
1.	Image and Sound Recorders or Reproducers (VCD, DVD, and VCR Players)
2.	Amplifier
3.	Home Theater Amplifier
4.	Recorded Optic Disk
5.	Empty Optic Disk
6.	Water Dispenser
7.	Facsimile
8.	Home freezer
9.	Calculator
10.	Camera: - Digital camera; - Video camera.
11.	Camcorder
12.	Fans : - Standing fan; - Box fan; - Wall fan; - Ceiling fan;

NO.	TYPES OF PRODUCTS
	<ul style="list-style-type: none"> <li>- Cleaner fan;</li> <li>- Table fan.</li> </ul>
13.	Refrigerator
14.	Washing machine
15.	Air conditioner (AC)
16.	Microphone
17.	Computer monitor
18.	Electric organ/keyboard
19.	Blender
20.	Water heater
21.	<ul style="list-style-type: none"> <li>- Magic jar</li> <li>- Rice cooker</li> <li>- Magic com</li> </ul>
22.	Toaster
23.	Mixer
24.	Printer
25.	Photocopy
26.	Multifunction machine
27.	Juicer
28.	Loud speaker : <ul style="list-style-type: none"> <li>- Active Speaker;</li> <li>- Ceiling Speaker;</li> <li>- Colum Speaker;</li> <li>- Horn Speaker;</li> <li>- Mobile Speaker;</li> <li>- Multimedia Speaker;</li> </ul>

NO.	TYPES OF PRODUCTS
	<ul style="list-style-type: none"> <li>- Passive Box Speaker;</li> <li>- Professional Box Speaker;</li> <li>- Public Address Speaker.</li> </ul>
29.	Dryer
30.	Hair dryer
31.	Vacuum cleaner
32.	Television: <ul style="list-style-type: none"> <li>- Colour television;</li> <li>- LCD television;</li> <li>- Plasm television;</li> <li>- Projection television;</li> <li>- Car television.</li> </ul>
33.	Electric piano: <ul style="list-style-type: none"> <li>- Electric standing piano;</li> <li>- Electric large piano.</li> </ul>
34.	Household water pump
35.	Radio cassette/mini compo
36.	Car tape
37.	Set top box
38.	Electric iron
39.	Wireless telephone
40.	Cellular telephone
41.	Cooker hood
42.	Household oven
43.	Microwave oven
44.	Oven toaster
45.	Gas stove

**ATTACHMENT : II****TECHNICAL REQUIREMENTS OF SERVICE CENTER FOR TELEMATIC AND ELECTRONIC PRODUCTS**

1. Permanent and/or mobile working room.
2. Competent technicians specializing in telematic and electronic product services and access to developments in repair technology.
3. Having a service center management system covering standard operating procedure (SOP) or technical guidance/ service guidance for checking, maintenance, repair and replacement.
4. Having equipment in the form of machine, apparatus, or test/check instrument needed to maintain and repair goods, parts, components and/or accessories.
5. The availability of parts, components and accessories that influence the function and use of goods needed for maintenance, repair and replacement.
6. The availability of periodic training for check, maintenance (service), repair and/or replacement technicians in order to improve their skill and competence.
7. Communication means needed to contact customers.

**ATTACHMENT: IIIa**

PRODUCER

**LETTER HEAD OF COMPANY**

No. : .....

Enclosure :

Subject : Application

for Registration To  
The Director of Business Development and  
Company Registration,  
Directorate General  
of Domestic Trade, Ministry of Trade,

Jl. M.I. Ridwan Rais No. 5

in Jakarta

We, the undersigned, apply for the registration of manual and after sales guarantee card in Indonesian language for telematic and electronic products as laid down in Regulation of the Trade Minister No. ....M-DAG/PER/..../2009.

1. Name of applicant :

Post :

2. Name of :

company/

factory

Address :

Phone/fax No. :

3. Type of Product :

4. Brand :

5. Type/model :

This application for registration is made to the best of our knowledge and if later the information contained in it turns out to be untrue we are ready to be indicted according to the law.

.....

Name, signature, company stamp and duty stamp

.....

**ATTACHMENT: IIIb**

IMPORTER

#### LETTER HEAD OF COMPANY

No. : .....

Enclosure :

Subject : Application

Business News 7838/7-24-2009

for .....

for Registration to  
The Director of Business Development  
and Company Registration, Directorate  
General of Domestic Trade, Ministry of Trade,  
Jl. M.I. Ridwan Rais No. 5  
in Jakarta

We, the undersigned, apply for the registration of manual and after sales guarantee card in Indonesian language for telematic and electronic products as laid down in Regulation of the Trade Minister No...../M-DAG/PER/...../2009.

1. Name of applicant :  
Post :
2. Name of :  
company  
Address :  
Phone/fax No. :
3. Name of original :  
company/factory  
Address :  
Phone/fax No. :
4. Type of Product :
5. Brand :
6. Type/model :

This application for registration is made to the best of our knowledge and if later the information contained in it turns out to be untrue we are ready to be indicted according to the law.

.....  
Name, signature, company stamp and duty stamp  
.....

PRODUCER

**LETTER HEAD OF COMPANY**

No. : .....

Enclosure :

Subject : Application

for Recommendation To  
The Head of Office  
.....

We, the undersigned, apply for a recommendation as a requirement for the registration of manual and after sales guarantee card in Indonesian language for telematic and electronic products as laid down in Regulation of the Trade Minister No. .... /M-DAG/PER/.... /2009.

1. Name of applicant :

Post :

2. Name of :

company/

factory

Address :

Phone/fax No. :

This application for recommendation is made to the best of our knowledge.

.....  
Name, signature, company stamp and duty stamp  
.....

Copies to :

1. The Director of Business Development and Company Registration,  
Directorate General of Domestic Trade, Ministry of Trade;
2. Archive.

**ATTACHMENT : IVb**

IMPORTER

**LETTER HEAD OF COMPANY**

No. : .....  
Enclosure :  
Subject : Application for

Recommendation To  
The Head of Office  
.....

We, the undersigned, apply for a recommendation as a requirement for the registration of manual and after sales guarantee card in Indonesian language for telematic and electronic products as laid down in Regulation of the Trade Minister No. .... /M-DAG/PER/.... /2009.

1. Name of applicant :  
Post :
2. Name of company :  
Address :  
Phone/fax No. :
3. Name of original company/ :  
factory  
Address :  
Phone/fax. No. :



This application for recommendation is made to the best of our knowledge.

.....  
Name, signature, company stamp and duty stamp  
.....

Copies to :

1. The Director of Business Development and Company Registration,  
Directorate General of Domestic Trade, Ministry of Trade;
2. Archive.

**ATTACHMENT: Va**

PRODUCER

**LETTER HEAD OF THE PROVINCIAL/REGENCY/MUNICIPAL TRADE OFFICE**

No. : .....

Enclosure :

Subject : Recommendation

To

The management of .....

.....

in -

.....

Referring to your letter No. ... dated..... concerning application for a recommendation as requirement for the registration of manual and after sales guarantee card in Indonesian language for locally made telematic/electronic products\*) as laid down in Regulation of the Trade Minister No. .... /M-DAG/PER/.... /2009 on the Registration of Manuals

and After Sales Guarantee Cards in Indonesian Language for Telematic and Electronic Products, we herewith issue a recommendation to :

1. Name of applicant :  
Post :
2. Name of Company/ :  
factory  
Address :  
Phone/fax No. :

This recommendation is issued for your best use.

Post, Name, Signature, Stamp

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Copies to :

1. The Governor/Regent/Mayor;
2. The Director of Business Development and Company Registration;
3. Archive.

**ATTACHMENT: Vb**

IMPORTER

**LETTER HEAD OF THE PROVINCIAL/REGENCY/MUNICIPAL TRADE OFFICE**

No. : .....  
Enclosure :  
Subject : Recommendation

To  
The management of.....  
.....  
in -  
.....

Referring to your letter No. ... dated..... concerning application for a recommendation as requirement for the registration of manual and after sales guarantee card in Indonesian language for locally made telematic/electronic products\*) as laid down in Regulation of the Trade Minister No. .... /M-DAG/PER/.../2009 on the Registration of Manuals and After Sales Guarantee Cards in Indonesian Language for Telematic and Electronic Products, we herewith issue a recommendation to :

1. Name of applicant :  
Post :
2. Name of company :  
Address :  
Phone/fax No. :
3. Name of original :  
Company/factory  
Address :  
Phone/fax No. :

This recommendation is issued for your best use.

Post, Name, Signature, Stamp  
-----

Copies to :

1. The Governor/Regent/Mayor;
2. The Director of Business Development and Company Registration;
3. Archive.

**LAMPIRAN VI.a**

THE TRADE MINISTRY OF THE REPUBLIC OF INDONESIA

CERTIFICATE OF REGISTRATION

OF MANUAL AND AFTER SALE GUARANTEE CARD IN INDONESIAN LANGUAGE FOR LOCALLY  
MADE TELEMATICS AND ELECTRONICS

NO. :

Business News 7838/7-24-2009

ISSUED TO : .....

20A

ISSUED TO :

1. NAME OF COMPANY/FACTORY :  
ADDRESS :  
PHONE/FAX. NO. :  
2. NAME OF RESPONSIBLE PERSON :  
POST :

Has registered manual and after sale guarantee card in Indonesian language as follows :

TYPES OF PRODUCTS	BRAND	TYPES/MODELS

Issued in Jakarta

date

The Director  
of Business Development and Company Registration,

Copies to :

1. The Director of Circulating Goods and Services Control;
2. Archive.

## THE TRADE MINISTRY OF THE REPUBLIC OF INDONESIA

CERTIFICATE OF REGISTRATION  
OF MANUAL AND AFTER SALE GUARANTEE CARD IN INDONESIAN LANGUAGE FOR  
IMPORTED TELEMATICS AND ELECTRONICS

NO. :

ISSUED TO :

1. NAME OF COMPANY/FACTORY :  
ADDRESS :  
PHONE/FAX. NO. :
2. NAME OF RESPONSIBLE PERSON :  
POST :
3. NAME OF ORIGINAL :  
COMPANY/FACTORY :  
ADDRESS :  
PHONE/FAX NO. :

Has registered manual and after sale guarantee card in Indonesian language as follows :

TYPES OF PRODUCTS	BRAND	TYPES/MODELS

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**ATTACHMENT : VII**

LETTER HEAD OF  
THE DIRECTORATE OF BUSINESS DEVELOPMENT AND COMPANY REGISTRATION  
(DIRECTORATE GENERAL OF DOMESTIC TRADE)

No. : Jakarta, .....  
Enclosure :  
Subject : Request for complete data To  
The management of .....

Referring to your letter No..... dated ..... concerning application for a certificate of registration of manual and after sales guarantee card in Indonesian language for telematic and electronic products we received on the date....., we find that your application still lacks the following data:

1. ....
2. ....
3. ....

If within a period of 10 (ten) working days since the date of this letter you are still unable to complete the application the Director will issue a letter of rejection of the application.

Your attention is highly appreciated.

The Director of Business Development and Company Registration,  
.....

LETTER HEAD OF  
THE DIRECTORATE OF BUSINESS DEVELOPMENT AND COMPANY REGISTRATION  
(DIRECTORATE GENERAL OF DOMESTIC TRADE)

No. : Jakarta,.....  
Enclosure :  
Subject : Rejection of Application for Certificate of Registration  
of Manual and After Sales Guarantee Card in Indonesian  
Language for Telematic and Electronic Products

To  
The management of.....

Referring to your letter No. .... dated ..... concerning application for a certificate of registration of manual and after sales guarantee card in Indonesian language for telematic and electronic products we received on the date .... after we have studied your application we come to the conclusion that your application does not meet the requirements as laid down in Regulation of the Trade Minister No. ..../M-DAG/PER/..../2009 on the Registration of Manuals and After Sales Guarantee Cards in Indonesian Language for Telematic and Electronic Products.

In consideration of the matters above, we still cannot meet your application.

Your attention is highly appreciated.

The Director of Business Development and Company Registration ,

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