

## Manuals and Guarantee Cards to be in Indonesian for Telematic and Electronic Products

The Minister of Trade has issued Regulation No. 19/M-DAG/PER/5/2009 to set out the requirements for all telematic and electronic products that are to be sold in Indonesia. These provisions apply to both locally produced and imported products. The regulation is not in response to any particular ongoing issue such as the dispute between the Department of Communication and Information with Research In Motion (RIM) regarding the import of new BlackBerry Smartphones and the establishment of after sales service centers. However, the issue will ultimately fall within the scope of the provisions of this regulation.

The regulation is as much about ensuring that Indonesian consumers are protected from unscrupulous producers and sellers of telematic and electronic products. The government is of the opinion that to ensure that Indonesians fully understand what they are purchasing and the options available in the event that the product breaks down, then the manual must be in Indonesian and the guarantee card must explicitly state where the product owner can go to get their telematic or electronic equipment serviced.

In essence, every telematic and electronic product must have both a manual and a guarantee card in Indonesian. The regulation sets out the minimum informational requirements for each. For example, the manual must include, among other information, the following:

- Product specifications;
- Instructions on use; and,
- Maintenance instructions.

The regulation then goes on to stipulate that producers and importers have to establish at least six after sales service centers. Generally, it is expected that these after sales service centers will be located in major metropolitan areas. However, the regulation allows for after sales centers to be established in any regional area. Where a producer or importer is unable or unwilling to establish the requisite number of service centers, then they may enter into a cooperative agreement with an agent that is willing to provide those after sales services on their behalf.

The regulation includes eight attachments. These attachments are generally the standard forms that must be completed in order to comply with the provisions of the regulation.

The regulation repeals and replaces Minister of Industry and Trade Decision No. 547/MPP/Kep/7/2002. The regulation was issued on 26 May 2009 and comes into force three months after that date (26 August 2009). 🇮🇩

### ⚙️ Past Issues

- ✍️ Work and Holiday Visas - Indonesians Holidaying and Wanting to Work in Australia (Issue 1141 - 13/07/2009)
- ✍️ Work and Holiday Visas - Indonesia and Australia (Issue 1140 - 13/07/2009)
- ✍️ Commodity Futures - Market Makers (Issue 1139 - 10/07/2009)
- ✍️ Assessment and Verification of License Holders in the Forestry Sector (Issue 1138 - 09/07/2009)

### ⚙️ Documents

The Minister of Trade Regulation No. 19/M-DAG/PER/5/2009  
(PERMEN\_DAG\_19MDAGPER52009\_2009.pdf - 150.Kb)

*Indonesian Legal Brief is a service of  
PT Justika Siar Publika owner and operator of  
www.hukumonline.com*

*Puri Imperium Office Plaza UG 15  
Kuningan, Jakarta 12319  
to subscribe, call 62-21-83701827 or fax to 62-21 83701826  
or email layanan@hukumonline.com*