ICS 01.110, 29.020 SLOVENSKÁ TECHNICKÁ NORMA September 2020

STN	**Príprava informácií na používanie (návodu na používanie) výrobkov Časť 1: Zásady a všeobecné požiadavky**	**STN EN IEC/IEEE 82079-1 01 3783**

Preparation of information for use (instructions for use) of products - Part 1: Principles and general requirements

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 08/20

Obsahuje: EN IEC/IEEE 82079-1:2020, IEC/IEEE 82079-1:2019

Oznámením tejto normy sa od 03.04.2023 ruší
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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN IEC/IEEE 82079-1

April 2020

ICS 01.110; 29.020

Supersedes EN 82079-1:2012 and all of its amendments and corrigenda (if any)

English Version

Preparation of information for use (instructions for use) of products - Part 1: Principles and general requirements (IEC/IEEE 82079-1:2019)

Élaboration des informations d'utilisation (instructions d'utilisation) des produits - Partie 1: Principes et exigences générales
(IEC/IEEE 82079-1:2019)

Erstellen von Gebrauchsanleitungen - Gliederung, Inhalt und Darstellung - Teil 1: Allgemeine Grundsätze und ausführliche Anforderungen
(IEC/IEEE 82079-1:2019)

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European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

European foreword

This document (EN IEC/IEEE 82079-1:2020) consists of the text of IEC/IEEE 82079-1:2019 prepared by IEC/TC 3 "Information structures and elements, identification and marking principles, documentation and graphical symbols".

The following dates are fixed:

- latest date by which this document has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2020-10-03
- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2023-04-03

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IEC 60073	NOTE	Harmonized as EN 60073
IEC 60204-1	NOTE	Harmonized as EN 60204-1
IEC 60335 (series)	NOTE	Harmonized as EN 60335 (series)
IEC 60529	NOTE	Harmonized as EN 60529
IEC 60848	NOTE	Harmonized as EN 60848
IEC 61082-1:2014	NOTE	Harmonized as EN 61082-1:2015 (not modified).
IEC 61310-1	NOTE	Harmonized as EN 61310-1
IEC 60204-1	NOTE	Harmonized as EN 60204-1
IEC 61355-1:2008	NOTE	Harmonized as EN 61355-1:2008 (not modified).
IEC 62023	NOTE	Harmonized as EN 62023
IEC 62507-1	NOTE	Harmonized as EN 62507-1
IEC 62569-1	NOTE	Harmonized as EN 62569-1
IEC 62744	NOTE	Harmonized as EN 62744
IEC 80416-1:2008	NOTE	Harmonized as EN 80416-1:2009 (not modified).

IEC 81346-1:2009	NOTE Harmonized as EN 81346-1:2009 (not modified).
ISO 10628-1:2014	NOTE Harmonized as EN ISO 10628-1:2015
ISO 10628-2:2012	NOTE Harmonized as EN ISO 10628-2:2012
ISO 12100	NOTE Harmonized as EN ISO 12100
ISO 14971	NOTE Harmonized as EN ISO 14971
ISO 15006	NOTE Harmonized as EN ISO 15006
ISO 17100	NOTE Harmonized as EN ISO 17100
ISO 7731	NOTE Harmonized as EN ISO 7731
ISO 9000	NOTE Harmonized as EN ISO 9000
ISO 9241-210:2010	NOTE Harmonized as EN ISO 9241-210:2010

Annex ZA
(normative)

Normative references to international publications with their corresponding European publications

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE 1 When an International Publication has been modified by common modifications, indicated by (mod), the relevant EN/HD applies.

NOTE 2 Up-to-date information on the latest versions of the European Standards listed in this annex is available here: www.cenelec.eu.

Publication	Year	Title	EN/HD	Year
IEC 60417	-	Graphical symbols for use on equipment	-	-
IEC 60617	-	Graphical symbols for diagrams	-	-
IEC 60825-1	-	Safety of laser products - Part 1: Equipment classification and requirements	EN 60825-1	-
ISO 3864	series	Graphical symbols - Safety colours and safety signs	-	-
ISO 5807	-	Information processing -- Documentation symbols and conventions for data, program and system flowcharts, program network charts and system resources charts	-	-
ISO 7000	-	Graphical symbols for use on equipment - Registered symbols	-	-
ISO 7010	2011	Graphical symbols - Safety colours and safety signs - Registered safety signs	EN ISO 7010	2012
ISO 9241-300	-	Ergonomics of human-system interaction – Part 300: Introduction to electronic visual display requirements	EN ISO 9241-300	-
ISO 14617	series	Graphical symbols for diagrams	-	-

IEC/IEEE 82079-1

Edition 2.0 2019-05

INTERNATIONAL STANDARD

NORME INTERNATIONALE

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HORIZONTAL STANDARD
NORME HORIZONTALE

Preparation of information for use (instructions for use) of products – Part 1: Principles and general requirements

Élaboration des informations d'utilisation (instructions d'utilisation) des produits – Partie 1: Principes et exigences générales

IEC/IEEE 82079-1:2019-05(en-fr)

IEC Central Office
3, rue de Varembé
CH-1211 Geneva 20
Switzerland
Tel.: +41 22 919 02 11
info@iec.ch
www.iec.ch

Institute of Electrical and Electronics Engineers, Inc.
3 Park Avenue
New York, NY 10016-5997
United States of America
stds.info@ieee.org
www.ieee.org

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IEC/IEEE 82079-1

Edition 2.0 2019-05

INTERNATIONAL STANDARD
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HORIZONTAL STANDARD
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Élaboration des informations d'utilisation (instructions d'utilisation) des produits – Partie 1: Principes et exigences générales

INTERNATIONAL
ELECTROTECHNICAL
COMMISSION

COMMISSION
ELECTROTECHNIQUE
INTERNATIONALE

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CONTENTS

INTERNATIONAL ELECTROTECHNICAL COMMISSION

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PREPARATION OF INFORMATION FOR USE (INSTRUCTIONS FOR USE) OF PRODUCTS –

Part 1: Principles and general requirements

FOREWORD

1) The International Electrotechnical Commission (IEC) is a worldwide organization for standardization comprising all national electrotechnical committees (IEC National Committees). The object of IEC is to promote international co-operation on all questions concerning standardization in the electrical and electronic fields. To this end and in addition to other activities, IEC publishes International Standards, Technical Specifications, Technical Reports, Publicly Available Specifications (PAS) and Guides (hereafter referred to as "IEC Publication(s)"). Their preparation is entrusted to technical committees; any IEC National Committee interested in the subject dealt with may participate in this preparatory work. International, governmental and non-governmental organizations liaising with the IEC also participate in this preparation.

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International Standard IEC/IEEE 82079-1 has been prepared by IEC technical committee 3: Information structures and elements, identification and marking principles, documentation and graphical symbols, in cooperation with the Computer Society, Systems and Software Engineering Standards Committee of the IEEE, under the IEC/IEEE Dual Logo Agreement and in cooperation with subcommittee 1: Basic conventions of ISO technical committee 10: Technical product documentation.

It is published as an IEC/ISO/IEEE triple logo standard.

It has the status of a horizontal standard in accordance with IEC Guide 108 [59].

This second edition cancels and replaces the first edition published in 2012. This edition constitutes a technical revision.

This edition includes the following significant technical changes with respect to the previous edition:

a) The structure of this document has been rearranged in order to facilitate application of the standard and to make it easier to find information. Where possible, the language has been simplified.
b) Information for use is introduced as a generic term. Instructions for use is a synonym for information for use. Step-by-step instructions is used as a subset of information for use.
c) Clause 5 (principles) is revised and focuses on the purpose of information for use, the quality of information and the process for management of information.
d) The process for preparation of information for use is integrated in the normative part and addressed comprehensively.
e) Empirical methods for the evaluation of information for use are described in the normative part.
f) The professional competencies needed for the preparation of information for use are addressed more comprehensively.
g) Some aspects have been added to general requirements for information for use for complex systems of systems.
h) Consideration is given to instructions for self-assembly products.
i) An informative annex providing guidance on the fulfilment of specified requirements is introduced.

The text of this International Standard is based on the following IEC documents:

FDIS	Report on voting
3/1390/FDIS	3/1401/RVD

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

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

A list of all parts of the 82079 International Standard, published under the general title *Preparation of information for use (instructions for use) of products*, can be found on the IEC website.

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

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

IMPORTANT – The 'colour inside' logo on the cover page of this publication indicates that it contains colours which are considered to be useful for the correct understanding of its contents. Users should therefore print this document using a colour printer.

INTRODUCTION

Information for use is a part of any type of product it supports. A product can be a system, a service, goods, software, information, or a combination thereof. People depend on the information provided to use products safely, effectively, and efficiently, unless they receive training from a human instructor or unless the functions are entirely intuitive. Confusing product information and inadequate instructions are major sources of frustration for consumers and skilled workers. Defective information can pose a risk of harm or loss, leading to prosecution or liability claims against the supplier or brand owner.

Information for use consists of three information types: conceptual information that the target audience needs to understand, instructional information to be followed or considered, and reference information to be consulted when needed. The information for use can include various information products that are selected, presented, and delivered on different media to meet the needs of different target audiences (Figure 1).

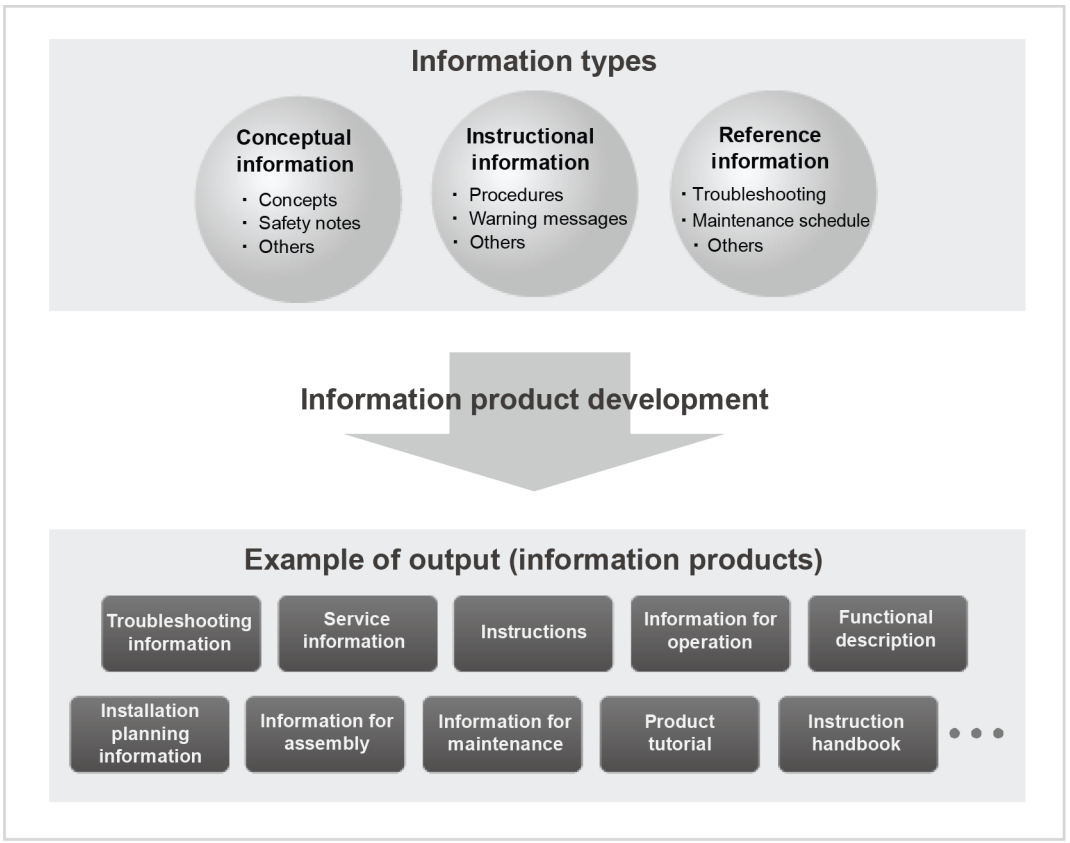

Figure 1 – Concept of information for use

Some product-specific information requirements (e.g. the wording of warnings or positioning of labels) are specified in standards for individual types or classes of products, but these do not provide a complete set of requirements for information for use. This document gives principles and general requirements for conveying information to users that are as applicable to complex and safety-critical systems (e.g. industrial plants), as they are to simple consumer products (e.g. a can of paint), to software, and to specialized testing equipment. Information for use is needed for anyone (skilled and unskilled) who encounters a product for the first time: whether to assemble from a kit, install, operate, maintain, or dispose of it.

The principles for preparing information for use of products are horizontally applicable across product sectors because all target audiences are human and subject to human error. The techniques found to be most effective to help such audiences to absorb new information are generally similar, as are their capabilities for misunderstanding language or images. What

works best in information gathering and delivery (e.g. in content, wording, graphics, testing, and management of the whole process) has emerged from experience and practice in the fields of human factors and technical communication. This document is applicable on its own or can be referenced in product standards that include requirements to provide the target audience with information for use, for example, step-by-step instructions or other information products.

This document is addressed to those who prepare information for use; managers of organizations that produce or purchase products, systems, or services; human factors consultants; and product enforcement agencies.

It covers the following aspects:

- information content: conceptual information the target audiences need to understand, procedures they have to undertake, and the reference information they need to consult at some point;
- options for information to be provided as a single deliverable (e.g. a product manual) or across several types of information product, such as labelling on the product itself or packaging, accompanying electronic files, sheets, a website, booklets, printable files, videos, or searchable databases;
- effective use of language, text, illustrations, symbols, audio or video to communicate elements of information;
- processes and competencies involved in establishing content and preparing output; and
- means of assessing the fulfilment of requirements in accordance with this document.

PREPARATION OF INFORMATION FOR USE (INSTRUCTIONS FOR USE) OF PRODUCTS –

Part 1: Principles and general requirements

1 Scope

This part of 82079 International Standard provides principles and general requirements for information for the use of products.

Information for use is:

- necessary for the safe use of a product;
- helpful for the efficient and effective use of a product; and
- often necessary to fulfil market, legal, and regulatory obligations.

Products include, for example:

- industrial products (e.g. machinery, components, devices, and equipment);
- consumer products (e.g. household appliances, audio-visual devices, communication devices, and do-it-yourself products);
- medical devices, equipment and systems;
- complex systems of systems (e.g. industrial plants, refineries, production sites, and data centres);
- means of transport (e.g. cars, trucks, ships, and airplanes);
- application software (e.g. office software and web applications);
- software for operation and automatic control of systems; and
- technical services.

Information for use of products applies to phases of the product life cycle such as transport, assembly, installation, commissioning, operation, monitoring, troubleshooting, maintenance, repair, decommissioning, and disposal, and the appropriate tasks performed by skilled and unskilled persons.

This document provides the common and fundamental aspects serving as the binding and generic framework for prospective additional parts of this document.

This document applies to information for use whether provided as electronic or printed information products, for example:

- service information for machinery, provided as PDF file for web download for trained service technicians;
- information for operation of software, provided electronically with the software as an online help;
- troubleshooting information for an operator, on a machine's on-screen display;
- functional description of a medical device on a website;
- information for assembly, printed and provided in the packaging of a piece of furniture for consumers;
- printed information for maintenance for an automatic coffee machine;

- installation planning information for a safety sensor, downloadable from a website for mechanical engineers;
- product tutorial as a web-based training aid;
- materials for product on-site training; and
- label for transportation personnel, printed on the packaging of a heavy containment vessel.

This document is intended for use by all parties responsible for or involved in the conceptualization, creation, maintenance, translation, localization, integration of content, production, provision and evaluation, acquisition and supply of information for use.

The parties concerned with information for use include the following:

- acquirers and suppliers of products;
- managers with process or product responsibilities;
- content owners and content creators such as technical writers, information developers, and illustrators;
- technical translators, localization and terminology experts; and
- authorities, agencies and authorized experts.

The aim of this document is to provide these parties with the common and fundamental basis for developing information for use of supported products of the required quality.

This document is intended to be applied and referenced in product-specific standards, including those that specify the content of information for use of those products, for example, IEC 60335 for all parts for household electrical products, ISO 20607* for machinery, and ISO/IEC 26514 for systems and software. It is intended as a basis to elaborate product-specific requirements for target audiences or product information.

* Under preparation. Stage at the time of publication: ISO/DIS 20607:2018.

This horizontal standard is primarily intended for use by technical committees in the preparation of standards in accordance with the principles laid down in IEC Guide 108.

One of the responsibilities of a technical committee is, wherever applicable, to make use of horizontal standards in the preparation of its publications. The contents of this horizontal standard will not apply unless specifically referred to or included in the relevant publications.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

IEC 60417, *Graphical symbols for use on equipment* (available at http://www.graphical-symbols.info/equipment)

IEC 60617, *Graphical symbols for diagrams* (available at http://std.iec.ch/iec60617)

IEC 60825-1, *Safety of laser products – Part 1: Equipment classification and requirements*

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

ISO 5807, *Information processing – Documentation symbols and conventions for data, program and system flowcharts, program network charts and system resources charts*

ISO 7000, *Graphical symbols for use on equipment* (available at http://www.graphical-symbols.info/equipment)

ISO 7010:2011, *Graphical symbols – Safety colours and safety signs – Registered safety signs*

ISO 9241-300, *Ergonomics of human-system interaction – Part 300: Introduction to electronic visual display requirements*

ISO 14617 (all parts), *Graphical symbols for diagrams*