
AUTHORIZED TRANSLATION



Minister of Trade of the Republic of Indonesia

**REGULATION OF THE MINISTER OF TRADE OF
THE REPUBLIC OF INDONESIA**

NUMBER: 19/M-DAG/PER/5/2009

REGARDING

**THE REGISTRATION OF INSTRUCTION MANUAL AND WARRANTY CARD /
AFTER SALES GUARANTEE IN BAHASA INDONESIA FOR TELEMATICS AND
ELECTRONIC PRODUCTS**

BY THE GRACE OF ALLAH THE ONE SUPREME GOD

THE MINISTER OF TRADE OF THE REPUBLIC OF INDONESIA,

- Considering :
- a. that in the context of implementing Article 2 section (6) of the Regulation of the Republic of Indonesia Number 38 of 2007 regarding the Division of Governmental Affairs Between the Government, Regional Government of Province, and Regional Government of Regency/Municipality, then the administration on the registration of instruction manual and warranty card / after sales guarantee in Bahasa Indonesia for information and electronic technological products becomes the governmental affairs in trade sector;
 - b. that in the context of securing consumers' rights to



obtain accurate, clear, and honest information on the condition and warranty of goods to use, utilize or make use of by consumers, it needs to regulate the requirements on instruction manual and after sales warranty card in Bahasa Indonesia for telematics and electronic products;

- c. that based on such considerations as referred to in letter a and letter b, it needs to stipulate a Regulation of the Minister of Trade.

In view of

- : 1. *Bedrijfsreglementerings Ordonantie* 1934 (State Gazette of 1983 Number 86);
2. Law of the Republic of Indonesia Number 3 of 1982 regarding Company Mandatory Registration (State Gazette of the Republic of Indonesia of 1982 Number 7, Supplement to the State Gazette of the Republic of Indonesia Number 3214);
3. Law of the Republic of Indonesia Number 5 of 1984 regarding Industry (State Gazette of the Republic of Indonesia of 1984 Number 22, Supplement to the State Gazette of the Republic of Indonesia Number 3274);
4. Law of the Republic of Indonesia Number 10 of 1995 regarding the Customs Affairs (State Gazette of the Republic of Indonesia of 1995 Number 75, Supplement to the State Gazette of the Republic of Indonesia Number 3612) as amended by Law No. 17 of 2006 (State Gazette of the Republic of Indonesia of 2006 Number 93, Supplement to the State Gazette of the republic of Indonesia number 4661);
5. Law of the Republic of Indonesia Number 8 of 1999 regarding Consumers Protection (State Gazette of the Republic of Indonesia of 1999 Number 42, Supplement to the State Gazette of the Republic of



- Indonesia Number 3821);
6. Law of the Republic of Indonesia Number 32 of 2004 regarding Regional Governments (State Gazette of the Republic of Indonesia of 2004 Number 125, Supplement to the State Gazette of the Republic of Indonesia Number 4437) as amended several times lastly by Law No. 12 of 2008 (State Gazette of the Republic of Indonesia of 2008 Number 59, Supplement to the State Gazette of the Republic of Indonesia Number 4844);
 7. Law of the Republic of Indonesia Number 29 of 2007 regarding Provincial Government of the Jakarta Capital City Special Region as the Capital City of the Republic of Indonesia Unitary State (State Gazette of the Republic of Indonesia of 2007 Number 93, Supplement to the State Gazette of the Republic of Indonesia Number 4744);
 8. Regulation of the Republic of Indonesia Number 1 of 1957 regarding the Channeling of Companies (State Gazette of the Republic of Indonesia of 1957 Number 7, Supplement to the State Gazette of the Republic of Indonesia Number 1144) as amended by the Regulation of the Republic of Indonesia Number 53 of 1957;
 9. Regulation of the Republic of Indonesia Number 58 of 2001 regarding the Development and Supervision on Consumers Protection Implementation (State Gazette of the Republic of Indonesia of 2001 Number 103, Supplement to the State Gazette of the Republic of Indonesia Number 4126);
 10. Regulation of the Republic of Indonesia Number 38 of 2007 regarding the Division of Governmental Affairs between the Government, Regional Government of



Province, and Regional Government of Regency / Municipality (State Gazette of the Republic of Indonesia of 2007 Number 82, Supplement to the State Gazette of the Republic of Indonesia Number 4737);

11. Decree of the President of the Republic of Indonesia Number 187/M of 2004 regarding the Establishment of the Cabinet of United Indonesia as amended by the Decree of the President of the Republic of Indonesia Number 171/M of 2005;
12. Regulation of the Republic of Indonesia Number 9 of 2005 regarding the Position, Duties, Functions, Composition of Organization and Working Procedure of the State Ministries of the Republic of Indonesia as amended lastly by the Regulation of the President of the Republic of Indonesia Number 20 of 2008;
13. Regulation of the Republic of Indonesia Number 10 of 2005 regarding the Organization Unit and Duties of Echelon I of the State Ministries of the Republic of Indonesia as amended several times lastly by the Regulation of the President of the Republic of Indonesia Number 21 of 2008;
14. Regulation of the Minister of Trade of the Republic of Indonesia Number 01/M-DAG/PER/3/2005 regarding the Organization and Working Procedure of the Ministry of Trade as amended several times lastly by the Regulation of the Minister of Trade of the Republic of Indonesia Number 34/M-DAG/PER/8/2007;
15. Regulation of the Trade Minister of the republic of Indonesia number 36/M-DAG/PER/9/2007 regarding the issuance of Trade Business License.

HAS DECIDED:

To stipulate

: **REGULATION OF THE MINISTER OF REGARDING THE**



REGISTRATION OF INSTRUCTION MANUAL AND WARRANTY CARD / AFTER SALES GUARANTEE IN BAHASA INDONESIA FOR TELEMATICS AND ELECTRONIC PRODUCTS

CHAPTER I GENERAL PROVISIONS

Article 1

In this Regulation of the Minister, what's meant by:

1. Telematics products are products from the groups of telecommunication hardware and its supporting equipment industry, broadcasting equipment and its supporting instruments industry, computer and its peripherals industry, software and multimedia content industry, creative industry of information technology, and communication.
2. Electronic products are consumers' electronic products applied in domestic life.
3. Import is the activity of introducing goods into the customs area.
4. Customs area is the territory of the Republic of Indonesia covering land, waters area, and air space above them, as well as certain places in the Exclusive Economic Zone and Continental Shelf within which it applies the Law on Customs Affairs.
5. Importer is a company engaged in the activity of telematics and electronic products importation and responsible as the manufacturer of those imported goods.
6. Producer is a company which produces telematics and electronic products domestically.
7. Operating instructions (manual) in Bahasa Indonesia which hereinafter shall be referred to as manual are books, sheets, or any other forms containing



instructions or method for using telematics and electronic products.

8. Warranty card / after sales guarantee in Bahasa Indonesia which hereinafter shall be referred to as warranty card is a card representing a guarantee on the availability of spare parts and facilities as well as the after sales service on telematic and electronic products.
9. Registration is the activity of registering a manual and warranty / guarantee card for telematics and electronic products at the authorized instances.
10. The registration evidence of telematics and electronic products which hereinafter shall be referred to as registration evidence is a document which proofs the registration of a manual and warranty / guarantee card issued by the authorized officials.
11. Recommendation is a certificate which represents the business place of a producer (company/factory) or importer issued by the District Head/Mayor in this matter the Office Head of Local Regency/Municipality, except for DKI Jakarta Province by the Governor of DKI Jakarta in this matter the Head of DKI Jakarta Provincial Office.
12. Office Head is the Head of Office whose duties and responsibilities are in trade sector within the territory of local district/municipality, except for DKI Jakarta Province.
13. Regency Head/Mayor is the Head of regency/municipality region as referred to in the Law on regional government.
14. Governor is the Head of DKI Jakarta Provincial Region as referred to in Law on the Province Government of Jakarta Capital City Special Region as the Capital City



of the Republic of Indonesia Unitary State.

15. Director is the Director of Business Development and Company Registration, Directorate General of Domestic Trade, the Ministry of Trade.
16. Director General is the Director General of Domestic Trade, the Ministry of Trade.
17. Minister is the Minister whose duties and responsibilities are in trade sector.

CHAPTER II

OPERATING INSTRUCTION (MANUAL) AND WARRANTY CARD / AFTER SALES GUARANTEE

Article 2

- (1) Each telematics and electronic product which is produced and/or imported to be traded domestically must be equipped with an operating instruction and warranty card in Bahasa Indonesia.
- (2) The obligation on the use of Bahasa Indonesia as referred to in section (1) can be counterbalanced with a foreign language as required.

Article 3

- (1) Such manual as referred to in Article 2 section (1) shall have to contain the information of at least:
 - a. name and address of the producer's business place (company/factory) for domestic products;
 - b. name and address of the importer's business place for imported products;
 - c. brand, sort, type, and/or model of product;
 - d. product specifications;
 - e. method of use according to the product's functions; and
 - f. maintenance instruction.
- (2) Such warranty card as referred to in Article 2 section



- (1) shall have to contain the information of at least:
- a. warranty period;
 - b. free repairing cost during the warranty period undertaken;
 - c. the provision of after sales service in the form of spare parts availability during the warranty and after-warranty period;
 - d. name and address of the after sales service center;
 - e. name and address of producer's business place (company/factory) for domestic products; and
 - f. name and address of importer's business place for imported products.
- (3) The provision of such after sales service during the warranty and after-warranty periods as referred to in section (2) letter c in the form of:
- a. the availability of after sales service center;
 - b. spare parts availability;
 - c. the replacement for a similar kind of product when there occurs an irreparable damage during the warranty period undertaken; and
 - d. the replacement for a spare part according to the guarantee during the warranty period undertaken.
- (4) Such provision of after sales service as referred to in section (3) shall not apply for products already repaired by any after sales service centers other than those contained in the warranty card.

Article 4

Telematics and electronic products that must be equipped with such manual and warranty card as referred to in Article 2 section (1) are as contained in Attachment I of this Regulation of the Minister.



Article 5

- (1) A producer or importer of telematics and electronic products must have at least 6 (six) after sales service center located in major cities and/or at representatives in the regions where such telematics and electronic products are marketed.
- (2) Such producer or importer as referred to in section (1) not having an after sales service center shall have to cooperate with another party to be proved by a Cooperation Agreement.
- (3) Such after sales service center as referred to in section (1) and section (2) must fulfill those technical requirements as referred to in Attachment II of this Regulation of the Minister.

Article 6

In the event that the SNI of after sales service for certain telematics and electronic products have been mandatory applied, the requirements of such after sales service shall be based on the requirements of the SNI application.

Article 7

- (1) Producers or importers of telematics and electronic products are obliged to register their manuals and warranty cards at the Directorate General of Domestic Trade, in this matter the Directorate of Business Development and Registration of Companies, the Ministry of Trade.
- (2) Producers or importers who have registered such manuals and warranty cards as referred to in section (1) shall be granted with a registration number.

Article 8

Any individual person or corporate is prohibited to sell, buy



and/or receive any transfer of those registered manuals and warranty cards.

Article 9

- (1) A producer or importer is obliged to recall its telematics and electronic products from the market, if:
 - a. it does not equip such telematics and electronic products with manuals and warranty cards in Bahasa Indonesia as referred to in Article 2 section (1) and Article 3 section (1), section (2), and section (3); or
 - b. such manuals and card warranties in Bahasa Indonesia are not registered.
- (2) The recall of such telematics and electronic products from the market as referred to in section (1), shall be made by a producer or importer under the instruction of the Director General on behalf of the Minister.
- (3) All costs of the recall on such telematics and electronic products from the market as referred to in section (1) shall be charged on the producer or importer.

CHAPTER III AUTHORITIES

Article 10

- (1) Minister has the authority on arranging the administration of registration, development, and supervision on such manuals and warranty cards of telematics and electronic products.
- (2) Minister delegates such authority as referred to in section (1) to the Director General.
- (3) Director General delegates such authority on the administration of manuals and warranty cards registration as referred to in section (2) to the Director.



CHAPTER IV

REGISTRATION PROCEDURE

Article 11

- (1) The registration of telematics and electronic products' manuals and warranty cards shall be made prior to the circulation of such products in domestic market.
- (2) Such registration as referred to in section (1) for:
 - a. domestic products shall be made by producers; or
 - b. overseas products shall be made by importers.

Article 12

- (1) A producer shall submit an application for the registration of manuals and warranty cards to the Director by using the format as contained in Attachment III.a of this Regulation of the Minister and enclosing the requirements as follows:
 - a. a copy of Industrial Business License (IUI) / Industrial Registration Number (TDI);
 - b. a copy of Company Registration Number (TDP);
 - c. a copy of Tax Payer Number (NPWP);
 - d. a duly stamped statement letter on the guarantee of spare parts availability and having an after sales service center as referred to in Article 5 section (1);
 - e. an agreement of cooperation with after sales service centers belonging to another companies for producers not having such after sales service center as referred to in Article 5 section (2);
 - f. a sample of manual and warranty card containing such information as referred to in Article 3 section (1) and section (2);
 - g. a duly stamped statement letter regarding the consistence in the manual's contents with telematics and electronic products; and



- h. a recommendation from the District Head/Mayor in this matter the Office Head of local district/municipality, except for DKI Jakarta Province by the Governor of DKI Jakarta in this matter the Head of Office of DKI Jakarta Province for producers having no registration number yet.
- (2) Importer shall submit an application for the registration of manual and warranty card to the Director by using the format as contained in Attachment III.b of this Regulation of the Minister and enclosing the requirements as follows:
- a. a copy of Trade business license (SIUP);
 - b. a copy of Importer Identification Number (API);
 - c. a copy of Special Importer Identification Number (NPIK), exclusively for telematics and electronic products required to have an NPIK;
 - d. a copy of payment slip on import duty and/or a payment slip of import tax on telematics and electronic products by showing the original;
 - e. a duly stamped statement letter regarding the guarantee on spare parts availability and having an after sales service center as referred to in Article 5 section (1);
 - f. an agreement of cooperation with after sales service centers belonging to another companies for importers not having such after sales service center as referred to in Article 5 section (2);
 - g. a sample of manual and warranty card containing such information as referred to in Article 3 section (1) and section (2);
 - h. a duly stamped statement letter regarding the consistence in the manual's contents with telematics and electronic products; and



- i. a recommendation from the District Head/Mayor in this matter the Office Head of Local district/municipality, except for DKI Jakarta Province by the Governor of DKI Jakarta in this matter the Head of Office of DKI Jakarta Province for importers having no registration number yet.
- (3) Such recommendation as referred to in section (1) letter h and section (2) letter i shall be required or the subsequent registration, when a producer or importer has already held a registration number and the address of its business place does not change.

Article 13

- (1) The submission of such application for registration and application for recommendation as referred to in Article 12 section (1) letter h and section (2) letter i can be made in conjunction, as follows:
 - a. the application for recommendation shall be submitted to the Office Head; and
 - b. the application for registration of manual and warranty card not equipped with a recommendation yet shall be submitted to the director by hand, via postal service, or other courier services.
- (2) Such application for recommendation as referred to in section (1) shall use the format as contained in Attachment IV.a or IV.b of this Regulation of the Minister.
- (3) A recommendation shall be issued at the latest 3 (three) business days starting from the receipt of an application for recommendation by using such format as referred to in Attachment Va. or V.b of this Regulation of the Minister.



Article 14

- (1) Director shall issue a registration number at the latest 5 (five) business days since the receipt of an application correctly and completely by using such format as referred to in Attachment VI.a of this Regulation of the Minister for domestic products and Attachment VI.b of this Regulation of the Minister for imported products.
- (2) In case a recommendation is not issued yet within such period as referred to in Article 13 section (3), Director may issue a registration number for such manual and warranty card based on the receipt of application for recommendation.
- (3) Such registration number as referred to in section (1) and section (2), the cc of which shall be forwarded to the Director of Circulating Goods and Services Supervision, Directorate General of Domestic Trade, Ministry of Trade.
- (4) Such registration number as referred to in section (1) and section (2), the recapitulation of which shall be forwarded to the Director General once in 3 (three) months with a cc to be forwarded to:
 - a. Director of Import, Directorate General of Overseas Trade, Ministry of Trade for imported products;
 - b. Director of Telematics Industry, Directorate General of Industry, Transportation Equipment and Telematics, Ministry of Trade for domestic products;
 - c. Director of Electronic, Directorate General of Industry, Transportation Equipment and Telematics, Ministry of Trade for Domestic Products; and



- d. Head of Local District/Municipality office or the Head of DKI Jakarta Province Office.
- (5) Such registration number as referred to in section (1) and section (2) shall apply all over the territory of the Republic of Indonesia as long as the producer or importer is still running its business.

Article 15

- (1) In the event of an incorrect and incomplete application, Director shall at the latest 5 (five) business days since the receipt of application forward a letter requesting the completeness of data to the producer or importer by using a format as contained in Attachment VII of this Regulation of the Minister.
- (2) If within a period of 10 (ten) business days since the date of such letter requesting the data completeness as referred to in section (1), the producer or importer fails to complete the data requested, Director shall issue a letter rejecting the application by using such format as referred to in Attachment VIII of this Regulation of the Minister.
- (3) Upon such rejected application as referred to in section (2), the producer or importer may re-submit a registration to the Director by fulfilling such requirements as referred to in Article 12.

Article 16

The processing on an application for the registration of manual and warranty card shall not be charged with any administration cost.

Article 17

A producer or importer already obtained a registration number is obliged to include such registration number in the



manual and warranty card as well as the package.

CHAPTER V

DEVELOPMENT AND SUPERVISION

Article 18

- (1) Director General shall perform the development and supervision on manuals and warranty cards, both separately and in conjunction with the related technical instances according to their respective authority.
- (2) Such development as referred to in section (1) shall be conducted in the form of service and dissemination of information, education, and consultation directly to the entrepreneurs and/or consumers.
- (3) Supervision on the requirements of manuals and warranty cards shall be conducted pursuant to the statutory regulation regarding the requirements and procedure of supervision on goods and/or services available in the market.

CHAPTER VI

SANCTIONS

Article 19

- (1) Any entrepreneurs who violate such requirements as referred to in Article 7 section (1) or Article 9 section (1), shall be imposed with administrative sanctions in the form of:
 - a. the revocation of Trade Business License (SIUP) by the SIUP using official; or
 - b. the revocation of other technical licenses by the authorized officials.
- (2) In the event that an entrepreneur is imposed with such administrative sanction as referred to in section (1) letter b, the Minister or appointed officials shall forward a recommendation on the revocation of technical



licenses to the related instances / authorized officials.

- (3) Such revocation of SIUP as referred to in section (1) letter a, shall be executed when it has been given 3 (three) times of written warning with an interval of 7 (seven) calendar days each.

Article 20

- (1) In case the data, information, and/or description contained in such requirement documents as referred to in Article 12 are not true, the relevant entrepreneurs shall be imposed with an administrative sanction of revocation on their registration numbers by the registration number issuing official.
- (2) Such revocation on the registration numbers as referred to section (1), shall be executed when it has been given 3 (three) times of written warning with an interval of 7 (seven) calendar days each.

Article 21

- (1) Any entrepreneurs violating such requirements as referred to in Article 17, shall be imposed with an administrative sanction of revocation on their registration numbers by the registration number issuing official.
- (2) Such revocation on the registration numbers as referred to section (1), shall be executed when it has been given 3 (three) times of written warning with an interval of 7 (seven) calendar days each.

Article 22

Any entrepreneurs violating such requirements as referred to in Article 2 section (1), shall be imposed with a sanction as provided for in Law of the Republic of Indonesia Number 8 of 1999 regarding Consumers Protection.



Article 23

Any individual person or corporate violating such requirements as referred to in Article 8, shall be imposed with a sanction as provided for in the statutory regulation.

CHAPTER VII OTHER PROVISIONS

Article 24

Technical instructions on the implementation of this Regulation of the Minister, shall be regulated further 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 are inseparable parts of this Regulation of the Minister.

CHAPTER VIII TRANSITIONAL PROVISIONS

Article 26

- (1) Any registration numbers of manuals and warranty cards already issued prior to or when this Regulation of the Minister is stipulated, shall remain valid as long as the telematics and electronic products not having been changed their brands, and/or types/models.
- (2) Effective from the enactment date of this Regulation of the Minister, any applications for the registration on manuals and warranty cards still under the issuance process of registration numbers, shall have to be adjusted to the provisions of this Regulation of the Minister.



CHAPTER IX

CLOSING

Article 27

Effective from the enactment date of this Regulation of the Minister, the Decree of the Minister of Industry and Trade of the Republic of Indonesia Number 547/MPP/Kep/7/2002 regarding Guidance on the Registration of Manuals and Warranty/Guarantee Cards in Bahasa Indonesia for Information and Electronic Technological Products, shall be revoked and declared as null and void.

Article 28

This Regulation of the Minister shall be in effect 3 (three) months since its stipulation date.

In order to let everyone be aware of, instructing the announcement of this Regulation of the Minister by posting it in the State Gazette of the Republic of Indonesia.

Stipulated in Jakarta

On : May 26, 2009

MINISTER OF TRADE OF THE REPUBLIC OF INDONESIA

signed

MARI ELKA PANGESTU

Copy corresponds with the original

 **Secretariat General**
Ministry of Trade
Head of Legal Bureau,
signed and sealed
WIDODO



**ATTACHMENT TO THE REGULATION OF THE MINISTER OF TRADE OF THE
REPUBLIC OF INDONESIA**

NUMBER : 19/M-DAG/PER/5/2009
DATED : May 26, 2009

List of attachments

1. Attachment I : Telematics and Electronic Products Required to be Equipped with Manuals and Warranty Cards/After Sales Guarantees in Bahasa Indonesia.
2. Attachment II : Technical Requirements of an After Sales Service Center for Telematics and Electronic Products.
3. Attachment III.a : Application for the Registration of Manuals and Warranty Cards/After Sales Guarantees in Bahasa Indonesia for Producers.
4. Attachment III.b : Application for the Registration of Manuals and Warranty Cards/After Sales Guarantees in Bahasa Indonesia for Importers.
5. Attachment IV.a : Application for a Recommendation on the Issuance of a Registration Number for Manual and Warranty Card/After Sales Guarantee in Bahasa Indonesia for Producers.
6. Attachment IV.b : Application for a Recommendation on the Issuance of a Registration Number for Manual and Warranty Card/After Sales Guarantee in Bahasa Indonesia for Importers.
7. Attachment V.a : Recommendation for Producers.
8. Attachment V.b : Recommendation for Importers.
9. Attachment VI.a : Registration Number of a Manual and Warranty Card/After Sales Guarantee in Bahasa Indonesia for Domestically Produced



- Telematics and Electronic Products.
10. Attachment VI.b : Registration Number of a Manual and Warranty Card/After Sales Guarantee in Bahasa Indonesia for Imported Telematics and Electronic Products.
11. Attachment VII : A Data Completeness Requisition Letter.
12. Attachment VIII : A Rejection Letter on the Issuance of Registration Number for Manuals and Warranty Cards/After Sales Guarantees in Bahasa Indonesia for Telematics and Electronic Products.

MINISTER OF TRADE OF THE REPUBLIC OF INDONESIA

signed

MARI ELKA PANGESTU

Copy corresponds with the original

Secretariat General

Ministry of Trade of the Republic of Indonesia

Head of Legal Bureau,

signed and sealed

WIDODO



**TELEMATICS AND ELECTRONIC PRODUCTS THAT MUST BE EQUIPPED
INSTRUCTION MANUAL AND WARRANTY CARD / AFTER SALES GUARANTEE
IN BAHASA INDONESIA**

NO.	TYPE OF PRODUCT
1.	Recording or Reproduction Devices of Images and Voices (VCD, DVD, and VCR Player)
2.	Amplifier
3.	Home Theater Amplifier
4.	Loaded Optical Disc
5.	Empty Optical Disc
6.	Water Dispenser
7.	Facsimile
8.	Home Freezer
9.	Calculator
10.	Camera: <ul style="list-style-type: none">- Digital Camera;- Video Camera.
11.	Camcorder
12.	Fans: <ul style="list-style-type: none">- Standing Fan;- Box Fan;- Wall Mounted Fan;- Hanging Fan;- Suction Fan;- Table Fan.
13.	Refrigerator
14.	Washing Machine
15.	Air Conditioner
16.	Microphone
17.	Computer Monitor
18.	Organ / Electric Keyboard
19.	Blender



NO.	TYPE OF PRODUCT
20.	Water Heater
21.	- Magic Jar
	- Rice Cooker
	- Magic Com
22.	Toaster
23.	Mixer
24.	Printer
25.	Photocopy Machine
26.	Multi-Function Machine
27.	Juicer
28.	Loud Speaker:
	- Active Speaker;
	- Ceiling Speaker;
	- Colum Speaker;
	- Horn Speaker;
	- Mobile Speaker;
	- Multimedia Speaker;
	- Passive Box Speaker;
	- Professional Box Speaker;
	- Public Address Speaker;
29.	Dryer
30.	Hair Dryer
31.	Vacuum Cleaner
32.	Television Set:
	- Color Television;
	- LCD Television;
	- Plasma Television;
	- Projecting Television;
	- Mobile Television.
33.	Electric Piano:
	- Standing Electric Piano;
	- Grand Electric Piano.



NO.	TYPE OF PRODUCT
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.	Toaster Oven
45.	Gas Stove



TECHNICAL REQUIREMENTS OF AN AFTER SALES SERVICE CENTER FOR TELEMATICS AND ELECTRONIC PRODUCTS

1. A permanent and/or mobile working space.
2. Competent technicians in telematics and electronic products service field and having an access to the advancement of repairing technology.
3. Having an after sales service center management system, covering among others the Standard Operational Procedures (SOP) or technical guide / service guidance on examination, maintenance, repair, and replacement.
4. Having equipment in the form of machine, tools, or testing equipment required for the maintenance and repair on goods, parts, components, and/or its accessories.
5. The availability of parts, components, and accessories that affect the functions and usefulness of goods necessary for maintenance, repair, and/or replacement activities.
6. The availability of training for examiner, periodic service, repair and/or replacement to improve the skills and competence of technicians.
7. Communication equipment required to communicate with customers.



Attachment III.a Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

PRODUCER

COMPANY LETTER HEAD

Number :
Attachment :
Subject : Application For Registration

.....
To:
Director of Business Development and Company Registration
Directorate General of Domestic Trade
Ministry of Trade The Republic of Indonesia
Jl. M.I. Ridwan Rais Number 5
in –
Jakarta

The undersigned hereby submits an application for the registration of manuals and warranty cards/after sales guarantee in Bahasa Indonesia for telematics and electronic products as provided for in the Regulation of the Minister of Trade of the Republic of Indonesia Number/M-DAG/PER/..../2009.

1. Applicant's Name :
Title :
2. Company/Factory Name :
Address :
Fax /Phone No. :
3. Product Type :
4. Brand :
5. Type/Model :

This application letter was made truthfully and should in the future the above information be proved as not true, we are willing to be the subject of a lawsuit under the provisions of statutory regulation.

.....
Name, Signature, Company Seal and revenue stamp
.....



Attachment III.b Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

IMPORTER

COMPANY LETTER HEAD

Number :
Attachment :
Subject : Application For Registration

To:

Director of Business Development and Company Registration
Directorate General of Domestic Trade
Ministry of Trade The Republic of Indonesia
Jl. M.I. Ridwan Rais Number 5
in –
Jakarta

The undersigned hereby submits an application for the registration of manuals and warranty cards/after sales guarantee in Bahasa Indonesia for telematics and electronic products as provided for in the Regulation of the Minister of Trade of the Republic of Indonesia Number/M-DAG/PER/.../2009.

1. Applicant's Name :
Title :
2. Company Name :
Address :
Fax /Phone No. :
3. Name of Company of Origin/Factory :
Address :
Fax / Phone No. :
4. Product Type :
5. Brand :
6. Type/Model :

This application letter was made truthfully and should in the future the above information be proved as not true, we are willing to be the subject of a lawsuit under the provisions of statutory regulation.

Name, Signature, Company Seal and revenue stamp



Attachment IV.a Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

PRODUCER

COMPANY LETTER HEAD

Number :
Attachment :
Subject : Application For Recommendation

To:
Head of Office

The undersigned hereby submits an application for a recommendation to complement the requirement documents for the registration of manuals and warranty cards/after sales guarantee in Bahasa Indonesia for telematics and electronic products as provided for in the Regulation of the Minister of Trade of the Republic of Indonesia Number/M-DAG/PER/..../2009.

1. Applicant's Name :
Title :
2. Name of Company/Factory :
Address :
Fax /Phone No. :

This application letter for a recommendation was made truthfully.

Name, Signature and Company Seal

Cc:

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



Attachment IV.b Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

IMPORTER

COMPANY LETTER HEAD

Number :
Attachment :
Subject : Application For Recommendation

To:
Head of Office
.....

The undersigned hereby submits an application for a recommendation to complement the requirement documents for the registration of manuals and warranty cards/after sales guarantee in Bahasa Indonesia for telematics and electronic products as provided for in the Regulation of the Minister of Trade of the Republic of Indonesia Number/M-DAG/PER/..../2009.

1. Applicant's Name :
Title :
2. Name of Company :
Address :
Fax /Phone No. :
3. Name of Company of Origin/Factory :
Address :
Fax / Phone No. :

This application letter for a recommendation was made truthfully.

.....
Name, Signature and Company Seal
.....

Cc:

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



Attachment V.a Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

PRODUCER

LETTER HEAD OF TRADE OFFICE AT THE PROVINCIAL / DISTRICT / MUNICIPALITY
GOVERNMENT

Number :
Attachment :
Subject : Recommendation

.....
To:
Head of Office.....
.....
in –
.....

In respect of your letter of application for a recommendation Number.....dated.....regarding the Application for a Recommendation to Complement the Requirement Documents for the Registration of Manuals and Warranty Cards/After Sales Guarantee in Bahasa Indonesia for Domestically Produced Telematics and Electronic*) Products as provided for in the Regulation of the Minister of Trade of the Republic of Indonesia NumberM-DAG/PER/.../2009 regarding the Registration on Manuals and Warranty Cards/After Sales Guarantee in Bahasa Indonesia for Telematics and Electronic Products, herewith it is granted a recommendation to:

1. Applicant's Name :
Title :
2. Name of Company/Factory :
Address :
Fax /Phone No. :

This recommendation is granted to be used as appropriate.

Title, Name, Signature and Company Seal
.....

Cc:

1. Governor/District Head/Mayor;
2. Director of Binus and PP;
3. Archive.



Attachment V.b Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

IMPORTER

LETTER HEAD OF TRADE OFFICE AT THE PROVINCIAL / DISTRICT / MUNICIPALITY
GOVERNMENT

Number :
Attachment :
Subject : Recommendation

.....
To:
The Management of
.....
in –
.....

In respect of your letter of application for a recommendation Number.....dated.....regarding the Application for a Recommendation to Complement the Requirement Documents for the Registration of Manuals and Warranty Cards/After Sales Guarantee in Bahasa Indonesia for Imported Telematics and Electronic Products*) as Provided for in the Regulation of the Minister of Trade of the Republic of Indonesia Number /M-DAG/PER/.../2009 regarding the Registration on Manuals and Warranty Cards/After Sales Guarantee in Bahasa Indonesia for Telematics and Electronic Products, herewith it is granted a recommendation to:

1. Applicant's Name :
Title :
2. Name of Company
Address
Fax /Phone No.
3. Name of Company of Origin/Factory :
Address :
Fax /Phone No. :

This recommendation is granted to be used as appropriate.

Name, Signature and Company Seal
.....

Cc:

1. Governor/District Head/Mayor;
2. Director of Binus and PP;



3. Archive.

Attachment VI.a Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

THE MINISTRY OF TRADE OF THE REPUBLIC OF INDONESIA

**REGISTRATION NUMBER OF MANUALS AND WARRANTY CARDS/AFTER SALES
GUARANTEES IN BAHASA INDONESIA FOR DOMESTICALLY PRODUCED
TELEMATICS AND ELECTRONIC PRODUCTS**

NUMBER:

GRANTED TO:

1. NAME OF COMPANY/FACTORY :
ADDRESS :
PHONE / FAX NO. :
2. NAME OF PERSON-IN-CHARGE :
TITLE :

Has registered the Manuals and Warranty Cards/After Sales Guarantees in Bahasa Indonesia, as follows:

PRODUCT TYPE	BRAND	TYPE/MODEL

Issued in Jakarta

On.....

Director

Business Development and Company Registration,

Cc:

1. Director of Circulating Goods and Services Supervision;
2. Archive



Attachment VI.b Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

THE MINISTRY OF TRADE OF THE REPUBLIC OF INDONESIA

**REGISTRATION NUMBER OF MANUALS AND WARRANTY CARDS/AFTER SALES
GUARANTEES IN BAHASA INDONESIA FOR IMPORTED TELEMATICS AND
ELECTRONIC PRODUCTS**

NUMBER:

GRANTED TO:

1. NAME OF COMPANY :
ADDRESS :
PHONE / FAX NO. :
2. NAME OF PERSON-IN-CHARGE :
TITLE :
3. NAME OF COMPANY OF ORIGIN/FACTORY :
ADDRESS :
PHONE / FAX NO. :

Has registered the Manuals and Warranty Cards/After Sales Guarantees in Bahasa Indonesia, as follows:

PRODUCT TYPE	BRAND	TYPE/MODEL

Issued in Jakarta

On.....

Director

Business Development and Company Registration,

Cc:

1. Director of Circulating Goods and Services Supervision;



2. Archive.

Attachment VII Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

LETTER HEAD

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

Number :
Attachment :
Subject : Request for Data Completeness

Jakarta,

To:

The Management of

In respect of your letter of application Number..... dated..... regarding the Application for a Registration Number for Manuals and Warranty Cards/After Sales Guarantee in Bahasa Indonesia for Telematics and Electronic Products, that we received on after we examined it, it turned out that your application needs to be completed with:

1.
2.
3.

Should within a period of 10 (ten) business days since the date of this letter you have not completed it, Director will issue a rejection letter of application.

Thank you for your kind attention.

Director of Business Development
and Company Registration,

.....



Attachment VIII Regulation of the Minister of Trade of the Republic of Indonesia
Number : 19/M-DAG/PER/5/2009
Dated : May 26, 2009

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

Number :
Attachment :
Subject : Rejection on The Grant For A Registration Number of Manuals
and Warranty Cards/After Sales Guarantees In Bahasa
Indonesia For Telematics and Electronic Products

Jakarta,

To:

The Management of

In respect of your letter of application Number..... dated..... regarding
the Application for a Registration Number for Manuals and Warranty Cards/After
Sales Guarantee in Bahasa Indonesia for Telematics and Electronic Products, that
we received on after it has been made an inspection on your application, we
concluded that your application does not meet such requirements as provided for in
the Regulation of the Minister of Trade of the Republic of Indonesia Number .../M-
DAG/PER/.../2009 regarding the Registration on Manuals and Warranty Cards/After
Sales Guarantee in Bahasa Indonesia for Telematics and Electronic Products.

In view of the above matters, we are not able yet to fulfill your application.

Thank you for your kind attention.

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

Translated from Indonesian Language
Jakarta, October 1, 2010
Authorized and Sworn Translator,

FIKRI SAID OBED

