Medical devices — Information to be supplied by the manufacturer

Dispositifs médicaux — Informations à fournir par le fabricant
Contents

Foreword .................................................................................................................................................. v
Introduction ........................................................................................................................................ vi
1 Scope ...................................................................................................................................................... vi
2 Normative references ........................................................................................................................ 1
3 Terms and definitions .......................................................................................................................... 2
4 General considerations ....................................................................................................................... 9
5 Information elements to be established ............................................................................................ 10
  5.1 Units of measurement ....................................................................................................................... 10
  5.2 Graphical information ...................................................................................................................... 10
  5.3 Language and country identifiers .................................................................................................. 11
    5.3.1 Language identifiers ................................................................................................................. 11
    5.3.2 Country identifiers .................................................................................................................. 11
  5.4 Dates .................................................................................................................................................. 11
  5.5 Full address ..................................................................................................................................... 11
  5.6 Commercial product name ............................................................................................................ 12
  5.7 Model number .................................................................................................................................. 12
  5.8 Catalogue number ............................................................................................................................ 12
  5.9 Production controls ........................................................................................................................ 12
  5.10 Unique device identifier ............................................................................................................... 13
  5.11 Types of use/reuse ........................................................................................................................ 13
  5.12 Sterile ............................................................................................................................................. 13
6 Requirements for accompanying information .................................................................................... 13
  6.1 Requirements for information to be supplied on the label .............................................................. 13
    6.1.1 Minimum requirements for the label ...................................................................................... 13
    6.1.2 Identification of the manufacturer ......................................................................................... 14
    6.1.3 Identification of the medical device or accessory .............................................................. 15
    6.1.4 Other label requirements ....................................................................................................... 17
    6.1.5 Consult instructions for use .................................................................................................... 18
    6.1.6 Safety signs ............................................................................................................................. 19
  6.2 Identification requirements for detachable components of a medical device or accessory ........ 20
  6.3 Legibility of the label ...................................................................................................................... 20
  6.4 Durability of markings .................................................................................................................... 20
  6.5 Information to be provided on the packaging .............................................................................. 21
    6.5.1 General information ................................................................................................................ 21
    6.5.2 Packaging for the lay user ..................................................................................................... 22
    6.5.3 Special conditions indicated on the packaging ...................................................................... 23
  6.6 Requirements for information in the instructions for use and technical description .............. 24
    6.6.1 General ..................................................................................................................................... 24
    6.6.2 Requirements for instructions for use .................................................................................... 25
    6.6.3 Additional requirements for the instructions for use for a lay user .................................... 30
    6.6.4 Requirements for technical description .............................................................................. 30
    6.6.5 Requirements for e-documentation ....................................................................................... 33
7 Other information that is required to be supplied with the medical device or accessory .................. 33
  7.1 Importer ............................................................................................................................................ 33
  7.2 Distributor ....................................................................................................................................... 33
  7.3 Repackaging ................................................................................................................................... 34
  7.4 Translation ....................................................................................................................................... 34
  7.5 Regulatory identification ............................................................................................................... 35

Annex A (informative) Particular guidance and rationale ..................................................................... 36
Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO’s adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 210, Quality management and corresponding general aspects for medical devices in collaboration with the European Committee for Standardization (CEN/CLC) Technical Committee CEN/ CLC JTC 3, Quality management and corresponding general aspects for medical devices, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

This corrected version of ISO 20417:2021 incorporates the following corrections:

In 6.1.3. f):

If the label includes symbols or safety-related colours, they shall be explained in the label.

has been corrected to:

If the label includes symbols or safety-related colours, they shall be explained in the instructions for use.
Introduction

This document provides the requirements for the identification and labels on a medical device or accessory, the packaging, marking of a medical device or accessory, and accompanying information. The aim of this document is to serve as a central source of these common, generally applicable requirements, allowing each specific product standard or group standard to focus more concisely on the unique requirements for a specific medical device or group of medical devices.

The requirements of a medical device product standard or a group standard can make use of these general requirements. Where there is a conflict and a product standard or a group standard exists, this document should not be used separately. Specific requirements of medical device product standards or group standards take precedence over requirements of this document. Unless specified otherwise within a product standard or a group standard, the general requirements of this document apply.

Some authorities having jurisdiction have requirements that can differ from the requirements of this document.

This document has been prepared in consideration of:

— the application of Essential Principles of Safety and Performance of Medical Devices and IVD Medical Devices, IMDRF/GRRP WG/N47:2018 on the information supplied by the manufacturer of a medical device (see Annex D);

— the application of Labelling Principles for Medical Devices and IVD Medical Devices, IMDRF/GRRP WG/N52:2019 on the information supplied by the manufacturer of a medical device (see Annex E);

— the application of the essential principles of safety and performance on the information supplied by the manufacturer of a medical device according to ISO 16142-1:2016 (see Annex F);

— the application of the essential principles of safety and performance on the information supplied by the manufacturer of an IVD medical device according to ISO 16142-2:2017 (see Annex F);

— the general safety and performance requirements for the information supplied by the manufacturer of a medical device according to regulation (EU) 2017/745 (see Annex G); and

— the general safety and performance requirements for the information supplied by the manufacturer of a medical device according to regulation (EU) 2017/746 (see Annex H).

In this document, the conjunctive "or" is used as an "inclusive or" so a statement is true if any combination of the conditions is true.

In this document, the following verbal forms are used:

— "shall" indicates a requirement;

— "should" indicates a recommendation;

— "may" indicates a permission;

— "can" indicates a possibility or a capability.

Requirements in this document have been decomposed so that each requirement is uniquely delineated. This is done to support automated requirements tracking.