

Overseas after-sales policy

1. After sales scope

1.1 Maintenance caused by equipment quality problems under normal use.

1.2 Damage caused by force majeure (such as lightning, earthquake, flood, fire, etc.) is not within the scope of after-sales service;

1.3 The damage caused by the user due to improper use (including not following the accompanying instruction manual), maintenance and storage is not within the scope of after-sales service;

1.4 If the equipment performance is affected or damaged due to the design, installation, peripheral equipment and other product quality reasons, it is not within the scope of after-sales service;

1.5 Cleaning and maintenance of the unit are not included in the after-sales scope.

2. After sales mode

2.1. The warranty time: compressor and heat exchanger is 5 years. other components are 2 years.

2.2 Within the warranty time of the product, after the confirmation of the overseas technical support engineer, in case of the matters in the Fault Table ¹ [1], the customer shall replace the faulty parts by himself;

2.3 Within the warranty time of the product, after confirmation by the overseas technical support engineer, in case of any event in the Fault Table ² [2], the customer shall arrange maintenance personnel to repair, and the cost shall be borne by the factory; If the maintenance cost exceeds the selling price of the machine factory, cash compensation will be made according to the selling price of the machine factory; The customer needs to provide the basis for maintenance costs

2.4 Within the warranty time of the product, if the machine has batch failures (more than 10% failures in the same batch), the factory will formulate a unified maintenance plan. The factory will provide the required materials, and the factory will arrange personnel for maintenance or the customer will arrange personnel for maintenance;

2.5 After the product warranty time is expired, if the machine has any of the items in ^[1] of the Fault Table ¹, the customer can purchase the faulty parts from the factory; If any of the items in Table ² ^[2] occurs to the machine, the customer can purchase the faulty parts from the factory, and the maintenance cost shall be borne by the customer.

3.Calculation method of after-sales period

Calculated from the date of equipment delivery

4.After sales service process

See Overseas After sales Service Process ^[3]

【1】 Fault Table 1

| No. | Fault type | Maintenance mode |
|-----|--|--|
| 1 | Mainboard fault or other electrical components | Replace the mainboard or other electrical components |
| 2 | Temperature sensor failure | Replace the temperature sensor |
| 3 | Water pump failure | Replace the water pump |
| 4 | Water flow switch fault | Replace the water flow switch |
| 5 | Poor/damaged appearance | Replace appearance parts |
| 6 | Remote controller failure | Replace the remote controller |
| 7 | Others (parts judged to be easily replaceable) | |

【2】 Fault Table 2

| No. | Fault type | Maintenance mode |
|-----|---|--|
| 1 | Compressor fault | Replace compressor |
| 2 | Fin heat exchanger failure | Replace fin heat exchanger |
| 3 | Water side heat exchanger failure | Replace water side heat exchanger |
| 4 | High voltage switch/low voltage switch | Replace the high voltage switch/low voltage switch |
| 5 | High pressure sensor/low pressure sensor | Replace the high pressure sensor/low pressure sensor |
| 6 | Others (maintenance needs to involve welding and refrigerant filling) | |

【3】 Overseas After sales Service Process

