

After-Sales Policy

Warranty Period

12 months: from the bill of lading date, covering the main unit and standard accessories. Paid repair services are available for products outside the warranty period.

Warranty Coverage

During the warranty period, the following services are provided for defects in materials or workmanship:

Free Repair: Labor and service charges are waived for covered defects.

Free Replacement: Where repair is impractical, a new unit of the same model will be provided.

Remote Support: Troubleshooting and diagnostic guidance via email and video call.

Firmware Updates: Complimentary firmware upgrades and related updates during the warranty term.

Exclusions

The following are not covered under the free warranty:

Product is beyond the warranty period.

Damage caused by human factors: dropping, impact, crushing, water ingress, moisture, liquid intrusion, or power surges.

Unauthorized disassembly, modification, or repair.

Damage resulting from improper use or voltage/power mismatch.

Force majeure events: fire, lightning, earthquake, flood, war, and similar.

Normal wear and tear, scratches, fading, or oxidation that does not affect functionality.

Serial number or tamper-evident labels are damaged, altered, or illegible.

Failures caused by use of non-certified accessories or consumables.

In-transit damage (subject to carrier or insurance claims).

Service Process

How to submit a claim: Contact your account manager, or email our support team with your contract number, product model, fault description, and supporting photos or video.

Resolution workflow:

Stage	Timeline
Acknowledgment	Within 2 business days
Remote diagnosis	1–3 business days
Parts dispatch (simple faults)	Shipped within 3 business days
Depot repair (complex faults)	5–7 business days upon receipt
Batch issues (≥30 units)	Emergency plan initiated within 48 hours

Before returning products, please obtain an RMA number. Mark the waybill and invoice with "Return for Repair" to facilitate customs clearance.

Technical Training

Delivery Training: Complimentary online training (English) on installation, setup, and daily maintenance for qualifying bulk orders.

Documentation: English user manuals, installation guides, and troubleshooting handbooks provided.

SDK / API Support: Developer documentation and email-based technical support.

Annual Inspection: Annual equipment health checks available for clients with a service agreement.

This policy supplements the signed sales contract between the parties. Any revisions will be communicated to clients in advance.