

Free Application Process for After-Sales Machines or Parts

1. Overview of the After-Sales Application Process

Objective: Ensure the after-sales process is clear and transparent while preventing misuse or abuse of warranty services.

Scope: Applicable to free repairs or replacements due to equipment quality issues within the warranty period.

2. Materials Required for After-Sales Application

To ensure the authenticity and validity of the application, customers must provide the following materials:

1) **Fault Description:** A detailed description of the equipment fault, including the occurrence time etc. should be populated on [Thenow Fault Form](#)(Download from internet or request from equipment provider).

2) **Equipment Information:** Model, serial number, purchase date, and invoice number.

3) **On-Site Evidence:**

Photos: Full equipment view, close-ups of the faulty part, and the equipment label (showing the model and serial number).

Videos: Equipment in operation and the fault phenomenon (e.g., fault alarm code, abnormal noise, failure to start).

4) **Installation Environment Information:** Equipment installation location and usage environment (e.g., temperature, humidity). Certificate of installation must be supplied for proof authorized HVAC licensed installer.

5) **Additional Information:** Customer contact details, including phone number and address.

3. After-Sales Application Process

Step 1: Customer Submits Application

The customer submits the after-sales application via email with the required materials attached. If the situation is urgent, the customer can contact by phone with serial number (Usually affixed on the top corner of the controller panel) of the unit for immediate assistance, but the formal application and necessary materials must be submitted via email afterward, especially for free repairs or replacement parts.

Step 2: Preliminary Review

The after-sales team reviews the submitted materials to confirm the equipment is within the warranty period and the fault falls under the warranty coverage.

Step 3: Remote Troubleshooting

If necessary, our after-sales team may request additional information or conduct a remote visual inspection (RVI) or remote troubleshooting session to assess the issue and provide an initial diagnosis. This process allows us to better understand the problem and determine the most efficient solution.

Step 4: Solution Proposal

Based on the fault situation, the following solutions may be offered:

- Remote guidance to help the customer resolve the issue.
- Sending replacement parts.
- Replacing the entire machine.

Step 5: Returning the Faulty Equipment or parts

The local customer must return the faulty equipment or parts to the specified address (with a customer complaint record attached). For quality issues within the warranty period, the



shipping cost will be covered by the manufacturer. For non-quality issues, the shipping cost will be borne by the customer. For overseas customers, after communicating with the designated agent and reaching an agreement on any potential shipping costs or other incurred fees, a decision will be made on whether to return the faulty parts or equipment to the specified address. If a return is required, the complaint record and repair form must be included with the parts or equipment, along with proper fault identification markings.

Step 6: Factory Inspection

The factory will inspect the returned equipment or parts, analyze the cause of the fault, and record the findings.

