



广州市华秦游乐设备有限公司

## Guangzhou HuaQin Playground Equipment Co.,Ltd

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### After-sales Process Instruction

#### 售后流程说明

- 1.Problem description:**Once any malfunction of the machine occurs, pls send us **clear picture and video** to describe the situation.so our engineer and technician can understand well what the problem is.After problem is well understood, we will instruct you to test some part by multimeters which we shipped together with goods.  
**1.问题描述：**一旦机器发生任何故障，请向我们提供清晰的图片和视频来描述机器问题的现象。以便我们售后技术人员可以快速理解问题所在。待问题了解清楚后，我方技术人员将指导客户使用我方在走货时一并提供的万用表来检测机器零部件。
- 2.Probelm judgement:** Normally, machines will be working after replacing some part.normal part may need to replace is fuse tube.Our technician and salesman will advise buyer which part need to be replaced.  
**2.问题诊断：**通常，机器在更换完配件后，都可再次正常使用。常规更换配件包括保险管等配件。我方技术和销售人员将告之客户具体需要更换之配件。
- 3.After sales time frame:** All after sales problem, if you do not get a good and timely reply from salesman, pls feedback to email [ftm@cnhuaqin.com](mailto:ftm@cnhuaqin.com). We will coordinate well everything.All problem should be replied with 24hours(because of timezone difference).  
**3.售后时间框架：**所有的售后问题，如果没有从销售人员处得到快速和满意的答复，请第一时间回复邮件到 [ftm@cnhuaqin.com](mailto:ftm@cnhuaqin.com)。我方将尽快协调处理。所有问题都将在 24 小时之内给予回复。
- 4.Easy way to test:**If you buy at least 2pcs of machines , or there are 2pcs same part in 1pc of machine, we will firstly instruct you to replace a good part and test the machine again. After replacing the good part, if machine is working, we will arrange to send you new parts based on 2 situation(within or out of warranty period)  
**4.简单测试方法：**如果场地至少有 2 台相同的机器，或者同一台机器有 2 个相同的配件，我方将首先指导把好的那一个配件取下来，更换上去，然后检测更换后是否可以正常工作。如果机器可以工作，则代表是这个配件的问题。我方将分 2 种情况给客户此配件。（分在质保期内和在质保期外）

**5.Warranty period list:** In order to offer a good service, we divide it into two part: Within warranty period and out of warranty period.(Warranty period is started from the date that goods is EX works)

**5.质保期表格:** 为了提供专业方便的服务，质保分为质保期之内和质保期之外 2 种情况。(质保期开始计算日期是从货物离开工厂的那一天开始计算)

Here we list the warranty date for all parts :以下是具体配件的质保规则

Accessory parts warranty list			
No.	Name of parts 配件名称	Warranty Period 质保期	Remark 备注:
1	Main board 主板	1 year 1 年	fragile part and external human-damaged part are not within the scope of warranty 易碎配件和外部人为损坏不在质保范围以内
2	Motor 电机	1 year 1 年	
3	Battery 电池	1 year 1 年	
4	Amplifier board 功放板	6 months 6 个月	
5	Key board 按键板	3 months 3 个月	
6	Charger 充电器	8 months 8 个月	
7	Motor controller 电机控制器	1 year 1 年	
8	Loudspeaker 喇叭	6 months 6 个月	
9	Joystick 摇杆	3 months 3 个月	
10	free Pneumatic tire 免充气轮胎	2 months 2 个月	
11	Motor wheel 电机轮	1 year 1 年	
12	Remote control 遥控器	3 months 3 个月	
13	LED screen 显示屏	6 months 6 个月	

When the parts is within warranty period as stated above, we will fix it for free of charge and pay the express fee, meanwhile the buyer need to send the broken part (at buyers freight) back to our factory at first.

当需要更换的配件是在质保期之内，客户承担运费把坏的配件退回我方进行维修，我方将免费维修并把修好的配件寄给客户。并由我方承担修好的配件的物流费用。

**6.Out of warranty period:**When the parts is out of warranty , we can support the after-sale service for life time, the buyer need to pay the parts cost , and the express charge whether part returning to factory and new part delivery to client.  
All machine part will be tested by our QC before shipping out factory

**6.超过质保期:** 当配件超过质保期之后, 我方依然将提供终生售后服务。但客户须承担配件的费用, 包括维修费用。还有配件寄送往返的双向物流费用。所有配件将由我方 QC 检测 OK 后发出。