

Procool After Sales Service

Quality is always the first priority in Procool business. With decades of years' experiences, now we're confident and proud to offer all our clients with such special term:

If any units break down and unrepairable (for example, internal leakage of evaporator), we will take full responsibilities and refund a brand new unit for FREE to our clients.

Other than that, please refer to our service terms in details below.

Quality Standards Procool Following With

- 1) National and Industrial standards, here refers to "G84706.1" and "G8/T8059.1" / "G8/T8059.1"
- 2) Specifications agreed in Proforma Invoice signed between seller and buyer
- 3) Quality Classification as per the following three definitions

Class A: Safety defect (which defines any defect not complied with CB safety regulations or something threaten personal security of end user.

Class B: Structural and cooling performance defects(which defines any defect like leakage or blockage in cooling system; poor connecting wiring; wrongly used compressor or thermostat; damage on the cabinet or door frame, liner; foaming vacuole of the cabinet or door; serious distortion of the cabinet; failure or damage on switches; damage on exterior plastic items, etc)

Class C: Appearance defects(which defines any defect causing some end user's complaining like dirty; unclean foaming; little fray or scratch; small shrinking marks on the plastic parts or painting metals; bulging or dent for minor important areas; gap in jointing; rusting, etc.)

Solutions For Various Defects

Buyer's Work:

Send full information of the faulty products, including serial no., details photos / videos and reports from technician / third party.

Seller's Work:

- 1) Failure rate of single cause: If it is less than 5 units, we will provide free spare part for buyer's replacement, but no carrying freight cost.
- 2) Epidemic failure rate: We shall be given at the first time the nature of the epidemic failure status and shall be given a full inspection report issued by the third party inspection bureau to

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approve that. If the report shows:

A. It is critical component wrongly matching which results in serious massive structure and performance failure.

Or

B. It is workmanship careless control which results in massive cabinet distorting.

Or

C. It is gas inner leakage or other problem which results in failure in refrigeration more than 20% and also qty over than 20 sets in one batch, one model.

We shall replace the defective products with new products upon the buyer's agreement or accept the return of the products at our cost.

3) Except the above two terms, when defects of A, B classifications in one batch exceeds 5% and over 5 units, we should send the spare parts at our cost or compensate or discount for the client (The discount can't exceed 5% of the product value)

Warranty For LCD

1) If parts like the mainboard, power supply, etc have defects, relevant parts will be provided for replacement.

2) If the LCD screen defect could not be fixed, new screen will be provided.

If defects less than 5 units, we will provide free spare part for buyer's replacement, but no carrying freight cost. If defects in one batch exceeds 5% and over 5 units, we should send the spare parts at our cost or compensate or discount for the client (The discount can't exceed 5% of the product value).

The Seller Shall Not Be Liable For Any Damage Caused In

Transportation.

Validity Of Agreement

This Agreement will come into effect on the production finish date and period of validity is three years for the compressor and one year for the whole body.

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