

Service content	<b>Environmental monitoring equipment service guarantee</b>	
Warranty service for equipment	<p>1、 The warranty period of all equipment is calculated from the date of customer acceptance.</p> <p>2、 During the warranty period, our company shall be responsible for any defects or issues arising from design, manufacturing process, or material defects.</p> <p>3、 If the quality, quantity or specification of the product provided does not conform to the contract or if the product is found to have defects, including potential defects or the use of non-conforming materials, the buyer shall respond immediately to the customer's inquiry and resolve the issue promptly, based on the buyer's self-inspection results according to the inspection standards, the test results of the local testing department, or during the warranty period.</p> <p>4、 During the supply period, we will provide unconditional replacement for any products with defects or quality issues.</p> <p>5、 During the first design coordination meeting, we will provide the purchaser with a catalog of product design, manufacturing, and inspection standards, address all their inquiries, and both parties may conduct on-site discussions.</p> <p>During the warranty period, our company shall be responsible for any defects or issues arising from design, manufacturing process, or material defects. We provide a 24/7 hotline at no cost during the warranty period, with a guaranteed 95% call-through rate. Buyer inquiries will receive a response from our company within 24 hours.</p>	
Warranty service	Software remote technique Technical Support Services	*In an emergency, with the customer's permission, remotely access the customer's device system to assist with data analysis, configuration, error correction, and software updates.
	Software troubleshooting service	<p>1、 Classify by fault severity:</p> <p>Level A failure: The system cannot function properly or data is lost.</p> <p>Category B fault: The system response is slow, and performance is significantly degraded.</p> <p>Category C faults: minor faults that have less impact than Category A and B.</p> <p>For Class A faults, remote guidance shall be provided within 30 minutes of notification to restore operations. If exceeding this timeframe, on-site resolution shall be dispatched within 30 minutes. For out-of-province notifications, the service team shall arrive within 24 hours; for in-province notifications, the response time shall be within 7 hours. The warranty period commences from the date of batch acceptance (as stipulated in the contract terms, valid for * months). During this period, our company shall provide complimentary on-site testing and resolution for any quality-related issues.</p> <p>For Class B failures, services can be restored through remote guidance within 5 hours of notification.</p> <p>For Class C failures, services shall be restored through remote guidance within 5 working days upon notification.</p> <p>When quality issues arise with the buyer's software during actual use, we provide free upgrades and on-site technical support, resolving problems 24/7.</p> <p>Provide the version or patch for on-site upgrade, and provide them simultaneously</p> <ol style="list-style-type: none"> <li>1) Description of features in the new version or patch and differences between the new and old versions or patches</li> <li>2) Our test report for the new version or patch</li> <li>3) Provide the operation method for installing a new version or patch, and the testing method</li> <li>4) Additional Notes for the New Software Version</li> </ol>
	On-site technical service	<p>After the emergency support, find the fault, summarize the problem, and make a formal fault report;</p> <p>We provide on-site installation and debugging services, with pricing based on the commercial quotation form.</p> <p>Upon project acceptance, the on-site support services shall be provided as required by the project, with pricing based on the commercial quotation form.</p> <p>Upon completion of on-site installation and commissioning, our company will provide the purchaser's maintenance personnel with at least one five-day free technical training session. The training covers product documentation, installation and commissioning, operational configuration, daily maintenance, and troubleshooting, supplemented by video training materials to facilitate quick operational mastery.</p>
	On-site fault handling	<p>*In an emergency, with the customer's permission, remotely access the customer's device system to assist with data analysis, configuration, error correction, and software updates.</p> <p>Classify by fault severity:</p> <p>Level A failure: The system cannot function properly or data is lost.</p> <p>Category B fault: The system response is slow, and performance is significantly degraded.</p> <p>Category C faults: minor faults that have less impact than Category A and B.</p> <p>For Class A failures, business operations shall be restored through remote guidance within 7 hours of notification. On-site resolution shall be provided by dispatched personnel, with on-site resolution time as follows: 48 hours for out-of-province notifications and 7 hours for in-province notifications (travel expenses shall be borne by the purchaser).</p> <p>For Class B failures, services will be restored through remote guidance within 7 hours of notification.</p> <p>For Class C failures, services shall be restored through remote guidance within 7 working days upon notification.</p> <p>When quality issues arise with the buyer's software during actual use, we provide free upgrades and on-site technical support, resolving problems 24/7.</p> <p>Provide the version or patch for on-site upgrade, and provide them simultaneously</p> <ol style="list-style-type: none"> <li>1) Description of features in the new version or patch and differences between the new and old versions or patches</li> <li>2) Our test report for the new version or patch</li> <li>3) Provide the operation method for installing a new version or patch, and the testing method</li> <li>4) Additional Notes for the New Software Version</li> </ol> <p>After the on-site emergency support, a formal fault report must be issued as per our company's requirements.</p>
	On-site technical service	After the warranty period, on-site support services will be provided as required by the project, with service pricing based on the terms specified in the commercial quotation.

# Service Commitment Letter

## 1. To Ensure Your Confidence in Using Our Products, We Hereby Issue the Following After-Sales Service Commitment Letter:

1、 Our company specializes in the independent development, production, and sales of related equipment and software.

2、 Our company has strong development capabilities to ensure the smooth progress of development projects.

3、 Our company is committed to the philosophy of "Integrity First, Customer-Centric" and boasts extensive project management experience. Certified under the ISO 9001 Quality Management System, all quality-related activities are conducted in strict compliance with the system's requirements. This includes the selection of raw material suppliers, material procurement, product manufacturing, finished product inventory management, and after-sales services, all operating in accordance with the quality certification standards. We have successfully passed annual audits and re-evaluations of the quality certification system. All products supplied to clients are manufactured strictly following the process specifications, operational procedures, and standards outlined in the quality assurance system, with rigorous inspections conducted as per the specified protocols.

4、 To ensure the smooth execution of the plan, the production process will operate continuously 24/7 when necessary, guaranteeing timely and accurate production and supply. All manufactured products will be free of burrs, feature a smooth surface, and meet precise dimensional standards. These products are crafted with premium techniques and optimal materials, fully complying with the quality, specifications, and performance requirements specified in the contract. Additionally, we will provide test reports and other documentation as per customer requirements.

5、 Our company has established a safety production team headed by the production director, ensuring dedicated personnel are responsible for every stage from raw material procurement to finished product packaging. All products are manufactured using advanced production equipment to guarantee process quality and precision. Each production step is supervised by experienced craftsmen with over three years of expertise. We strictly adhere to ISO9001 as our operational standard and rigorously implement relevant standards.

6、 Our company will deploy sufficient technical and frontline production staff to ensure timely, high-quality, and sufficient product delivery.

7、 The enterprise has sufficient first-line workers with good technical quality and strong technical production equipment force, so it provides a strong guarantee for timely supply, and can ensure the quality and quantity of the production and supply task.

## II. Pre-Sales Service Commitment

1、 Professional consultation. We guarantee to respond to any technical questions you may have within 24 hours.

2、 Provide detailed information. We guarantee to mail all the technical materials you need within 24 hours.

3、 Provide a reasonable quote. We guarantee to provide a reasonable quote for the product you request within 24 hours.

4、 We provide reception services for your inspection. We guarantee to receive you at any time and offer all the conveniences you require for your inspection work.

## III. Sales Service Commitment

1、 We guarantee to use the nationally standardized Product Purchase and Sales Contract when signing contracts with you.

- 2、 We guarantee to strictly implement all contract terms with guaranteed quality and quantity, regardless of the contract size.
- 3、 We guarantee to strictly implement all contract terms with punctuality, quality and quantity.
- 4、 We guarantee to provide you with delivery, installation, commissioning, training and other services as stipulated in the contract.
- 5、 We guarantee to sign a rigorous and scientific Technical Agreement in accordance with your requirements.

6、 To ensure the smooth execution of the plan, the production process will operate continuously 24/7 when necessary, guaranteeing timely and accurate production and supply. All manufactured products will be free of burrs, feature a smooth surface, and meet precise dimensional standards. These products are crafted with premium techniques and optimal materials, fully complying with the quality, specifications, and performance requirements specified in the contract. Additionally, we will provide test reports and other documentation as per customer requirements.

7、 Upon obtaining the purchaser's approval for production, we promptly organize the placement of various raw materials and strictly control the material intake process. All incoming raw materials are inspected and analyzed in accordance with national standards. Each production step undergoes multiple inspections, including initial checks by our quality control personnel, subsequent inspections for the next process, and random sampling by our dedicated quality inspectors.

8、 During production, we will either mail the finished products to the buyer or invite them to our company for random inspections and product evaluations. The buyer may also conduct on-site inspections at any time. We will provide satisfactory responses to their valuable feedback and implement it in practice.

#### **IV. After-Sales Service**

- 1、 We guarantee 24/7 phone support to help you troubleshoot minor device issues.
- 2、 For any equipment issues, we guarantee to resolve the problem within 3 business days until the damaged device is fully repaired.
- 3、 During the warranty period, our company shall be responsible for any defects or issues arising from design, manufacturing process, or material defects.
- 4、 In the future, we will continue to uphold our three-tiered star service: pre-sales consultation with professional product guidance, comprehensive technical documentation, and warm, attentive reception; mid-sales training with systematic product knowledge; and post-sales technical support available nationwide with prompt service.