



QS Motor-International service regulations

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For Controller

After service for Sample and quantity production motor

1. Warranty period: one year and three months (since the date of manufacture)
2. Warranty coverage: Quality problem of controller itself
3. In order to ensure proper operation, please read the user' s manual carefully in advance. If problems caused by the customer' s wrong operation, we cannot cover the cost of maintenance. We could offer maintenance scheme if you need help.
4. Destructive testing is not included in the warranty scope. If you need repair to it, you have to cover all maintenance costs (include fro shipping cost, maintenance cost, customs clearance fee, customs duties and so on).
5. The damage caused by installation and bad working condition (for example: work eight hours at stretch every day, terrible road conditions, extreme condition e.g. over voltage using). In that case, we cannot provide warranty.
6. There is no warranty committed in the following sequence.
 - A. The damage or issues caused by user who dis-assemble controller and change spare parts authorized.
 - B. The damage or problems caused by force majeure.
7. We will provide after sale service according to the controller serial number. So please keep it clearly, and offer the serial number and photo/video to us if any problem for controllers.
8. The damage caused by violence of international transport. Before you sign the receive confirmation of express, please check the package box at first. If the packing box is broken, please keep on file with photo. Then open the carton and check the motor. If the motor was damaged, take photos of the detail and contact express members and us within 24 hours. If the outer packing is intact, but the motor was damaged already, please follow the steps above. We will provided a specific solution after received the feedback. Please mentioned that the valid feedback can' t exceed 24 hours after you signed for confirmation .Or we may hard to afford the loss. We can offer a maintenance plan for you if you not on time.
9. Taizhou QS motor Co. ,Ltd. Reserve all the rights for the final explanation.
10. We will not bear the extra loss that caused by maintain motor .E.g. Time loss

Damaged situation:

1. **Slight damage of the appearance (E.g. scratch)**
 - 1.1 Using as normal if the damage not affect the performance of product.

SiAECOSYS

2. Plug-in and harness wire damages of Controller.

2.1 When the plug of controller was broken, you can use the spare plug to replace.

2.2 When the harness wires was damaged, please contact with express company immediately. We

After-sale service for Controller Powered by SIA 2 will send new one for you to replace.

3. Controller burned-According to matching condition to judge responsibility.

3.1 If the controller burned caused by customers operation after checked, we cannot offer free maintenance service;

3.2 If the burn problem caused by quality problem, we will bear the shipping cost and maintenance cost/send you a new controller as free in the warranty period.

3.3 If the responsibility cannot judged through pictures & video from customers, please send it back.(Before we find out the reason, the shipping cost and custom clearance fee need to paid by customer at first). After checked by factory, the progressing result according to items 3.1 and 3.2.

If any questions, pls. contact with us freely. We will back to you within 24 working hours.

