

After-Sales Service Policy

KEHAO Environmental Monitoring Equipment

This document defines the after-sales service policy applicable to environmental monitoring equipment supplied by KEHAO, including hydrological monitoring sensors, water quality monitoring instruments, meteorological monitoring equipment, and agricultural environmental monitoring systems.

This policy is intended to clarify warranty scope, technical support procedures, and service responsibilities to ensure stable operation of monitoring equipment during project implementation and operation.



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1. Warranty Policy

1.1. Warranty Period

KEHAO provides a 12-month warranty for the main units and key functional components of supplied equipment, starting from the date of delivery.

The warranty applies to the following product categories:

- Hydrological monitoring sensors
- Water level and flow monitoring devices
- Water quality monitoring instruments
- Meteorological sensors and weather stations
- Agricultural environmental monitoring devices
- Data loggers and telemetry system components

1.2. Warranty Coverage

Within the warranty period, KEHAO provides technical support and service for confirmed product quality issues.

Warranty services include:

- Repair or replacement of defective components caused by manufacturing defects
- Technical diagnosis and troubleshooting support
- Replacement of units in case of critical hardware failure when repair is not feasible
- Remote technical assistance for equipment operation and system configuration

Warranty service applies only to failures resulting from manufacturing or product quality issues.

1.3. Warranty Exclusions

The following conditions are not covered under the warranty:

- Damage caused by improper installation, operation, or maintenance
- Unauthorized modification or repair
- Damage caused by external electrical faults, accidents, or natural disasters
- Normal wear and tear of consumable components

The following items are considered consumables and are not covered by warranty:

- pH electrodes
- Conductivity electrodes
- Dissolved oxygen membranes
- Electrolyte solutions

These components require periodic replacement during normal operation.



2. Technical Support

2.1. Response Time

KEHAO provides remote technical support for equipment installation, commissioning, and operation.

Standard response time:

- Initial response within **12 working hours**
- Technical solution provided within **48 hours**

2.2. Support Channels

Technical support is available through the following channels:

- Email technical support
- Remote troubleshooting and diagnostics
- Video guidance for installation and configuration

2.3. Technical Documentation

The following technical documentation is available to support equipment deployment and operation:

- Installation manuals
- Commissioning guidelines
- Sensor calibration instructions
- Operation and maintenance documentation
- Installation and configuration videos

3. Return and Replacement Policy

3.1. Damage Upon Arrival (DOA)

If equipment is damaged during transportation, the following procedure applies:

- A replacement unit will be provided
- Shipping costs will be covered by KEHAO
- An unboxing video or supporting evidence is required for verification

3.2. Product Quality Issues

If a product failure occurs during the warranty period and cannot be repaired:

- A replacement unit will be arranged
- Return shipping costs will be shared by both parties unless otherwise agreed

3.3. Return Conditions

Product returns may be accepted under the following conditions:

- Return request submitted within **7 days after delivery**
- Product remains unused and in original condition
- Original packaging is intact

Inspection or handling fees may apply depending on the product condition.

4. Spare Parts and Maintenance

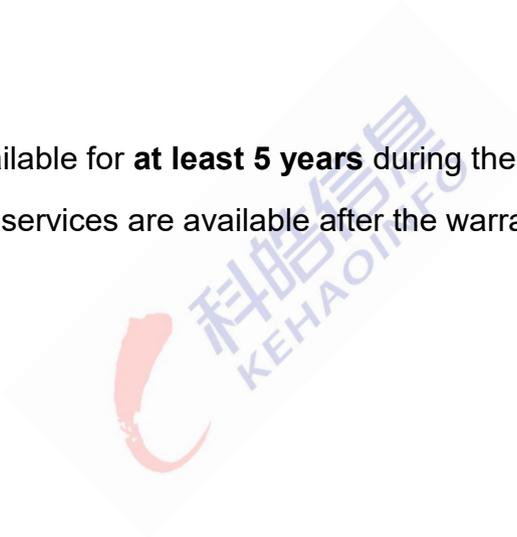
KEHAO provides spare parts and maintenance support for monitoring equipment during the product lifecycle.

Available spare parts include:

- Sensor probes and electrodes
- Communication cables and connectors
- Batteries and power modules
- Structural components of monitoring stations

To support long-term projects:

- Spare parts are generally available for **at least 5 years** during the product lifecycle
- Paid maintenance and repair services are available after the warranty period



5. Logistics and Packaging

KEHAO supports international shipment of monitoring equipment and monitoring stations.

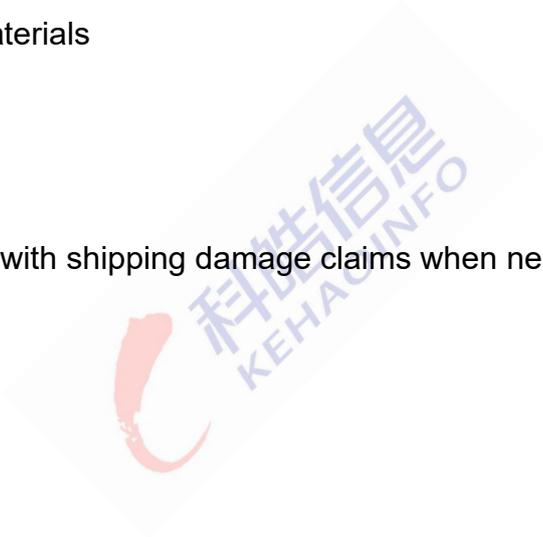
Available shipping methods include:

- International express delivery
- DDP shipping services
- Sea freight for large equipment orders

Products are packaged using export-grade protective packaging, including:

- Shock-resistant protective materials
- Moisture-proof packaging
- Reinforced export cartons

KEHAO may assist customers with shipping damage claims when necessary.



6. Service Statement

KEHAO provides after-sales service and technical support for monitoring equipment supplied to customers and project partners.

This policy applies to standard products supplied by KEHAO unless otherwise specified in the contract or purchase agreement.

