

KEHAO After-Sales Service and Warranty Policy

I. Product Warranty Policy

1. Standard Warranty Period:

- Main Units of Hydrology, Water Quality, Meteorology, and Agricultural Sensors: 12 months
- Key Components (Ultrasonic Probes, Electrochemical Sensors, Pressure Sensors): 12 months
- Consumables (Water Quality pH Electrodes, Conductivity Electrodes, Dissolved Oxygen Membranes, Electrolytes): Not covered under warranty

2. Warranty Coverage:

- Free repair for quality issues not caused by human factors.
- For critical failures, a temporary replacement unit may be provided at no cost.

3. Warranty Exclusions:

- Damage caused by human factors, improper installation, unauthorized disassembly, or expired components.

II. After-Sales Response Mechanism

1. Response Time:

- First response within 12 working hours.
- Solution provided within 48 hours.

2. Support Methods:

- Email, video, and remote diagnostics.
- Installation, commissioning, and calibration documentation and videos provided.
- Remote video guidance available for complex projects.

III. Return & Replacement Policy

1. Damage Upon Arrival (DOA):

- If the product is found damaged upon receipt, KEHAO will provide a free replacement and cover the shipping cost. A continuous, unedited unboxing video showing all six sides of the package is required.

2. Quality Issues:

- Irreparable items within the warranty period will be replaced at no cost.
- Round-trip shipping costs are shared equally between KEHAO and the customer.

3. Unconditional Returns:

- Customers may request a return within 7 calendar days after receiving the goods, with shipping costs borne by the customer.
- The product must be shipped back within 7 working days after return confirmation with our sales team, and the tracking number must be provided.
- After KEHAO receives the returned goods and confirms they are undamaged and suitable for resale, the refund will be processed within 7–14 working days. A 20% testing and handling fee of the product price will be deducted.

IV. Spare Parts & Maintenance (Paid Service)

- Long-term supply of spare parts including ultrasonic probes, electrodes, batteries, cables, etc.
- Spare parts guaranteed for at least 5 years throughout the product lifecycle.
- Optional annual maintenance service packages available.

V. Technical Support & Documentation

- English manuals, installation guides, communication protocols, and relevant certifications provided.
- Secondary development interfaces and customized support available for project clients.

VI. Out-of-Warranty Service

- Low-cost repair available; spare parts charged at actual cost.
- Distributors enjoy a 10% discount on spare parts.

VII. Logistics & Packaging

- Supports express shipping, DDP, and sea freight.
- Products packed with anti-shock and moisture-proof protection.
- In case of shipping damage, KEHAO assists with claims and can provide replacement equipment.

VIII. After-Sales Service Commitment

KEHAO is dedicated to delivering reliable, professional, and timely after-sales support:

1. All products are covered by a 12-month warranty.
2. Products found damaged upon delivery will be replaced at no cost.
3. The support team guarantees an initial response within 12 working hours and a proposed solution within 48 hours.
4. Comprehensive video guidance is provided for installation and commissioning.
5. Spare parts will be supplied for a minimum of 5 years throughout the product lifecycle (paid service).
6. All services and products comply with overseas project requirements.