



Warranty Policy

1. Philosophy

Caring for our clients with sincerity, creating our value with quality

2. Aim

Innovation in Technology, Satisfaction by Customers

3. Commitments

3.1 Commitment to quality

3.1.1 In accordance with the related laws, regulations, rules, and other effective legal documents issued by the People's Republic of China, CHINT offers you qualified products. For the stipulation of the time limit hereby, please refer to GENERAL PRINCIPLES OF THE CIVIL LAW OF THE PEOPLE'S REPUBLIC OF CHINA and other related provisions.

3.1.2 Warranty period: CHINT warrants product that it manufactures and that is sold through authorized sales channels to be free from defects in materials and workmanship for warranty period, for AC Drives, Soft Starters, Meters, Wall Switch and LED light, 18 months from the date of manufacture; for other low-voltage apparatus, 27 months from the date of manufacture. Warranty period may be changed and based on the signed contract with customers.

3.1.3 In accordance with the agreement of the contract, CHINT is responsible for the defective products within the warranty period.

3.1.4 CHINT has covered products liability insurance(RECALL) on its products.

3.2 Commitment to Services

3.2.1 For any information of products and services, please dial CHINT international customer service hotline (400-117-7797). CHINT engineers offer online consulting from 8:30AM to 17:30PM, GMT+8, Monday to Friday. Also, CHINT may offer on-site service at agreed time when necessary.



3.2.2 Services: CHINT will provide free maintenance or replacement of the products involved in quality issues which fall within the warranty period according to the contract. And still, CHINT will provide compensable service after the warranty period. CHINT is not responsible for any costs incurred due to other problem except quality problem, without limitation to acts of God, improper installation, misuse, abuse, negligence or refitting, different controlling method or different power supply from the technical instructions informed by CHINT, disassembly or repair without authorization, problem due to the adoption of accessories of other brand without authorization or combination of other brand products with CHINT products without authorization, etc.

3.2.3 Any maintenance, replacement or additional provision of accessories will bring no extension or recalculation of the warranty period.

3.2.4 CHINT bears the loss due to product fault or damage or etc. only to the extent of the value of product itself, excluding any indirect losses.

3.2.5 CHINT provides customized service according to your requirements.

3.2.6 In case of force majeure or other uncontrollable factors, including but not limited to , Acts of God, wars, riots, strike, plague or other epidemic, which result in the non-implementation of the services hereof, CHINT is entitled to provide the services after obstacles removed, and assumes no responsibility.

4. The warranty applies to other countries and regions (including Hong Kong, Taiwan and Macao) except the Mainland China.

Zhejiang CHINT Electrics Co., Ltd

Contact person of After-sales BP:

Sales Region	Principal	E-mail
Europe	JODY ZHENG	zzouj@chintglobal.com
West Asia & Africa	MICHEAL SUN	sschen@chintglobal.com
Asia Pacific	ECHO HUANG	hbxun@chintglobal.com
North America	WILLIAM HUANG	hkwu@chintglobal.com
Latin America	STEFAN SONG	songrf@chintglobal.com