

大耐泵业有限公司质量三包原则

The "Three Guarantees" for product quality of Danai Pumps Co.Ltd

一、质量三包基本原则 "Three Guarantees" for product quality basic principle.

1、用户在按照所购泵产品及配套产品（如电机，密封及系统，仪表等）的“安装使用维护说明书”规定操作的前提下，在产品质保期限内，由于产品的制造、装配和材料等质量问题而造成故障，零部件损坏，本公司将无偿地为用户维修及更换相应零部件，确保产品正常使用。

Users should make sure the purchased pump products and ancillary products (such as motor, seals and systems, instrumentation, etc.) operate following "installation and maintenance instruction manual" provisions.

Under the premise of the above facts, during the quality warranty period, pump failure or parts broken due to the quality problems during manufacturing, assembly and material quality problems, Our company is responsible for the above repair and change free of charge.

2、用户所购泵产品及配套产品须专人维护并有持续性的运转记录，发现异常应立即停车检修，如未及时停车造成设备连锁故障，本公司不承担连锁故障所造成的质量责任。

pump products and ancillary should be maintain and sustained operation of the record by specific person, if found abnormal situation, the pump should be stopped and overhaul immediately. Otherwise, If the pump do not stop, then cause cascading failure, our company does not undertake the responsibility for the quality of the cascading failures.

3、质保期满后，若用户有需要，公司仍将继续对所售泵产品提供服务，用户需支付产品维修人员的现场工时及差旅费用（现场工时另行协商，差旅费用按实际发生额计算）。如果需要对零部件进行更换，用户可以以优惠的价格购买。

Beyond the quality warranty period of the product, if customer have repair need ,our company will continue to provide services to the pump products,but customer need to pay maintenance expenses on the basis of personnel on-site working hours and travel expenses(on-site working hour can negotiate,but travel expenses are calculated according to the actual amount).If customer need to replace parts,the customer can buy parts on preferential prices.

二、三包有效期具体规定 Specific provisions on the validity period of the "Three Guarantees"

1、泵主机以及配套的电机、联轴器、轴承、机械密封的主体、密封系统的主体，三包期为泵发货之日起 18 个月，或者用户安装调试合格之日起 12 个月，以先到期者为准。

" Three Guarantees"Warranty period of the equipment (Pump main machine and supporting motor, coupling, bearing, the main body of mechanical seal, the main body of the sealing system)is 12 months after the day for the user to install and debug,or 18 months from the date of delivery of the goods ,Whichever comes first

2、易损件及消耗品，三包期为泵发货之日起 12 个月，或者为用户安装调试合格之日起 6 个月，以先到期者为准。这些易损件有：机械密封内芯组件如动静环、O 型圈、垫片等，测量器具如温度表、压力表等，卡盘，口环，喉部衬套，液下泵轴衬等，非金属材料的 O 形圈、密封垫等，缠绕垫片及波茨垫片，润滑油品等。

Spare parts and consumables parts, " Three Guarantees" Warranty period of the equipment is 12 months from the date of Danai pumps co.ltd delivery of the goods, or 6 months after the day for the user to install and debug. Spare parts and consumables such as: mechanical seal inner core components such as dynamic and static ring, O ring, gasket etc. measuring instruments such as thermometer, Pressure gauge etc. chuck, ring, throat bushing, liquid pump bushing etc. Non metallic materials such as O ring, seal gasket etc. spiral gasket, pots gasket, lubricating oil, etc.

三、不在三包服务范围内的情况 The following situation can not enjoy my company " Three Guarantees" for product quality

1、未按“安装使用维护说明书”的要求进行安装、调试、维护，或者工况环境恶劣造成的早期锈蚀、磨损和故障。

The user Installation, commissioning and maintenance didn't follow the "installation and maintenance instruction manual" provisions, or early corrosion, wear and failure caused by hard working conditions.

2、用户所订购的安装调试备件，在安装调试过程中损坏或消耗的备件；因客户保管不当造成损坏的备件；安装调试过程中重复拆装产生的费用。

Installation and commissioning spare parts ordered by users, Spare parts damaged or consumed during installation and commissioning ; damaged spare parts due to improper storage of the customer; cost of repeated dis-assembly and assembly in the process of installation and debugging.

3、发生故障后，未保持损坏原状、或者未征得销售者及我公司产品售后服务部的同意，自行处置的，或者使故障原因无法作出技术鉴定的。

After pumps failure,the products does not maintain the pumps failure status for evaluation、 Or without the consent of the seller and my company's products sales service department,deal with the failure by themselves ,or make the failure cause of the technology can not be identified.

4、用户自行选用未经本公司认可的配件维修，这些配件费及维修费，或者造成故障的。

Users to choose their own parts maintenance without our company's approval,these parts and maintenance costs, or cause pump damage.

5、无法证明产品来源，不能证明所购产品属三包有效期内的产品，或者与原泵产品及配套产品规格、型号、材料不符的，或者文件资料不符及涂改的。

Can not prove the source of the product, Can not prove that purchase product is in " Three Guarantees" for product quality period,Or with the original pump products and related product specifications、 models、 materials or documents are inconsistent, or inconsistent and altered.

6、不能合理解释或界定属于产品质量问题的。

Can not explain reasonably or define the problem belong the quality of products.

7、备件合同

Spare parts contract

大耐泵业有限公司

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