



福州富昌维控电子科技有限公司
出口产品维修流程及表价 2015 版
Wecon Technology Co.Ltd
Warranty for export products.

一、保修范围

本条款所约定的产品保修范围：

1. 维控自主品牌的人机界面产品、PLC 和模块。
2. 维控代理的其他品牌的自动化产品。

1. Warranty Scope

Warranty scope defined in this clause as follows:

- 1) WECON own brand Human Machine Interfaces, PLCs and PLC modules.
- 2) Other brand automation products that WECON represents.

以下产品不在保修范围里：

1. 维控因为销售人机界面、PLC 和模块所附加销售的产品附件，如通讯线、下载线、编程电缆、SD 卡等；
2. 维控为客户定制开发软件服务产品。

Products outside warranty scope as follows:

- 1) Parts of Human Machine Interface, PLC and PLC module, such as communication cable, download cable, programming cable and SD card etc.
- 2) Software design service customized by WECON.

二、保修期限

1. 人机界面产品保修十八个月；
2. PLC 产品保修十八个月；
3. 维控代理的其他自动化产品和厂家公布的保修时间相同。

2. Warranty period

- 1) 18months for Human Machine Interface.
- 2) 18months for PLC.
- 3) The same to the warranty period prescribed by manufacturer for other brand automation products that WECON represents.

三、维修流程

1. 客户将故障屏拍照拍视频过来，拍视频时必须包含后标牌和序列号清晰。
2. 我们将客户所拍的照片发给维修人员检视，
3. 我们确定问题后。将告知客户那些部品是需要替换的，是否需要收费，
4. 从维修部门领取维修新部品。
5. 当客户下一个订单发货时，会将需要更换的部件随货发给客户。
6. 对于保修期内的产品，如果客户需要翻新，我们免费为客户翻新所需要的部品。

3. Procedure

- 1) Customers shall send the pictures or videos of defective HMI. The video must include clear label and serial number.



- 2) Our maintenance staffs will check the photos.
- 3) We will inform customers which parts need to be replaced and whether it needs charge.
- 4) Get new parts from maintenance department.
- 5) The replace parts will be sent with next order to customers.
- 6) We can free renovate parts within the warranty period if customers require.

四、下列情况不属于保修范围

1. 产品有明显人为损害痕迹的;
2. 产品在保修期内未经厂家允许, 被拆解过的;
3. 产品维修时已经过了保修期的。
4. 产品不按照厂家说明书要求正确使用和安装的。

4. The conditions outside warranty scope as follows:

- 1) The products are damaged artificially.
- 2) The products were disassembled without WECON's permission.
- 3) The products are no longer under guarantee.
- 4) The products are not used or installed in accordance to the instructions.

五、维修运费

若产品需要返厂维修, 不论是否属于保修期内, 均由发货方承担运费。

5. Shipping fee

If the products need to be returned to factory for repair, shipper shall afford shipping fee irrespective of whether the products are within warranty.

六、维修价格

对于不在保修范围的产品, 我们仅收最低维修成本费。客户可以根据自身需要, 没有维修需求, 也可以备一些部品做常规维修。

6. Repair price

As for products outside warranty scope, we only charge minimum maintenance costs. If without repair needs, customers can also prepare some parts for routine maintenance according to their own needs.

人机界面产品维修服务价格表

Human Machine Interface maintenance price list

维修 代号 code	所涉产品型 号 Product type	维修项目 repair items	需要更换的部品 parts need to replace	部品价 格 (美 元) Price (\$)
R430 1	LEVI430T	翻新 renovation	更换纸壳、塑料壳和面贴, 更换产品后标牌 Replace cardboard case, plastic case, film, label	13
R4302		更换触摸屏	更换触摸屏和面贴	18

		Replace touch screen	Replace touch screen and film	
R4303		更换液晶 Replace LCD	更换液晶屏 Replace LCD	20
R4304		更换主板 Replace mainboard	更换主板 Replace mainboard	35
R7704	LEVI777A LEVI777A-x	更换主板 Replace mainboard	更换产品主板 Replace mainboard	50
R7701	LEVI700L LEVI700EL	翻新 Renovation	更换纸壳、塑料壳和面贴，更换产品后标牌 Replace cardboard case, plastic case, film and label	16
R7702		更换触摸屏 Replace touch screen	更换触摸屏和面贴 Replace touch screen and film	23
R7703		更换液晶 Replace LCD	更换液晶屏 Replace LCD	60
R7704		更换以太网模块 Replace ethernet module	更换主板和以太网模块 Replace mainboard and ethernet module	75
R7705		更换 CAN 总线模块 Replace CAN module	更换主板和 CAN 总线模块 Replace mainbord and CAN module	100
R7707		更换视频输入模块 Replace video input module	更换主板和视频输入模块 Replace mainboard and video input module	120
R7708		更换 TTS 语音模块 Replace TTS module	更换主板和视频输入模块 Replace mainboard and video input module	120
R1001	LEVI102A LEVI102A-x	更换主板 Replace mainboard	更换产品主板 Replace mainboard	50
R1002	LEVI102L LEVI102EL	翻新 Renovation	更换纸壳、塑料壳和面贴，更换产品后标牌 Replace cardboard case, plastic case, film and label	25
R1003		更换触摸屏 Replace touch screen	更换触摸屏和面贴 Replace touch screen and film	40
R1004		更换液晶 Replace LCD	更换液晶屏 Replace LCD	50
R1005		更换以太网模块 Replace ethernet module	更换主板和以太网模块 Replace mainboard and ethernet module	75
R1006		更换 CAN 总线模块 Replace CAN module	更换主板和 CAN 总线模块 Replace mainboard and CAN module	100
R1007		更换视频输入模块 Replace video input module	更换主板和视频输入模块 Replace mainboard and video input module	120
R1008		更换 TTS 语音模块	更换主板和视频输入模块	120



		Replace TTS module	Replace mainboard and video input module	
R1001	LEVI910T LEVI910T-x	更换主板 Replace mainboard	更换产品主板 Replace mainbord	70
R1002		翻新 Renovation	更换纸壳、塑料壳和面贴，更换产品后标牌 Replace cardboard case, plastic case, film and label	30
R1003		更换触摸屏 Replace touch screen	更换触摸屏和面贴 Replace touch screen and film	40
R1004		更换液晶 Replace LCD	更换液晶屏 Replace LCD	88