

After-sale compensation application

Dear customers,

Thank you for your supporting of SPRSUN HEAT PUMPS. According to SPRSUN warranty policy, please note the warranty for Inverter system heat pump and ON-OFF system heat pump as the following:

(1) Inverter heat pump

Warranty: 36 months after delivery

1) During the Warranty Period

Within 36 months since the delivery date, if the product has any failure under normal usage, SPRSUN will provide free assembly parts.

2) After the Warranty Period

After the expiration of the warranty period, we will continue to provide lifelong maintenance services, with just a small amount of charges.

(2) ON-OFF system heat pump

Warranty: 24 months after delivery

1) During the Warranty Period

Within 24 months since the delivery date, if the product has any failure under normal usage, SPRSUN will provide free assembly parts.

2) After the Warranty Period

After the expiration of the warranty period, we will continue to provide lifelong maintenance services, with just a small amount of charges.

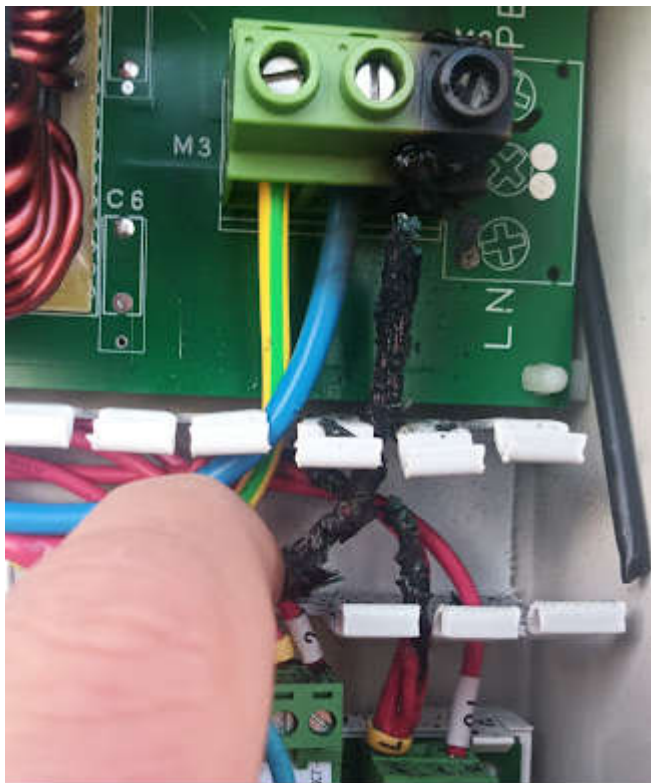


According to SPRSUN after-sales compensation policy, please provide below information to apply for after-sales compensation if there is any problem happens. Thank you.

1. Accessories burned out

(1) Photo of nameplate and barcode

(2) Please provide photo of the **burnt position**, below photo as an example:



2. Leaking of water pipe

(1) Please provide photo of nameplate and barcode.

(2) Provide a video of the leaking point on the water pipe, which **show water flowing out of the pipe or fitting;**

Please check video sample from below link:

https://www.youtube.com/shorts/T9ISmW_vrP4

3. Leaking of heat exchanger inside

- (1) Please provide photo of nameplate and bar code;
- (2) If the heat exchanger leaks inside, the two water pipes of the heat exchanger need to be connected out, after the system is filled with nitrogen, please provide a video to **show the bubbles emerging from the water pipes.**

Please check video sample from below link:

<https://youtu.be/TEkz2LWghc8>

- (3) If the system enters the water, it is necessary to cut the refrigerant inlet and outlet pipes of the heat exchanger, please provide a video to **show the water flowing out of the fluorine circuit system of the heat exchanger.**

Please check video sample from below link:

<https://youtube.com/shorts/bSjop8AoWA4?feature=share>

4. Refrigerant leaking of heat pump

- (1) Please provide photo of nameplate and bar code;
- (2) After confirmation of the refrigerant on heat pump, please provide clear video to **show the refrigerant leakage point.**
(It's better to dry it with detergent water to the leak point and bubbles will emerge; If the unit refrigerant leaks out, it needs to be filled with nitrogen or added refrigerant.)

Please check video sample from below link:

<https://youtube.com/shorts/AhGjOK1skAs?feature=share>

5. Leaking of water tank

- (1) Please provide photo of nameplate and bar code;
- (2) Please filled cold water in the water tank, then provide video to **show water flowing out of the leak.**

Please check video sample from below link:

https://youtube.com/shorts/lf1vN_fLiBs?feature=share



GUANGZHOU SPRSUN NEW ENERGY TECHNOLOGY DEVELOPMENT CO., LTD.

No.15 Tangxi Road, Yinsha Industrial Park, Xintang, Zengcheng, Guangzhou 511338, China

6. Damage of compressor

(1) Please provide photo of nameplate and bar code;

(2) When the heat pump is shut down or powered off, please Use a multimeter to directly measure the resistance between the compressor terminals U and V, V and W, W and U, and the resistance between U, V, W and grounding.

Please check video sample from below link:

<https://youtube.com/shorts/ye41Sa6R2ng?feature=share>

<https://youtube.com/shorts/SG6FBBNQiCo?feature=share>

Please kindly provide the required information to our sales representative to apply for after-sales compensation. Our after-sales department will process your after-sales compensation application as soon as possible. Thank you so much for your assistance.

SPRSUN TEAM