

产品质保政策

为保障您的权益，本公司为所售涡轮增压器提供 6 个月的售后质保，质保期从产品购买之日起计算。在质保期内，如产品出现因质量问题导致的故障，本公司将提供免费维修或更换服务。

一、质保范围

在以下情况下，您可以享受免费维修或更换服务：

1. 质量问题：

涡轮增压器在正常使用条件下，由于材料或工艺缺陷导致的故障或性能下降。例如：

- 涡轮增压器内部组件（如涡轮叶轮、轴承、密封等）因制造缺陷导致的损坏。
- 涡轮增压器外壳或其他部件的焊接或连接问题，导致出现裂纹或松动等。

2. 正常使用条件下的故障：

涡轮增压器在符合厂家规定的使用环境下（如正常负载、正确的机油使用、合适的冷却及空气过滤系统）出现的质量问题。

二、质保不包括的情况

以下情况将不在质保范围内，用户需自行承担维修或更换费用：

1. 不当操作或维护导致的故障：

- 未按厂家要求定期更换机油或使用不符合要求的机油（如非合成油、劣质油等）导致的涡轮损坏。
- 润滑油缺失、油压不足、油路阻塞导致的涡轮轴承损坏、涡轮断裂等。
- 由于空气滤清器未按规定更换或失效，导致灰尘、沙石、异物进入涡轮，造成叶轮磨损、打叶轮、失衡等问题。
- 涡轮在高温工作后未进行冷却，直接熄火导致的油品碳化及涡轮轴承损坏。
- 用户自行对产品进行改装、超负荷运转或不当使用（如将涡轮用于非指定车型或非厂家推荐的环境）导致的故障。

2. 外部原因导致的损坏:

- 因碰撞、火灾、水淹、外界异物（如工具、石块、螺丝等）进入涡轮或压缩机等事故造成的损坏。
- 因外部因素（如自然灾害、电压不稳等）造成的设备损坏。

3. 正常磨损:

涡轮增压器在正常工作下，因长时间运行导致的轻微磨损，属于正常现象，不属于质保范围。

三、质保期内的服务流程

1. 申请维修或更换:



如您的涡轮增压器在质保期内出现故障,请及时联系我们的售后服务人员并提供

以下材料:

- 产品购买凭证或发票复印件。
- 故障描述及产品照片(视频)用于故障判断。

2. 送修或退换:

经确认问题属于质保范围内,我们将提供以下服务:

- 如果故障无法修复,我们将免费更换同型号的涡轮增压器。
- 如果故障可以修复,我们将在最快的时间内为您进行修理。
- 如果您是海外用户,产品可妥善包装后运送至我们的售后中心。运输费用、关税及其他相关成本,将根据实际情况协商确定具体方案。

3. 维修费用:

若故障属于质保范围内的质量问题,本公司将承担所有维修费用(包括人工、零部件更换费用)。

如故障不在质保范围内,用户需支付相关维修费用。

四、质保期满后的服务

质保期满后,本公司仍然提供有偿维修服务。

用户需支付维修所需的材料费、人工费以及其他相关费用。

若需要更换零部件,本公司将使用符合厂家标准的配件。

Product Warranty Policy

To protect your rights and interests, our company offers a 6-month after-sales warranty for the turbochargers sold. The warranty period is calculated from the date of purchase. During the warranty period, if the product experiences any malfunction due to quality issues, our company will provide free repair or replacement services.

I. Warranty Scope

The following situations allow you to enjoy free repair or replacement services:

1. Quality Issues:

The turbocharger malfunctions or has reduced performance due to material or manufacturing defects when used under normal conditions. For example:

- Damage to the internal components of the turbocharger (such as the turbine rotor, bearings, seals, etc.) due to manufacturing defects.

- Welding or connection problems with the turbocharger housing or other components, resulting in cracks or loosening, etc.

2. Faults under normal operating conditions:

Quality issues that occur with the turbocharger when it is used under the conditions specified by the manufacturer (such as normal load, correct use of engine oil, appropriate cooling and air filtration systems).

II. Exclusions from Warranty Coverage

The following situations will not be covered by the warranty and the user will be responsible for the costs of repair or replacement:

1. Faults caused by improper operation or maintenance:

-Failure of the turbine due to failure to replace the engine oil as required by the manufacturer or the use of oil that does not meet the requirements (such as non-synthetic oil, inferior oil, etc.).

-Turbine bearing damage, turbine fracture, etc., caused by insufficient lubricating oil, low oil pressure, or blocked oil passage.

-Problems such as turbine bearing damage, turbine fracture, etc., due to the failure to replace the air filter as required or its malfunction, resulting in dust, sand, and foreign objects entering the turbine and causing wear of the impeller, jamming of the impeller, and imbalance.

-Carbonization of the oil and damage to the turbine bearing caused by not cooling the turbine after working at high temperature and immediately shutting down.

-Faults caused by users' unauthorized modifications to the product, overloading operation, or improper use (such as using the turbine for non-designated vehicle models or in environments not recommended by the manufacturer).

2. Damage caused by external factors:

-Damage resulting from accidents such as collisions, fires, water floods,



or the entry of external objects (such as tools, stones, screws, etc.) into the turbine or compressor.

-Equipment damage caused by external factors (such as natural disasters, unstable voltage, etc.).

3. Normal Wear:

During normal operation, the turbocharger may experience slight wear due to prolonged use. This is a normal phenomenon and does not fall under the warranty coverage.

III. Service Process During the Warranty Period

1. Request for Repair or Replacement:

If your turbocharger fails during the warranty period, please contact our after-sales service personnel promptly and provide the following materials:

- Copy of the product purchase voucher or invoice.
- Description of the fault and product photos (videos) for fault diagnosis.

2. Repair or Return:

If the problem is confirmed to be within the warranty scope, we will provide the following services:

- If the malfunction cannot be repaired, we will replace the turbocharger of the same model for free.

-If the malfunction can be repaired, we will carry out the repair for you as soon as possible.

-If you are an overseas user, the product can be properly packaged and



sent to our after-sales center. The transportation fees, customs duties and other related costs will be determined based on the actual situation through negotiation.

3. Maintenance Costs:

If the malfunction falls within the warranty scope and is caused by a quality issue, our company will cover all maintenance costs (including labor and parts replacement expenses).

If the malfunction is not within the warranty scope, the user will be responsible for the related maintenance costs.

IV. Services after Warranty Period

After the warranty period expires, our company still provides paid repair services.

Users are required to pay for the material costs, labor costs, and other related expenses for the repair.

If replacement of components is needed, our company will use parts that meet the manufacturer's standards.