



西安诺瓦星云科技股份有限公司  
Xi'an NovaStar Tech Co., Ltd.

《产品售后维修规范（仅限国外）》

First release of *After-Sales Service and Repair Specification (Exclusive to Products Sold Outside China Mainland)*.

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## 1 适用范围 Scope

本服务政策适用于西安诺瓦星云科技股份有限公司生产销售往国外的产品；服务于西安诺瓦星云科技股份有限公司所有销售国外的产品使用用户。

This service policy is applicable to all the products sold overseas (outside China) by Xi'an NovaStar Tech Co., Ltd. (hereinafter referred to as NovaStar) and serves all the customers who use those products.

## 2 名词定义 Definition

NRA: 海外维修许可标签.

NRA: NovaStar Repairing Approval.

NovaStar: 西安诺瓦星云科技股份有限公司.

NovaStar: Xi'an NovaStar Tech Co., Ltd.

## 3 作业内容 Operation Description

### 3.1 售后服务及时响应 Timely Response to Service Request

西安诺瓦星云科技股份有限公司承诺 24 小时内及时响应并受理客户的服务需求；

NovaStar promises that the service staff will respond to and accept the customer's service request within 24 hours.

### 3.2 产品保修服务承诺 Warranty Service Commitment

#### 3.2.1 新产品保修期以产品客户收货之日计算。

The warranty period of new products starts on the date of product receipt.

#### 3.2.2 产品质保期首先以签订的合同为准，其次以说明书为准。

The warranty period is subject to the signed contract first, and then the product manual.

### 3.3 终端产品保修细则 Product Warranty Policies

#### 3.3.1 产品 SN 编码作为鉴定保修期的凭证，产品质保期为 36 个月；

The product's serial number (SN) is the proof of determining the warranty period, The product warranty period is 36 months.

#### 3.3.2 用户在收到货物后 15 天之内，出现因硬件导致的产品故障，且主机、航空箱、配件外观无

磨损，可凭 SN 编码选择换货或维修；

If the product malfunctions due to hardware defects within 15 days from date of receipt and the product itself, flight case and accessories have no wear or tear, the customer can apply for product replacement or repair with the SN.

3.3.3 用户收到货物后超过 15 天，出现功能性故障，可凭 SN 编码进行维修；

If the product functions are found to have defects after 15 days from date of receipt, the customer can apply for product repair with the SN.

### 3.4 维修周期 Repair Time

维修方式	时间	备注
返厂维修	收到故障品起 10 个工作日内完成维修	特殊情况则以实际维修时长为准
授权维修点维修	收到故障品起 12 个工作日内完成维修	

Repair Method	Repair Time	Remarks
Repair at NovaStar factory	Complete repair within 10 workdays after the faulty product is received.	Under special circumstances, the repair time needed may vary.
Repair at authorized Repair stations	Complete repair within 12 workdays after the faulty product is received.	

### 3.5 质保服务说明 Warranty Service Description

#### 3.5.1 NovaStar 或授权维修点返修要点 Repair at NovaStar or Authorized Repair Stations

对于质保范围和期限内的故障产品，客户在获得由 NovaStar 海外维修组维修工程师授发的 NRA 后，应根据 NovaStar 海外维修工程师提供的地址安排寄送，此行程中产生的任何费用应由客户自行承担；NovaStar 或授权维修点将在要求周期内完成维修（特殊情况以具体维修时间为准），并按照客户预先提供的收货地址安排寄送，NovaStar 只负责由 NovaStar 寄送至客户的单程运费。

For the faulty product covered by the warranty and within warranty period, after the customer received the NRA issued by the repair engineer from Overseas Repair Group of NovaStar, the customer should ship the product to the address provided by the engineer. Any costs incurred during that shipping are borne by the customer. NovaStar or the authorized repair station should complete repair within required time



(Under special circumstances, the repair time needed may vary.) and then ship the repaired product to the address provided by the customer. NovaStar bears only the cost of shipping from NovaStar to the customer.

### 3.5.2 客户端维修要点 Repair by Customer

对于质保范围和期限内的故障产品,客户在获得由 NovaStar 海外维修工程师授发的 NRA 后,若选择自行更换相关部件, NovaStar 将负责寄送对应维修包至客户,而客户须负责在收到维修部件起 7 个工作日内将已替换掉的部件回寄至 NovaStar 并承担所有费用,并且在客户自行操作过程中造成的二次故障也由客户自行负责;

For the faulty product covered by the warranty and within warranty period, after the customer received the OMRA issued by the repair engineer from Overseas Repair Group of NovaStar, if the customer chooses to replace the faulty part(s) by himself/herself, NovaStar should ship corresponding repair kits to the customer. After receiving the kits, the customer should ship the replaced faulty part(s) back to NovaStar within 7 workdays. The customer should bear all the costs involved and be responsible for the secondary damage or malfunction during his/her repairing.

### 3.5.3 NovaStar 维修配件寄送准则 Requirements for Shipping Repair Part(s)

对于本质保条款中所涉及的 NovaStar 寄送环节,我们将以快速响应安排为准则,以合适的经济寄送途径为准,若因海关延误或其他外在条件导致的延迟, NovaStar 将不对因其产生的其他影响负责,故还望客户为自己预留充分的接收时间。

For the shipping actions responsible by NovaStar involved in these warranty terms, NovaStar will always respond and arrange shipping quickly, and choose the appropriate economical shipping approach. NovaStar will not be responsible for the influences of any delays caused by customs or any other external conditions. The customer is advised to reserve sufficient time before the product arrives.

### 3.5.4 其他要点说明 Others

3.5.4.1 若应客户要求,由 NovaStar 派遣技术人员前往客户现场进行售后服务,客户应承担技术人员服务过程的差旅及生活费用。

If NovaStar dispatches technical engineer(s) to the customer site to offer after-sales service upon customer request, the customer should bear the traveling and living expenses.

- 3.5.4.2 请确保在送故障产品维修之前已备份相关配置文件,并在条件许可的情况下对其进行恢复出厂设置,否则由此所造成的相关损失, NovaStar 不负责。

Please back up related configuration files and factory reset the product if the condition permits before returning the faulty product for repair.

Otherwise, NovaStar will not be responsible for any related losses caused.

### 3.6 非质保服务说明 Descriptions of What Is not Covered by Warranty

- 3.6.1 保修服务只限于正常使用情况下有效。非质保范围内的故障品不能享受保修服务,提供收费维修服务,具体收费准则以 NovaStar 与各授权维修点合签的收费明细表为准。

This warranty covers only defects and/or damages found in the product under normal use. For the faulty product not covered by the warranty range, NovaStar offers paid repair service. The specific charges are subject to the charge list signed between NovaStar and each authorized repair station.

- 3.6.2 主机及其内部配件等各类有关西安诺瓦星云科技股份有限公司标签、序列号标签撕毁将不予保修;

If the related NovaStar labels and SN label on the product itself, internal components, etc. are torn, the product will not be warranted.

- 3.6.3. 非质保范围 (但不限于下列情况):

The warranty does not cover (including but not limited to the followings):

- 3.6.3.1 超过保修期;

Any damage or malfunction after the expiration of this warranty

- 3.6.3.2 因由除 NovaStar 认证技术人员或认可的技术人员之外的任何第三方对产品安装,配线,操作,维护,修理或配件替换导致的产品任何损毁;

Any damage or malfunction resulting from the installation, wiring, operation, maintenance, repair, or component replacement by any third parties except the technical personnel certified or approved by NovaStar

- 3.6.3.3 未经 NovaStar 许可自行修改本协议项下产品内嵌的软件程序而导致的系统故障;



Any system fault resulting from the customer's modifications of the software program embedded in the product without NovaStar's permission

- 3.6.3.4 未依照“西安诺瓦星云科技股份有限公司产品用户手册”规范操作导致的故障或损坏;

Any damage or malfunction resulting from the customer's inappropriate operations that do not comply with the operations described in the product user manual

- 3.6.3.5 因甲方人员疏忽大意, 保管不善, 不当操作或意外事故导致的产品损毁;

Any damage or malfunction resulting from inappropriate retention or operation due to negligence of the customer, or resulting from accidents

- 3.6.3.6 因停电, 闪电, 水灾, 火灾, 潮湿, 高温, 外力破坏等因外在环境造成的超出产品工作极限而造成的任何产品损毁;

Any damage or malfunction caused because the product's operating limits are exceeded due to the external environment, such as power outage, lightening, flood, moisture, high temperature, external forces, etc.

- 3.6.3.7 未经西安诺瓦星云科技股份有限公司销售部门和研发部门的正式书面许可, 私自二次开发的产品;

Any product that is developed based on the NovaStar product without the prior official written consent of NovaStar's sales and R&D departments

- 3.6.3.8 无西安诺瓦星云科技股份有限公司标识 (QC Pass 标贴和 SN 码) 或产品购买日期无法辨认的产品。

Any product on which there is no NovaStar markings (QC Pass sticker and SN) or whose date of purchase cannot be recognized

### 3.7 售后服务申请流程 After-Sales Service Application Process

- 3.7.1 由客户访问 [www.novastar.tech/support](http://www.novastar.tech/support) 联系其所在国家/地区的 NovaStar 授权维修点, 海外维修工程师, 海外技术支持工程师或海外销售工程师

The customer visits [www.novastar.tech/support](http://www.novastar.tech/support) to contact a local NovaStar authorized repair station, overseas repair engineer, overseas technical support engineer or overseas sales engineer.

- 3.7.2 提供个人/企业信息及联系方式，报备产品故障和 SN 号，配合接待技术员进行故障审核确认；

The customer provides personal/company information and contact information, reports the product fault and SN, and cooperates with NovaStar's technical personnel in verifying and acknowledging the fault.

- 3.7.3 待接待技术人员确认审核后，根据 NovaStar 签发的 NovaStar NRA 标签和维修地址安排产品运输，并按照维修许可标签要求填写相关信息，保证包装安全，已打印贴附由 NovaStar 出具的许可维修标签，产品完整且原始 SN 号保存完整，若未贴附许可维修标签，产品 SN 号与原始报备 SN 号不一致或因未安全包装导致的产品二次损毁，维修点将予以拒收和负责；

After the fault is verified and acknowledged by the technical personnel, the customer should ship the product to the repair address according to the NRA issued by NovaStar. Before shipping, the customer should fill in related information according to the OMRA requirement, ensure the faulty product is packaged securely, print and stick the NRA label to the product. Please note that the faulty product and the original SN must be complete. If the OMRA is not stuck, or the product SN is inconsistent with the SN reported at the beginning, or the faulty product is damaged again due to inappropriate packaging, the repair station will refuse to receive the product and will not be responsible for the repair.

- 3.8 此售后维修规范为诺瓦海外产品售后服务的唯一标准，始终以质保条例最新版为准，NovaStar 只对此文所涉及的质保条款负责并拥有最终解释权

This specification is the only standard of after-sales service for products sold outside China by NovaStar and the latest version shall prevail. NovaStar is responsible for and reserves the final explanation right of the terms involved only in this document.

- 3.9 NovaStar 终端产品售后服务、反馈渠道

After-Sales Service and Feedback Channels

用户可通过如下途径对终端产品的售后服务进行咨询或反馈：

The customer can contact NovaStar for consultation about the after-sales service of NovaStar's end product or provide feedback about it via either of the following methods:

联系方式：

Contact: Prefer the Wechat、Skype and WhatsApp



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#### 4 相关文件 Reference

无 None

#### 5 附件 Attachment

无 None