

FJDynamics Autosteering Kit

Overseas After-sales Service Policy

1. Policy Implementation Period

The overseas after-sales service policy (hereinafter referred to as “the Policy”) of the FJDynamics Autosteering Kit (“the Product”) of FJ Dynamics International Limited. (“the Company”) shall be implemented from January 1, 2021 to December 31, 2021.

2. Content of Policy

Chapter I. Warranty Policy

1. Warranty period

If quality issues occur due to non-human damage during the warranty period, the product shall be replaced free of charge. If quality issues occur as a result of human damage or beyond the warranty period, the product shall be replaced on a compensatory basis according to the price list of “after-sales and maintenance” parts.

Details of the “after-sales and maintenance” period of the FJDynamics Autosteering Kit are as follows:

(1) “After-sales and maintenance” period of the FJDynamics Autosteering Kit: 2 years for main parts; 1 year for complete machines.

(2) Specific “after-sales and maintenance” period of parts:

No.	Part Name	Warranty Period	No.	Part Name	Warranty Period
1	Control Terminal	2 years	5	Display Stand	1 year
2	Attitude Sensor	2 years	6	Antenna Crossbar	1 year
3	Steering Motor	2 years	7	Antenna Feeder	1 year
4	GNSS Antenna	2 years	8	Angle Sensor Stand	1 year
			9	Steering Wheel	1 year
			10	Motor Bucket	1 year
			11	Splined Sleeve	1 year
			12	Wiring Harness	1 year
			13	4G Antenna	1 year

			14	Radio Antenna	1 year
			15	Angle Sensor	1 year

2. Warranty period counting

Warranty period shall be counted since the ex-factory date: 2 years for main parts and 1 year for complete machines. This warranty period is only applicable to agents, but not other secondary agents or end users. The warranty period of other secondary agents or end users should be discussed separately.

3. Warranty method

3.1 If any performance fault listed in the Performance Fault List occurs within 7 days since the arrival of goods at the domestic port designated by the agent, return & exchange or free repair service can be selected upon testing and confirmation by a FJ-authorized service center.

3.2 If any performance fault listed in the Performance Fault List occurs between day 8 and 15 since the arrival of goods at the domestic port designated by the agent, return & exchange or free repair service can be selected upon testing and confirmation by a FJ-authorized service center.

3.3 If any performance fault listed in the Performance Fault List occurs within the warranty period under the conditions of normal use, free warranty service shall be provided by FJ.

The Performance Fault List is as follows:

	Performance Fault	Remarks
Dynamics Autosteering Kit	Unable to boot	For network issues, please first contact the network operator
	Abnormal shutdown	
	Abnormal motor steering	
	Abnormal working route	

4. Situations not covered in the scope of free warranty:

4.1 The malfunctioning part of the main body and spare parts has already exceeded the warranty period.

4.2 Damage caused by natural calamities (flood, fire, earthquake, thunderstroke, typhoon, etc.), force majeure such as disasters related to animals, pets and insects or human errors during operation (entry of foreign matter or liquid substance, scratch, intense radiation, etc.).

4.3 Assembling & disassembling and repair by oneself; product tested or repaired by a service provider without

the authorization of FJ; or individual part of product sent to a FJ-authorized service provider for repair without the guidance of FJ.

4.4 Malfunctions and damage caused by modification and alteration of product specifications by oneself and installation, addition and expansion of parts not sold, authorized or approved by FJ.

4.5 The warranty identification of product is torn up or damaged beyond recognition; the warranty card is obliterated or inconsistent with the product; the bar code or serial number of product part is torn up or damaged.

4.6 Issues or malfunctions due to failure to operate in the method shown in the manual, improper manual operation or other improper uses.

4.7 None of the faults listed in the Performance Fault List has occurred.

Chapter II. Charging Standard for Paid Services

1. Paid service items

1.1 FJ paid services refer to the services provided on a compensatory basis to users beyond the warranty period or scope of parts when after-sales issues cannot be solved by agents. The specific paid service items include hardware fault detection and repair and software debugging and installation.

1.2 Composition of paid service charges:

Paid service charges include: labor cost, material expense of spare parts, and transportation cost.

Paid service charges = labor cost + material expense of spare parts + transportation cost

Labor cost: labor cost of technicians providing repair and maintenance services

Material expense of spare parts: material cost of replacing parts, devices, maintenance consumables, etc.

2. Charging standard for manual service

Manual service shall be priced based on a comprehensive consideration of factors including difficulty in implementing different types of services, technical capacity grade requirement, service hours and travel time.

3. Charging standard for material expense of spare parts

The charging standard for the material expense of spare parts shall be made separately by FJ, and is subject to the actual quotation by the FJ-authorized service center.

Chapter III. Supplementary Provisions

1. Terms of Policy

This Customer Service Policy for Partners will be implemented from [January 1, 2021] to and ends on [December 31, 2021]. Matters not covered in this policy shall be handled in accordance with relevant laws, regulations and supplier's company regulations.

2. Explanation

This Customer Service Policy for Partners is explained by the Overseas Sales Department from FJ DYNAMICS.

FJ Dynamics International Limited

January 1, 2021