

Warranty Letter

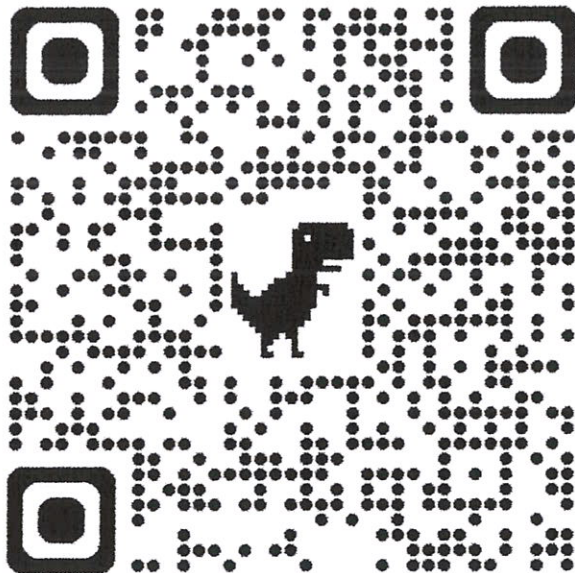
To Customers:

Marstek Energy Co., Limited here, support Marstek B2500D,10 years,6000 cycles with 60% capacity.If any issues like the quality or operation problem,end users can contact with our support team directly via below method:

1. E-mail: support@marstekenergy.com

2.Facebook: <https://www.facebook.com/marsteksupport/>

Scan the code and find us.



3.Marstek APP-Click the user feedback

End user need to send the APP register account number to our support team and then our technician will reply to you one by one.

For the product quality issues, we can support end user to change a new product within six months after sale. As for six months after sale, we will

provide the maintenance service.If the issues caused by end user, Marstek will not assume any responsibility.

For the defective units, end user can send back to below address: (End user may need to take over the shipping cost to return,and Marstek will take over the shipping cost for sending)

Address:Werner- von-Siemens Str.23 52477 Alsdorf Germany

Contact:Mr.Haan

Tel:+49(0)24049220458 (the phone only for cargo return not for after service)

Attention:

1. Before the end user send back the defective units,please contact with our support team, and our support team will give the end user a number.End user need to stick the number on the outer carton.
2. Without our prior permission, end user should not disassemble the machine or send the machine to a third party to fix, if cause any problem, Marstek will not bear any responsibility or liability.

Marstek has the final right of interpretation.

Thanks!

致客户:

Marstek Energy Co.,Limited,支持我司产品 B2500D, 10 年, 6000 次循环之后可以达到 60%容量。在客户使用过程中, 如果任何品质或操作问题, 可以通过以下几种方式联系我们售后中心:

1.邮箱: support@marstekenergy.com

2.Facebook:<https://www.facebook.com/marsteksupport/>

3.Marstek APP-点击用户反馈;

用户需要同步告知我们 APP 的注册账号, 我们将有技术人员会对您的问题一对一的回复。

至于产品质量问题, 产品在售出后 6 个月内, 如果因为产品本身的质量问题, 我们将提供换新服务。六个月之后, 我们提供维修服务。如因用户使用不当, 造成的品质问题, Marstek 不承担任何责任。

用户将不良品退回到以下地址: (客户承担寄回的运费, 我司承担寄出的运费)

地址: Werner- von-Siemens Str.23 52477 Alsdorf Germany

联系人: Mr.Haan

联系电话: +49(0)24049220458 (该电话仅用于收发件, 不提供售后服务工作)

注意:

1. 用户在寄出不良品之前, 需邮件/Facebook/APP 内与我们服务中心联系, 我们服务中心将提供一个号码, 用户需要贴在外箱上再退到我们指定地址;

2. 用户不得私自拆机，或寄给第三方维修，如因此导致损失，Marstek 不承担任何责任；

我们在收到不良品之后，检查维修之后，会立即给您寄出新机或维修好的机子。

我司拥有最终解释权。

谢谢！

May 15, 2024

Marstek Energy Co., Ltd

