Warranty Service Manual

质保手册

LTMG

临晟出口产品质保手册

Warranty Service Manual of LTMG Exported Construction Machinery

前言 Preface

本手册包含出口设备质保政策和流程的相关内容，旨在为临晟的海外用户及合作伙伴提供清晰的说明与索引，从而提高售后问题的处理效率。

This manual contains warranty policies and procedures of LTMG exported products, it is intended to be a guide to LTMG users or business partners when handling after sales issues. The main objective of this manual is for ensuring best customer satisfaction.

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第一部分 LTMG 的质保理念

Section 1:LTMG Warranty Philosophy

我司郑重承诺：凡我司外销工程机械产品，终端用户在合规正常使用工况下，经我司售后核查判定，因原厂制造缺陷、原材料瑕疵引发故障的零部件，在质保期限内免费提供配件更换服务。

We solemnly guarantee that for all our exported construction machinery products, any spare parts damaged due to factory workmanship defects or inferior raw materials under customers' proper & regular operation shall be replaced free of charge within valid warranty period after our after-sales verification.

依托本分务实、用户至上的核心准则，我司打造高效精准的全链路质保服务体系，落地三大服务目标：

1、 极速处置故障报修，最短周期完成设备修复投产，最大限度降低客户停工损耗，落地一站式服务使命；

2、 归集质保故障数据、用户使用反馈，反向优化产品用料与制造工艺，持续迭代设备品质，助力高效节能产品落地；

3、 开放协同全球合作伙伴，以完善质保体系赋能经销商、代理商，夯实产品口碑、助力市场拓展，朝着 “以极致效率驱动中国智

造通达世界，惠及全球用户” 的企业愿景稳步前行。

Based on our core values of Integrity, Pragmatism, Openness & Customer First, we build an efficient & precise full-process warranty system to realize three core targets:

1、 Resolve breakdown reports rapidly and restore machine operation in the shortest lead time to cut customers' downtime loss and fulfill our mission of providing one-stop high-quality, cost-effective & energy-saving machinery solutions.

2、 Collect warranty failure data and end-user feedback to optimize raw material selection & production processes continuously, upgrading product performance for higher energy efficiency.

3、Working hand in hand with global partners, we empower distributors and agents via sound quality assurance systems, strengthen brand reputation and expand markets. We strive to fulfill our vision: Let efficient Chinese intelligent manufacturing serve the world.

本册后续内容将逐条细化质保政策细则、申报流程与权责规范，为全球客户、合作代理商提供标准化、高效率的质保落地支撑。

Detailed warranty clauses, claim procedures and liability specifications will be illustrated in following chapters of this manual to deliver standardized, high-efficiency warranty support for worldwide end-users and authorized partners.

第二部分 LTMG 的质保政策

Section 2:LTMG Warranty Guidelines

1、保修标准 Warranty Standards

1.1 **保修期限：**本产品保修期自交货之日起计 1 年或 2000 工作小时，以先到者为准。

Warranty Period: The warranty period for this product is one year from the date of delivery or 2,000 working hours, whichever comes first.

1.2 **服务范围：**产品在保修期内正常使用时，如因产品本身质量或设计缺陷发生故障，我司免费提供配件更换。质保服务仅提供免费原厂配件，设备现场拆装、维修、上门服务、人工费用均不在质保范围内。

Service Scope: If a failure occurs during the warranty period under normal use due to quality or design defects, our company will provide replacement parts free of charge.Only genuine original parts are provided free of charge under the warranty service. On-site equipment disassembly, assembly, repair, home service and labor costs are not covered by the warranty.

2、下列情况引起的损坏不属于保证范围 Items not covered as follows

2.1 **不当操作：**未按照说明书操作或疏于日常保养所造成的损坏。

Improper Operation: Losses caused by failure to operate according to the manual or lack of careful maintenance.

2.2 **超载/存放不当：**因操作失误、超载运行或存放不妥造成的损坏。

Overloading/Storage: Damage caused by operational errors, overloaded operation or improper storage.

2.3 **简易调试项：**仅需简易调试或小修即可修复的零部件。

Simple Adjustments: Components whose performance can be restored through simple adjustment or minor repair.

2.4 **擅自改装：**未经我方事先许可擅自改造、改动或维修设备，或是因使用非原厂配件造成的损坏。

Unauthorized Modification: Any modification, change, or repair carried out without prior consent, or damage caused by using non-original parts.

2.5 **不可抗力：**由于意外事故、自然灾害或其他不可抗力因素导致的损坏。

Force Majeure: Damage caused by accidents, natural disasters, or other force majeure factors.

2.6 **油料用料不当：**因选用不合规燃油、润滑油、防冻液、制动液，或是保养时未使用指定规格油品辅料引发的故障。

Improper Materials: Failures resulting from improper selection of fuel, lubricants, antifreeze, or brake fluid, or failure to use specified materials during maintenance.

2.7 **易损易耗件：**易损件与消耗品不在保修服务范围内。下列表格为柴油叉车的易损易耗件物料，我司产品涵盖挖掘机、装载机等多种工程机械品类，具体易损易耗件清单请参照对应产品手册或咨询对应的对接人。

Wear & Tear Parts: Wear parts and consumables are not covered under the warranty service. The table below lists wear parts and consumables for diesel forklifts. Our company supplies a wide range of construction machinery including excavators, loaders and other equipment. For the complete list of wear parts and consumables for specific products, please refer to the corresponding product manual or consult your dedicated contact person.

类别 Type	配件描述 Parts Description
油液类 Oils/Fluids	燃油、机油、传动油、齿轮油、冷却液、制动液、液压油、润滑脂电解液等油液。 Fuels, Engine oil, Transmission oil, Gear oil, Antifreeze, Brake fluid, Hydraulic oil, Grease, Electrolyte, etc.
过滤器类 Filters	空气滤清器、机油滤清器、燃油滤清器、传动油滤清器、液压油滤清器等。 Air Filters, Engine oil filters, Fuel filters, Transmission oil filters, Hydraulic oil filters, etc.
消耗件 Wearing Parts	离合器摩擦片、制动蹄、制动泵、拉索类、喷油嘴、活塞环、螺母、垫圈、开口销，轴衬，滚轮等。

	Clutch discs, Brake shoes,Brake pumps, Cables, Nozzles, Piston rings, Nuts, Washers, Pins, Bushes, Rollers, etc.
电气元件 Electric Parts	灯具类（LED 灯除外）、开关类、线束、仪表、传感器类、接插件、电容器、起动机、发电机、点火塞、分电盘、保险丝、碳刷等。 Lamps (Except LED lights), Switches, Wiring harnesses, Displays, Sensors, Sockets, Capacitors, Starter & Generator, Ignition plugs, Distributors, Fuses, Carbon brushes, etc.
橡胶件 Rubber Parts	风扇皮带、橡胶管、O 型圈、密封件、减震块等。 Fan belts, Hoses, O-rings, Seals, Shock absorber, etc.
装饰件 Decoration Parts	玻璃件、装饰面板类、密封条、油漆等。 Glassware, Decorating plates, Sealing rubber, Painting, etc.

2.8 **极端环境：**在酸性、易爆气体等特殊极端环境下使用设备所造成的损坏。

Extreme Environments: Damage caused by use in special extreme environments such as acidic or explosive atmospheres.

3、补充说明 Conditional Items

3.1 若部件生产商提供全球联保服务，则该部件的质保由原生产厂家负责。

The warranty of specified parts will be taken by original manufacturer if the parts suppliers provide global service, such as Cummins engine.

3.2 物流约定 Logistics Agreement

我司保留运输方式的选择权。若客户指定加急特殊运输方案（如紧急空运），产生的运费差额由客户自行承担。如果是非质量原

因导致的配件更换，需要客户自己承担相关的运费；

Our company reserves the right to choose the mode of transportation. If the customer requests a specific high-priority shipping method (e.g., emergency air freight), the customer shall bear the freight price difference.If parts are replaced due to non-quality issues, the relevant shipping costs shall be borne by the customer.

3.3 生效条件 Validity

本保修条款仅在双方依法履行合同约定时生效。

This warranty policy is valid only when both parties legally fulfill the contract.

解释权：本保修条款的最终解释权归我司所有。

Right of Interpretation: The company reserves the right of final interpretation regarding the content of this warranty policy.

附录 1 沟通渠道

Appendix 1.Communicating Channels

索赔及技术咨询 For all warranty & Technical related matters

客户服务--- customerservice@ltmg.com

任何事宜 All issues.：Info@ltmg.com

电话 Tel：+86-0592-5681408

官网网址 Official Website：

Web：www.ltmg.com

公司地址 Address：

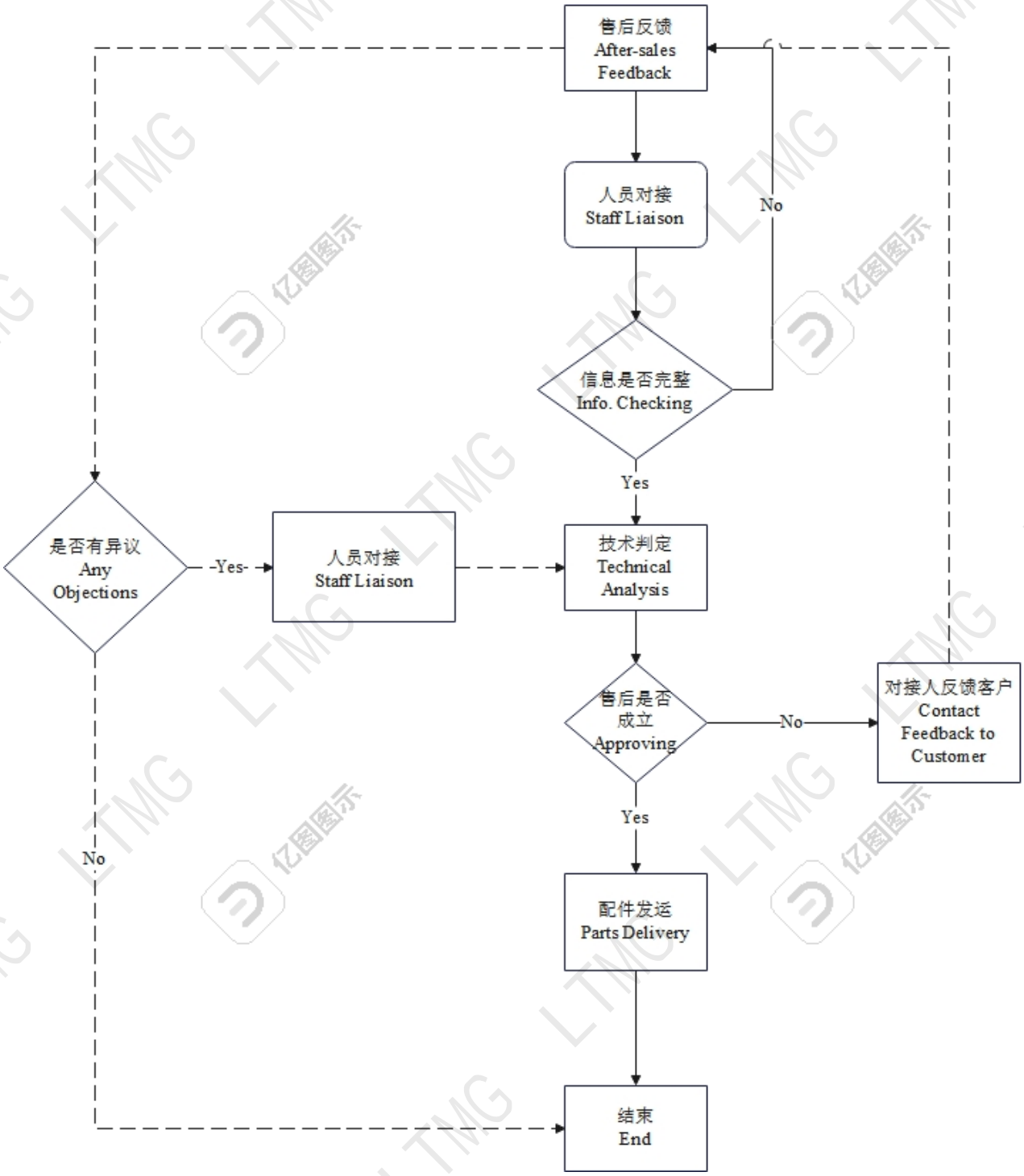
福建省厦门市集美区兑英路 23 号电子城(厦门)国际创新中心 1-22 楼临晟集团

Add：1-22, Electronics City (Xiamen) International Innovation Center, No.23 Duiying Road, Jimei District, Xiamen City, Fujian Province, P.R.China

附录 2　索赔流程

Appendix 2.Warranty Claim Processing Flow Chart

售后质保操作流程图：Warranty Claim Process



1、停机并留存取证 Shut Down & Record Evidence

设备出现故障时，请立即停机并拍摄故障部件照片。未经许可严禁私自拆解或维修设备，否则将影响免费质保服务。同时请提供设备铭牌与工时表读数照片。所有影像资料需清晰可辨设备编号、工时读数、故障位置，模糊资料不予受理；禁止后期修图、篡改工时数据，一经核实取消质保资格。

When a fault occurs, shut down the machine immediately and take photos of the faulty part. Do not disassemble or repair the machine without permission, otherwise it may affect the free warranty service.Please provide photos of the machine nameplate and hour meter reading.All image materials must clearly show the equipment serial number, working hour reading and fault location. Blurry materials will not be accepted. Post-editing and tampering with working hour data are prohibited. Any violation verified will result in voided warranty eligibility.

1.1 所需照片 Photos required for the claim submitting

整机铭牌照片 Photo of machine ID plate

部件铭牌或钢印照片（有铭牌时）Photo of component ID plate (when there is)

小时计照片 Photo of hour meter

故障位置照片 Photo of the damaged position

2、发起官方报修申请 Initiate Official Request

请立即联系销售专员，或通过下述官方渠道提交申请：售后邮箱：customerservice@ltmg.com 售后热线：+86-0592-5681408 视频协助：故障情况复杂时，请录制 15～30 秒设备运行异常的实拍视频。处理时效：我方技术人员收齐完整资料后，将在 24 小时内完成故障研判。Contact your sales representative immediately or file a request through the following official channels:Service Email: customerservice@ltmg.comService Hotline: +86-0592-5681408Video Assistance: For complex faults, please provide a 15-30second video showing the abnormal performance during operation.Analysis Lead Time: Our technicians will analyze the fault within 24 hours after receiving the complete documentation.

3、方案执行 Solution Implementation

在质保范围内：我司将严格执行保修条款，安排免费配件发货更换。超出质保范围：我司仍可提供专业技术指导与维修方案，供客户参考。Within Warranty Scope: The company will strictly implement the warranty policy and arrange for the shipment of free replacement parts.Outside Warranty Scope: Our company will still provide professional technical guidance and solutions for your reference.

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