

瓦格纳产品维修程序

下列流程介绍了瓦格纳产品出现故障时怎么处理。各代理商须遵循此程序，瓦格纳不接受无 RMA 编号和信息填写不完整的获取 RMA 编号表格的检修。

状态：瓦格纳设备或部件出现故障

备注：瓦格纳代理商无法自行解决，通过电话或邮件咨询瓦格纳上海办事处也无法解决
热线: +86 (0) 21-68824755 ext. 109, 电邮: support@wagner-asia.com

代理商须完整填写获取 RMA 编号的信息表，并发至 support@wagner-asia.com

瓦格纳上海办公室检查填写好的表格，如信息完整，发送 RMA 编号给代理商

代理商将获取的 RMA 编号填写到信息表里

代理商在获取 RMA 编号后两周内将信息表和有故障的设备一起邮寄到下列地址：

吉比斯（上海）商贸有限公司
上海证券大厦
浦东南路 528 号，北塔，2402 室，邮编：200120

瓦格纳上海办事处检修设备并通知代理商将采取的措施和后续步骤

- 流程结束 -

包装/运输：

- 1) 邮寄设备时须正确包装；
- 2) 邮寄须通过专业的运输公司，以便能查询运输状态；
- 3) 邮寄到上述地址的费用应由代理商支付；

质保：

质保是指对由厂家（这里指瓦格纳公司）的失误引起的过早无法正常工作的设备或部件进行保修。瓦格纳产品质保期从德国瓦格纳总部发货日起 24 个月。以下情况不在质保范围：

- 1) 产品已过保修期；
- 2) 产品因代理商不当的处理或运输而遭到损坏；
- 3) 由于雷击或电压冲击、不当的安装、调试、维修或在瓦格纳控制能力以外的其他任何原因造成的损坏或故障。正确的操作步骤应参看瓦格纳产品说明书；
- 4) 产品由代理商运往瓦格纳上海办事处时因包装不当在运输过程中遭到的损坏；

费用：

- 1) 代理商须支付寄到瓦格纳上海办事处的运输和保险费用，此项也适用于在质保期内的产品；
- 2) 如产品须运至德国检修，关税和进出口费用由瓦格纳承担；如产品经德国检查并无故障，或产品不在保修范围，则关税和进出口费用及运费等由代理商支付。
- 3) 如产品不在保修范围且须进行修理时，瓦格纳将事先告知代理商相关费用。

有疑问请发邮件至 support@wagner-asia.com，并注明所属 RMA 编号。

本流程仅英文版本最终有效。

WAGNER® 

WAGNER repair process

The following process describes how to handle defective WAGNER products. Agents have to follow this WAGNER repair process attentive. WAGNER will not handle devices or parts of devices which do not have an RMA number and a completed RMA request form.

Start of process

Status: WAGNER Agent has a defective device
Comment: It is neither possible for the agent to fix the problem himself nor to do so with the help of Wagner hotline Shanghai
Hotline number: +86 (0) 21-68824755 ext. 109
Hotline email: support@wagner-asia.com

Agent has to fill out completely the RMA (Return Material Authorization) request form sheet and send it to

support@wagner-asia.com

Wagner Shanghai will check the RMA request form and if no further clarification is needed will send an individual RMA number to the agent

Agent fills in the RMA number he got from Wagner Shanghai into the RMA request form

Agent print out the RMA request form and send it with the defective device within two weeks after receiving RMA number to our service provider:

Delivery address:

GPS Procurement (Shanghai) Co., Ltd
Shanghai Stock Exchange Building
No. 528, Pudong Road South,
North Tower, Unit 2402,
Shanghai 200120

Wagner Shanghai will check device and inform the agent about measures and further steps

End of process

Packaging/Transportation:

- The devices or parts of devices must have a suitable packaging for the necessary transportation.
- The transport must be handled by a professional transportation company which can follow up the transportation process.
- The agent has to pay for the transportation to the mentioned delivery address.

Guarantee

Guarantee means that a production or handling failure from the manufacturer (in this case: WAGNER) failure caused an early defect or complete breakdown of part or the whole system. **Guarantee time is 24 months after delivery.** The guarantee is not applicable if one of the following events comes to effect:

- Guarantee time is over.
- Damages caused by improper handling and transportation by agents.
- Damages or Faults caused by lightning, current or voltage peaks, wrong installations, commissioning or maintenance or other events which cannot be controlled by WAGNER. Correct procedures are described in the WAGNER handbook.
- Damages caused during transportation from the agent to WAGNER Shanghai.

Costs

- Agents have to pay for transport and insurance costs to Wagner Shanghai. This also refers to devices within guarantee time.
- WAGNER will pay for customs and export or import fee if the device has to be sent to WAGNER Germany. If no fault is found on the device or device is out of guarantee, after all WAGNER is entitled to invoice the cost for transportation, customs etc. to the agent.
- WAGNER will inform the agent in advance about the costs if the defective device is out of guarantee and has to be repaired.

For questions please send an Email with the belonging RMA number to:

support@wagner-asia.com

Only the English version is valid.

瓦格纳产品获取维修授权编号信息表

Wagner Return Material Authorization (RMA) Request Form

寄件人 Sender:

瓦格纳维修授权编号/
Wagner- RMA No.:

公司名称 Company Name:

公司地址 Address:

日期 Date:

请按照瓦格纳产品维修程序的步骤进行，该程序见网页

Please follow the WAGNER Repair Process, available on website:

www.wagner-asia.com.

| 设备信息 Information about the Device | 设备型号 Type of Device | 设备序列号 Serial Number | 购买日期 Purchasing Date |
|---|------------------------|------------------------|-------------------------|
| 详细故障描述(包括故障出现时间, 应用环境等) Detailed descriptions of the faults (incl. when faults occurred and description of the application environment) (若空白不够, 也可使用额外纸张。 Additional sheets can be used for more description.) | | _____ _____ | ____ / ____ ____ |
| 备注 Comments | | | |
| 直接联系人 Direct contact Person for questions | 姓名 Name | 电话 Telephone | 邮件 Email |
| | | | |

瓦格纳上海办事处
上海证券大厦
浦东南路 528 号, 北塔, 2402 室
邮编: 200120

热线: +86 (0) 21-68824755 ext. 109

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