After-Sales Service Commitment

A clear support route from the first report to a verified resolution.

14-month limited warranty

The whole-machine warranty runs for 14 months from the actual vessel departure date from the Chinese port, subject to the accepted order and service terms. Coverage applies to verified defective durable parts. Wear parts and excluded conditions are not covered.

How support works

Step	What happens
Identify	Send a clear photo of the machine nameplate.
Document	Describe the problem in one sentence and send a short video, only if safe to film.
Diagnose	ZHIM reviews the evidence and provides checks for the identified machine.
Resolve	Carry out the confirmed correction or parts action through the appropriate support route.
Confirm	Report the result and retain the service record.

Information that helps us diagnose the fault

You do not need to complete a form to request help. Start with the three items above. Your ZHIM contact will ask only for additional details relevant to the reported problem. Do not restart or continue operating an unsafe machine for a video.

Next support step

After complete information is received, ZHIM reviews the submission and confirms the next support step. This document does not promise a response time, on-site attendance, claim acceptance, repair authorization or parts approval.

Coverage and replacement parts

Item	Coverage
Durable parts	Following an accepted technical assessment confirming a defect within the warranty period, the approved replacement part is supplied free of charge.
Wear parts	Not covered. This includes O-rings, I-rings, D-rings, sealing rings, other seals and other items identified as wear parts for the machine.
Misuse and maintenance	Parts needed because of misuse, incorrect voltage, inadequate maintenance or unauthorized repair are purchased by the customer.
Transport damage	Not automatically a product-warranty defect. Inspect on receipt and retain packaging, damage photos and carrier evidence.
Overseas attendance	Overseas on-site labor, technician travel and related attendance are not included in the standard warranty.
Major quality incidents	Responsibility and any special resolution are reviewed case by case after the cause, scope and evidence are verified.

Approved replacement parts

Replacement parts are normally consolidated with the next order. The failed part normally does not need to be returned, but complete evidence is still required. An approved replacement part carries a 6-month warranty from its actual replacement date. This does not cover damage caused by an interacting aged or defective component.

Urgent standalone shipment

Freight, taxes, duties, clearance and related charges are confirmed in writing for the individual case after responsibility, urgency, spare-stock planning and the delivery route have been reviewed. No reimbursement, compensation or cost allocation is promised in advance.

Guangzhou Zhimei Electric Appliance Co., Ltd.
Room 201, Building 1, No. 4, Liangma 1st Street, Nansha District,
Guangzhou, Guangdong, P.R. China