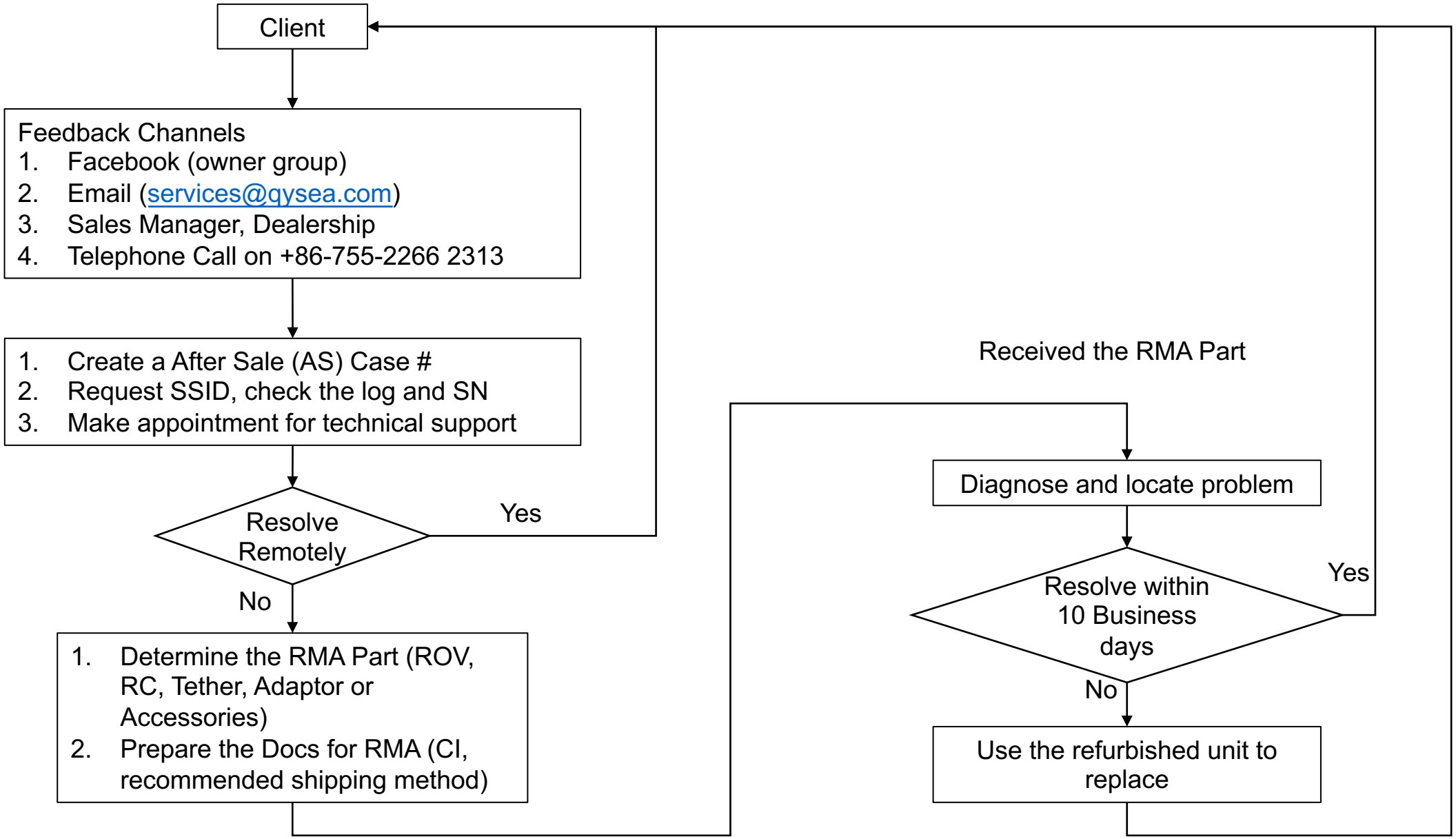
Client
Feedback Channels
1. Facebook (owner group)
2. Email (services@qysea.com)
3. Sales Manager, Dealership
4. Telephone Call on +86-755-2266 2313
1. Create a After Sale (AS) Case #
2. Request SSID, check the log and SN
3. Make appointment for technical support
Resolve Remotely
Yes
No
1. Determine the RMA Part (ROV, RC, Tether, Adaptor or Accessories)
2. Prepare the Docs for RMA (CI, recommended shipping method)
Received the RMA Part
Diagnose and locate problem
Resolve within 10 Business days
Yes
No
Use the refurbished unit to replace