

After-sales Service Handling Process of Energy Storage System





First Level-Regional Technical Service

- Inspection, repair, replace on site.
- Technical support and training.
- Manage and coordinate spare parts.
- 24h response, 72h Issue Solution.
- Feedback to HQ After sales service team.

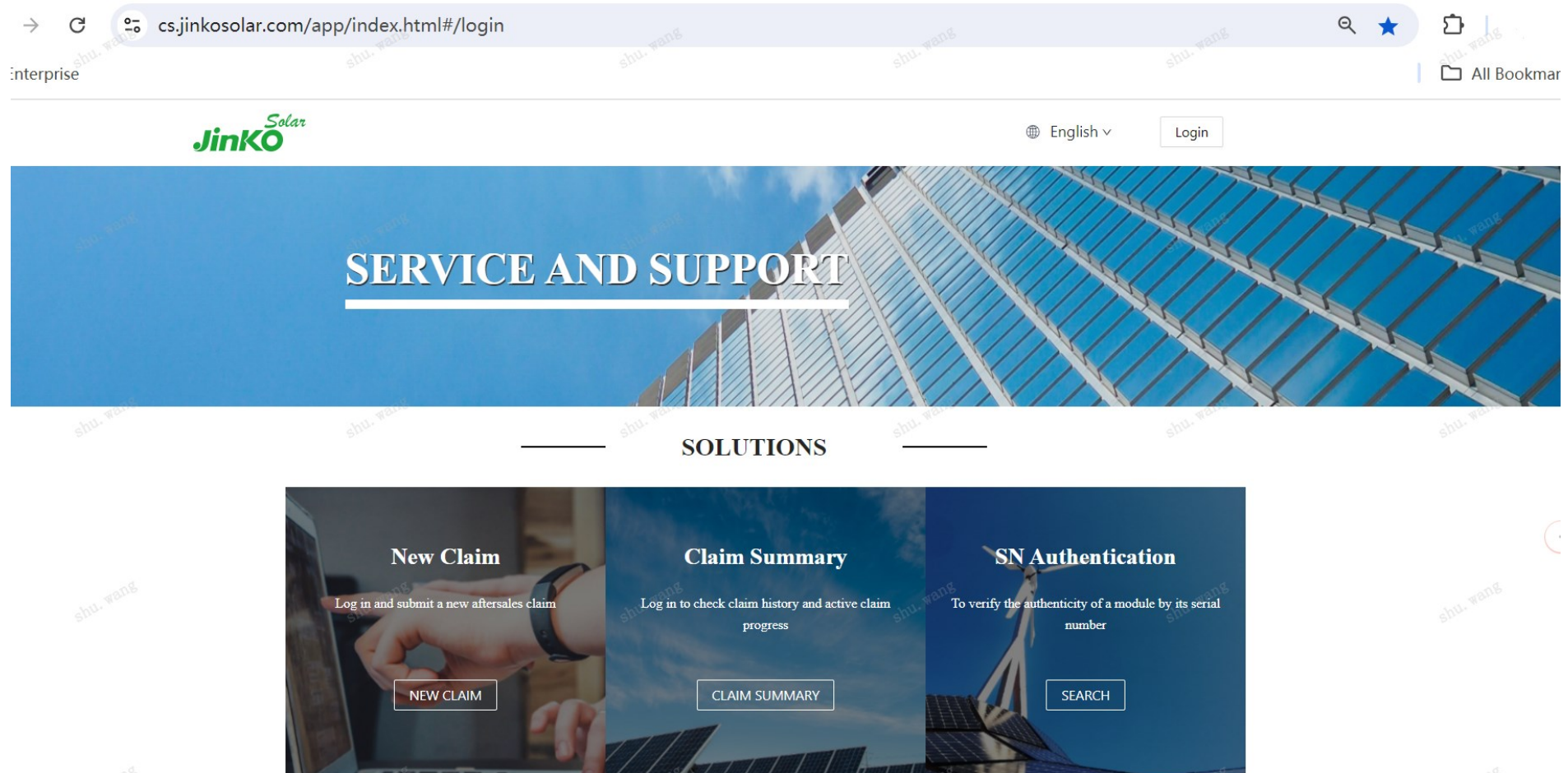


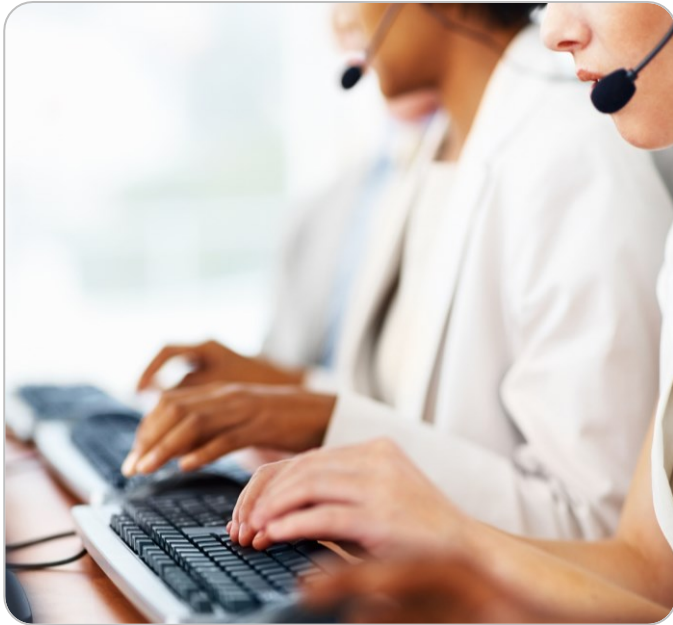
Second Level- HQ After sales service team

- Build, update, and improve after-sales system of global ESS.
- Collecting global complaints information.
- Dominate complaints handling with responsible department.
- Provide the final solution to customer or regional technician.

- Customers can submit complaints and questions via Jinko's official website:
<https://cs.jinkosolar.com/app/index.html#/login>.

- Step: Login → New Claim → ESS





Respond time

Our support team will respond to your feedback within **24** hours.



Provide Solution

Our support team will provide solution within **72** hours.

Distinguish different classes according to severity of complaints, losses and customer demands, etc.

Complaints Class

Class A:
Major complaints

Customer dissatisfaction caused by products which do not meet the legal and regulatory requirements of manufacturing or sales region, loss of key functions, or serious damage or shortage of batches of products due to logistics and transportation, or serious safety problems or hidden dangers of products, etc.

Class B:
Important complaints

Customer dissatisfaction caused by loss of non-critical functions, degradation of non-critical performance of products, or partial damage or shortage of products due to logistics and transportation.

Class C:
General complaints

Customer dissatisfaction caused by products quality or service, or products packaging damaged due to logistics. Customers make suggestions or requests directly or indirectly for return, exchange, replenishment, repair, etc.

When different hardware or software issues occur



For issues of Class A, the HQ team will go to the customer's site for troubleshooting and resolution. If the problem cannot be solved, the customer will be offered compensation or refunds.



For issues of Class B, local teams are required to go to the customer's site for troubleshooting and resolution, identifying hardware faults and replacing hardware, or upgrading software through various means.



For issues of Class C, remote upgrades or spare parts are provided to the customer for resolution.



Website: <https://cs.jinkosolar.com/app/index.html#/login>



Email: G_ESS.Service@jinkosolar.com



HQ Hotline: [4008608878](tel:4008608878)

Thank You !

