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V1.0	新增	吴渔桥	王志剑	2020/10/22
V2.0	新增易损件等耗材具体定义，POCT 系列产品保修政策内容，以及国际渠道客服支持政策	吴渔桥	王志剑	2022/5/10
V3.0	新增一国一策一区策服务支持政策以及代理商合规性经营行为要求	吴渔桥	吴炎林	2024/3/8

Dymind International Service Commitment

Shenzhen Dymind Biotechnology Co., Ltd. (hereinafter referred to as Dymind) is a high-tech enterprise specializing in the R&D, production, sales and service of medical devices. It adheres to the management philosophy of scientific management, quality excellence, service first, and pursuit of excellence, and continues to create high-quality products for customers and provide timely and efficient services. Relying on strong technical research and development strength, perfect after-sales service system, and comprehensive information system management, Dymind provides users with full life cycle support, adhering to the original intention of cooperating with agents and users for a win-win situation, and effectively solving pre-sales and after-sales problems, the following promises are made:

1. Service Quality Commitment

1.1. Service Response

Dymind ensure the timeliness of customer service through various channels such as service process specification, service personnel layout, engineer training, etc., and promises as follows:

- 1) When receiving the feedback from the customer by email before 21:30pm, Dymind will reply it within today; when receiving the feedback from the customer by email after 21:30pm, Dymind will reply by 12 am the next day
- 2) Message feedback from instant messaging tools such as Whatsapp, Wechat, Facebook, Skype, Line, etc., Dymind will give a prompt response within 2 hours (before 21:30pm Beijing time);
- 3) If Dymind cannot reply in time due to some special reasons, the customer can still get the reply with the same day. If there is an office or a foreign after-sales technical support staff from Dymind, the local time shall prevail.

1.2. Spare Parts Support

Dymind has complete spare parts management process specification to ensure the continuous supply of relevant parts within 5 years of machine discontinued. Dymind commit to send out the parts within three days after confirming the order for in-warranty products. For the spare parts order of out-warranty products, Dymind commit to send out the parts within one month after the payment.

1.3. Necessary Material Support

Dymind provide necessary training materials free of charge, including technical documents such as PPT, video materials, operation manuals, and maintenance manuals and so on.

1.4. Training Application and Implementation Standards

Dymind will conduct product training for customers. The main content of the training includes basic product principles, operation and use, maintenance, common fault troubleshooting and clinical applications.

1.4.1. Training Materials

Product training materials are provided free of charge by Dymind, including PPT, video materials, etc.; However, it is not allowed to repost and spread without authorization. The distributor can download the corresponding training material through this website: <http://159.138.130.90/>

1.4.2. Training Costs

- 1) For the training arranged in Dymind Shenzhen head office, Dymind will provide the hotel accommodation free of charge during the training period for the customer not more than one time per year;
- 2) For the training arranged in Dymind overseas center, customers need to bear all the relevant training costs, such as round-trip air tickets, hotel accommodation, etc;
- 3) For the door to door on-site training arranged by Dymind service engineer, Dymind will bear all the relevant training costs, such as round-trip air tickets, hotel accommodation, etc.

1.4.3. Training Arrangement Policy

- 1) Dymind provides differentiated training support for the customer with different levels and different product lines, the details are as below.

Dymind After Service Training Arrangement Policy				
Customer Level	Product Type			
	DH26/DH36/DP-H10/DP-C16//D-Wise	DH36X/DF55/DF50CRP/DM61VET	UN73/DH76/D7-CRP	DH615/DH800/CA1200
S Level Customer	Door to door on-site training support	Door to door on-site training support	Door to door on-site training support	Door to door on-site training support
A Level Customer	Door to door on-site training support	Door to door on-site training support	Door to door on-site training support	Door to door on-site training support
B Level Customer	Door to door on-site training support	Door to door on-site training support	Door to door on-site training support	Door to door on-site training support

C Level Customer	Dymind headquarters or Over-seas service center centralized training	Dymind headquarters or Over-seas service center centralized training	Dymind headquarters or Over-seas service center centralized training	Door to door on-site training support
D Level Customer	Dymind headquarters or Over-seas service center centralized training	Dymind headquarters or Over-seas service center centralized training	Dymind headquarters or Over-seas service center centralized training	Door to door on-site training support

2) The Qty of door to door on-site training support which Dymind can offer is as below.

Customer Level	Qty of door to door on-site training support
S Level Customer	<u>Depends on the customer' detailed requirement</u>
A Level Customer	≅ 3 Times/per year
B Level Customer	≅ 2 Times/per year
C Level Customer	≅ 1 Times/per year
D Level Customer	≅ 1 Times/per year

1.5. Customer Caring Service

During the product life cycle, Dymind promises to provide full follow-up services on the quality and use of the instrument. Dymind regional technical support engineers will organize customer caring services for key customers. The service content is as follows: regional quality data analysis, typical case sharing, important technical change notice sharing, customer suggestions and requirements collection, etc.

1.6. Product Upgrade Service

During the product life cycle, Dymind promise to provide service materials such as maintenance passwords, manuals, and software. The end user can also enjoy the upgrade service, the latest technical information and technical support of the instrument in time free of charge.

2. Service Commitment of In-warranty Products

2.1. Warranty Obligation

1) Dymind is responsible for taking any necessary action to solve problems happen during warranty period free of charge. The action is limited to free parts replacement and technical support only. Sending back the problematic analyzer to Dymind factory for repairing or

refurbishing maintenance is not available.

- 2) Customer should provide necessary information and feedback to the corresponding regional technical support engineers in accordance with the format of the "Customer Feedback Report" template.

2.2. Basic Warranty Policy and Special Service Support Policy

- 1) The warranty period of main unit and accessories calculated from the shipping date from Dymind.
 - 2) The consumable parts and disposable consumables are not covered by the warranty.
 - 3) Warranty period of spare parts that purchased for maintaining and turnover purpose is one year. Its warranty period calculated from the shipping date from Dymind.
 - 4) The warranty period of replace parts under warranty lasts to the warranty period of original main unit only. The warranty period of replaced accessories under warranty lasts to the warranty period of original accessories only.
- **Accessories:** Accessories are accessories that are not inherent to the machine but need to be connected to the machine to achieve certain functions, including but not limited to special power cables, ground cables, network cables, test tube racks, float sensors, printer boxes, barcode scanning and etc.
 - **Wearing parts:** Wearing parts are defined as inherent in all machines and are necessary to ensure correct function or reliable performance. Accessories subject to regular maintenance and replacement, including but not limited to seals, isolation chambers, puncture needles, filters, fluid pumps, Valve plate, ABW00002 silicone tube (press-off valve pinch tube), waste liquid barrel, etc. Once the wearing parts are used, there is no warranty period. If they are not used and fail during inspection of the first time installation, they can be replaced free of charge.
 - **Disposable consumables:** Disposable consumables are defined as non-inherent to the machine and used to achieve certain functions, auxiliary materials, including but not limited to reagents, reagent RF cards, quality controls, calibrators, CRP calibrators, printing paper etc. Disposable consumables have no warranty period and are accepted by customers. If they fail during inspection of the first time installation, they can be replaced free of charge.

Product Warranty Period for International Market			
Production Line	Type	Warranty Period	Content
Hematology Analyzer/Coagulation analyzer	Main Unit	/	The warranty period of the main unit comply with the business cooperation contract which you sign with Dymind International sales.
	Accessories	12 months	Power cable, grounding cable, LAN cable, tube rack, Diluent/waste sensor, barcode scanner, printer box (6 months warranty)
	Consumable Parts	0	Swab, Orings, Isolation chamber, Piercing sample probe, filter, pump membrane, ABW00002 tube, Waste container
	Disposable consumables	0	Reagents, RF card, Control, Calibrator, CRP calibrator, Printing paper
POCT Series analyzers	Main Unit	/	The warranty period of the main unit comply with the business cooperation contract which you sign with Dymind International sales.
	Accessories	12 months	Power cable, Power adapter, Coagulation adapter assembly
	Consumable Parts	0	Optical reaction cup, tubes, reagent disk, Halogen lamp
	Disposable consumables	0	Reagents, RF card, Control, Calibrator, Printing paper, Operator Manual

- 5) In order to better provide efficient and high-quality personalized service support, Dymind provides differentiated services support according to different customer levels. The customer level are divided into S/A/B/C/D five levels and the relevant specific service rights are as follows

Content of support	Implementation details	Level S	Level A	Level B	Level C	Level D
1. Special offer policies for out-warranty spare parts orders	Purchasing the spare parts according to Dymind after service spare parts inventory recommendation form and the spare parts order reaches a certain amount, special offer like free charge of spare parts will be provided.	√	√	√	√	×
2. Free Dymind	If the customer has accomplished the	√	√	√	×	×

Service Package	annual selling task, they can get Dymind service package (backpack, uniform, repair kit, etc.) which is worth 300 USD. The Qty of the package depends on the Qty of the distributor' engineers who has passed the Dymind training examination.					
3. One to one customer visit	<p>Customer visit or reference lab visit and basic clinical performance validation testing support arrangement for end user.</p> <ul style="list-style-type: none"> ■ Level S/A customer: 3 times customer visit per year and 2 times reference lab visit per year. ■ Level B customer: 2 times customer visit per year and 2 times reference lab visit per year. ■ Level C customer: 1 times customer visit per year and 1 times reference lab visit per year. 	√	√	√	√	×
4. Annual service report and engineer ability analysis report	<p>Level A customer: Every half a year</p> <p>Level B customer: Once a year</p>	√	√	√	×	×
5. Monthly customer caring	/	√	√	√	×	×
6. Free access to Dymind E-learning training platform	/	√	√	√	√	√
7. Free access to CRM system	/	√	√	√	√	×
8. One to one on-line training	/	√	√	√	√	√

2.3. Dymind Distributor Business Behavior Compliance Management Requirement

- 1) All Dymind 5 parts analyzer are default as closed system. It is not allow to crack the analyzer to make it into open system. And it is also not allowed to use other brand reagent which not approved by Dymind.
- 2) The reagents/spare parts receiving from Dymind can only be used on the equipment under its own name. It is not allowed to sell the reagents/spare parts to the equipment which is not under its own name. And it is also not allowed to sell the reagents/spare parts to other area distributor without the authorization of Dymind.
- 3) Any natural or legal person who makes available on the market an item specifically intended to replace an identical or similar integral part or component of a device that is defective or worn in order to maintain or restore the function of the device without changing its performance or safety characteristics or its intended purpose, shall ensure that the item does not adversely affect the safety and performance of the device. Supporting evidence shall be kept available for the competent authorities of the Member States.
- 4) An item that is intended specifically to replace a part or component of a device and that significantly changes the performance or safety characteristics or the intended purpose of the device shall be considered to be a device and shall meet the requirements laid down in this Regulation.

If the customer violated the above terms and conditions, Dymind will have to cancel the warranty of the customers and suspend all service support, such as spare parts delivery, ect. And Dymind will report relevant non-compliant behaviors to official regulatory agencies, making its products unable to circulate freely.

2.4. Disclaimer

Any problem caused in below cases will be considered as out of warranty and will be charged.

- 1) Malfunction or damage caused by improper use or man-made failure, such as falling down;
- 2) Malfunction or damage caused by unstable or out-of-range power input;
- 3) Malfunction or damage caused by force majeure such as fire and earthquake;
- 4) Malfunction or damage caused by improper operation or repair by unqualified or unauthorized service people;
- 5) Malfunction or damage caused by use of parts, accessories or reagents not approved by Dymind;
- 6) Malfunction of the instrument or parts whose serial number is not legible enough;
- 7) Provide false information, such as: Install the defective parts of the out-warranty analyzer on the in-warranty analyzer to claim spare parts replacement. Once confirmed by Dymind, the arrangement of spare parts will be suspended.
- 8) Others not caused by instrument or part itself.

2.5. Spare Parts Freight Policy

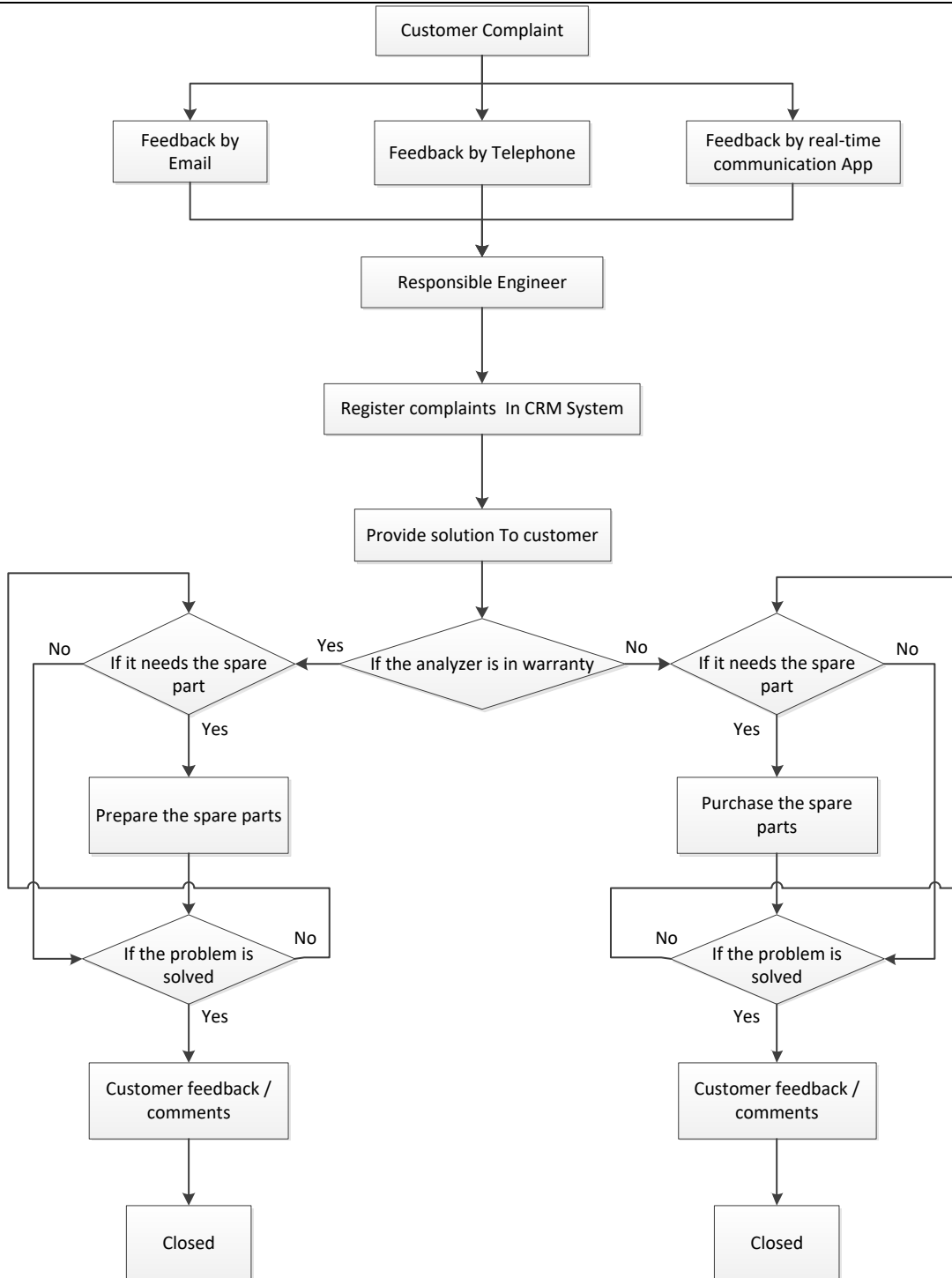
- 1) For in-warranty Products or/and parts, Dymind will bear freight charges and insurance costs when the part(s) is shipped to Distributor for service. The Distributor shall bear the freight charges and insurance costs when the repaired or replaced parts are shipped back to Dymind. The Distributor shall bear the customs charges of the spare parts going into the Territory, and Dymind will bear the customs charges of the spare parts going into China mainland.
- 2) For out-warranty Product(s) or/and Part(s), all freight, insurance charges and customs charges incurred from Product(s) or/and part(s) return shall be borne by the Distributor

2.6. Spare Parts Return Policy

- 1) All the damaged in-warranty spare parts which is repairable, for example **Laser assembly Main board, Driver board, Auto-loader board, RF card reader board, Liquid detection board, and etc.** should be return back to Dymind **within one month** after you receive the new parts from Dymind. If the previously damaged in-warranty spare parts are not returned back to Dymind in time, Dymind will stop the new in-warranty spare parts arrangement. For specific details, please refer to the "Declaration Letter" document
- 2) If the defective in-warranty spare part(s) have not been altogether retrieved, any spare part(s) consigned to you shall then be deemed by us as your intended purchase instead of warranty replacement.
- 3) You must get "**Return Material Authorization**" RMA document with RMA number from Dymind before returning spare parts.
- 4) Only after you have obtained the RMA document and the verified Commercial Invoice CI document from Dymind can you send back the relevant spare parts. For specific details, please refer to the " Dymind Spare Parts Return Material Authorization " document

2.7. Workflow of Customer Complaint Handling

The customer should provide necessary information and feedback to the corresponding regional technical support engineers in accordance with the format of the "Customer Feedback Report" template.



3. Service Commitment of out-warranty Products

- 3.1. Out-of-warranty maintenance fees are strictly implemented in accordance with the company's relevant regulations to ensure that the client's instruments can be restored to normal use at the minimum cost;
- 3.2. The Service response time and technical support of out-of-warranty products are consistent with the in-warranty analyzers;
- 3.3. The complete and sufficient types of spare parts for each model can ensure the timely supply of spare parts;
- 3.4. Dymind has established a complete set of after-sales service system and service process, and is equipped with professionally trained after-sales engineers to ensure that the entire after-sales service can be implemented in a timely and comprehensive manner.

4. Supplementary

- 4.1. Dymind only provides the services included in this commitment, and is not responsible for any salespersons, agents, or distributors that exceed the commitments made by this commitment;
- 4.2. This commitment applies to the processing of claims made by customers in the global market for products manufactured by Dymind, including OEM customers;
- 4.3. File conflict and circumvention: If other files have the same content as specified in this document, the requirements of this document shall be the final requirement.
- 4.4. Document interpretation and arbitration: If there is a difference in the understanding or execution of the document, Dymind Global Service Department is responsible for interpretation and arbitration.
- 4.5. Document entry into force: This document is effective from date of document issued.

5. Appendix

- 5.1. DMWI-CS-024-01 《Customer Feedback Report》
- 5.2. DMWI-CS-024-02 《Declaration Letter》
- 5.3. DMWI-CS-024-03 《Dymind Spare Parts Return Material Authorization》