



SYSTEM STRATEGYC

Precautions for Service Center

Prepared: Customer Service Department

Precautions for Service centre

1. Precautions for receiving or sending packages

1.1. After receiving machine or accessory, if any doubts about the warranty, please inform in the group in time, customer service from Whatsminer will follow

To clarify warranty based on following types:

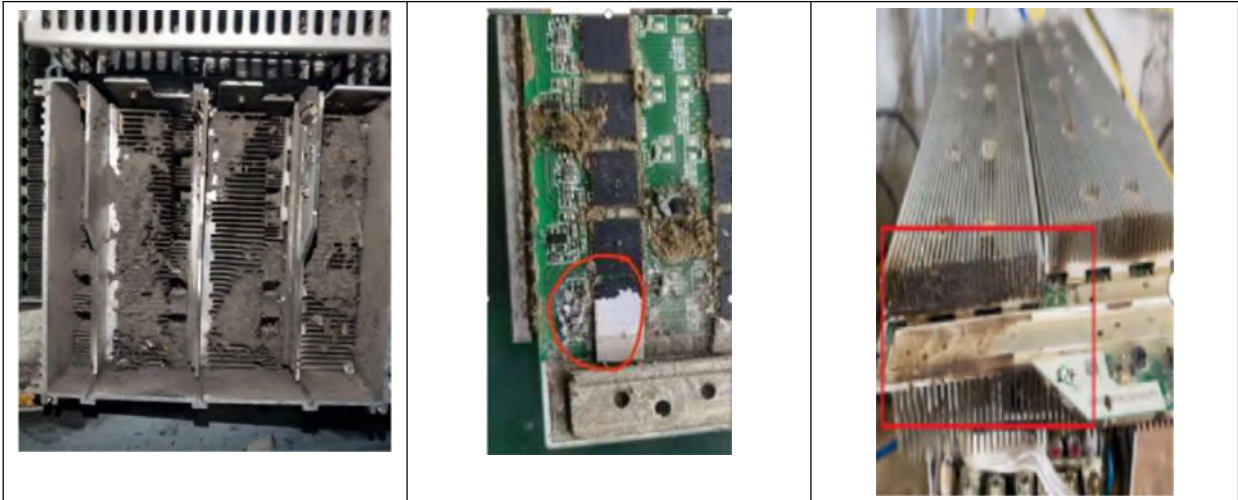
M30 Series Machine	12 months	Mainly based on checking on official website, if without warranty date, please contact customer service from Whatsminer
P221B/P222B	Warranty based on the date sold	Now, some are out of warranty, if receiving one out of warranty, please contact customer service from Whatsminer
P221C/P222C	Warranty based on type	Now, most are out of warranty. if receiving one out of warranty, please contact customer service from Whatsminer
CB4-V10/CB5-V10	Warranty based on type	1 Without warranty while purchasing separately. 2 Offering 1-year warranty while purchasing for M30X If any question, please contact customer service from Whatsminer

2. While receiving machines or accessories in abnormal situation like corrosion, oxidation, modification (like updated hardware or changed from air mode into immersion mode, using simulator etc) , mass dust in accumulation, or with unofficial accessories, please inform our company in time. If receiving products are abnormal, please send picture and report to customer service of Whatsminer to confirm with the client and feedback to the Service centre.

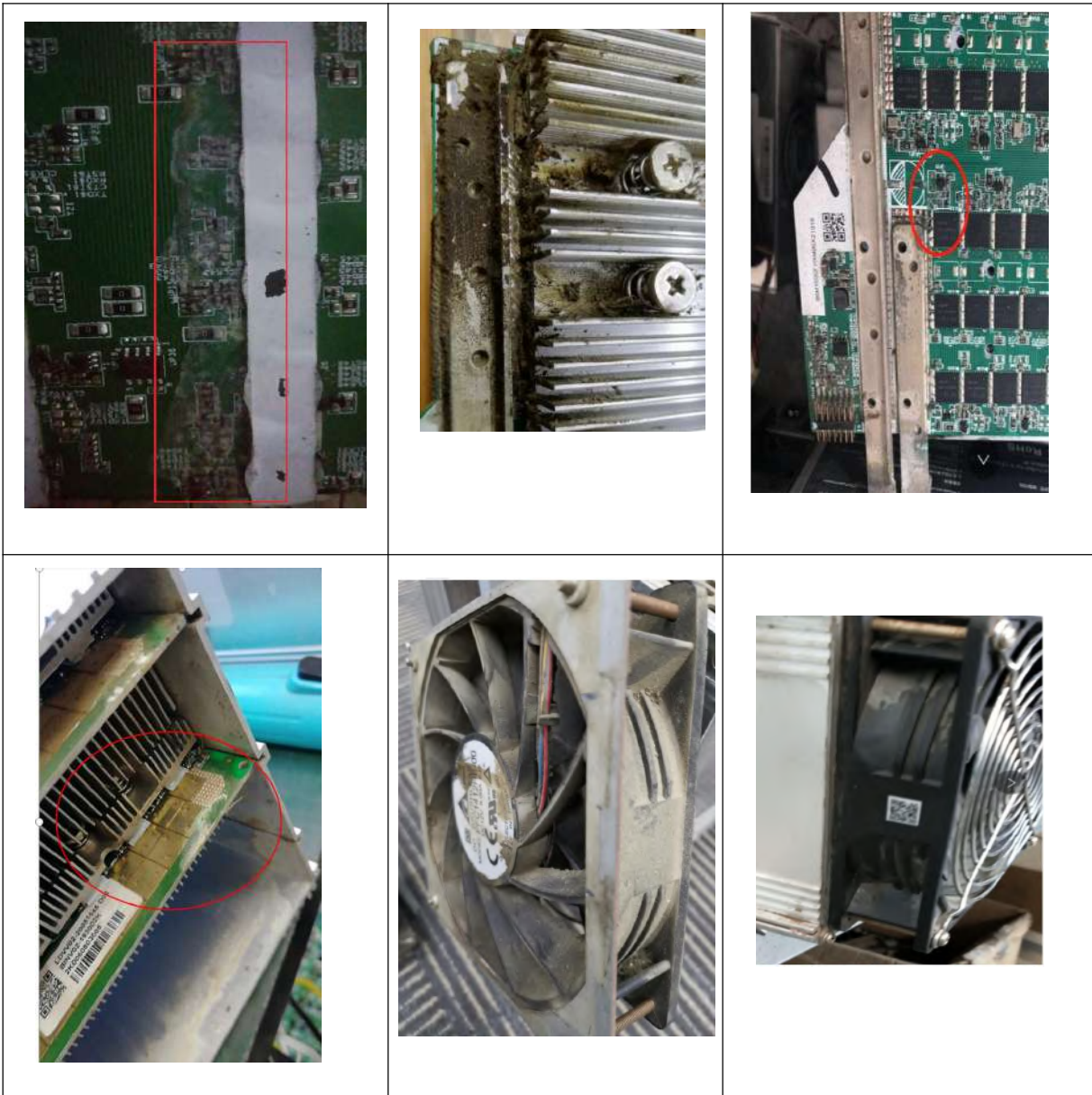
Category Description	Loss of Warranty	Judgement Description
Damaged machine and accessories	Corrosion	While machine or accessories are determined out-of-warranty repair, please send picture and report to customer service of Whatsminer to confirm with the client and feedback to the Service centre.
	Modification(like updated hardware or changed from air mode into immersion mode, using simulator etc)	
	Mass dust in accumulation	
	Dampness	
	With unofficial accessories, the whole machine will be out of warranty.	

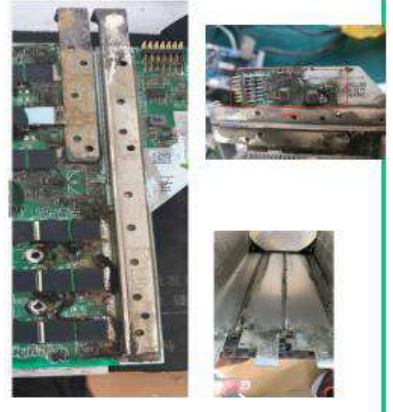
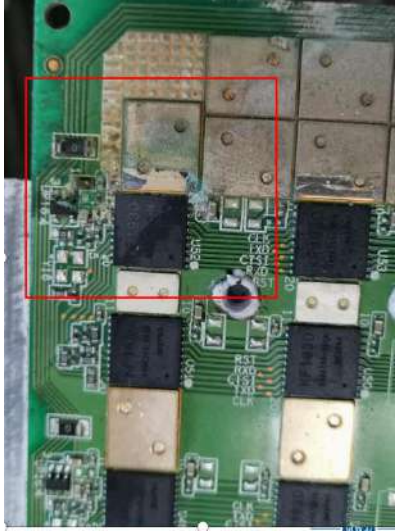
3. Example for loss of warranty

3.1. Machine or accessories in abnormal status like dampness, mass dust or soil in accumulation are out of warranty.

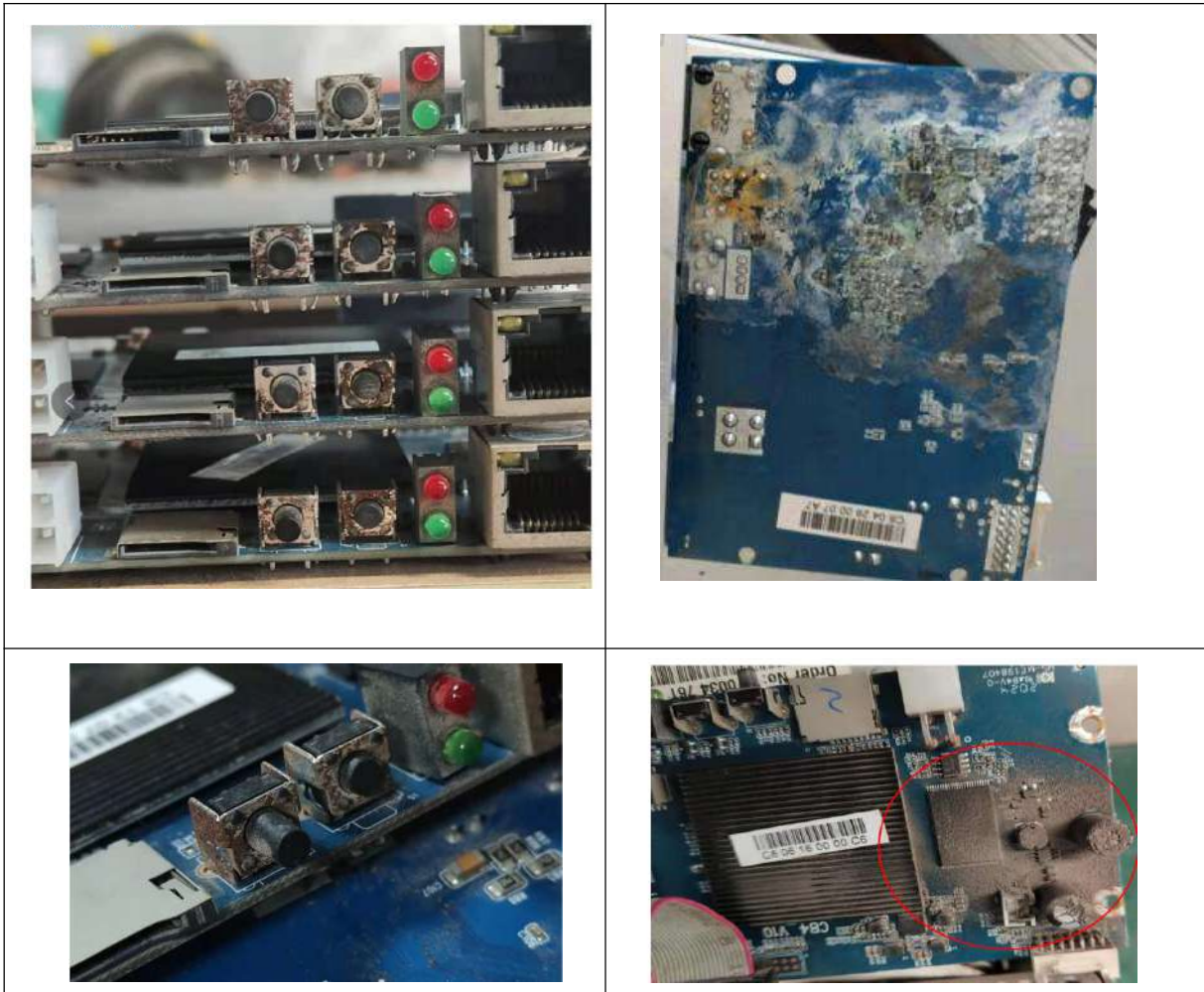


3.2. Dashboard in abnormal situation like dampness or corrosion is out of warranty

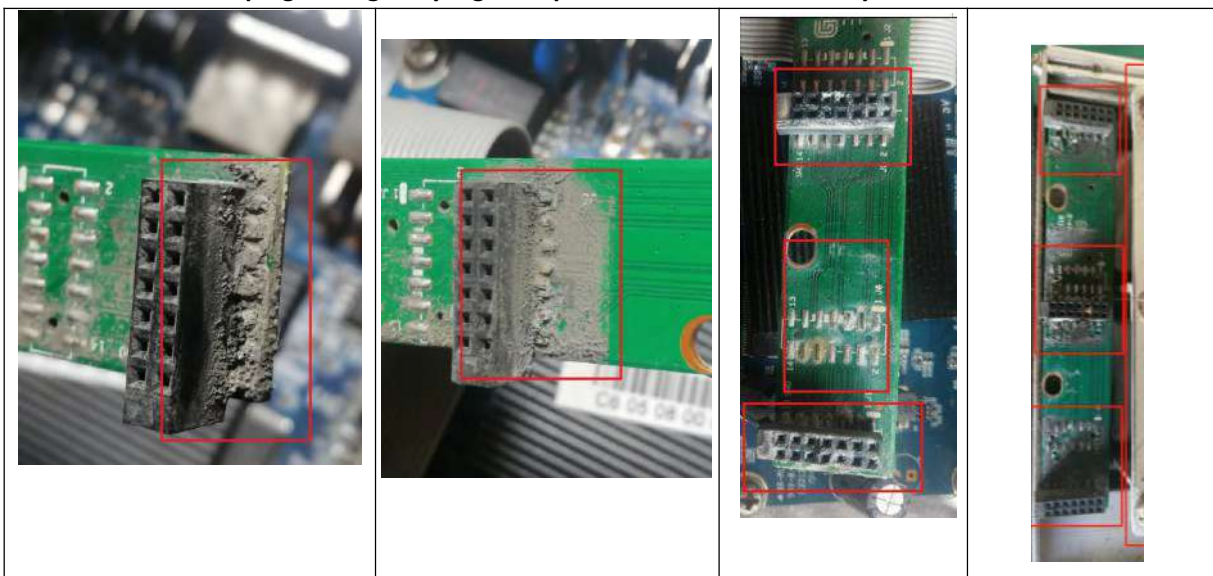




3.3. Control Board in abnormal situation like dampness, corrosion, oxidation, is out of warranty.



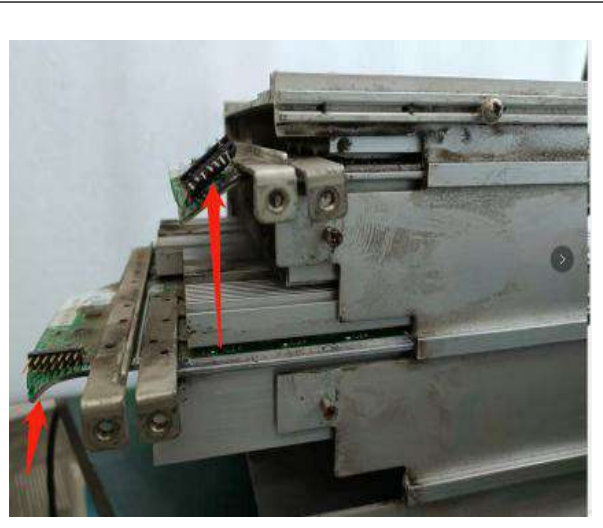
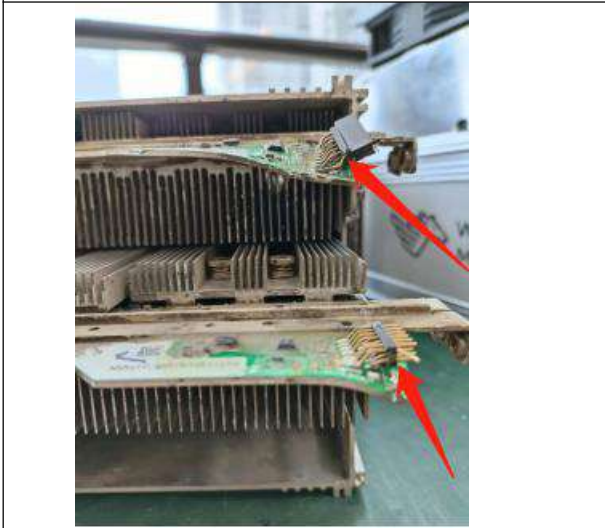
3.4. Transfer Board(Bridge) in abnormal situation like dampness, mass dust or soil in accumulation, plug damaged by high temperature, is out of warranty.



3.5. Machine damaged in move or transportation is out of warranty.

If damage caused by delivery, please save the package, take a picture to claim for loss to delivery company, and inform the client to cooperate to finish the process of claim for loss.





3.6. If series number or seal label of machine or power supply is damaged during transportation or in the mine, it will be out of warranty.



4. Returned machine and accessories should be returned to the customer in 5 working days. If any accident during repair, please contact our relative staff to cooperate to handle. It should not be over 7 working days to return products to the customer. Once it is over 7 working days, please contact customer service of Whatsminer to specify

5. During repair, if control board or power supply is changed, series number need filling as following.

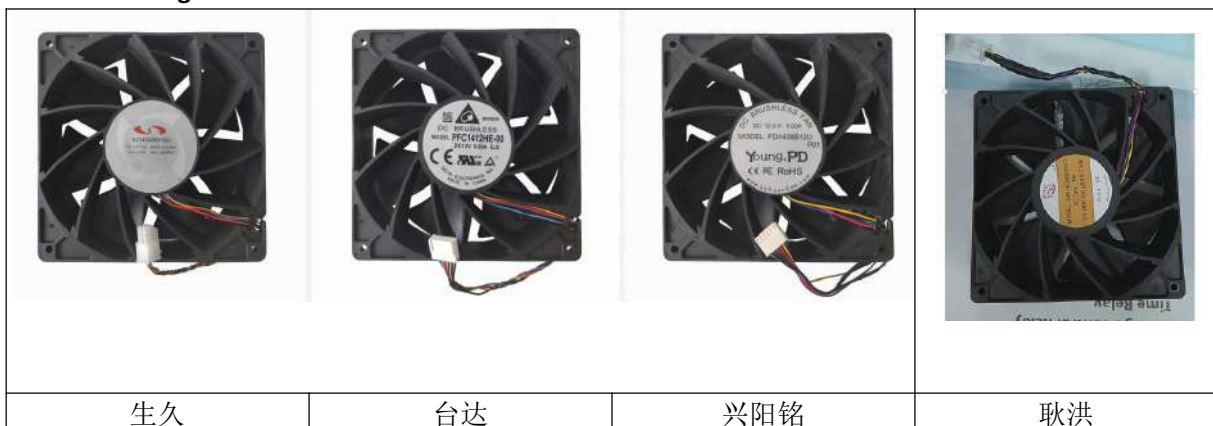
Received MAC address	Delivered MAC address	Serial number of the repairing PSU	Serial number of the returned PSU
		AR3D204800718	GB1355A2046604104R00009
		AR3D205209325	GB1355B2101600435R00004
		AR3D204801882	GB1355A2045700009R00012
		GB1355A2144605167RT0021	GB1355A2046605456R00009
		GB1355Z2143601147RT0007	GB1355Z2048600584R00011
		GB1355Z2124601485R00028	GB1355Z2047604265R00011
		GB1355Z2124604289R00028	GB1355Z2047604119R00011
		GB1355Z2126600858RS0001	GB1355Z2047602640R00010
		GB1355Z2124604301R00028	GB1355Z2048600418R00011
C80506002CFD	C80831009658		
C80910009C3D	C8083100868B		
C801100043F5	C8083100790F		
C80110003D28	C8083100320C		

6. Control Board/ Fan/ Power Supply to be distinguished

6.1. Types of Control Board:



6.2. Image of different brands of Fan:



6.3. Image of different types of Power Supply:



7. Name

7.1. Format of Daily Report

Daily Report_US_NC_YYYYMMDD

Daily Report_US_Illinois_YYYYMMDD

Daily Report_US_Texas_YYMMDD

Daily Report_CA_Alberta_YYYYMMDD

Daily Report_CA_Montreal_YYYYMMDD

Daily Report_KZ_Almaty_YYYYMMDD

Daily Report_KZ_Ekibastuz_YYYYMMDD

Daily Report_RU_Irkutsk_YYYYMMDD

Daily Report_US_NC_20220304

Daily Report_US_Illinois_20220304

Daily Report_US_Texas_20220304

Daily Report_CA_Alberta_20220304

Daily Report_CA_Montreal_20220304

Daily Report_KZ_Almaty_20220304

Daily Report_KZ_Ekibastuz_20220304

Daily Report_RU_Irkutsk_20220304

7.2. Format of Maintenance Report

Maintenance record-US_NC_20220323 [YYYYMMDD]

Maintenance record-US_Chicago_20220323

Maintenance record-US_Texas_20220323

Maintenance record-CA_Alberta_20220323

Maintenance record-CA_Montreal_20220323

Maintenance record-KZ_Almaty_20220323

Maintenance record-RU_Irkutsk_20220323