

产品质量承诺书

Quality Commitment

苏州西门子电器有限公司上海分公司销售苏州西门子电器有限公司天台分公司生产的 APT 品牌的 LA39、PB1 系列按钮、AD16、PL1 系列指示灯、LW39 系列万能转换开关、AD16-30JC 组合指示灯、TL 系列警示灯、ALS1 系列限位开关、ZY/DY 系列小型控制继电器、X 系列控制箱等低压电器产品，ER/NR/HR/PR/SR 系列小型通用继电器及 ALH-0.66 系列电流互感器产品。公司作如下质量承诺：

Siemens Electrical Apparatus Ltd., Suzhou_Shanghai Branch sells low voltage products which includes APT LA39, PB1 series pushbutton, AD16, PL1 series indicator light, LW39 series cam switch, AD16-30JC combined indicator light, TL series tower lamp, ALS1 series limited switch, ZY/DY series relay, X series enclosure etc and ER/NR/HR/PR/SR series general-purpose relay and ALH-0.66 series current transformer. All the mentioned products are produced by Siemens Electrical Apparatus Ltd., Suzhou_Tiantai Branch. We want to make the following quality commitment:

一、质量符合性 Quality Conformity

1. 低压电器产品符合国家标准 GB/T 14048.5-2017《低压开关设备和控制设备 第 5-1 部分：控制电路电器和开关元件 机电式控制电路电器》(IEC 60947-5-1:2016,MOD)。电流互感器产品符合 GB 20840.2-2014《互感器 第 2 部分：电流互感器的补充技术要求》(IEC 61869-2: 2012, MOD)。控制箱产品符合 GB17466.24-2017《家用和类似用途固定式电气装置的电器附件安装盒和外壳 第 24 部分：住宅保护装置和其他电源功耗电器的外壳的特殊要求》(IEC 60670-24:2011,MOD)。ER/NR/HR/PR/SRT 系列继电器产品符合 GB/T 21711.1-2008《基础继电器 第 1 部分：总则与安全要求》(IEC61810-1:2003,IDT)。

Low voltage products meet the national standard of GB/T 14048.5-2017 *Low voltage switch and control equipment Part 5-1: control circuit and switch component mechanical and electrical control circuit (IEC 60947-5-1:2016,MOD)*. Current transformer meet the standard of GB 20840.2-2014 *Instrument transformers—Part 2:Additional requirements for current transformers (IEC 61869-2:2012,MOD)*. Control box meet the standard of GB 17466.24-2017 *Boxes and enclosures for electrical accessories for household and similar fixed electrical installations—Part 24: Particular requirements for enclosures for housing protective devices and other power dissipating electrical equipment (IEC 60670-24:2011,MOD)*. ER/NR/HR/PR/SRT series relay meet the standard of GB/T 21711.1-2008 *Electromechanical elementary relay-Part 1: General and safety requirements (IEC61810-1:2003, IDT)*.

2. 低压电器产品通过中国质量认证中心 (CQC) 的 CCC 及 CE 认证试验合格, 获得 CCC 认证、CE 认证的证书, 并接受中国质量认证中心 (CQC) 的质量监控。ER/NR/HR/PR/SR 系列小型通用继电器通过中国质量认证中心 (CQC) 的 CQC 及 CE 认证试验合格, 获得 CQC 认证、CE 认证的证书, 并接受中国质量

认证中心 (CQC) 的质量监控。电流互感器产品获得江苏省质量技术监督局颁发的计量器具型式批准证书, 并接受苏州质量技术监督局的质量监督和审查。

Low voltage products passed the test and acquired the certification of CCC and CE from China Quality Certification Center and also receive the quality supervision of China Quality Certification Center. ER/NR/HR/PR/SR relay passed the test and acquired the certification of CQC and CE from China Quality Certification Center and also receive the quality supervision of China Quality Certification Center. Current transformer products have obtained the type approval certificate of measuring instruments issued by Jiangsu Bureau of Quality and Technical Supervision and examination by Suzhou Bureau of Quality and Technical Supervision.

3. 我公司销售产品根据管理体系的要求进行严格的质量控制和检验, 出厂产品检验合格。

Our products strictly meet the requirements of management system to execute the quality control and all the products passed the outgoing inspection.

二、体系符合性 System Conformity

质量管理体系符合 ISO9001:2015 标准, 获得由德国莱茵 TUV 核发的质量体系认证证书, 证书登记号为: 01 100 1532651, 并接受德国莱茵 TUV 的体系监督审查。

Quality management system meets the standard of ISO9001:2015 and acquired the quality system certification which released by TUV Rheinland. Certification Number is 01 100 1532651 and we receive the supervision of TUV Rheinland.

三、售后服务 After-sales Service

1、产品质保期以交货之日起计算, 为期 18 个月。保质期内, 经公司客服确认为产品质量问题的, 公司提供免费维修或更换。非产品质量问题 (人为损坏、使用不当或不可抗拒之力) 造成的产品损坏不在保修范围内。

Warranty period begin with the date of delivery and will be 18 months. During this period, if the product problem is quality related, we'll provide free maintenance and change after the confirmation of customer service. If the product problem is not quality related (eg: human damage, misuse or other irresistible force), we won't take any responsibility.

2、针对客户投诉, 我公司客服部会在 24 小时内作出回应, 并尽快提供解决方案。

As for the customer complaint, our customer service will make response in 24 hours and will provide solution as soon as possible.

Siemens Electrical Apparatus Ltd., Suzhou,
Tiantai Branch
Quality Department

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