

Letter of apology

As for Soshine E3S charger, due to problems of "self-adaptive" program in the software, "sys fail" will appear on the LCD screen when charging the battery , and it cannot work.

This "self-adaptive" function has been deleted in the software, it will be not happened again. the defective products will not have any safety problems when they are used, but the battery cannot be charged.

Please rest assured of this!

We hereby inform the customers who purchased our E3S charger from January 2017 to November 2017. If the charger screen shows" sys fail", please return it to our company. For those that have been sold out and not more than 1 year, please allow consumers to return and replace the goods. The expenses incurred by the return and replacement goods shall be borne by our company.If the dealer cannot handle it, please contact us directly. If the purchase time is not more than one year, we will arrange the replacement and bear the freight. If it is more than one year, we will replace new one freely, please bear the freight by yourself.

Please forgive us for the inconvenience caused to you. I hope you will continue to support us in the future.we will do our best to be better and better!

Email:summer@soshine.com.cn(please send the photo of the bad charger when you send email to me)

致歉信

对于我司 E3S 充电器,因软件“自适应”程序出现问题,导致在给电池充电时 LCD 屏幕会出现“sys fail”且无法工作,现已将此功能在软件中删除,产品不会再出现类似问题。在此之前的不良的产品在使用时不会出现安全问题,只是无法给电池充电,这点请客户放心!

现通知购买我司 E3S 充电器的客户,购买时间在 2017 年 1 月至 2017 年 11 月的,如充电器屏幕出现 sys fail 请退回我公司;对已经销售出去的且时间未超过 1 年的,请经销商允许消费者退换货,退换货所产生的费用由我司承担;对于经销商无法处理的,请直接与我司联系,如果购买时间未超过 1 年,我们会安排补货并承担运费,如果超过一年,我们会免费更换新的,但请自行承担运费。

给大家带来不便,敬请谅解,希望大家以后能继续支持我们,我们会努力越做越好!

Email:summer@soshine.com.cn(请提供不良品的照片)