

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. 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, Soshine will provide replacements to dealer accordingly.

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 E3S-QC(new version with TPC function), you only need to pay the shipping cost: 9.00USD.
- If it is more than one year, we will replace new one with E3S-QC charger, please bear the freight by yourself, and pay the price difference for E3S-QC(new version with TPC function). Total cost: 17.00USD.

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

Thanks a lot for your support and kind understanding always :-)

Yours Sincerely,

Shenzhen Soshine Battery Co., Ltd

Email: summer@soshine.com.cn

(Please send order time and the photo of defective charger by email)