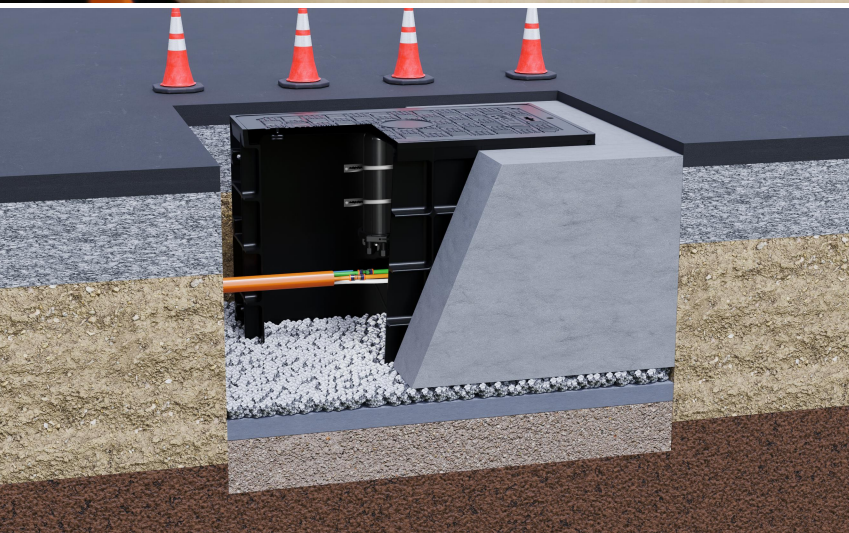


CERTIFICATE OF WARRANTY





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Dear Customer,

Thank you very much for choosing to cooperate with FCST. As a company specializing in the production of optical communication equipment, FCST has 19 years of manufacturing experience. We always prioritize product quality and customer satisfaction. In the globalized communication market, we are well aware of the importance of high-quality products for our customers' businesses. We also understand that only by ensuring consistent quality can we earn your long-term trust and support. The following is our solemn quality assurance statement provided for you.

Quality Control System

We strictly adhere to internationally recognized quality management standards and have established a complete and rigorous internal quality control system based on the ISO 9001 quality management system. From raw material procurement, product design and research and development, production and manufacturing, to finished product inspection, packaging and transportation, every link has clear quality standards and operation specifications.

In the raw material procurement process, we have established long-term cooperative relationships with high-quality suppliers that have been strictly screened and inspected on-site worldwide. All raw material suppliers are required to provide detailed quality certification documents, such as material reports, environmental protection certifications, etc. We will also conduct regular audits and evaluations of suppliers to ensure that their production processes and product quality continuously meet our high standards.

Production and Manufacturing Process

Our production base is equipped with advanced automated production equipment and high-precision testing instruments. For example, there is a fully automated assembly production line for assembling microduct connectors and a high-precision CDC imaging detector. Production is carried out strictly in accordance with standardized operation procedures. Every employee on the production line has received professional training and is familiar with the production process and quality requirements.

During the production process, a combination of first article inspection, patrol inspection, and final article inspection is adopted to strictly monitor each production batch. Once a quality problem is detected, production will be stopped immediately, and a cause analysis and rectification will be carried out. Production will not be resumed until the problem is completely solved.

At the same time, big data analysis technology is introduced to collect and analyze data in the production process in real time, promptly detect abnormal fluctuations in the production process, and prevent the occurrence of quality problems in advance.



Quality Inspection Process

Raw Material Inspection: All raw materials must undergo strict inspection before being warehoused, including physical property testing, chemical composition analysis, appearance inspection, etc. For key raw materials, such as PC materials, a combination of sampling inspection and full inspection is adopted to ensure that the quality of each batch of raw materials is qualified. Only the materials that pass the inspection can enter the production process.

In-process Inspection: During the product production process, multiple quality inspection points are set up to conduct timely inspections of semi-finished products. The inspection content includes dimensional accuracy, assembly quality, performance parameters, etc. Through in-process inspection, quality problems in the production process can be detected in a timely manner, preventing unqualified products from flowing into the next process, effectively reducing production costs and improving production efficiency.

Finished Product Inspection: Each finished product must undergo a comprehensive quality inspection before leaving the factory, including functional testing, performance testing, reliability testing, environmental adaptability testing, etc. Functional testing ensures that all functions of the product meet the design requirements; performance testing quantitatively detects the key performance indicators of the product; reliability testing simulates various working conditions of the product in actual use to verify the reliability and durability of the product; environmental adaptability testing examines the working performance of the product under different environmental conditions such as temperature, humidity, and air pressure. Only the products that pass all the inspection items can be affixed with a qualified label and enter the finished product warehouse awaiting shipment.

Quality Assurance Period

Starting from the date of product delivery, we provide you with a quality assurance period of [12 months](#). During the quality assurance period, we will be fully responsible for the quality of the products. If there are any quality problems with the products, we will provide you with free repair or replacement services in accordance with the provisions of this quality assurance statement. For the direct economic losses caused to you due to product quality problems, we will bear the corresponding compensation liability according to the actual situation.

After-sales Service

FCST has a technical support team composed of professional engineers, which can provide you with [7x24-hour](#) all-weather technical support and consulting services. No matter where you are in the world and whatever technical problems you encounter, you can contact us through various means such as telephone, email, and online customer service. We will respond to your needs within [1 hour](#) and provide you with a solution in the shortest possible time.

Rapid Response Mechanism: Upon receiving your quality feedback, we will immediately activate the rapid response mechanism. Firstly, we will conduct a preliminary diagnosis and analysis of the problem through remote technical support to determine the severity of the problem and the possible causes. If the problem can be solved through remote guidance, our engineers will provide you with detailed operation guidance at the first time. For urgent quality problems, we promise to arrive at the site within [24 hours](#) to handle them.



Spare Parts Supply Guarantee: In order to ensure that your equipment can be repaired and replaced in a timely manner, we have established a complete spare parts warehouse and stocked an adequate supply of commonly used spare parts and key components. For the components that need to be replaced during the quality assurance period, we will provide them free of charge and ensure that the quality and performance of the spare parts are consistent with those of the original products. At the same time, we have established long-term cooperative relationships with several internationally renowned logistics enterprises, which can ensure that the spare parts are delivered to you in the shortest possible time.

Regular Follow-up and Maintenance: During the quality assurance period, we will regularly follow up on the products you use to understand the usage situation of the products and your satisfaction. According to the follow-up results, we will provide you with necessary maintenance suggestions and technical guidance to help you use and maintain the products better. At the same time, we will also collect your feedback and suggestions for the improvement and optimization of the products, and continuously improve the product quality and service level.

Quality Complaint Handling

If you have any questions or complaints about the quality of our products, please feel free to contact us. We have established a dedicated quality complaint handling team responsible for dealing with your complaints. The complaint handling team will get in touch with you within **2 hours** after receiving the complaint to understand the detailed situation and provide a preliminary solution within **48 hours**.

During the process of problem-solving, we will maintain close communication with you and promptly feedback the progress of the handling to you until the problem is completely resolved. We always aim at customer satisfaction. We will take your complaints seriously and actively solve them to ensure that your rights and interests are fully protected.

Continuous Improvement

We are well aware that quality is the eternal theme of an enterprise's development. Therefore, we always adhere to the concept of continuous improvement. Through regular collection of customer feedback, internal quality audits, data analysis and other means, we continuously identify problems and deficiencies in the quality control process and promptly take effective improvement measures.

At the same time, we actively pay attention to the latest technological developments and changes in quality standards in the industry, and continuously introduce advanced quality management methods and technical means to continuously improve our quality management level and product quality.

Once again, thank you for your trust and support for FCST! We will, as always, uphold the business philosophy of "Quality First" and provide you with high-quality communication products and excellent services. We believe that through our joint efforts, we will surely achieve mutual benefit and win-win results and jointly promote the development of the communication industry.

Fiber Cable Solution Technology Co.,Ltd.

