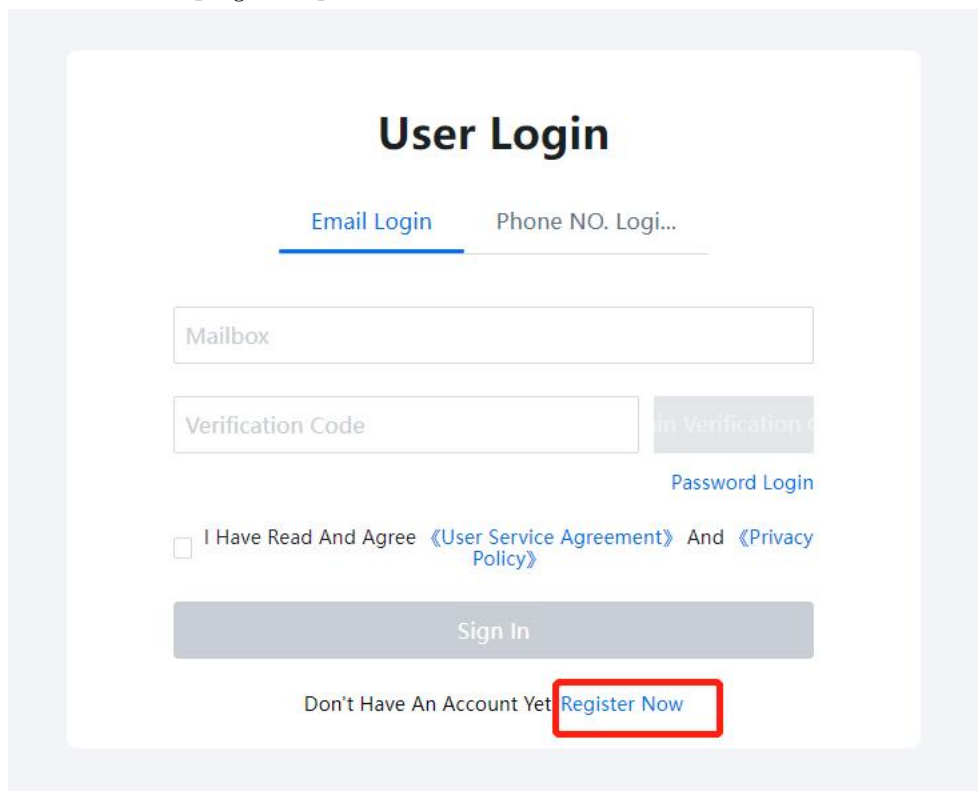


# Purchasing extended warranty service guidance

## 1. register and login

### a) Registration

Click on the [register]



The image shows a web form titled "User Login". It has two tabs: "Email Login" (selected) and "Phone NO. Logi...". Below the tabs are input fields for "Mailbox" and "Verification Code". There is a "Sign In" button. Below the "Sign In" button, it says "Don't Have An Account Yet" followed by a "Register Now" link, which is highlighted with a red rectangle. There is also a "Password Login" link and a checkbox for "I Have Read And Agree" with links to "User Service Agreement" and "Privacy Policy".

After completing the info, click on [register] to finish the registration and login the account.

## User Registration


[Email Registra...](#) [Phone Number R...](#)


Surname Name

Country ▼

Mailbox

Verification Code [in Verification Code](#)

Password 

Confirm Password 

☐ I Have Read And Agree [《User Service Agreement》](#) And [《Privacy Policy》](#)

**Register**

[Login Directly](#)

## b) Login

### 2.1 verification code login

Input your email and click on the [get verification code]

## User Login

[Email Login](#)[Phone NO. Logi...](#)

in Verification Code

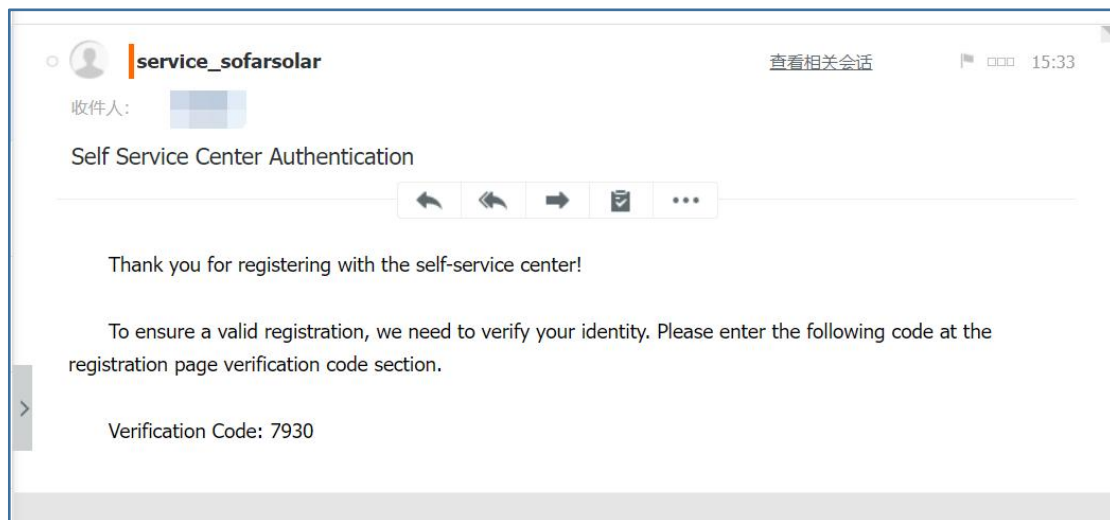
[Password Login](#)

☐ I Have Read And Agree [《User Service Agreement》](#) And [《Privacy Policy》](#)

Sign In

Don't Have An Account Yet?[Register Now](#)

Check the verification code in your mailbox.



Input the verification code and click on the login.

# User Login

[Email Login](#)[Phone NO. Logi...](#)

c.com.cn

7930

7s

[Password Login](#)

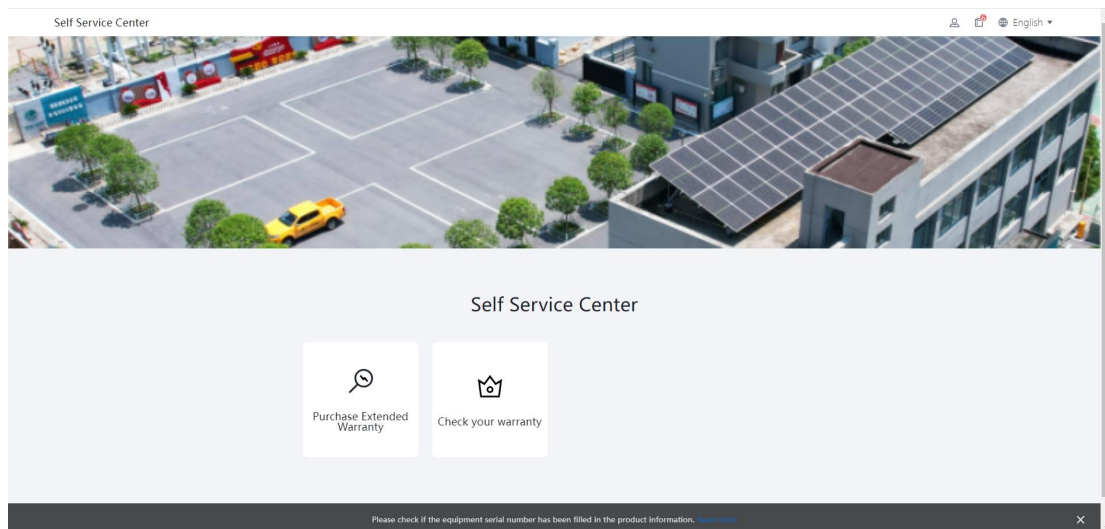
☒ I Have Read And Agree [《User Service Agreement》](#) And [《Privacy Policy》](#)

Sign In

Don't Have An Account Yet?

[Register Now](#)

After login, you are able to check the self- service center.



## 2.2 Password login

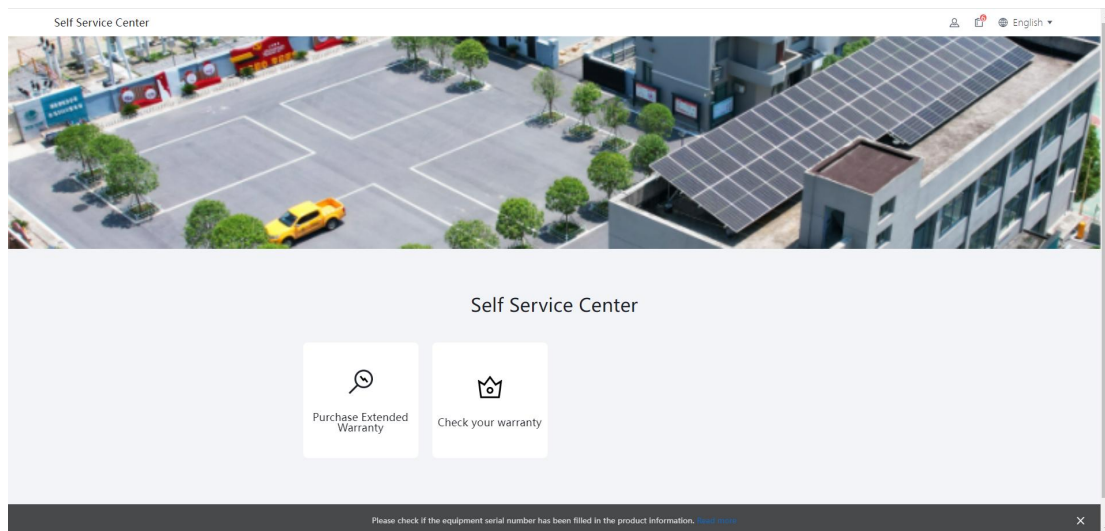
Select [password login]

The image shows a 'User Login' form. At the top, there are two tabs: 'Email Login' (which is selected and underlined) and 'Phone NO. Logi...'. Below the tabs, there is a 'Mailbox' input field. Underneath that is a 'Verification Code' input field. To the right of the 'Verification Code' field is a button labeled 'in Verification C'. Below these fields, there is a checkbox with the text 'I Have Read And Agree' followed by links to '《User Service Agreement》' and '《Privacy Policy》'. To the right of the checkbox is a button labeled 'Password Login', which is highlighted with a red rectangle. Below the checkbox and the 'Password Login' button is a large grey 'Sign In' button. At the bottom of the form, there is a link that says 'Don't Have An Account Yet?Register Now'.

Input the email address and password to login.

The image shows the 'User Login' form after some input. The 'Email Login' tab is still selected. The 'Mailbox' field now contains a masked email address ending in '.com.cn'. The 'Verification Code' field now contains a masked password represented by dots. Below the password field, there are two links: 'Forget Password' and 'Verification Code Login'. The checkbox 'I Have Read And Agree' is now checked. The 'Sign In' button is highlighted with a red rectangle. The link at the bottom remains 'Don't Have An Account Yet?Register Now'.

After login, you are able to check the self- service center.



## 2. Purchasing extended warranty

### 1、Quick purchasing

#### 1. Confirm order

Select county and currency

1.Please select a country

Country \*

Payment Currency \*

Input the information of purchasing personnel

2.Purchaser information.

payer \*

Duty paragraph

Equipment installation address \*

Select quick purchasing

3.Confirm purchase of extended warranty

☒ Regular Order ☐ Batch import

Input the SN of your product, the product model and warranty period will be displayed automatically. Then select the extended warranty service for purchasing.

[+ Add Product](#)

Product1

Product SN \*

Product Model 🔒

Warranty start date. 🔒

Warranty expiration date 🔒

Purchase of extended warranty service. \*

Price (currency) 🔒

The price will be calculated automatically, then click on the [confirm order]

[+ Add Product](#)

Product1

Product SN \*

Product Model 🔒

Warranty start date. 🔒

Warranty expiration date 🔒

Purchase of extended warranty service. \*

Price (currency) 🔒

After the successful extension, the total warranty period will be 15 years.
[View more](#)

Staging

Confirm Order

## 2. Submit the order

Check and confirm the information, then click on the [Submit order] button.

#### Buyer Information

Full Name	Country	Telephone
<input type="text" value="杨先生"/>	<input type="text" value="China"/>	<input type="text" value="13621050000"/>
Mailbox		
<input type="text" value="tenyang@rektec.com.cn"/>		
payer	Duty paragraph	Equipment installation address
<input type="text" value="test"/>	<input type="text" value="Not filled in"/>	<input type="text" value="test"/>

#### Basic information

Order number	Order Date
<input type="text" value="WE202306210003"/>	<input type="text" value="2023-06-21 09:50:27"/>
Currency	Remark
<input type="text" value=""/>	<input type="text" value="Please enter"/>

#### Order Details

Product SN	Product Name	Quantity	Standard Price	Unit Price	Settlement Amount
		1	¥100.0000	¥100.00	¥100.00
Total Amount:					¥100.00
Transaction Amount:					¥100.00

<input type="button" value="Reorder"/>	<input type="button" value="Submit"/>
--	---------------------------------------

### 3. Checking order

After submission, the webpage will indicate “Order are submitted, please wait for the approval result!”

Initiate Request

Order audit

Order payment

Purchase successful

**The order has been submitted successfully. Please wait patiently for the audit results!**

Please pay attention to the prompt information (email or SMS).  
After the order is audited and passed, you will be notified, and  
you can directly pay the amount in [My Order].

Clicking on the [View orders], you are able to check the order that you just placed.



Personal Information >

Contact Address >

My orders. >

Order details

Cancel

Return

Purchaser information.

Contact person.: 杨先生

Contact phone.: 1

Contact email.: n

Country: China

payer: test

Duty paragraph: --

Equipment Installation address: test

Basic information.

Order number.: WE202306210003

Order status.:

Submission time.: 2023-06-21 09:51:20

Creation date.: 2023-06-21 09:50:27

Audit time.: --

Remarks: --

Order details.

Product name.	Related Equipment	Quantity.	Standard Price	Settlement unit price.	Settlement amount.
		1	¥100.00	¥100.00	¥100.00

Total order amount.: ¥100.00

Transaction amount.: ¥100.00

## 4. Order payment

When system administrator approves on this order, the system will send the email notification to you automatically.

订单审核通过 ☆

发件人: service\_sofarsolar <service@sofarsolar.com>

时间: 2023年6月21日 (星期三) 下午1:40

收件人: @qq.com>

纯文本 |

邮件可翻译为中文 立即翻译

您好, 您提交的订单WE202306210001已经审核通过, 请点击链接: [https://apeu1-  
ws.fscloud.com.cn/t/sofarsolareutest/wss/index.html#/orderpayment/6d0300dd-f9b2-855e-0000-069405a857ad](https://apeu1-<br/>ws.fscloud.com.cn/t/sofarsolareutest/wss/index.html#/orderpayment/6d0300dd-f9b2-855e-0000-069405a857ad), 完成订单的支付!

Hello, the order WE202306210001 you submitted has been approved. Please click on the link: [https://apeu1-  
ws.fscloud.com.cn/t/sofarsolareutest/wss/index.html#/orderpayment/6d0300dd-f9b2-855e-0000-069405a857ad](https://apeu1-<br/>ws.fscloud.com.cn/t/sofarsolareutest/wss/index.html#/orderpayment/6d0300dd-f9b2-855e-0000-069405a857ad) to complete the payment of the order!

快捷回复给: service\_sofarsolar

Click on the link URL to jump to the payment pages.

Initiate Request ----- Order audit ----- Order payment ----- Purchase successful


**Order payment** Return

**Order information** View details >

Order number: WE202306210003

Amount to be paid: ¥100.00

**Please select payment method**

 Stripe payment





Select [stripe payment]

← SOFARSOLAR ENERGY SINGAPORE PT... TEST MODE

Web端订单  
**CN¥100.00**  
WE202306210003

**Pay with card**

Email

Card information  
1234 1234 1234 1234     
MM / YY CVC 

Name on card

Country or region  
China ▼

**Pay**



Input the bank account info

← SOFARSOLAR ENERGY SINGAPORE PT... TEST MODE

Web端订单  
**CN¥100.00**  
WE202306210003


**Pay with card**

Email

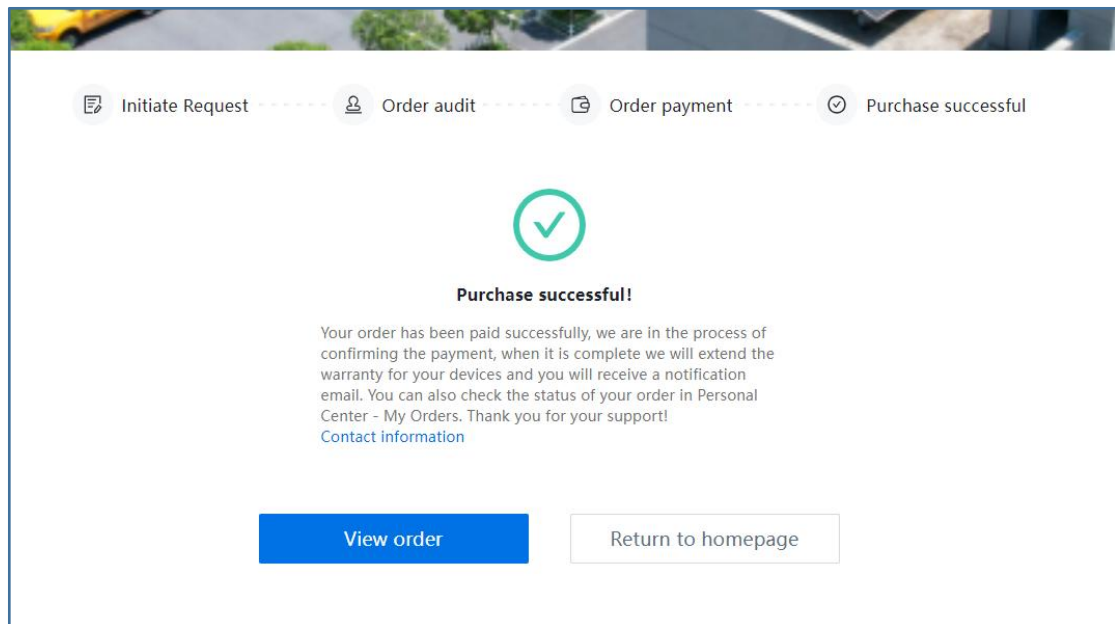
Card information  
   
12 / 25 123 

Name on card

Country or region  
China ▼

**Pay** 

After transaction done, the webpage will be redirected to the service center and indicating “payment successful”



After the system processing the payment, an notification email will be sent automatically.



## 5. Extended warranty certification and invoice download

Click on the [invoice download] to download the invoice of extended warranty purchasing.  
Click on the [download] on extended warranty certification to download the certification. (The 【Download】 button will appear after the successful extension.)

Personal Information >

Contact Address >

My orders. >

Order details

Proforma invoice download

Return

Purchaser information.

Contact person.: 杨先生

Contact phone.: 13621050000

Contact email.: tenyang@rektec.com.cn

Country: China

payer: 1

Duty paragraph: --

Equipment installation address: 1

Basic information.

Order number.: WE202306190002

Order status.: 已完成

Submission time.: 2023-06-19 05:13:56

Creation date.: 2023-06-19 05:13:53

Audit time.: 2023-06-19 05:14:17

Remarks: --

Order details.

Product name.	Related Equipment	Quantity.	Standard Price	Settlement unit price.	Settlement amount.	CERTIFICATE
延保服务	2306190001	1	¥10.00	¥0.01	¥0.01	Download

Total order amount.: ¥10.00

Transaction amount.: ¥0.01

### 3. Warranty check

#### 1. Manually Check

Input the SN to check product warranty period



## Check your warranty

Product SN

IMPORT + Add SN

2306190001

Query Now

## Check your warranty



BTS 5K-BDU

Serial Number:2306190001

State:Valid



生效中

Equipment warranty information

Warranty Start:2023-05-31

Warranty Expiration:2026-05-31

Warranty Period: 1

[Download the warranty certificate](#)

[Return](#)

[Homepage](#)

You can also download the certification by clicking on the [download warranty certification]

## 2. Batch check

Clicking on the [Batch import button]

# 质保期查询

产品1序列号

批量导入

+ 添加产品序列号

请输入产品SN码

立即查询

Download the template

Import

Upload Import File 

选择文件

 未选择任何文件

tip: please use the downloaded template to import data, and do not modify the template header at will

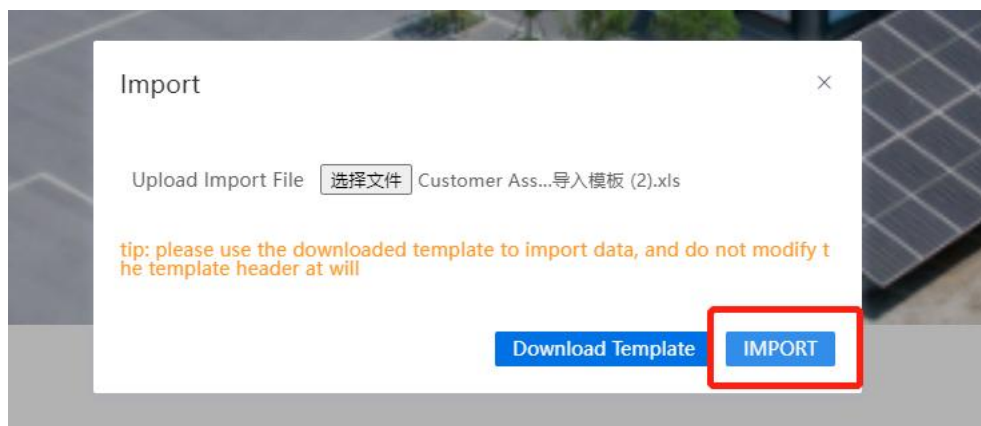
Download Template

IMPORT

Input the SNs in the template file

	A	B	C	D	E
1	Sn				
2	2306190001				
3	2306160003				
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

Select and upload the template, and click on the [IMPORT] button.



## Check your warranty



**BTS 5K-BDU**

Serial Number:2306190001

State:Valid



生效中

Equipment warranty information

Warranty Start:2023-05-31

Warranty Expiration:2026-05-31

Warranty Period: 1

[Download the warranty certificate](#)



**1-3KTL**

Serial Number:2306160003

State:Valid



生效中

Equipment warranty information

Warranty Start:2022-05-31

Warranty Expiration:2032-05-31

Warranty Period: 2

You can also download the certification by clicking on the [download warranty certification]