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Attention: Professional Lock Centre

TO WHOM IT MAY CONCERN:


Re: Official Notice about service policy for unofficial Samsung SNS products

We hereby notify all potential customers on important warranty issues regarding unofficial model SHS-P710 door lock below:

1. Samsung SNS and its official distributor will NOT provide any official support or product warranty whatsoever for unauthorized grey market parallel import goods.
2. Such models are refurbished supply from B2B channel within domestic Korea, and NOT qualified for overseas installation and incompatible for international safety standards.
3. Such models are not intended for export, as there is no mechanical key override function, resulting in lower security features nor has in-swing door type open mode.

If domestic Korean model “**XMK**” claims to have In-Swing function, the product was re-opened and illegally modified by unauthorized sellers with unapproved parts; which will have product defect & inferior performance. Therefore, Samsung SNS will not provide any warranty services or support for goods modified without approval.

Full model no. and version can be identified on top of each individual box packing and lock body by an affixed barcode label.

Item	RF type	Functions	Remark
Korean Domestic	SHS-P710 XMK	Out-Swing No key	No Warranty
English Export	SHS-P717 LMK	In-Swing 5 keys	 Official Manufacturer's Warranty

4. All customers are reminded to be careful of all self-proclaimed warranty and services provided by unofficial third party for support, repair or replacements are inadequate and not approved, nor associated to the manufacturer and distributor in any way. Any risk or damages derived by as a result are not liable to us.
5. We recommend any affected customers to request for full refund for purchase of such misrepresented goods from unqualified sources.

For any assistance and enquiries can be directed to our Hong Kong–Macau exclusive distributor, The PLC Group for any further clarifications at Customer Service Hotline +852 2765 9667 or plc@plc.com.hk

SAMSUNG SNS CO., LTD.
President & CEO: Choi, Chang Soo

嚴正聲明

有關Samsung SNS (三星SNS)近日發現於香港、澳門有公司或商舖出售非正式入口的電子門鎖，型號SHS-P710、SHS-P710XMK。現Samsung SNS (三星SNS)嚴正聲明，所有上述型號電子門鎖全是平行進口貨(水貨)，而出售此電子門鎖的經銷商全不是特約正貨商號。

1. Samsung SNS及香港、澳門總代理The PLC Group均不會對水貨電子門鎖提供任何原廠保養、售後及技術支援服務。

2. 所有水貨電子門鎖，是於韓國國內重新改裝，並以較平的價格分銷給海外公司或商舖。此類電子門鎖並不適合於香港安裝及不符合國際安全標準，防盜能力被受質疑。

3. 所有上述型號的電子門鎖不適合用作出口市場，因沒有裝置後備機械鎖功能及鎖匙，並且安全性非常低。

如購買三星SHS-P710XMK型號電子鎖，而產品聲稱裝置後備機械鎖功能，此產品屬違法重新改裝，所有改裝零件均不合規格及差劣，會造成電子門鎖失效或損害。對於上述型號電子門鎖，Samsung SNS不會提供任何支援、保養服務。

所有Samsung SNS電子門鎖的型號及版本，均印刷於獨立包裝盒上之貼紙，下列圖表資料，以作識別正貨。

項目	型號	版本	功能	備註
水貨	SHS-P710XMK	韓國版	沒有裝置後備機械鎖功能	不會提供任何原廠支援及保養
行貨	SHS-P717LMK	英文版	裝置後備機械鎖功能及備有5條鎖匙	Samsung原廠支援及保養  原廠正貨 • 原廠保養

4. 消費者需注意，所有自稱能提供上述型號的電子門鎖技術支援、保養和更換服務，均屬非特約正貨商號，Samsung SNS及The PLC Group不會提供任何支援、保養服務。同時，如消費者購買或安裝水貨電子門鎖而造成任何風險或損害，一蓋不會承擔任何責任。

5. 建議消費者購買SHS-P710XMK，要求銷售商戶全數退款。

如有任何疑問，請聯絡香港、澳門獨家總代理The PLC Group客戶服務熱線

(852) 2765 9667 或 plc@plc.com.hk

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特此聲明

SAMSUNG SNS CO., LTD

President & CEO:

Choi, Chang Soo

2013年9月23日