

After-sales support form User guide

Detailed instructions for submitting a clear, complete and privacy-safe installation record.

DOCUMENT	SUMATE AFTER-SALES SUPPORT
LANGUAGE	ENGLISH
VERSION	2026-09-02

QUICK ACCESS	Open https://support.sumaterus.com in a modern browser. Choose EN or RU before completing the form.
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Hangzhou Sumate Trading Co., Ltd.
jay@sumaterus.com · +86 173 5117 0104

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IMPORTANT

The form is intended for product and installation information only. Do not submit information that identifies a person or vehicle.

1. Before you start

Use a current version of Chrome, Safari, Edge or Firefox. A stable connection is recommended because a product photo is required.

Have these items ready

- The internal SUMATE product number printed on the product packaging.
- The actual installation date.
- One clear JPG, PNG or WEBP photo showing the product and installation area without personal data.
- The repair shop business/trade name, if you wish to provide it. This field is optional.

FILE LIMIT

The selected image must be smaller than 10 MB. It is prepared in your browser before upload.

2. Complete the form

1

Select the language

Use the EN/RU switch at the top-right of the card. The selected language is saved with the submission.

2

Enter the product number

Enter the internal number from the SUMATE product packaging. This is required. Check every letter and digit before continuing.

3

Enter the repair shop name (optional)

Enter only the registered business name or trade name. Do not enter a contact person's name, telephone number, email address or other personal details.

4

Select the installation date

Choose the actual date on which the product was installed. The current date is preselected; change it when necessary.

5

Add the installation photo

Click the dashed upload area or drag a supported image into it. Wait until the preview appears and the preparation message is complete.

REVIEW

Use the preview to check the entire visible image - not only the product.
Remove the image and choose another one if any prohibited information is visible.

3. Photo privacy and quality

Never upload an image containing

- A vehicle registration plate or any readable vehicle identifier.
- A person's face, reflection or recognisable body feature.
- An identity document, work pass, invoice, service order or customer form.
- A phone number, email address, postal address, signature or QR code linked to a person.
- A computer/phone screen, noticeboard or document containing customer or employee information.

AUTOMATIC PREPARATION

Supported images are re-encoded in your browser to remove embedded location and device metadata and to limit the longest edge to 2400 px. This does not detect or blur visible faces, plates or text.

A good installation photo

- Shows the SUMATE product and relevant installation area clearly.
- Is well lit and in focus.
- Is framed closely enough to exclude vehicles, customers, employees, paperwork and screens.
- Contains only technical information needed for support.

IF UNSURE

Retake the photo from a closer angle or cover prohibited information before taking it. Do not rely on the website to recognise personal data.

4. Confirm and submit

1

Confirm the image

Tick the first checkbox only after checking that the image contains no plate, face, document, contact detail, address or other personal data and that you have the right to upload it.

2

Read the documents

Open the Data Processing Consent and Personal Data Processing Policy links. They open in a new tab so your form remains available.

3

Give consent

Tick the second checkbox if you agree. Both confirmations are required before submission.

4

Submit

Press Submit request once and wait for the animation and success message. Do not close the page while it is submitting.

What happens next

- The support team receives the submitted technical information.
- The record can be reviewed by authorised staff.
- An image containing prohibited information may be deleted without notice.
- For access, correction, deletion or withdrawal requests, contact jay@sumaterus.com.

5. Troubleshooting

The photo cannot be selected

Confirm that it is JPG, PNG or WEBP and smaller than 10 MB. If it still fails, export or save a new JPG copy and try again.

The form says a field is required

Complete the product number, installation date and photo. Then tick both confirmation checkboxes. The repair shop name is optional.

Submission failed

Keep the page open, check your connection and submit again. If the issue continues, take a screenshot of the error message without customer information and contact SUMATE.

You uploaded the wrong image or personal data

Contact jay@sumaterus.com immediately. Include the product number and approximate submission time, but do not resend the problematic image by email.

SUPPORT

Website: <https://support.sumaterus.com>

Email: jay@sumaterus.com

Phone: +86 173 5117 0104

This guide explains how to use the service form. It does not replace the current consent and privacy documents displayed on the website.