



## After-sales System Operation Manual (Customer)



VOLCMINER

No. AS\_OPT\_01

Version 1.0

Date 2025/04/09

TECKVIA  
[www.volcminer.com](http://www.volcminer.com)

Date	Version	Update
2025/04/09	1.0	create

## 1.1 System Purpose

Customers can communicate with customer service by submitting a [Counselling] to solve basic product problems. If the customer service confirms that repairs are needed, the inquiry order will be converted into a repair order. Then, the customer needs to send the problematic device to the designated repair shop and submit a [Repair order] (including device details, repair shop, shipping logistics, etc.). After receiving the [Repair Order] and the "Problem Device", the repair shop will perform repairs and update the repair status according to the situation. Users can also view the work order details to track the repair progress.

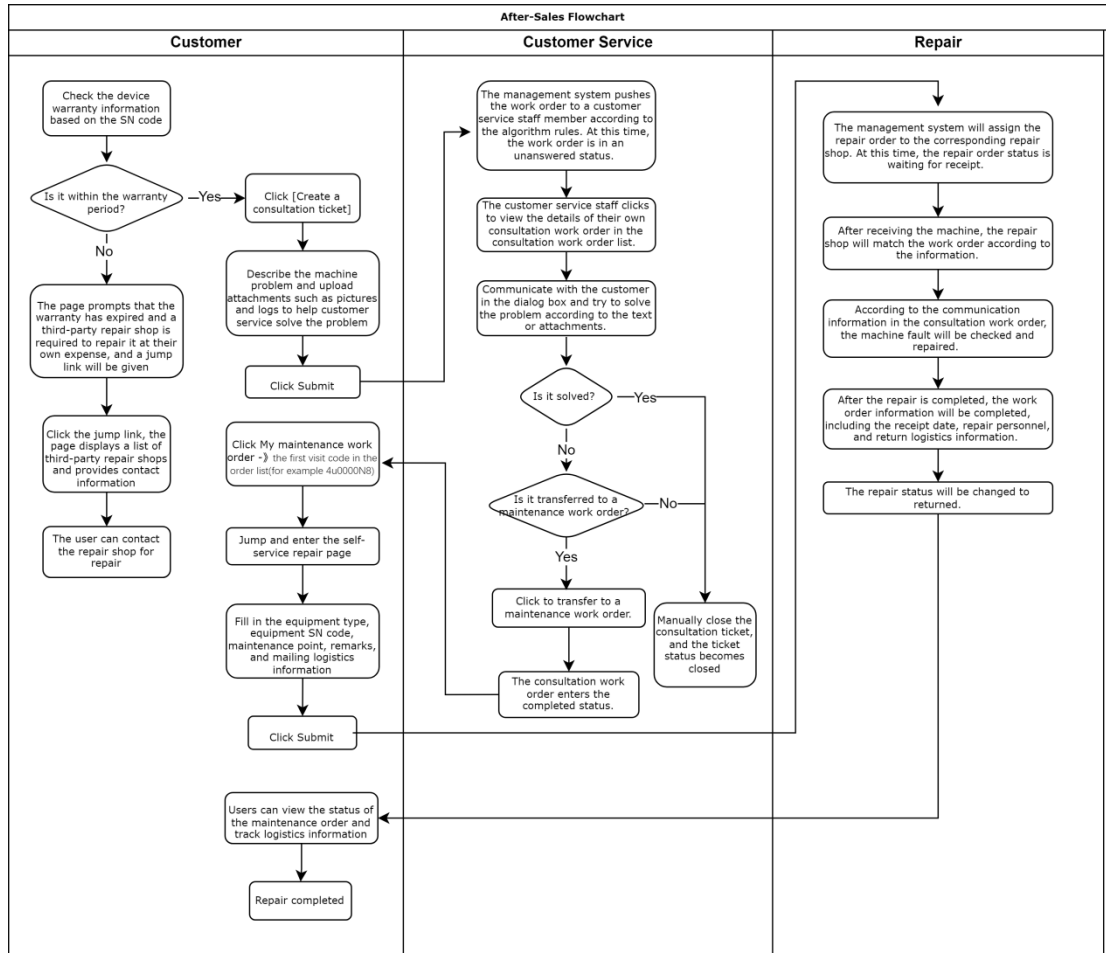
**Note: After sending the device, you must submit the [Repair Order], otherwise it will affect the repair progress.**

## 1.2 Who is this document for?

- Customers: Communicate with customer service through counselling orders to solve basic problems. If the consultation ticket cannot solve the problem, you need to send the problematic device to a maintenance point and

submit a maintenance work order (you need to select the maintenance point to send the device to).

### 1.3 Overall Flow Chart

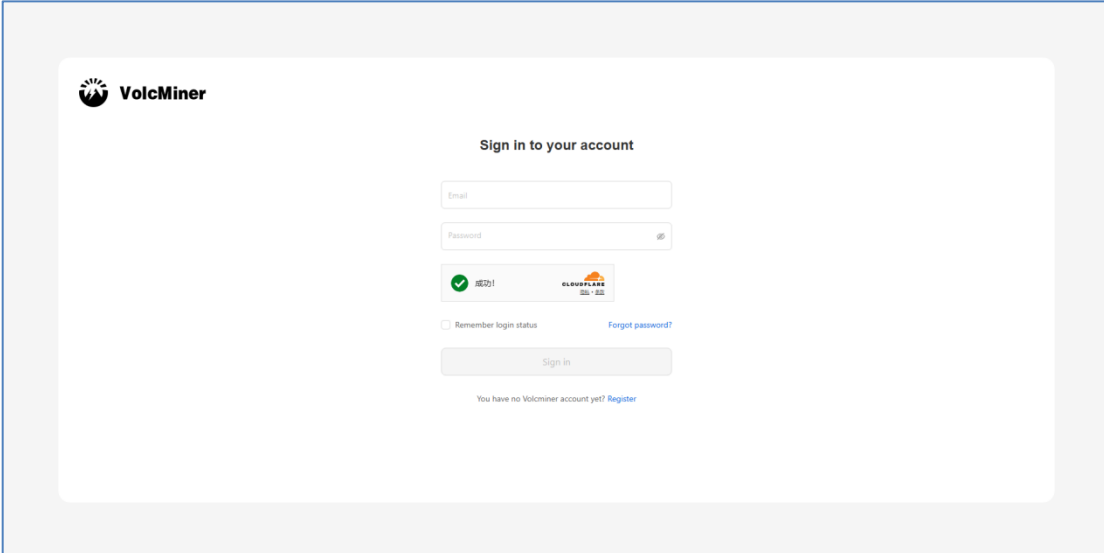


## Chapter 2

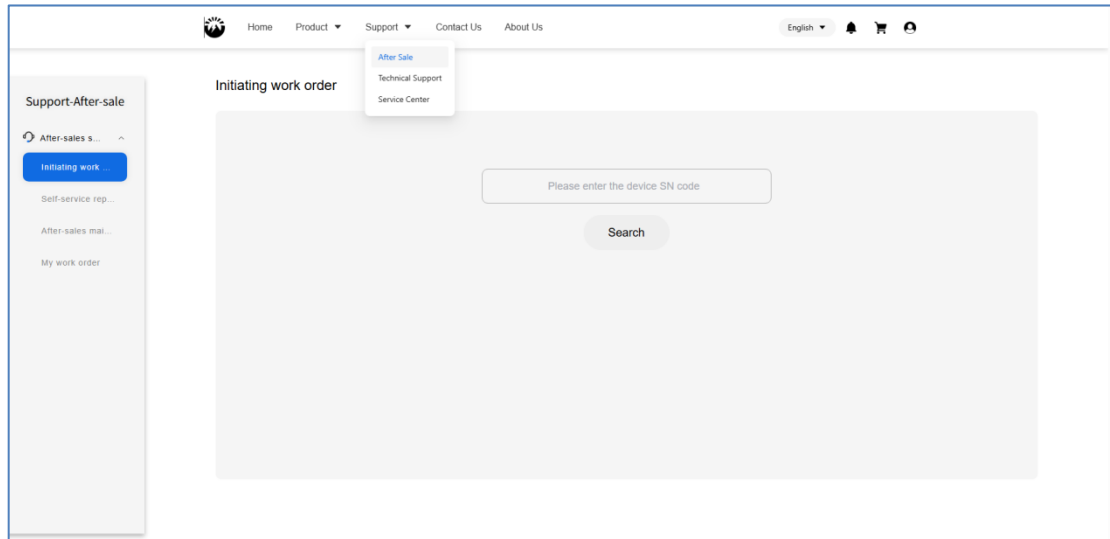
# Login and Logout

## 2.1 Login System

- Open the browser and enter the system address:  
<https://www.volcminer.com/aftersale/>
- If customers are not logged in, you will be redirected to the "Official Website Login Page", as shown below
- If customers are logged in, you will be redirected to the "Initiate Work Order Page", as shown below

The screenshot shows the VolcMiner login interface. At the top left is the VolcMiner logo. The main heading is "Sign in to your account". Below this are two input fields: "Email" and "Password". The password field has a toggle icon on the right. Under the password field is a green checkmark icon and the text "成功!" (Success!). To the right of this is a small logo for "CLOUDFLARE". Below the input fields are two checkboxes: "Remember login status" and "Forgot password?". At the bottom is a "Sign in" button. Below the button is a link that says "You have no Volcminer account yet? Register".

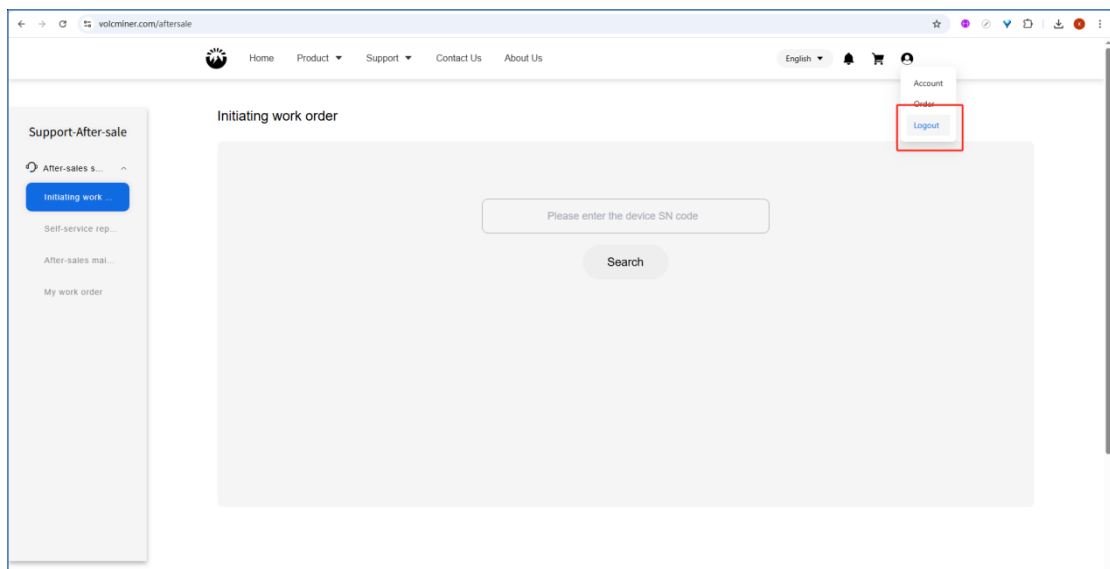
Login Page



Start an order

## 2.2 Logout System

- Click the upper right corner and a personal information menu will pop up.
- Click [Logout] button, the page will return to the login page.

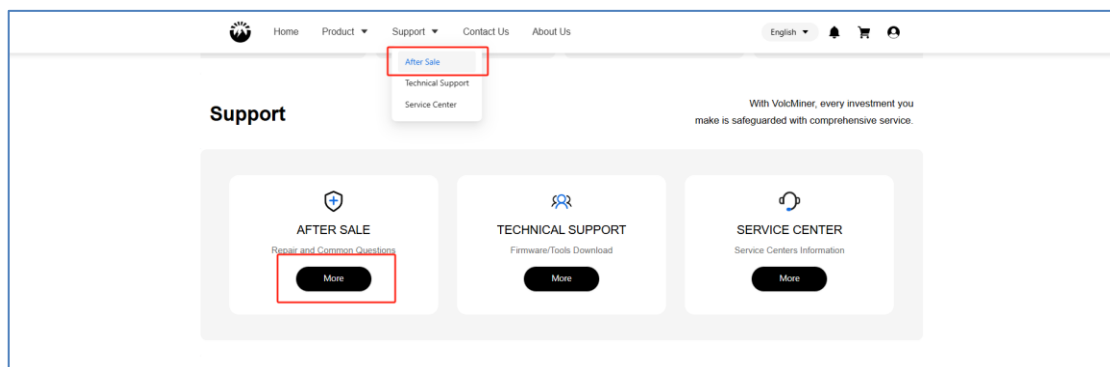


## Chapter 3

# Work Order Management

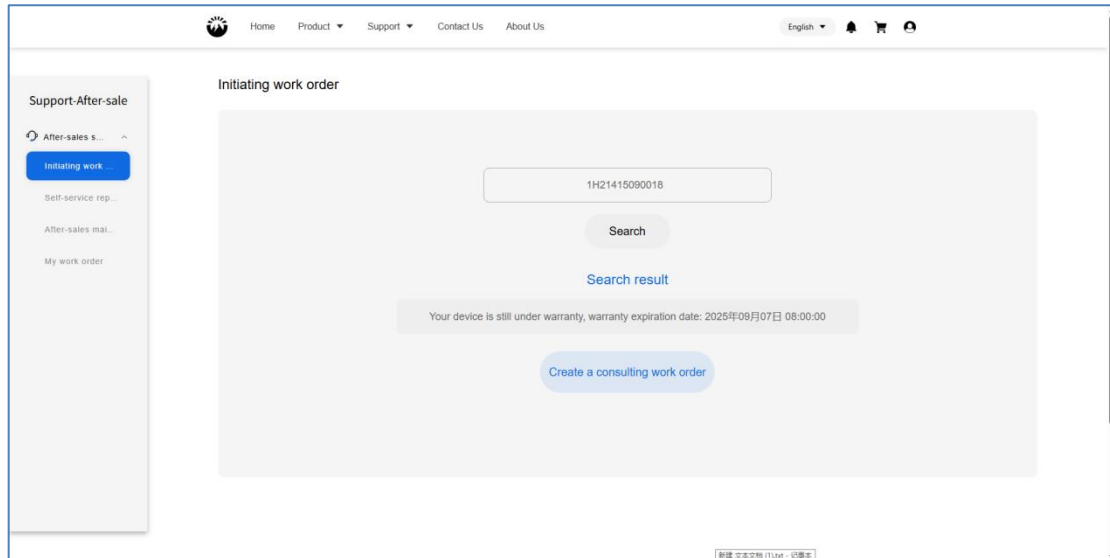
### 3.1 Customer creates a counselling order

- After the user logs in to the system, he can access the after-sales system through the entrance shown as blow.



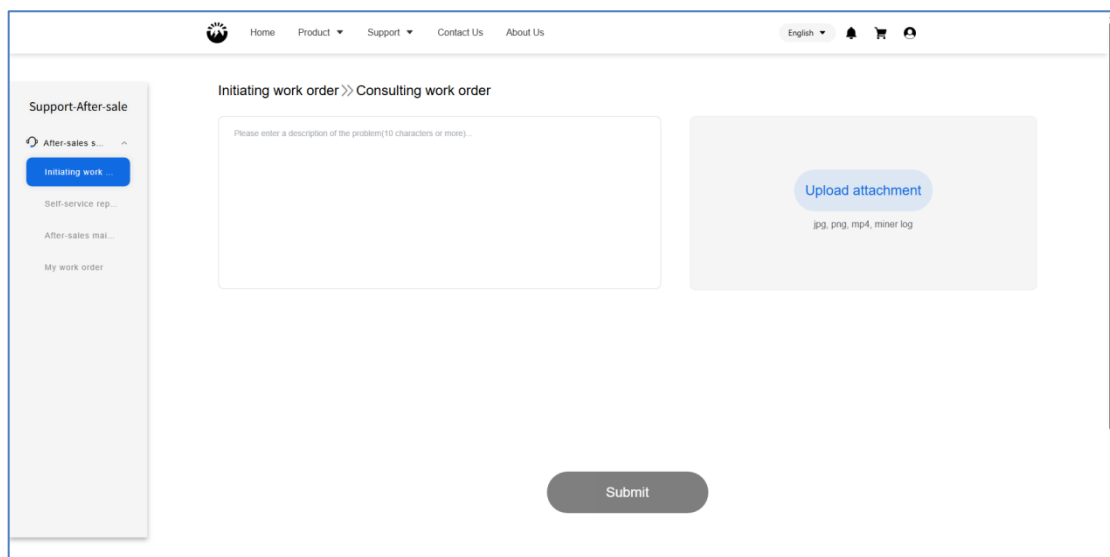
Entrance of the After-sales System

- After entering the after-sales system, query the product warranty expiration date by SN code in the [Initiate Work Order Module], as shown in the figure



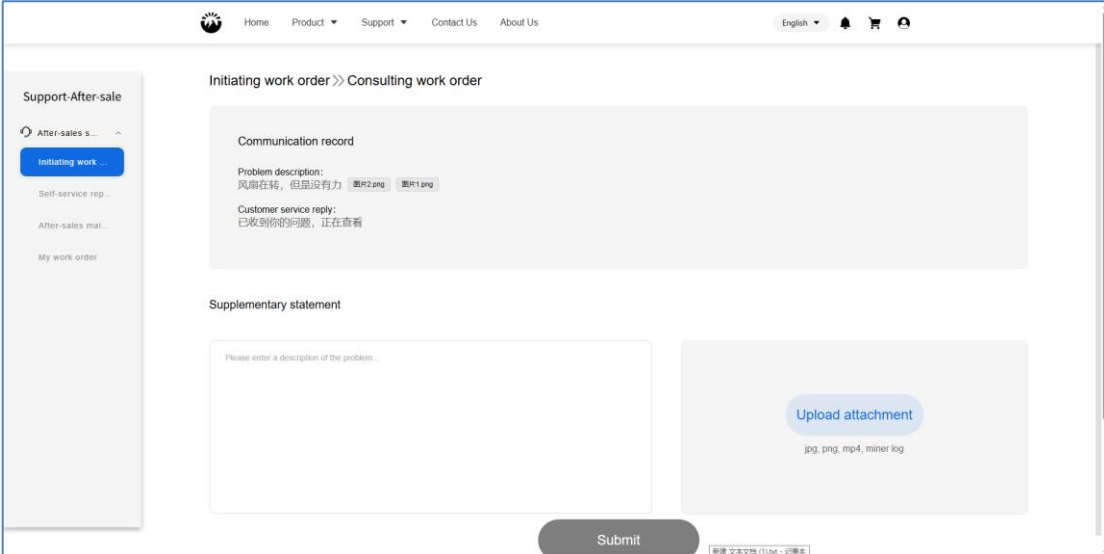
### Initiate Work Order Module

- 若产品在保修期内，则可点击【创建咨询工单按钮】进入工单编辑页面，通过输入文本、上传附件（一次最多三个文件）的方式与客服进行实时在线沟通。
- If the product is within the warranty period, you can click the [Consulting work order] to enter the editing page, and communicate with customer service online in real time by entering text and uploading attachments (up to three files at a time)



### Consulting work order





Support-After-sale

After-sales s... [Initiating work order](#)

Self-service rep...

After-sales mal...

My work order

Initiating work order >> Consulting work order

Communication record

Problem description:  
风扇在转, 但是没有力 [查看2.png](#) [查看1.png](#)

Customer service reply:  
已收到你的问题, 正在查看

Supplementary statement

Please enter a description of the problem...

Upload attachment

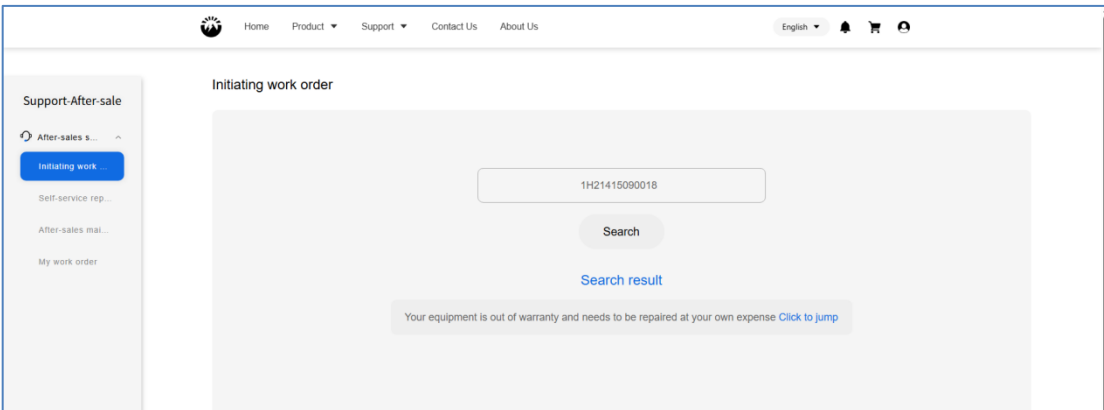
jpg, png, mp4, miner log

Submit

新建 文本文件 (1)kb · 记事本

Customers and customer service communicate in real time

- If the product is out of warranty, it can only be repaired at a third party at your own expense. The platform will provide information about the shops for self-paid repairs, and users can contact them.



Support-After-sale

After-sales s... [Initiating work order](#)

Self-service rep...

After-sales mal...

My work order

Initiating work order

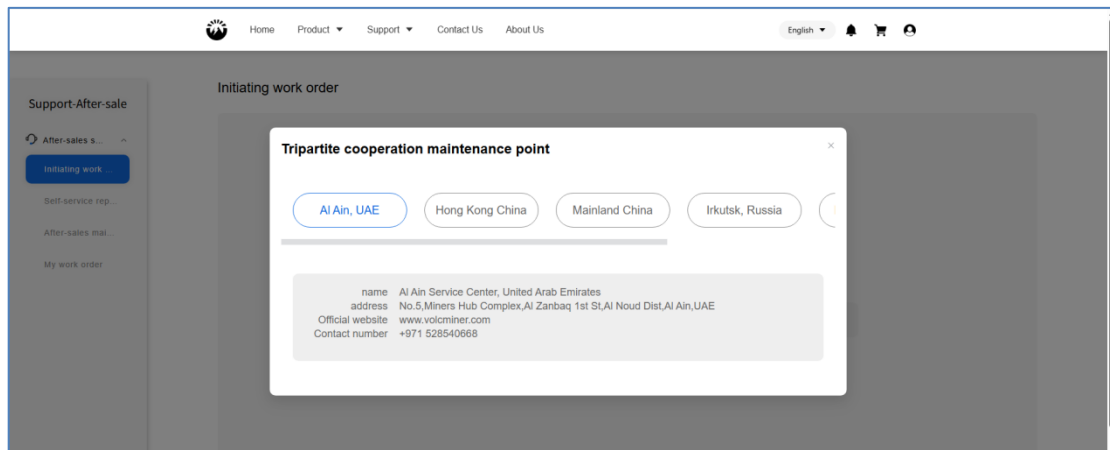
1H21415090018

Search

Search result

Your equipment is out of warranty and needs to be repaired at your own expense [Click to jump](#)

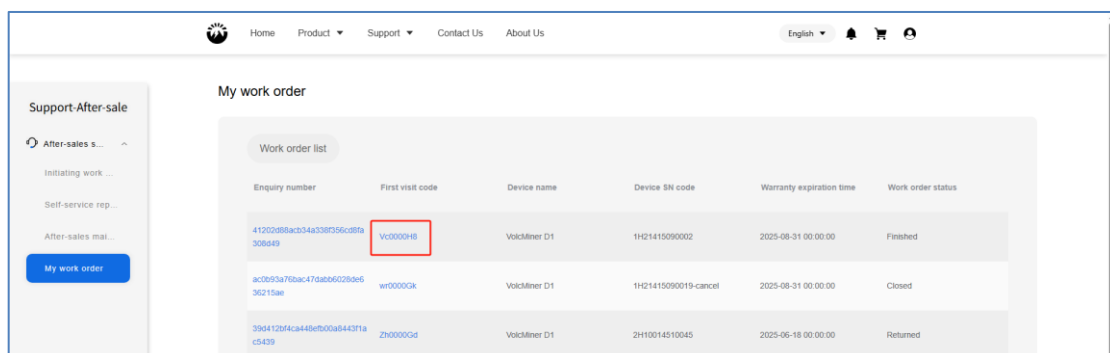
Warranty reminder



Third party repair shops

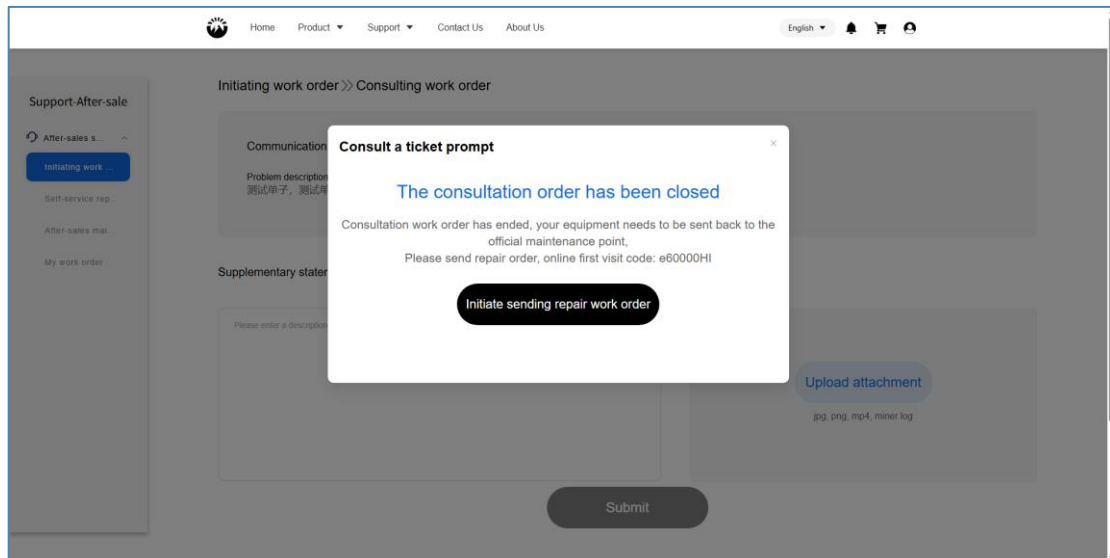
### 3.2 Customer creates a maintenance work order

- 当客服判断机器需要维修时，会将当前的【咨询工单】转成【维修工单】，客户的咨询工单状态变成【已完结】，此时会生成一个【初诊代码】，在【我的工单】列表中可以看到（如下图）
- When the customer service determines that the machine needs repair, the current [Inquiry Work Order] will be converted into a [Maintenance Work Order], and the customer's consultation work order status will become [Finished]. At this time, an [First visit code] will be generated, which can be seen in the [My Work Order] list (as shown below)



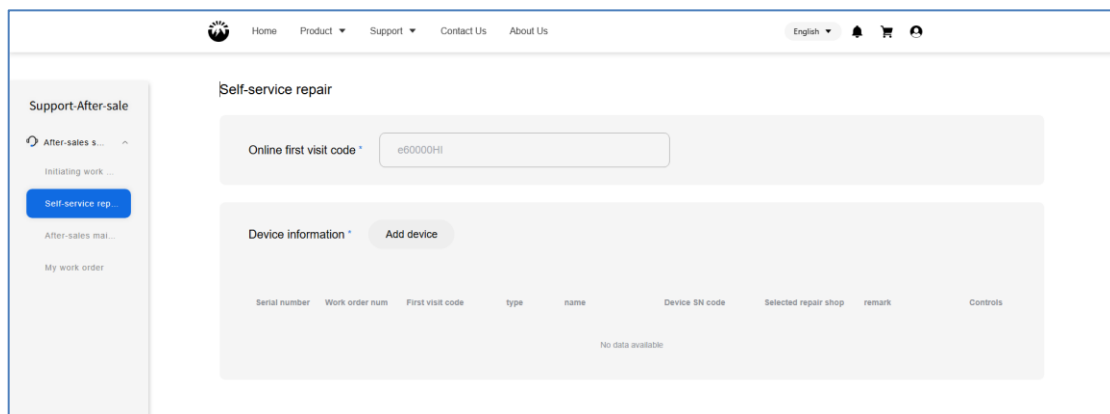
- Click [Inquiry Number] to enter the [Initiate Inquiry Order Page], where you can continue to communicate with customer service. If you have not submitted the

[Repair Order], a reminder will pop up on the page. Click the cross in the upper right corner of the reminder window to continue communicating with customer service.



Finish the reminder

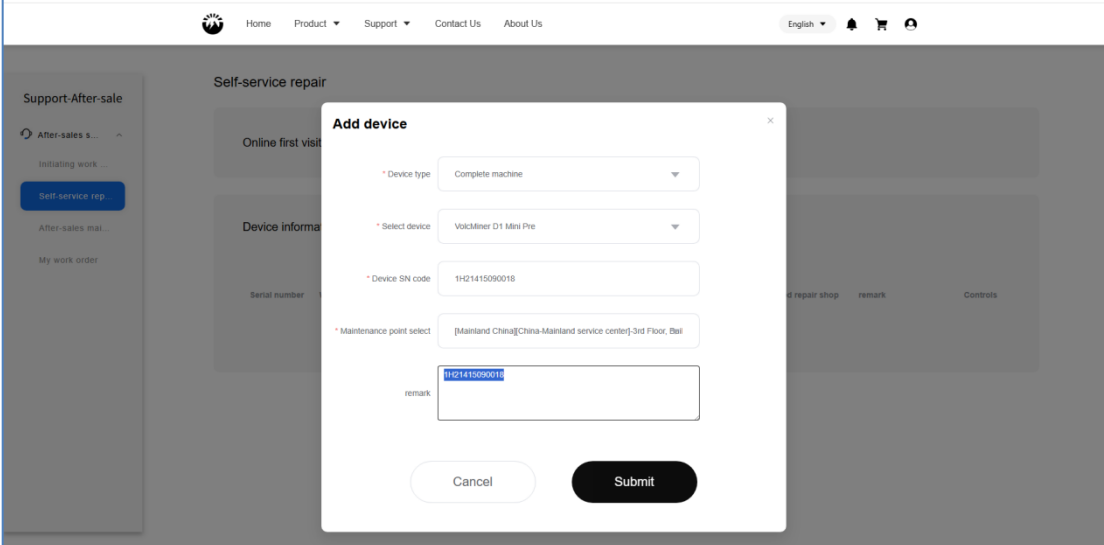
- Click [Initiate repair work order] or click [First visit Code] in the work order list to enter the [Self-Service Repair Page]



Self-Service Repair Page

- After adding equipment and logistics information and submitting the order, the work order status changes to [Waiting for Receipt]. The system will assign the repair order to the corresponding repair shops based on the repair shop option

information, and the maintenance engineer of the repair point will be responsible for the equipment maintenance task;

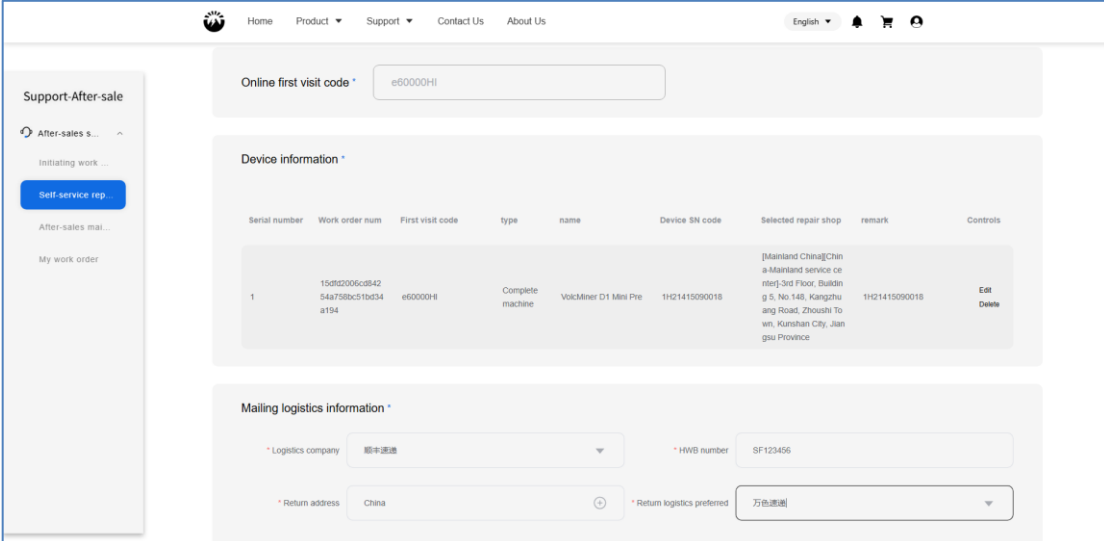


The screenshot shows a web application interface with a sidebar on the left containing 'Support-After-sale' and 'My work order'. The main content area is titled 'Self-service repair'. A modal window titled 'Add device' is open, containing the following fields:

- \* Device type: Complete machine (dropdown)
- \* Select device: VolcMiner D1 Mini Pre (dropdown)
- \* Device SN code: 1H21415090018 (text input)
- \* Maintenance point select: [Mainland China]China-Mainland service center[3rd Floor, Bldg 5, No. 148, Kangzhuang Road, Zhouzhi Town, Kunshan City, Jiangsu Province] (dropdown)
- remark: (text input)

At the bottom of the modal are 'Cancel' and 'Submit' buttons.

Input device information



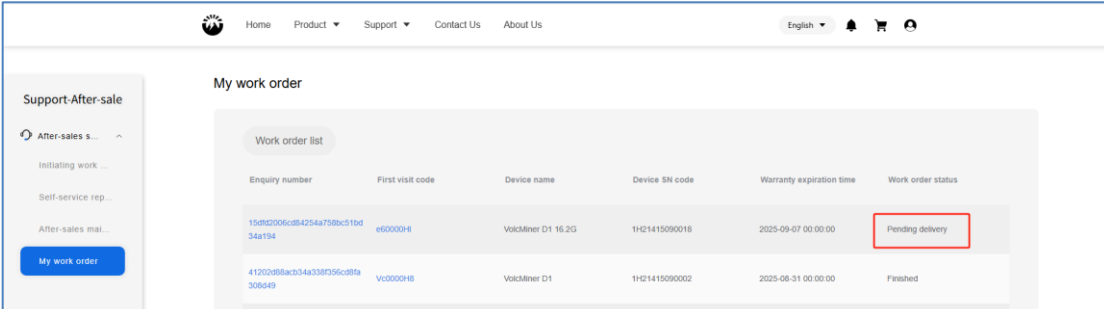
The screenshot shows the 'Input logistics information' form. It includes the following fields:

- Online first visit code: e60000H (text input)
- Device information table:

Serial number	Work order num	First visit code	type	name	Device SN code	Selected repair shop	remark	Controls
15d82006c84254a758bc51bd34a194	15d82006c84254a758bc51bd34a194	e60000H	Complete machine	VolcMiner D1 Mini Pre	1H21415090018	[Mainland China]China-Mainland service center[3rd Floor, Bldg 5, No. 148, Kangzhuang Road, Zhouzhi Town, Kunshan City, Jiangsu Province]	1H21415090018	Edit Delete

- \* Logistics company: 顺丰速运 (dropdown)
- \* HWB number: SF123456 (text input)
- \* Return address: China (dropdown)
- \* Return logistics preferred: 万色速递 (dropdown)

Input logistics information

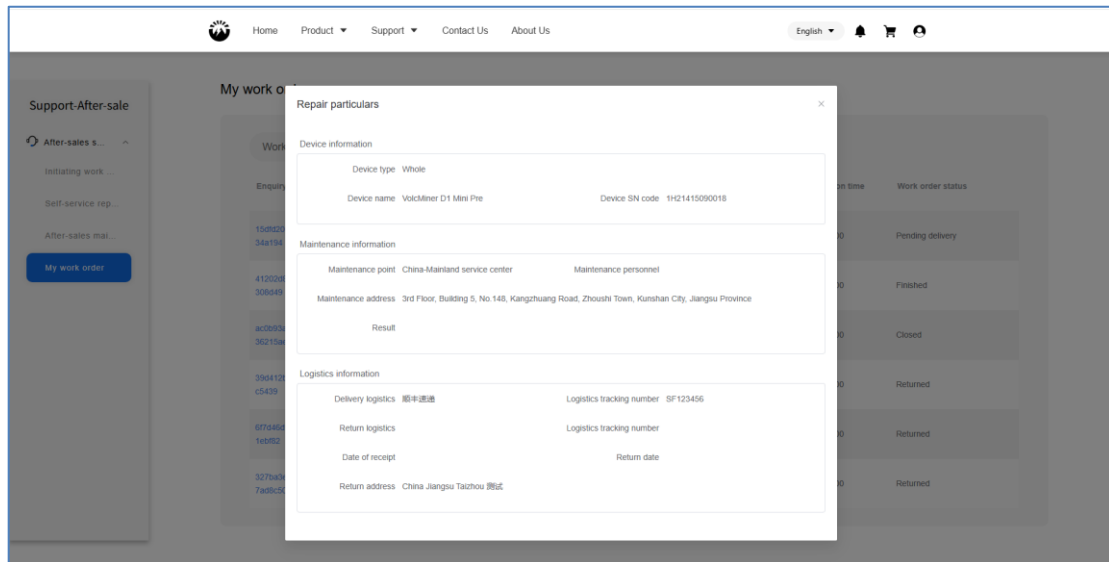


The screenshot shows the 'My work order' section with a table of work orders:

Enquiry number	First visit code	Device name	Device SN code	Warranty expiration time	Work order status
15d82006c84254a758bc51bd34a194	e60000H	VolcMiner D1 16.2G	1H21415090018	2025-09-07 00:00:00	Pending delivery
4120288ac334a338f396c98fa306e49	Vc0000H	VolcMiner D1	1H21415090002	2025-08-31 00:00:00	Finished

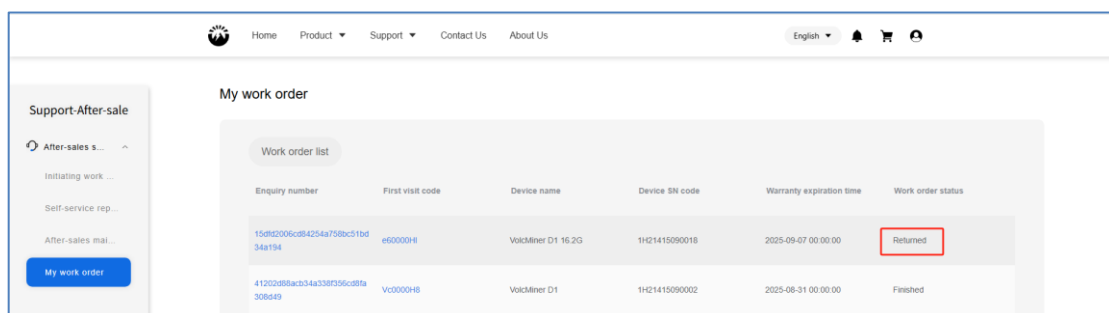
After the repair work order is submitted, the work order status changes to [Pending delivery]

- Click [First visit code] to see the repair details



Repair details

- If the repair is completed, the maintenance center will send the device back to the user. When the maintenance center staff saves the repair work order progress, fills in the logistics order number, logistics name, etc., the user can see the return logistics number and logistics name in the work order list, and the order status will also become returned, as shown below.



Repair order [returned]