Hisense
USA Corporation

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TECH TIPS – AFTER SALES SUPPORT

Subject: Tech Tips Tuesday: Serial Number Update

Brief Summary: The purpose of this update is to ensure that the Serial Number (SN) remains permanently identifiable throughout the product's service life and can be accurately used for warranty registration and after-sales service. Starting with machines manufactured in May 2026 and onward, the US Serial Number (US SN) has been added to the plastic-laminated nameplate. This change is intended to:

1. Ensure the SN remains readable throughout the product's service life.
2. Reduce the risk of SN labels becoming damaged or unreadable due to long-term outdoor exposure.
3. Support accurate warranty registration and after-sales service.
4. Avoid confusion between the US SN and the Factory SN.

Before the May 2026 Serial Number change, the Lab Number is the manufacturing date, as it is now included in the serial number

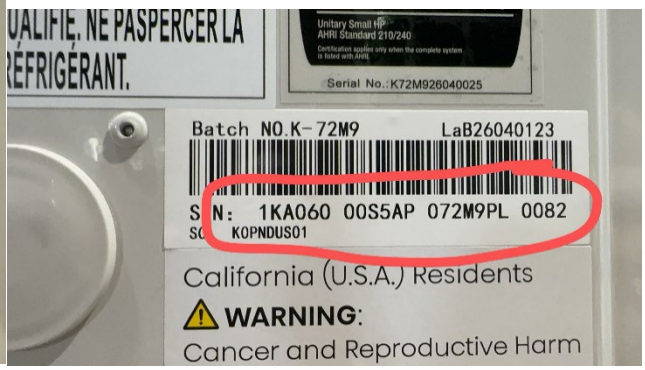
Scan the QR code for the HiTech app for additional information and support!

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Before SN code location: (All is factory SN code)





Current SN code location:



← US SN code



← Factory SN code

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Serial Number Registration Process

Step 1 – Identify the Serial Number

For machines manufactured from May 2026 onward, the nameplate includes both:
US SN – The Serial Number used for the US market for warranty registration and after-sales service.
Factory SN – The original factory Serial Number used for factory production and internal traceability.
Please use the US SN when registering the unit in the US warranty/after-sales system.

Step 2 – Register the Unit

When registering a new unit:
- Locate the nameplate on the unit.
- Identify the US SN marked on the nameplate.
- Enter the US SN into the US warranty registration system.
- Verify the model number and other required product information.
- Complete the registration.

Step 3 – SN Verification

If the SN provided by the customer, contractor, insurance company, or other party does not match the SN in the registration system:
- First verify whether the US SN or Factory SN was provided.
- For US warranty and after-sales registration, use the US SN.
- If further verification is required, provide the Factory SN for factory traceability and cross-reference.

Important Note

For machines manufactured from May 2026 onward, always prioritize the US SN on the nameplate for US warranty registration and after-sales service.