



To: Confidential

Date: July 6th, 2026

From: HSJ - QC Team

Complaint No. 10012

S.O.D Complaint

Order No: PO-20260411-001

Drawing No: T805 Enclosure Front Panel

Defective Qty: 500 PCS

Exception Description:

All front panels have a show-stopping issue. It appears that all panels were hung by the incorrect hole during painting, where the 6 mm diameter hole was used instead of the specified 8 mm diameter hole. This caused a serious cosmetic defect visible to the customer, making the front panels unusable in the product. I've attached photos showing this issue, and I've re-attached the front panel drawing. For your reference, I've also responded to the email where this drawing was originally provided on December 1st, 2025 (December 2 in Shenzhen).

Can you check if the incorrect hanging hole caused this defect? We will unfortunately need to remake the front panels without this defect.



Quality Analysis and Report

Complaint:



所有前面板都存在一个严重的缺陷。所有面板在喷漆过程中似乎都使用了错误的孔位进行悬挂，即使用了直径为 6 毫米的孔，**而不是规定的直径为 8 毫米的孔**。这导致了客户可见的严重外观缺陷，使得这些前面板无法在产品中使用。我已附上显示此问题的照片，并重新附上了前面板的图纸。作为参考，我还回复了最初于 2025 年 12 月 1 日（深圳时间 12 月 2 日）提供此图纸的邮件。

请问您能否**确认错误的悬挂孔是否是造成此缺陷的原因？**很遗憾，**我们需要重新制作这些没有缺陷的前面板。**

Quality Analysis and Report

Reason & Improvement:

The paint worker used the paint hanger based on production experience instead of strictly following the drawings, leading to this error.

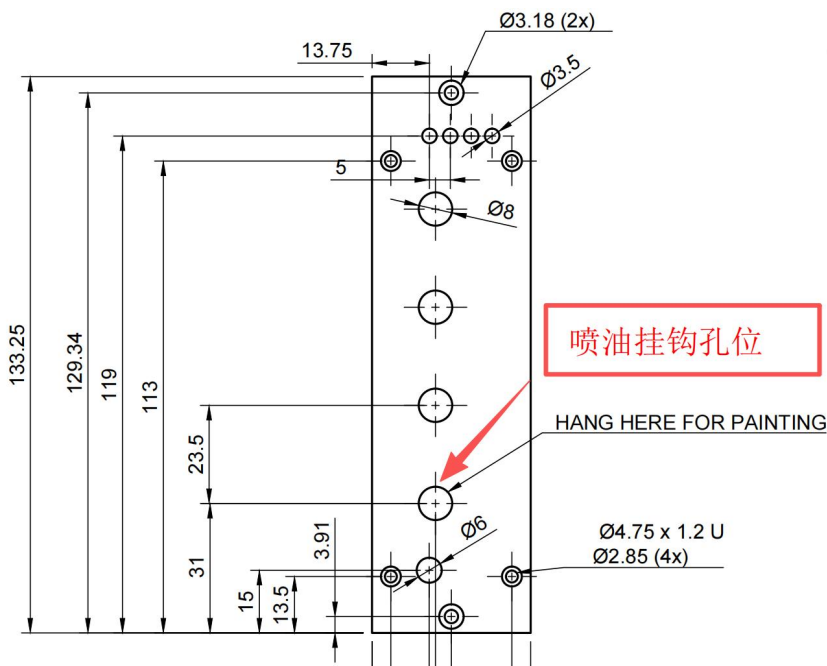
The paint team and engineers have been instructed to highlight this area and use the correct paint hanger holes for surface treatment in the next batch production run.

This issue has been documented and will not occur in future orders, so please do not worry.

油漆工人凭借生产经验而非严格按照图纸使用油漆挂钩，导致了此次错误。

油漆团队和工程师已被告知，需重点关注该区域，并在下一批生产中使用正确的油漆挂钩孔进行表面处理。

此问题已记录在案，今后订单中不会再发生，请您放心。



Your complaint has been properly recorded and will be addressed in the next production run.

We sincerely apologize for any inconvenience caused to the current order.

HSJ will keep this in mind and update our updates accordingly in the future.

Thank you for your continued support and trust.

From the QC department.