



Hangzhou Tuya Information Technology Co., Ltd

Changes in the outer packaging of Tuya cloud module products

PCN No.	PCN-001-20220330	Proposal Date of Change	2022/3/30
Product Model	Module products	Effective Date of Change	2022/5/1
Date of First Shipment	2022/5/1		
Customer Approval	<input type="checkbox"/> Approval required <input checked="" type="checkbox"/> Only notification, no approval required		
Change Level	<input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor		

Reason for Change

Item	Reason for change
1	At present, each plate of the modules in the factory will be put into an aircraft box, and when the order is full of 4 boxes, it will be packed in an outer carton. When customers take out materials, they need to unpack the outer carton and then unpack the plane box, which is <u>redundant in packaging.</u>
2	
3	

Change Content

Before change	After change
<p>Each plate of modules is packed into aircraft boxes. When the order modules exceeds 4 boxes, every 4 aircraft boxes are packed into an outer carton. Accessories are packed into each aircraft box.</p> <p>For example: The order is seven trays of modules, and the packaging method is 1 outer carton (including 4 aircraft boxes) and three aircraft boxes.</p>	<p>When the order modules are less than 4 aircraft boxes, each tray of modules will be loaded into aircraft boxes for delivery. And the accessories are packed into the aircraft boxes.</p> <p>When the order modules exceeds 4 aircraft boxes, the trays are not loaded into the aircraft boxes, and each 4 trays are put into the large outer carton, and the aircraft boxes are used when the carton is not full. And the accessories are placed in the corners of the first layer tray.</p> <p>For example: The order is seven plates of modules, and the packaging method is 1 outer carton (including 4 vacuum bags) and three aircraft boxes.</p>



Impact of Change

None

Deal with Products Before/After Change

Natural switch

Report(s) Attached

Passed the tests of package drop, simulated transportation, sinusoidal vibration.

Customer Response Requirements

Customers give feedback on the Tuya PCN according to the following requirements:

Major Change

- Customers should confirm receipt of the PCN within 30 days from the issuing date of the PCN.
- If customers do not confirm receipt of the PCN within 30 days, it is deemed that the customers have accepted the change.
- If customers confirm receipt of the PCN and do not give any feedback within 90 days, it is deemed that the customers have accepted the change.

Minor Change

- If customers do not confirm receipt of the PCN within 14 days, it is deemed that the customers have accepted the change.

Please give your feedback to DCC@tuya.com.