

The five part: The technique trains with after-sales service

1. The technique trains:

After customer purchases waterjet machine, HK SUPPORTS Will Provide 3 Days technique to train to the customer.

Training location: the buyer's factory

Training contents:

1、 The basic work principle of machine
2、 High pressure system and intensifier work principle
3、 The high pressure seal,the low pressure seal and high pressure spare parts replacement
4、 The maintenance of high pressure system and familiar troubleshooting
5、 CNC program
6、 CNC operation
7、 CNC Cutting table operation
8、 Daily maintenance of CNC Cutting table
9、 Main HP spare parts, On/off Valve, Cutting head principle、 The maintenance of them and troubleshooting
10、 Abrasive control and delivery system work principle and operation
11、 CAD/CAM software operation CNC connection
12、 Equipment installation
13、 Operate and cutting on the worksite
14、 Test

With the technique training and perfect teaching facilities, the customer most understand in a short time work principle and maintain method and operation method of waterjet.

2. aftersales service

- The Engineer come to install ,debugging the machine and training the buyer freely, the return
- The time of guarantee after check and accept the equipments is 12 months;
- Be the whole life responsible for maintain;
- Spare parts promise to supply over a long period of time;
- When there is new product with new technique, can enjoy special price to upgrade;
- Maintenance response time: In guarantee time, when the machine breaks down, within 24 hours after receive written notice. For the common breakdown, guide a customer by telephone, fax or E-mail to recover production as soon as possible. The customer operator make great efforts still can't work; we will arrive to the jobsite as soon as possible and help customer to resolve the problem.