

Commercial Proposal #5

Warranty & After-Sales Support for Equipment from China

Reliable Service Throughout Equipment Lifecycle: From Day One to Modernization

Metal-Asia.pw provides comprehensive [warranty and after-sales support](#) for Chinese-manufactured industrial equipment. We ensure uninterrupted operation of your production facility throughout the entire equipment lifecycle — from commissioning to decommissioning or modernization.

Unlike typical situations where Chinese factories respond to inquiries with several-day delays and require component return to China for diagnostics, we offer **local service support** with engineer dispatch to your facility within 24-48 hours. Your equipment operates while we resolve all technical issues.

Scope of Services

Warranty Case Support

Full support during warranty period:

- Equipment registration with manufacturer
- Operation and maintenance consultations
- On-site fault diagnostics
- Defect elimination at warranty expense
- Manufacturer communication for warranty cases
- Warranty documentation processing
- Warranty condition compliance monitoring

Remote Technical Support

Operational assistance without site visit:

- Telephone consultations during business hours
- Messenger support (WhatsApp, Telegram, WeChat)
- Remote CNC and PLC system access
- Fault diagnostics by symptom description
- Setup and adjustment consultation
- Processing programming assistance
- Preventive maintenance recommendations

Spare Parts & Consumables Supply

Component provisioning:

- Original consumables selection (tools, filters, lubricants)
- Original spare parts supply from manufacturer
- Alternative sourcing when originals unavailable

- Recommended spare parts inventory formation
- Critical component express delivery
- Consumable life cycle consultations
- Component cost optimization

Post-Warranty Service

Full support after warranty expiration:

- On-request diagnostics and repair
- Scheduled maintenance
- Equipment modernization and upgrading
- Obsolete component replacement
- New task adaptation
- Life extension consultations
- Certification and compliance preparation

Preventive Service Programs

Preventive maintenance programs:

- Maintenance schedule development for your production
- Regular service engineer visits
- Preventive consumable replacement before wear
- Component preventive diagnostics
- Operational parameter adjustment
- Software update
- New employee training

Target Clients

Our service programs serve:

Facilities Without In-House Service Teams

- Small and medium enterprises
- Companies without dedicated adjusters
- Facilities for whom maintenance is non-core

Production with Critical Uptime Requirements

- 24/7 manufacturing operations
- Strict contract deadline fulfillment
- Continuous technological process production

Remotely Located Companies

- Plants in regions without qualified service centers
- Facilities in remote locations
- Branch networks requiring unified service partner

Facilities with Diverse Equipment Fleet

- Multiple machines from different manufacturers
- Integrated production lines
- Mixed fleet (Chinese + European equipment)

Applicable Sectors:

- Metalworking and machinery manufacturing
 - Laser cutting and metal fabrication
 - Construction materials production
 - Food processing industry
 - Chemical and pharmaceutical manufacturing
 - Woodworking and forestry
 - Packaging and printing
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Pain Points We Address

Challenge: Chinese Factory Does Not Respond to Inquiries

Solution: We act as your China representative — communicate in Chinese, know how to get response, have direct factory engineer contacts.

Challenge: Extended Spare Parts Delivery Times

Solution: Recommended spare parts inventory formation at your facility, critical component express delivery, alternative sourcing in local markets.

Challenge: Unqualified Repair Leads to New Failures

Solution: Our engineers have repair experience with hundreds of Chinese equipment units, know typical errors and how to avoid them.

Challenge: Unpredictable Maintenance Costs

Solution: Service contracts with fixed monthly cost — you know the budget a year in advance without unexpected surprises.

Challenge: Downtime Due to Personnel Absence

Solution: [Remote support](#) resolves 70% of issues without dispatch, emergency dispatch for critical situations, basic repair training for your personnel.

Challenge: Equipment Moral Obsolescence

Solution: Modernization and upgrading — obsolete component replacement with modern alternatives, new function addition, productivity improvement.

Challenge: Certification and Compliance Difficulties

Solution: Equipment preparation for inspections, quality control system calibration, [NDT certification](#) documentation preparation.

Why Partner with Metal-Asia.pw

Downtime Cost Reduction Rapid failure response minimizes downtime. Emergency dispatch within 24 hours for critical situations.

Predictable Budgeting Service contracts with fixed cost enable year-ahead expense planning without unexpected surprises.

Extended Equipment Life Proper maintenance increases equipment resource by 30-50% compared to "run-to-failure" operation.

Productivity Preservation Regular preventive maintenance keeps equipment in optimal condition, preventing productivity degradation over time.

Regulatory Compliance Full compliance with ISO standards, CE marking requirements, and local industry regulations.

Direct Engineer Access Direct communication channel with assigned service engineer.

Our Differentiators

Parameter	Self-Maintenance	Third-Party Technicians	Metal-Asia.pw
Equipment Knowledge	Limited	General	Deep (Chinese equipment specialization)
Factory Communication	Complex	None	Direct (in Chinese)
Response Time	Depends on workload	Variable	24-48 hours guaranteed
Spare Parts	Sourcing problem	Selection problem	Original + alternatives
Repair Warranty	None	Limited	Full
Preventive Maintenance	Often ignored	None	Regular per schedule
Remote Support	None	Limited	Full-featured

Our service engineers are specialists with 5+ years of Chinese equipment experience. They know all "pitfalls," typical failures, and resolution methods. We do not learn on your equipment — we already know how to service it.

Service Contract Options

Basic (Remote)

- Remote consultations
- Video diagnostics
- Spare parts selection assistance
- Maintenance recommendations
- *Ideal for small facilities with simple equipment*

Standard (On-Demand)

- Everything in Basic
- Engineer dispatch on request
- On-site diagnostics
- Component repair and replacement
- Priority spare parts delivery
- *Optimal for medium-sized facilities*

Premium (Full-Service)

- Everything in Standard
 - Regular scheduled visits
 - Preventive maintenance
 - Spare parts inventory formation
 - Personnel training
 - Modernization and upgrading
 - *Recommended for large facilities and 24/7 operations*
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Our Process


1. **Equipment Audit** — Condition assessment, maintenance plan development
 2. **Program Selection** — Optimal service contract selection
 3. **Contract Execution** — Terms, timelines, and cost formalization
 4. **Spare Parts Inventory Formation** — Recommended spare parts kit selection and delivery
 5. **Regular Maintenance** — Schedule-based work execution
 6. **Emergency Dispatch** — Rapid failure response
 7. **Reporting** — Regular equipment condition reports
 8. **Modernization Planning** — Upgrading recommendations
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Contact Us

Need service support for your equipment? We provide complimentary audit and maintenance proposal.

 Email: info@metal-asia.pw

 Website: <https://metal-asia.pw/en>

 All Publications: [News & Articles](#)

 Direct Contact: [Contact Page](#)

 Services: [Service Catalog](#)

Metal-Asia.pw — Reliable after-sales support for equipment from China. We guarantee uninterrupted operation of your production facility throughout the entire equipment lifecycle.