SEVEN SERVICE SYSTEMS

Just to make you more satisfied



EFFICIENT PROFESSIONAL

CAREFUL QUALITY



TECHNICAL SERVICE AND SUPPORT

With the equipment connected to the network, Benlong Automation's professional engineers and technicians are always available to assist remotely with maintenance and cause finding.



TECHNICAL SERVICE AND SUPPORT

Technical support and communication between engineers and technicians from both units is available at any time by telephone and WeChat, QQ video, etc.



TECHNICAL SERVICE AND SUPPORT

Before the equipment is shipped, the customer is invited to assign 3~5 technicians to Benlong Automation for 20~30 days of professional training in operation, maintenance and production line principles.





TECHNICAL SERVICE AND SUPPORT

Before the equipment is shipped, Benlong Automation provides a complete set of wearing parts in kind, drawings, models, brands and supplier contacts.



TECHNICAL SERVICE AND SUPPORT

When the equipment is delivered, Benlong Automation provides a set of videos and 3D animated schematics of the daily maintenance and wear parts replacement process.



TECHNICAL SERVICE AND SUPPORT

The official website of Benlong Automation uploads videos and information on the daily maintenance of the equipment and the replacement process of wearing parts.



TECHNICAL SERVICE AND SUPPORT

It is recommended that Benlong Automation transport 2-3 Chinese personnel to the customer's company to work, the basic requirements for staffing: familiar with product production process, product quality control, equipment principle, equipment operation skills, equipment The basic requirements are: familiarity with the production process, product quality control, equipment principles, equipment operation skills, equipment routine maintenance, equipment parts replacement and equipment repair.