



SUNTECH

Textile Machinery

Driven by Customer Priority

LIFE CYCLE SERVICE WITH LOCALIZED SUPPORT

OUR EXPERTS ARE AT YOUR DISPOSAL FOR YOUR ANY ISSUE

With the belief of customer first, we believe that the success of our business need to rely on positive and solid cooperation with our customers. Therefore, we promise to offer customers life cycle service & support, and exclusive service & benefits for honor customers as well, which ensure your great cooperation experience and maximum satisfaction with us.



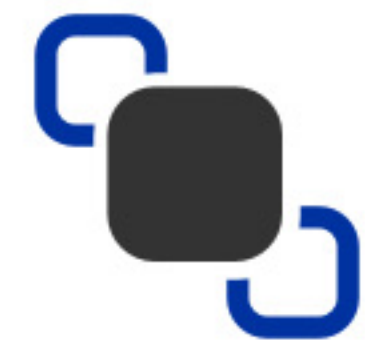
Strict Quality
Control



12 Hours Timely
Response

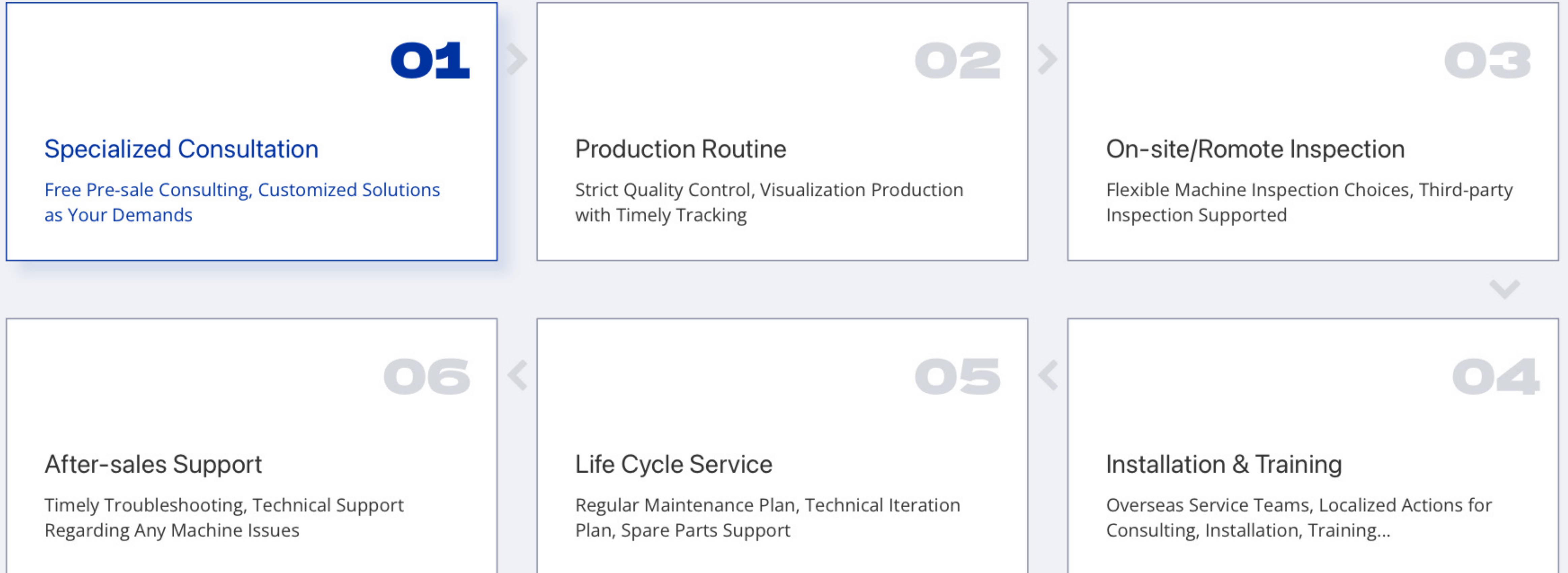


Localized Support



Lifetime Service
Guarantee

COMPREHENSIBLE SERVICE FLOW



LIFETIME SERVICE WE PROMISE YOU

PRE-SALE STAGE

- ✓ Free and specialized pre-sale consulting regarding your product requested.
- ✓ Our business team will provide you customizations as your factory and detailed requirements.
- ✓ What you do is just ask us with your machine request, and we are ready to solve any of your confusions and help you with optimal solutions.

IN-SALE STAGE

- ✓ Visualized production routines are available at SUNTECH, and we promise to offer you timely tracking and updates regarding your order status, from its production to delivery.
- ✓ For any issues or confusion about your order, contact our business team directly, and we are ready to help you figure out.

BUSINESS TEAM

E-mail: sales@strength-group.com

Tell: +86-571-86597552

Service WhatsApp:

+86-13777818208

LIFETIME SERVICE WE PROMISE YOU

AFTER-SALE STAGE

✓ Machine Inspection When It Arrive

Inform Us For Any Discrepancy Of Goods Within 30 Working Days From The Time The Machine Arrives At Your Local Port

* For any damage to the machine surface or shortage of parts, contact us directly with information regarding this issue and our service team will respond within 12 hours. We will identify the responsible party and provide a solution within 48 hours. Any replacement parts will be delivered to you from China or sourced directly locally.

✓ Problem Solving At Your Installation

We Offer Onsite Support And Remote Guiding To Help Fix It At Once

* Simply ask us how to address your issue and we will provide remote guidance to help you address it step-by-step, or provide local support if requested. Also, we will make a return visit within 90 days to confirm that your machine is running smoothly.

✓ Lifetime Technical Support

We Offer A Life Cycle Support To Miximize Your Machine Value

Within Warranty

* For any technical issue or spare parts wear, you can consult us about any issues you encounter and we will respond within 12 hours. We will confirm the responsible party and offer optimal solutions, with online guidance or on-site engineer support.

* You want to train your operations or maintenance staff? We provide you with training and guidance to ensure you have an easy start. In addition, our service team will conduct return visits within 30 days.

Out Of The Warranty

For problems of machine operation that occurred out of the warranty, we still offer a worry-free service that provides you with optimal solutions and addresses your problems via remote or on-site support. Note that a charging rate will be applied.

AFTER-SALES TEAM

E-mail:

suntech_service@strength-group.com

Tell:

+86-571-87293581

Service WhatsApp:

+86-15384035770