
DAELIM SERVICE PLAN

1. Delivery Time Commitment

DAELIM will do its best to design the drawings according to the plan confirmed by the order, complete the production in time, ensure that the technical requirements are met, arrange the transportation reasonably, and deliver it to the site for normal use. All the production pictures and time schedule will show in our online order tracking system, customer can check it anytime.

2. Free Warranty Period

All the transformers of DAELIM are in strict accordance with the international standard production and related industry standard. The warranties of our transformer is two years. Sold products of DAELIM without the human factors leading to the transformer performance and technical problems, we will the unconditional replacement and bear the corresponding economic losses and damages. For the problems caused by other reasons, our company will actively assist solve the difficult of the customers in order to ensure product put into operation in time and reduce losses to a minimum.

3. Service Contact Information

DAELIM provides 7x24 hours of pre-sales and after-sales service. For any technical problems, customers can contact service@daelim-electric.com and tech@daelim-electric.com, and the DAELIM engineer team will solve the customer's problems as soon as possible.

4. Remote and Field Service Response Time

DAELIM can provide remote installation and debugging training. If the customer needs on-site service, DAELIM will make on-site service quotation after receiving the customer's maintenance notice or demand. After the quotation is accepted, DAELIM will send the technicians or local partners' technicians to provide on-site support services within two weeks according to the situation, and undertake product design, installation and debugging, performance optimization and troubleshooting.

5. Emergency Failure Solutions

7 x24 hours remote guidance service is provided in case of major failure or serious failure. If necessary, DAELIM will send our technicians or local partners' technicians to provide on-site troubleshooting services according to the situation within two weeks.

Major failure: The failure of the product and the corresponding service causes the interruption of the whole bank's business system; Serious failure: The failure of the product and the corresponding service causes the interruption of the single business system of the whole bank. Provide a detailed accident analysis report after each fault processing is completed; including cause analysis, processing results, avoidance plans and key points.

6. Return Service

After the acceptance of the provided equipment, there is a major product quality problem and the equipment cannot be used normally. If there is a problem with the equipment itself, perform local repairs or return to the factory for repairs as required, quickly deal with the problem, and provide qualified products to the local area. If repairs are not possible, DAELIM will provide new products with the same specifications, and accept them until they meet the requirements.

7. Product Usage Tracking Service

After the production is completed, provide customers with detailed product transportation installation and operation manuals. And formulate a detailed product usage tracking service plan (service plan includes time arrangement, method, purpose, content, risk, etc.). Provide a tracking service every six months, and issue a written tracking report, in which the equipment and system operation and development trends are pointed out, preventive errors, performance optimization, system security risk reminders, and rationalization suggestions to customers.

8. Spare Parts Service

In order to ensure the timeliness of overseas supply and after-sales service, DAELIM maintains close contact with various suppliers. During the after-sales service process, if the equipment parts need to be replaced, they can immediately provide spare parts of the same quality and performance to ensure the normal operation of the equipment.