

GOLDEN LASER SERVICE

倾听客户的心声 / 分析客户的需求 / 解决客户的需求 / 完善设备的应用 / 改造行业的现状
 Listen to our customers' voice / Analyze customers' needs / Solve customers' problems / Improve machine application / Reform industry status



唯拓激光不仅追求产品的卓越, 同时遵循“客户至上、服务至诚”的服务精神, 坚持“高定位、高质量、高效率”的三高服务标准。将售前、售中和售后服务贯穿于产品生命的始终, 力争为客户创造更多的附加值, 并因此成为广大客户最终选择的理想品牌。
 Vtop laser not only pursues excellent product quality, and follows the "Customer First, Sincere Service" service spirit, adheres to the "High positioning, High Quality, High Efficiency," service standards. The pre-sale, sale and after service are all throughout the product life, and strive to create more added value for the customer, and become the ideal brand customers wanted.

售前服务 / Pre-sale Service

- 提供技术咨询: 对于所有客户的咨询, 公司会及时做出回复, 并为客户提供各种生产工艺方案、激光设备的技术咨询、打样、设备选型、技术及价格方面的咨询等服务
 Providing technical consult: Golden laser will respond promptly to all customers' inquiry and provide all kinds of production process solution, technical advice of laser equipment, sampling, equipment selection, technical and price consulting services.
- 提供舒适的考察接待: 我们欢迎客户随时随地莅临公司现场考察, 并为客户提供餐饮、住宿、交通等任何便利条件
 Providing comfortable reception: we welcome customers to visit our company anytime and anywhere, and provide food, accommodation, transportation and other any convenience services

售中服务 / Service in sale

- 为客户考察安装环境, 并在合同后7个工作日内提供设备地基图, 确保安装场地的配备符合设备安装要求
 Examine the installation environment for the customer, and provide the equipment floor space in the contract within 7 working days and make sure that the installation space meets machine installation requirements.
- 我们保证守时、保质、保量地严格执行合同规定的各项条款。唯拓激光文机工程师将在设备安装调试现场对客户进行系统、全面的操作、维修培训。其中包括:
 We guarantee that we will strictly comply with the terms of the contract punctuality, and ensure its quality and quantity. Vtop engineer will have comprehensive training about the machine installation, control system, operation, debugging and maintenance in customer site. The training includes:
 - 激光安全防护意识; 激光器的基本原理; 设备系统构成; 设备操作及注意事项
 Awareness of laser safety and protection; basic principle of laser equipment; equipment system composition, equipment operation and precautions
 - 设备日常维护、激光器调整及备件更换操作技能
 Equipment routine maintenance, laser source adjustment, spare parts replacement operation skills
 - 设备操作软件及金属排版软件的使用
 The using of equipment operation software and metal nesting software
 - 高级切割工艺和方法
 Advanced cutting process and method
 - 新材料的工艺测试方法
 New material process testing method
 - 常见硬件故障处理方法
 Common hardware troubleshooting methods
 - 文机培训时间不少于7个工作日, 直至客户能独立加工生产, 掌握新材料切割工艺的测定方法
 The machine installation and training are not less than 7 working days until the customer can operate the machine independently and master the testing method for new material cutting process

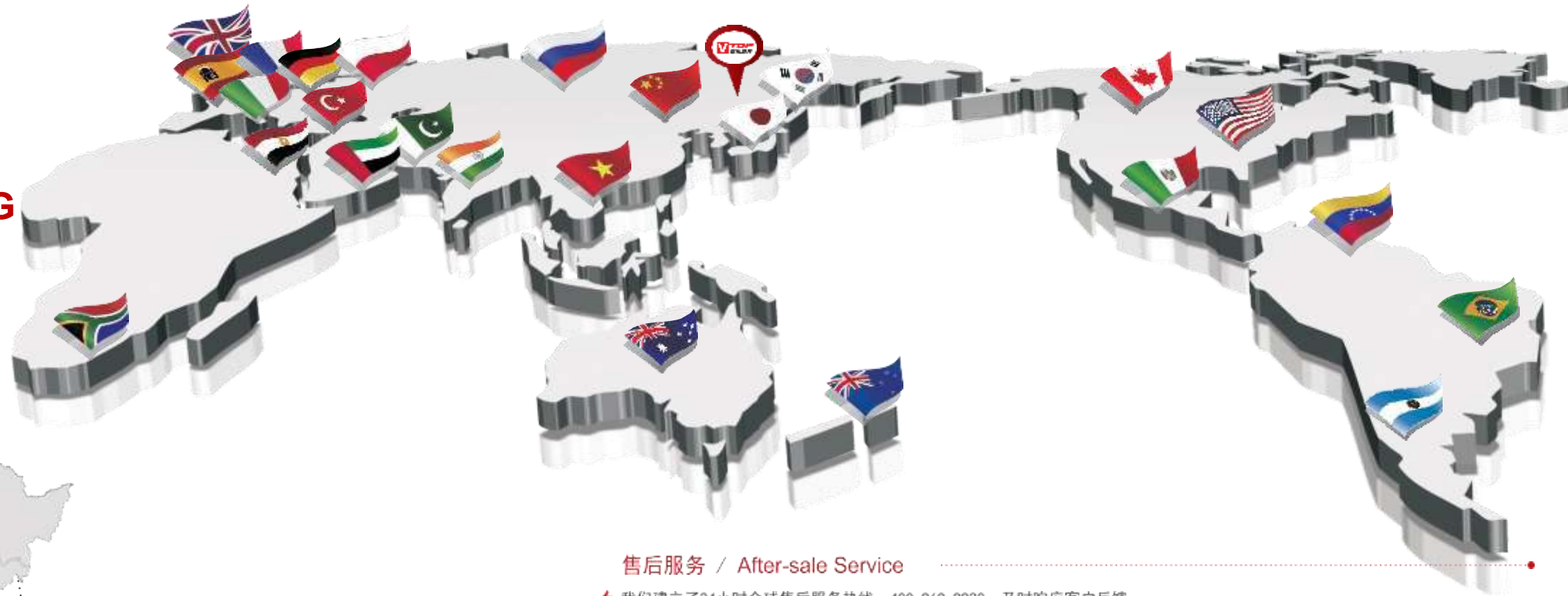




GOLDEN LASER SALES NETWORKING



24小时全球售后服务热线 / 24-hour Global Service Hotline
400-969-9920



售后服务 / After-sale Service

- ▶ 我们建立了24小时全球售后服务热线：400-969-9920，及时响应客户反馈
 We set up a 24-hour global service hotline: 400-969-9920, and respond to customer feedback in time
- ▶ 唯拓激光郑重承诺：
 VTOP LASER solemn commitment:
 - ▶ 设备整机免费保修一年，终身维护
 The machine free warranty period is one year and life-long maintenance
 - ▶ 快速解决客户问题，我们承诺24小时内上门服务并维修
 We promise to solve customer problems quickly, provide door-to-door service and machine maintenance in 24-hour
 - ▶ 客户可随时到公司免费参加各种技术培训班
 Customer can come to our company at anytime for free technical training
 - ▶ 质保期外，我公司依然为需方提供广泛而优惠的技术支持及备件供应
 If the machine is out-of-warranty, our company still provides extensive and favorable technical support and spare parts supply for users
 - ▶ 享受软件免费升级
 Enjoy free software upgrades

