

## Manual of Machine Purchase

### Packing & Shipment

(1) CBM of machines less than a full container, it will be packed by wooden case and shipped in LCL (Less than Container Load).



(2) CBM of machines up to a full container, it will be nude packing, and fixed well by steel wires in the container, no hitting, no damage. Shipped in the way all the time, no customers complain. There will be more protection measures to ensure its transit.

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### Consulting Service

Usually, the information is required to provide you with a quote as below:

- (1) Input wire size
- (2) Output wire size
- (3) Your bobbin/spool size
- (4) Annealing required?
- (5) 3 Phase voltage & frequency in your workshop

**Note: It is very important, thank you!**



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### **Spare Part Service**

All comes with the machine, no more worries. There will have a packing list for you.

### **Inspection**

All machines are well inspected before shipment. The test run is carried out to check if it is qualified. Videos and photos with each detail will be sent to you for confirmation.

### **Maintenance**

All equipment will have a user manual, it will guide you how to do the maintenance. Besides, some instructions is stuck on the machine.

### **On-site Installation & Training Service**

Our engineer will be dispatched to your workplace to help you with installation. It requires your workers to cooperate with him to install it well.

Once installed, your workers or operators will be trained by our engineer how to use the machine, how to do the maintenance, and how to produce good quality products.

Most important of all, guide your workers how to do the trouble shooting.



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### After-sales Service

All the machines are warranted for one year.

All parts will be sent to you free of charge if it is quality problem. However, it will be charged if it is caused by misoperation.

All parts with delivery cost will be charged after one year.

Our foreign sales will be online 24 hours to help you with any issues.

Our engineer working time is from 8:00am to 8:00pm China time.

### Our Advantages

1. All the electrical elements, circuit breaker protection, bearing, belt etc are Yaskawa, Schneider, SKF, Habasit or other world famous brands.
2. The machine body is made by integrated casting, no much welding, to ensure if it will not be vibrated during machine running, and avoids corrosion.
3. Our engineers are well-trained, and have specialized in this industry for more than 10 years, very responsible and professional.
4. Our machines are well designed, with good materials, good components to make you use more easily.
5. We have zero complaints in quality from our customers home & abroad. No customers will feel it is a failed investment after buying from us. Our company is responsible for you all the time.
6. Our staff are very patient, honest, and willing to help at any time.
7. Our company has a good shareholding system, which inspires our workers to work as host.
8. The concept and idea are great in this city, with very strong industry foundation. It has a good tradition for its quality, as many Japanese companies, Taiwan companies, Hong Kong companies rooted in this city from 1980s till now.









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### Our Location

1. Our company is located in Dongguan, between Shenzhen and Guangzhou, near Hong Kong.
2. Half an hour to Shenzhen and Guangzhou by bullet train, one hour to Hong Kong.
3. One hour to Shenzhen and Guangzhou Airport, 2 hours to Hong Kong Airport.
4. There are many kinds of delicious & nutritious food, historic sites and gorgeous night view.

**It will make your travelling more convenient and entertained here.**

### Our Workshop

Processing & Cutting



Painting



Assembling



Installation & Testing







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**FAQ**



**1. Q: Are you manufacturer or trading company?**

**A:** We are a manufacturer.

**2. Q: What info you need before you make the proposal?**

**A:** The input & output wire diameter, spool size, application, 3 phase voltage & frequency, annealing or not, and your other requirement.

**3. Q: How can I trust you and make a payment to you?**

**A: (1) We are an audited supplier by international SGS, with its certificate. They approve that we are an original manufacturer and meet their standard.**

**(2) We are a member of Made in China, who is always responsible for all customers.**

**(3) Please visit us and check our factory by video, and request necessary documents from us.**



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**4. Q: I have no experience buying something abroad. What can I do?**

**A: We will guide and show you how to do the importation, you can also seek help from your local agency.**

**5. Q: Do you provide installing and debugging overseas?**

**A: Overseas machine installation and worker training services are available.**

**6. Q: Can you make the machine according to my design or prototype?**

**A: Yes, we have an experienced team for working out the most suitable design and production plan for the machine that you are going to book with us.**

**7. Q: How does your factory do regarding quality control?**

**A: There is zero tolerance to poor quality. Quality control complies with SGS & ISO 9001. Every machine has to pass testing and trial running before it's packed for shipment.**

**8. Q: How can I trust you that machines passed testing and trial running before shipping?**

**A: 1) We record the testing videos for you, and every necessary photos for you.  
2) We welcome you to visit us and test machine by yourself in our factory.**

**9. Q: What about our after-sale service?**

**A: We provide technical support on line as well as overseas services by skillful technicians.**

**10. Q: What should I do if I just start a new business?**

**A: Contact us immediately, we provide free consultant pre-sales service. Also we can help you with material purchase, worker training, etc.**

**11. Q: Can I visit your factory to check machines on-site? What Should I bring when I visit your factory?**

**A: We are manufacturer, and welcome customers to visit us. For special product design, you are suggested to bring some samples, you can test it with our machines on-site.**

**12. Q: Can I use my own logo?**

**A: No problem, please inform us.**







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### Company Profile

Dongguan Wiremac Machinery Equipment Co., Ltd. Is located in Houjie Town, a famous historic town in China. Our company is a wire and cable equipment manufacturer integrating R&D, processing, assembly, commissioning and after-sales.

The company is committed to copper wire, copper clad steel, copper clad aluminum and other metal wire deep processing and research, with a variety of high quality machines: micro wire drawing machine, fine wire drawing machine, fine wire drawing machine with continuous annealing, medium fine wire drawing machine, intermediate wire drawing machine, intermediate RBD wire drawing machine and copper rod breakdown machine.

Our company provides a complete set of wire processing solutions for customers, but also customize and design non-standard special equipment according to the requirements of customers.

Our company upholds the spirit of "Honesty-based, Quality-based" enterprise, and continue to research and develop innovation and development, with professional skills and standardized pragmatic management, in line with the "High-quality and High-efficiency" business philosophy, from the overall planning, staff training, installation and commissioning, after-sales service, to provide customers with better and more satisfactory products and service.

