



Dare to be the first
lead the world

Shanghai Zhenhua Heavy Industries Co.,Ltd

Customer Service Manual

ZPMC





Company Introduction

Founded in 1992, Shanghai Zhenhua Heavy Industries Co.,Ltd.(ZPMC)is a state-owned company listed onA and B shares on the Shanghai Stock Exchange, with China Communications Construction Company Limited (CCCC)as its major shareholder. ZPMC is committed to developing a range of products, including port machinery, offshore engineering equipment,and steel structures. ZPMC attaches great importance to innovation, and has created dozens of world firsts, continuously leading the industry transformation and providing "ZPMC solutions" for the global port and shipping industry. At present, ZPMC owns 8 production bases, 119 global branches and 22 complete-machine transportation vessels, which can provide excellent services for customers all over the world.

In recent years, ZPMC has been specializing in the port and steel equipment industry and accelerating high-end,intelligent,green and international development, striving to make itself a world-class enterprise with global competitiveness in technology, management and quality.

At present, ZPMC's products have entered 109 countries and regions around the world. It is the world's largest port machinery equipment manufacturer, the world's largest automated terminal system solution provider, the world's largest port machinery equipment transporter, and a world-renowned special engineering ship manufacturer and large steel structure manufacturer.





ZPMC Service Commitment



Service Tenet

Adhering to the customer-centered philosophy, and the core values of **"Customers First, Service Foremost,"** with **"professionalism, efficiency, and safety"** as our service standards. Our goal is to achieve "zero customer complaints" by adhering to the "first time response, first time service, first time solution" guidelines. We provide global customers with comprehensive, full-life-cycle equipment protection services, backed by a professional team, advanced technology, a perfect service and training system, and a high-efficiency response speed.

Client Focused, Needs Revered, Value Engineered



Service System

We provide digital, information-based, standardised, customised and value-added services. We prioritise the interests and experience of our customers to improve the utilisation of your equipment and reduce the cost of maintenance. Our goal is to achieve 'zero complaints' service results.

Full-time protection, fast response

- 400 service hotline number and customer service mailbox to provide you with a more convenient and friendly communication channel for your requests.

 **After-sales service hotline**

4008-600320

 **Customer service email address**

aftersales-china@zpmc.com

aftersales-oversea@zpmc.com

 **OUR ZPMC**

service.zpmc.com (full roll-out in October)

- Rapid response and intersectoral collaboration in resolving any minor service requests through the use of an exclusive internal multi-departmental digital communication channel. With a dedicated service account for customers, you will be able to submit requests online and have real-time visibility into the progress of your service orders. If you are interested in applying for a service account, please contact us.

Global network, professional and speedy

With a global service layout, including service outlets, spare parts warehouses and regional contacts, we are able to provide our customers with rapid service in any country or region of the world.

Global service network information:

12 Chinese customer service outlets, 34 overseas customer service outlets distribution.



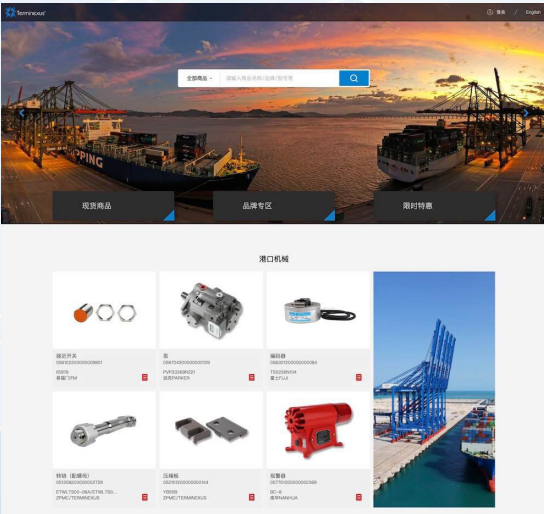
12 Chinese customer service outlets		
Ningbo	Shenzhen	Dalian
Xiamen	Qinzhou	Rizhao
Taicang	Fangchenggang	Wuhan
Guangzhou	Tianjin	Qingdao

Global spare parts warehouse information:

Including Shanghai Central Warehouse, Shanghai Yangshan VMI Warehouse, Qingdao Free Trade Zone North Warehouse, Tangier Western Mediterranean Gateway Warehouse in Morocco, and Panama Free Trade Warehouse. Contact us if you need spare parts.



MRO Industrial Products Mall (mro.terminexus.com) provides exclusive online platforms to global users with spot support and digital services. Contact us by hotline or email if you need to apply for an account (can also access from OUR ZPMC account).





Global service contact information:

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Service Commitment

We providing a full-life-cycle service for any products.

We always put customers first, providing all-round, full-life-cycle quality service guarantees. No matter where you are, we promise:

Rapid response:



7×24 hour service support ensures that problems are dealt with at the first opportunity.

Professional guarantee:



Technical teams execute standardized service processes to ensure efficient and reliable services.

Continuous optimization:



Established regular follow-up and customer feedback mechanisms, continuously optimize service standards based on data analysis.

Long-term support:



Provide lifelong technical support and spare parts for customers' equipment, building stable and lasting partnerships.

Your satisfaction is our unremitting pursuit. If you have any needs, please feel free to contact our service team – we are always by your side to ensure the stable operation of the equipment.



Pre-sale Service

Demand analysis and professional selection:



Based on customer equipment selection requirements, we provide comparative analysis of technical parameters and application scenarios to assist in precise matching of equipment usage scenarios, achieving optimal selection decisions.

Technical support and product demonstration:



To address customers' individualized requirements, we offer customized technical solutions and feasibility analysis. By integrating digital simulation tools with actual customer needs, we provide optimal pathways for investment decision-making.

In-sales Service

Transparent production process service:



We provide customers with real-time production progress dashboards to visualize the entire manufacturing process and establish an abnormal warning mechanism. If the delivery is delayed due to supporting delays, equipment failures or process adjustments, we will submit an explanation to the customer within 24 hours and simultaneously initiate an emergency plan (including emergency measures such as priority scheduling and batch delivery).

High-quality precise delivery:



Strictly according to the contractually agreed time, quality, and quantity requirements, ensure timely delivery of products. Relying on a comprehensive quality control system, strictly monitor the production process to ensure high-quality and standard delivery.



After-sales Service

On-site service:



Provide on-site service according to the contract to enable users to use the equipment smoothly and skillfully.

Rapid response within the warranty period:



Respond within 24 hours, provide solutions within 48 hours. Classify faults according to their impact level (e.g., Level 1 fault: Equipment shutdown; Level 2 fault: Partial function failure), and match differentiated response resources.

Technical training:



Provide training on equipment operation and maintenance according to customer needs to ensure that users can master relevant operations and maintenance skills.

Spare parts and components:



Relying on the global spare parts sharing mechanism, achieve regional warehouse spare parts sharing, and initiate air express direct delivery in emergency situations (cost controllable).

Customer Service Manual

Preventive inspection service:



Regularly implement inspection services for our products to reduce equipment operation risks, identify potential faults in advance, and help improve equipment operation efficiency.

Provide equipment operation and maintenance services and daily maintenance services:



According to the equipment operation situation and customer actual needs, provide professional maintenance services and maintenance suggestions to ensure the safe and efficient operation of the equipment.

Technical transformation and upgrade services:



Provide technical and upgrade value-added services according to customer needs.

Major repair and emergency repair services:



For sudden equipment failures or major damage, we provide the most priority rapid response mechanisms, the most experienced expert teams, and the fastest spare parts support to quickly complete repair and emergency repair services for customers.



Contact Us

If there is any need, please contact me at any time.

Service Hotline:

400 860 0320

If 400 telephone service is not available in your area, please dial 021-58396666.

After-sales service email:

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aftersales-china@zpmc.com

Overseas:
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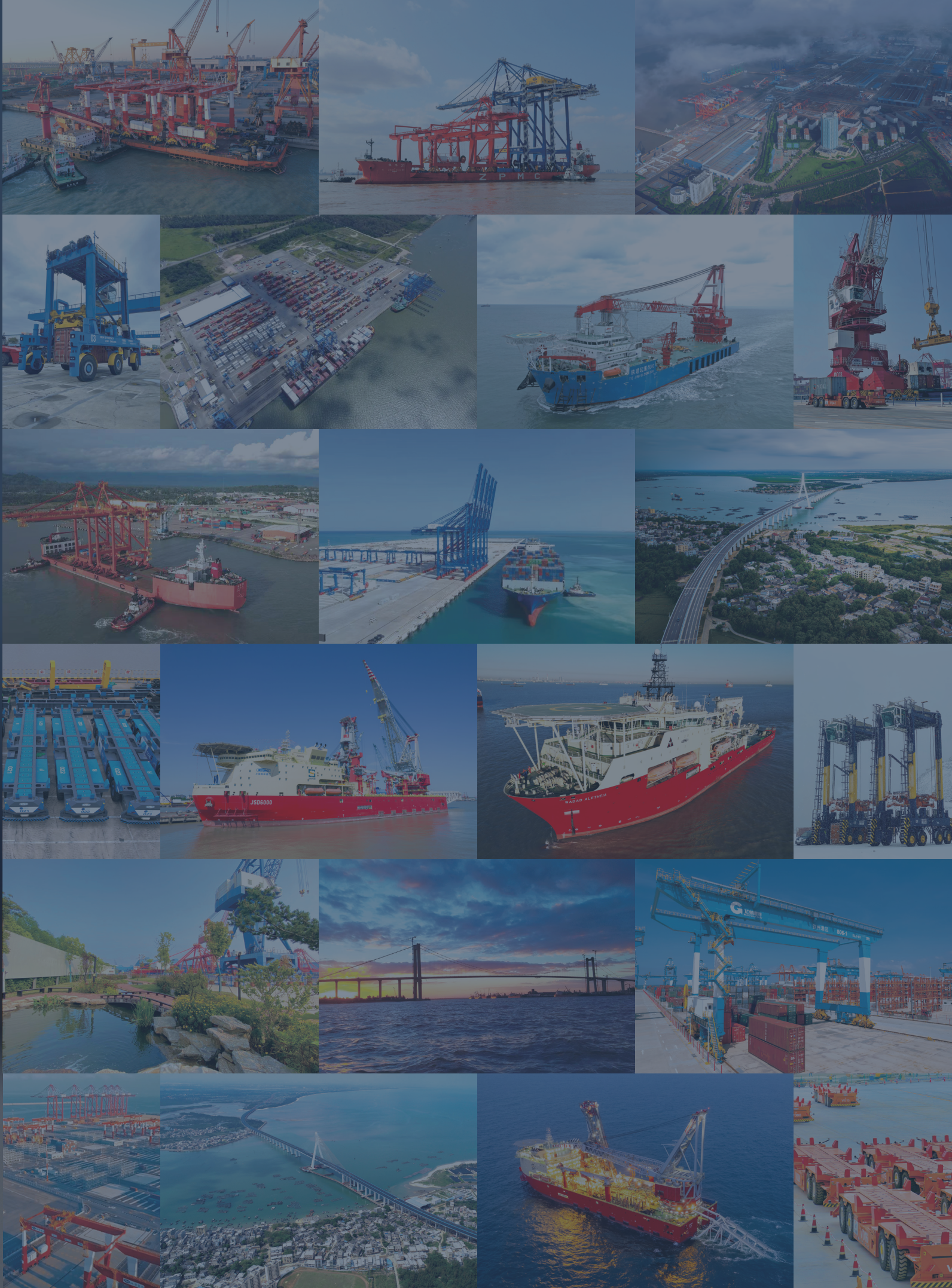
Fax:

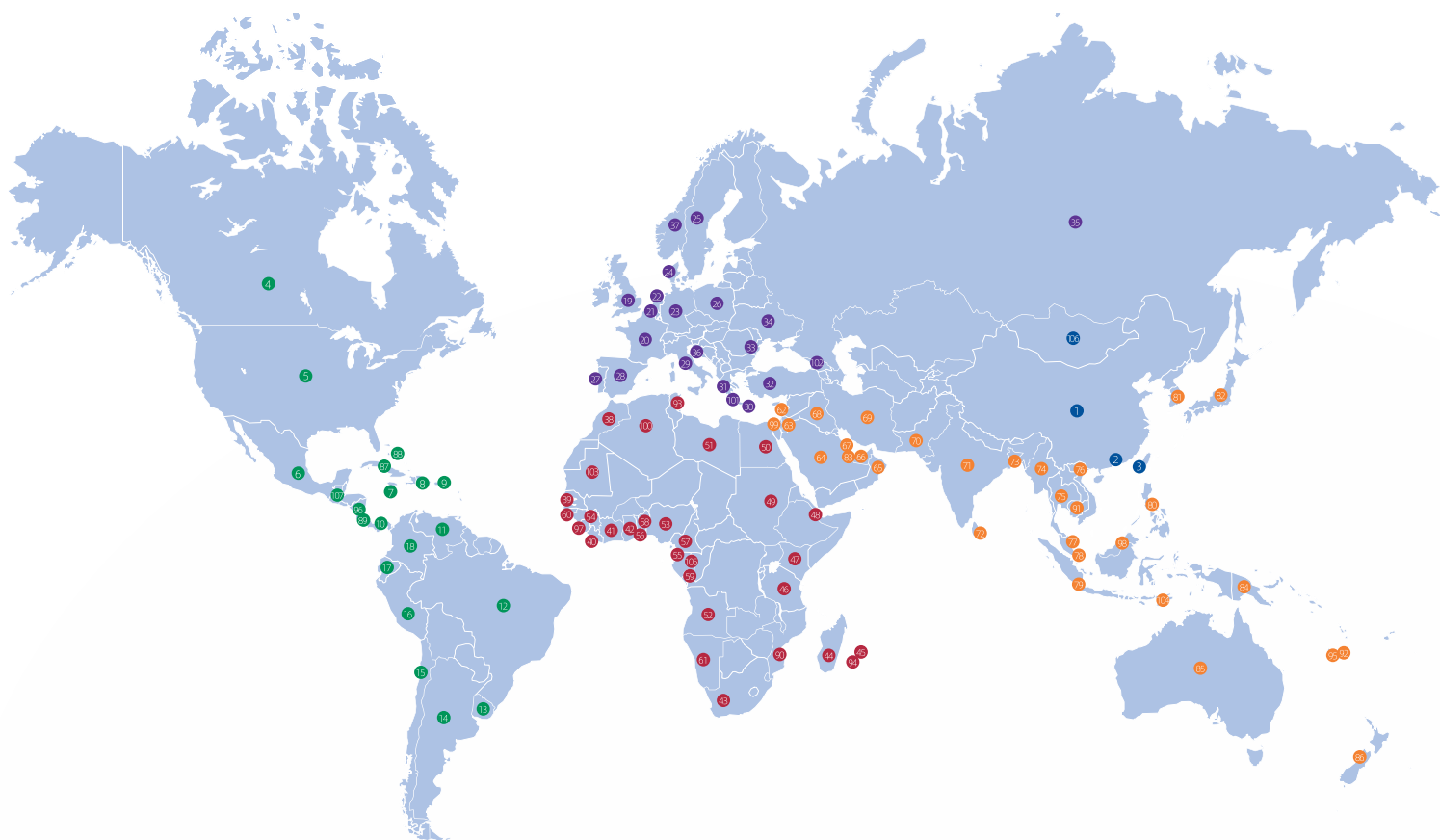
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