Service

Let customers choose assured / use assured / make money comfortable

Pre-sales Service

Engineering Consulting

Engineering consults on economic benefits analysis for the customers including the cost analysis and profit estimate. Mine costs include mining, transportation, mining beneficiation, financial management cost. Profit estimate includes ore grade, product, price, annual output, total income, total cost, profit before tax, comprehensive estimation (time of recovering the investment).

Engineering Design

Three parts of mine design: feasibility study, preliminary design and construction plans. CHAENG mine design institute will take a comprehensive field study to the mine of clients including the mine ore for dressing plant, site, water, electricity, traffic, geography, etc...

Raw Material Testing

Mineral dressing test is in charge of Mineral Dressing Research Institute belonging to CHAENG.

Sales Service

Equipment Manufacture

CHAENG has its own factory and sales lines and cost for customers. In order to strictly control the period, CHAENG will formulate a detailed and feasible project schedule in KPC; and project control group strictly supervise the progress of project.

Installation & Commissioning

Installation & commission is key link of raw material test, mine design, equipment manufacturing, and directly takes influence on productivity. In view of the importance of installation and commission, CHAENG established professional installation company having four installation teams.

Personnel Training

It is simultaneous for worker training and installation & commission in order to save time and cost. Worker training has two purposes, one is the equipment works teacher and produces benefit, the other is training technical team for customers to guarantee the normal operation of the factory in the future.

After-sales Service

The end of the sale does not mean the end of service, we will supply continuous and reliable service for customers to solve the after-sale worries.

Free of charge to the special sales staff, experienced technicians guidance is available on the phone, as well as the email. One or more engineers will be dispatched to the query site to help install the customers' plants.

One-year's warranty period for spare part. Quality-based problems are free for maintenance within one year. CHAENG has been providing customers wide range of about production and processing services for many years.

The customers are free to call us anytime during operation process, if it can not be replied by phone call, we will send professional and technical personnel to customers' side.

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