

Spare Part Support ▼

Honghua Group has set up a complete spare parts warehouse in the Middle East, Central Asia, Europe and Africa to ensure that customers around the world can receive timely and efficient spare parts support to ensure the normal operation and continuous operation of rigs. Honghua Group can respond quickly to customer needs, effectively reducing downtime and improving operational efficiency. Honghua Group is always committed to providing uninterrupted service to ensure that customers' rigs can maintain the best condition at all times. Honghua owns a professional service team with more than 200 members, which can meet the demand for installation, commissioning for different types drilling rigs and can deal with the trouble shooting onsite timely.

Honghua's after-sales service adheres to the 1812 Principle -- as for customers' problems, the following standards will be adopted

- ① As for customer's problems, we will reply in 1 hour.
- ⑧ As for customers in Sichuan Province or Chongqing, we will arrive at the site within 8 hours to solve the problem.
- ① As for customers in other parts of China, we will arrive at the site within 1 day to solve the problem.
- ② As for customers worldwide, we will arrive at the site within 2 days to solve the problem.

