APW Water jet After-sales Service Process

Dear Customer,

Thank you for purchasing APW water jet. The following are the preparation work for equipment installation and the service process provided by our after-sales engineers.

I. Preparation Work

To ensure the smooth installation of your equipment, the service and operation environment briefing is based on the necessary requirements for equipment installation and operation. Please verify according to the requirements provided by the sales staff (Preparation Items Checklist). After confirmation, please fax back the *APW Water jet After-sales Service Form*, and we will arrange after-sales personnel to arrive on-site for installation.

II. After-sales Service Process

The on-site after-sales service typically lasts seven days. For specific work arrangements, please refer to the *After-sales Service Process table* below, which includes equipment installation, debugging, and training.

Your feedback is invaluable to us. If you have any suggestions, please fill in the after-sales service form (on-site), send an email to mailto:apw@apw.cn (international), or call the 24H service hotline 400-8715551 (Mainland China).

Thank you for your supervision.

APW Water Jet After-sales Service Form			
Customer Name			
Contact Person		Contact	
Sales		Contact	
After-sales man		Contact	
Equipment Mode		Layout Drawing No.	
Installation Date		Installation Location	
Preparation Items Checklist	□Sent	Customer Responsible Person Confirmation	
Water Jet Photo			

Preparation Items Checklist

Category	Specific Requirements	Check
Power Supply & Cable	1. Industrial power supply: 380V 2. Three-phase five-wire system, 3×16 mm²+2 cable (length based on the distance from equipment placement to power source) 3. 100A air switch (without leakage protection)	☐
Hydraulic Oil	1. 46# anti-wear hydraulic oil, 120L 2. Auxiliary oil pumping equipment	☐
Water Supply	1. Deionized water, water pressure > 0.3MPa, minimum water supply 8L/min (install a water pump if pressure is insufficient) ● Underground water sources are not recommended; if used, water treatment equipment is required.	☐
Cooling Water	1. Plastic water tank of 3 tons or more 2. Circulating water pump for cooling hydraulic oil (circulation can be omitted if direct discharge of cooling water is acceptable)	☐
Air Source	1. No less than 2 air supply ports (or Y/T-type air pipe tees for PU8*5 air pipes) 2. Air compressor with compressed air pressure of 6-8KG/cm² and supply > 0.6m³/min	☐
Mechanical Tools	1. One open-end wrench each of 8mm×10mm, 12mm×14mm, 17mm×19mm, 22mm×24mm, 30mm×32mm (5 wrenches total) 2. One adjustable wrench each of 300mm and 375mm (2 wrenches total) 3. 5 rolls of PTFE tape 4. 1 roll of electrical tape 5. Rubber mallet	☐

Category	Specific Requirements	Check
Debugging Tools	1. Level meter 2. Height gauge 3. Multimeter (can be shared with electricians)4. Foundation pad irons 5. One impact drill with Φ22mm impact bit	☐
Common Electrical Tools	1. Multimeter 2. Pliers 3. One small and one large flathead/Phillips screwdriver (4 screwdrivers total)	☐
Operation Personnel	1. Trainees: No less than 2 people ● one free training session provided; basic computer knowledge and fitter skills required 2. Installation personnel: 3 or more people	☐
Equipment Installation	1. Sufficient space around the equipment during installation 2. Placement according to the foundation drawing provided by the company 3. Overhead crane and forklift required 4. Foundation cement thickness ≥ 10CM	☐
Water jet Abrasive	1. Garnet sand (recommended ≥1 ton)	☐
Time Arrangement	1. Installation and debugging: 3-5 days (depending on equipment and site conditions) 2. Training: 2 days ● The customer should prepare all accessories and tools in advance, and after the person in charge signs and confirms, fax back to arrange engineers according to the requested time.	☐

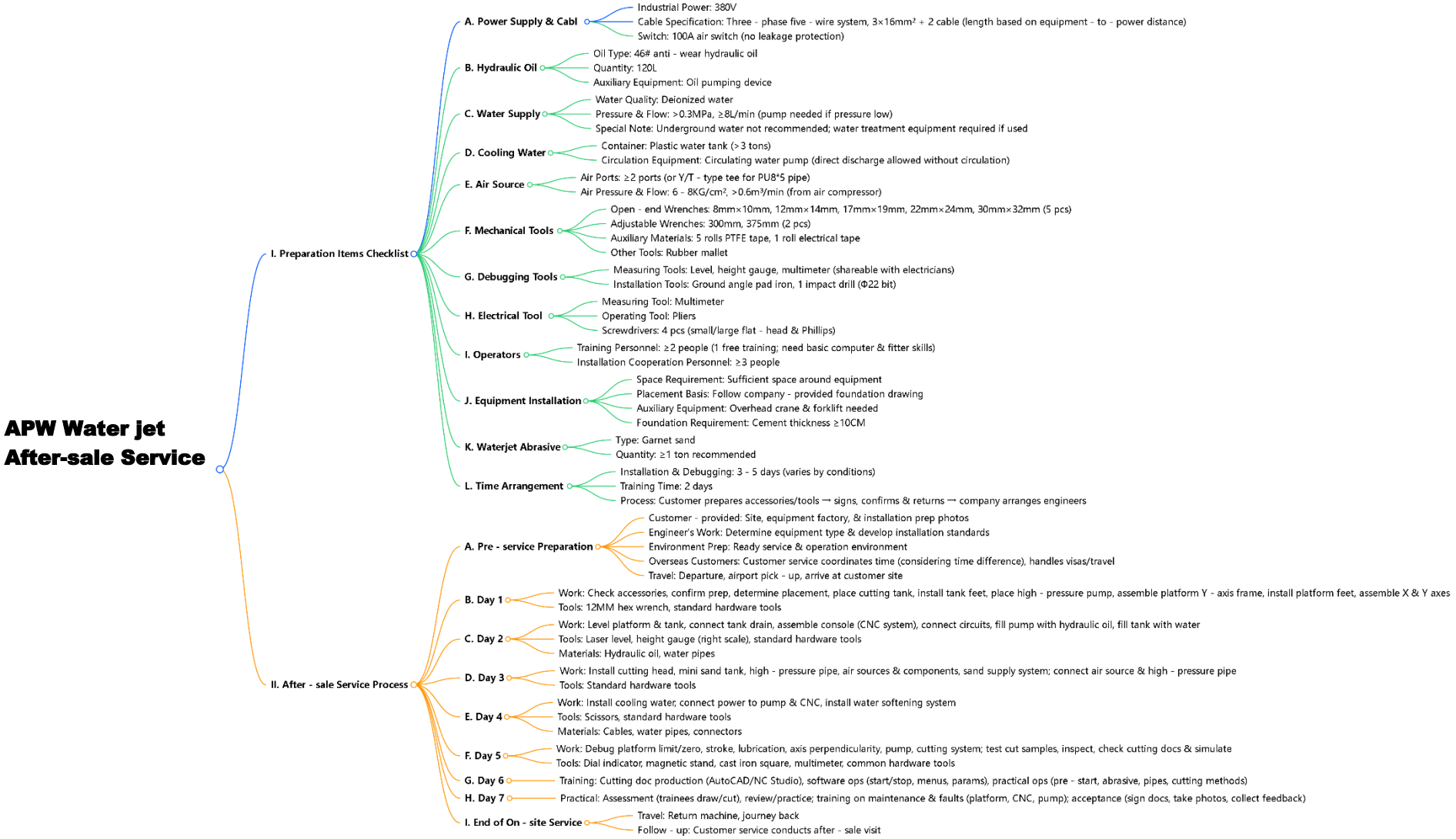
After-sales Service Process

Timeline	Work Content	Tools	Materials
Preparations	1. Customer provides site, equipment factory, and installation preparation photos 2. Engineers determine equipment type and establish installation standards 3. Preparation of service and operation environment 4. For overseas customers: Customer service confirms installation time based on time zones 5. Visa and travel arrangements 6. Travel to site, airport pickup, and arrival at customer location		
Day 1	1. Inventory random accessories 2. Confirm completion of preparation work 3. Determine equipment placement 4. Place cutting water tank 5. Install cutting water tank feet 6. Place high-pressure pump 7. Assemble cutting platform Y-axis frame 8. Install cutting platform feet 9. Assemble cutting platform X-axis and Y-axis	12MM hex wrench, standard hardware tools	

Timeline	Work Content	Tools	Materials
Day 2	1. Leveling of cutting platform 2. Leveling of cutting water tank 3. Connect cutting platform tank drain pipe 4. Assemble operation console (CNC system) and connect platform-CNC circuits 5. Internal wiring of cutting platform 6. CNC-high-pressure pump circuit connection 7. Fill high-pressure pump with hydraulic oil 8. Fill cutting platform tank with water	Laser level, height gauge (right scale), standard hardware tools	Hydraulic oil, water pipes
Day 3	1. Install cutting head 2. Install mini sand tank 3. Install cutting head high-pressure pipe 4. Install two air sources and filter-regulator-lubricator units 5. Install sand supply system 6. Connect equipment air source 7. Connect high-pressure pump and cutting platform high-pressure pipe	Standard hardware tools	
Day 4	1. Install cutting water and high-pressure pump cooling water 2. Connect high-pressure pump and CNC to power supply 3. Install water softening system	Scissors, standard hardware tools	Cables, water pipes, pipe connectors

Timeline	Work Content	Tools	Materials
Day 5	1. Debugging of cutting platform limit positions and zero points 2. Debugging of cutting platform effective stroke 3. Debugging of lubrication system 4. Debugging of X/Y-axis perpendicularity 5. High-pressure pump debugging 6. Cutting system debugging 7. Sample test cutting and equipment running-in 8. Cutting and inspecting samples according to national standards 9. Checking cutting document preparation and simulation	Dial indicator, magnetic base, cast iron right angle plate, multimeter, common hardware tools	
Day 6	1. Cutting document preparation training: a) Creating compliant DXF files with AutoCAD b) Using NC Studio (5-axis) 2. Basic software operation training: a) CNC system power on/off b) Manual function menu operation c) Automatic function menu operation d) Common parameter settings 3. Practical training: a) Pre-startup preparations b) Abrasive usage (filtration, storage, and sand feed adjustment) c) Air pipe installation and pressure adjustment d) Sand delivery pipe installation e) Manual cutting methods f) Automatic cutting methods		

Timeline	Work Content	Tools	Materials
Day 7	1. Practical assessment (trainees draw and cut independently) 2. Practical review and practice: a) Cutting document practice b) Hands-on practice 3. Daily maintenance training 4. Common fault solution training: a) Common cutting platform faults b) Common CNC faults c) Common high-pressure pump faults 5. Equipment acceptance: a) Acceptance after installation and training b) Signing acceptance documents c) Taking photos of the entire equipment and nameplate (for record) d) Collecting customer feedback on equipment issues and improvement suggestions		
End of Service	1. Departure (airport drop-off) 2. After-sales follow-up by customer service		


APW Water jet
After-sale Service
I. Preparation Items Checklist
A. Power Supply & Cabl
Industrial Power: 380V
Cable Specification: Three - phase five - wire system, 3×16mm² + 2 cable (length based on equipment - to - power distance)
Switch: 100A air switch (no leakage protection)
B. Hydraulic Oil
Oil Type: 46# anti - wear hydraulic oil
Quantity: 120L
Auxiliary Equipment: Oil pumping device
C. Water Supply
Water Quality: Deionized water
Pressure & Flow: >0.3MPa, ≥8L/min (pump needed if pressure low)
Special Note: Underground water not recommended; water treatment equipment required if used
D. Cooling Water
Container: Plastic water tank (>3 tons)
Circulation Equipment: Circulating water pump (direct discharge allowed without circulation)
E. Air Source
Air Ports: ≥2 ports (or Y/T - type tee for PU8*5 pipe)
Air Pressure & Flow: 6 - 8KG/cm², >0.6m³/min (from air compressor)
F. Mechanical Tools
Open - end Wrenches: 8mm×10mm, 12mm×14mm, 17mm×19mm, 22mm×24mm, 30mm×32mm (5 pcs)
Adjustable Wrenches: 300mm, 375mm (2 pcs)
Auxiliary Materials: 5 rolls PTFE tape, 1 roll electrical tape
Other Tools: Rubber mallet
G. Debugging Tools
Measuring Tools: Level, height gauge, multimeter (shareable with electricians)
Installation Tools: Ground angle pad iron, 1 impact drill (Φ22 bit)
H. Electrical Tool
Measuring Tool: Multimeter
Operating Tool: Pliers
Screwdrivers: 4 pcs (small/large flat - head & Phillips)
I. Operators
Training Personnel: ≥2 people (1 free training; need basic computer & fitter skills)
Installation Cooperation Personnel: ≥3 people
J. Equipment Installation
Space Requirement: Sufficient space around equipment
Placement Basis: Follow company - provided foundation drawing
Auxiliary Equipment: Overhead crane & forklift needed
Foundation Requirement: Cement thickness ≥10CM
K. Waterjet Abrasive
Type: Garnet sand
Quantity: ≥1 ton recommended
L. Time Arrangement
Installation & Debugging: 3 - 5 days (varies by conditions)
Training Time: 2 days
Process: Customer prepares accessories/tools → signs, confirms & returns → company arranges engineers
II. After - sale Service Process
A. Pre - service Preparation
Customer - provided: Site, equipment factory, & installation prep photos
Engineer's Work: Determine equipment type & develop installation standards
Environment Prep: Ready service & operation environment
Overseas Customers: Customer service coordinates time (considering time difference), handles visas/travel
Travel: Departure, airport pick - up, arrive at customer site
B. Day 1
Work: Check accessories, confirm prep, determine placement, place cutting tank, install tank feet, place high - pressure pump, assemble platform Y - axis frame, install platform feet, assemble X & Y axes
Tools: 12MM hex wrench, standard hardware tools
C. Day 2
Work: Level platform & tank, connect tank drain, assemble console (CNC system), connect circuits, fill pump with hydraulic oil, fill tank with water
Tools: Laser level, height gauge (right scale), standard hardware tools
Materials: Hydraulic oil, water pipes
D. Day 3
Work: Install cutting head, mini sand tank, high - pressure pipe, air sources & components, sand supply system; connect air source & high - pressure pipe
Tools: Standard hardware tools
E. Day 4
Work: Install cooling water, connect power to pump & CNC, install water softening system
Tools: Scissors, standard hardware tools
Materials: Cables, water pipes, connectors
F. Day 5
Work: Debug platform limit/zero, stroke, lubrication, axis perpendicularity, pump, cutting system; test cut samples, inspect, check cutting docs & simulate
Tools: Dial indicator, magnetic stand, cast iron square, multimeter, common hardware tools
G. Day 6
Training: Cutting doc production (AutoCAD/NC Studio), software ops (start/stop, menus, params), practical ops (pre - start, abrasive, pipes, cutting methods)
H. Day 7
Practical: Assessment (trainees draw/cut), review/practice; training on maintenance & faults (platform, CNC, pump); acceptance (sign docs, take photos, collect feedback)
I. End of On - site Service
Travel: Return machine, journey back
Follow - up: Customer service conducts after - sale visit

400-871-5551; apw@apw.cn