



After-sales support

Help us identify the supplied hose and the issue quickly.

1 / Make the situation safe

Where damage, leakage or an electrical concern is suspected, stop use through the applicable site procedure and refer to qualified maintenance personnel. Do not operate a hose solely to reproduce a fault for a video.

2 / Send the service evidence

Information	What to provide
Order and hose reference	Invoice / order number, hose label and any serial or batch identification.
Description	The symptom, when it started and whether it is continuous or intermittent.
Operating history	Installation date and recorded temperature, pressure, medium and duty conditions.
Photos	Overall condition, label and affected area, taken without unsafe access.
Changes	Any changes in equipment, material, routing, cleaning or settings.
Requested assistance	Technical review, replacement enquiry or return assessment.

3 / Review the proposed next step

We review the supplied information and discuss whether further records or a returned assembly are needed. A service enquiry is not automatically a warranty acceptance, rejection or authorisation to modify the hose.

Discuss your hose requirement

WhatsApp / Singapore: +65 94378277

juliangoh85sg@hotmail.com

www.gongbangptfe.com



Returns and assessment

Arrange the return before dispatching a used assembly.

Return preparation

Obtain written return instructions identifying the receiving entity and address, shipment reference and transport responsibilities. Describe the medium previously carried and provide relevant safety information. Do not ship a leaking, pressurised or inadequately contained item. Follow the agreed decontamination, carrier and applicable transport requirements.

Preserve useful evidence

Retain labels and packaging photographs. Do not cut the hose or dismantle electrical ends to investigate a claim unless written technical instructions specifically require it. Provide any prior inspection records that are available.

Assessment and remedy

The assessment considers the accepted configuration, supplied condition, service evidence and agreed warranty. Available remedies are determined under the order terms and applicable requirements. Chargeable work, return freight and replacement supply should be agreed before proceeding.

Warranty questions

How long is the warranty? The applicable period and start date are stated in the accepted quotation or order.

Can a custom hose be returned for preference changes? Contact us first; acceptance and any commercial adjustment must be agreed.

Is a replacement already approved when I send photos? No. Photos start the review; confirmation follows the technical and commercial assessment.

Send your service report to juliangoh85sg@hotmail.com.

WhatsApp: **+65 94378277**

Use the subject: **Service enquiry - order reference**.

No fixed response-time promise or automatic refund policy is created by this guide.