

Doolim Customer Service



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Color Your Dream

Doolim Robotics is always dreaming of something greater.

With our own unique and unrivaled identity,
we hope to bring more hope and happiness to the daily lives of as many people as possible.

This is why we are making such great effort to become the "best".

People and products, people and people, and time and space

The dream of Doolim Robotics is to become the world's top company in our field by breaking through boundaries,
and you are at the heart of our dream to make our lives more joyful and prosperous.

Customer Service

Perfected by the best service for
customer's satisfaction.
Customer service for the effective
maintenance and stable operation of
painting and sealing robots.



Customer Service

Our customer service center is your universal problem solver, changing an uncertain reality to certainty.

Doolim Robotics provides customer support for effective maintenance and stable operation of painting and sealing robots. We established customer service center in 2010 to continue to provide trustworthy follow-up service, and prevent system failure through periodic pre-inspection. In addition, we try out best to help our customers maintain stable systems by providing customer-oriented service. We ensure that we will solve all problems quickly by our experienced and skilled engineers.



Service Department

After Service

Good customer service is based on rapid problem-solving, so the customer service center is on standby 365 days a year. We work hard to maintain the productivity of our customers' facilities by resolving their problems quickly and accurately.

Before Service

Doolim Robotics' service strategy is to provide active service with the goal of minimizing potential failure through regular preventive maintenance, rather than passive service based on a reactionary strategy.

Technical Support

The technical support offered by Doolim Robotics ensures that our systems and equipment always run efficiently and supports our customers in their use of the latest systems and software.

Spare Part Support

We provide comprehensive follow-up service for paint circulation system, painting applicators, sealing units, tracking rail as well as robots.

Point 1. Apply best practices

In case of problems, we will not only analyze the cause and establish improvement plans but also disclose problems to all factories, apply to the sites and monitor them.

Point 2. Thorough Inspection and Examination

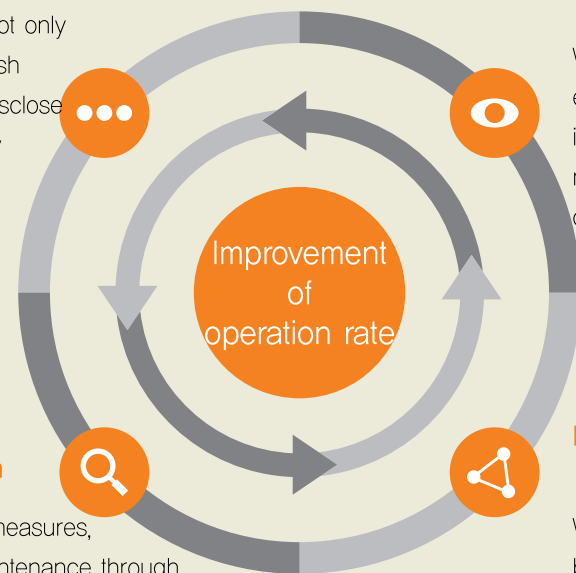
We will share problems at periodic check, examine thoroughly through non-operational inspection, and establish plans for preventive maintenance of equipment suggested by customers.

Point 3. Application of Monitoring System

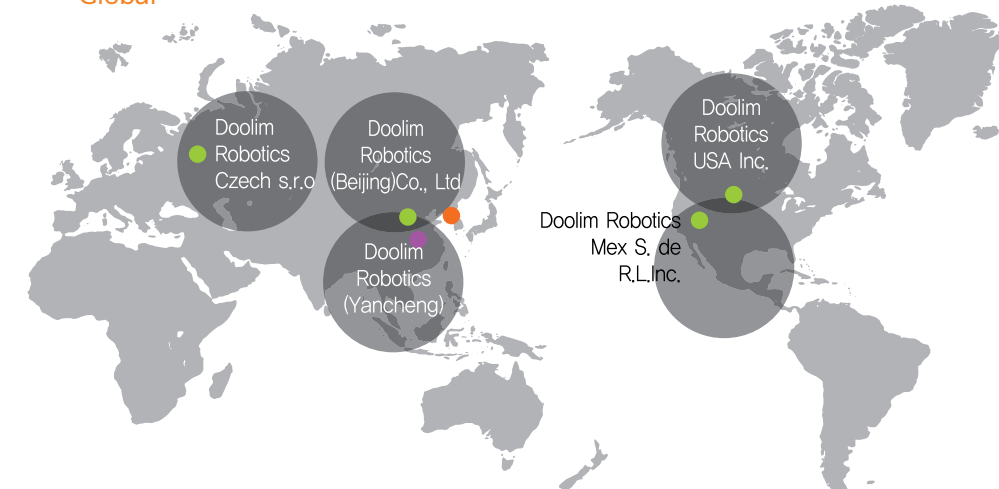
While maintaining preventive measures, we will practice predictive maintenance through continuous management of equipment history. Moreover, we will prepare manuals for failures and apply monitoring system comprehensively.

Point 4. Establishment of Global A/S Network

We build hotline to connect overseas branches and activate global network to share current issues via real-time video conference. In addition, we pay regular visits to our customers to receive feedbacks and make efforts to solve problems to improve the productivity of robot system.



Global



● Head Office ● Technical Support Office ● Overseas subsidiary ● Domestic branch

Korea

