After-sales service guarantee for low-voltage distribution boxes in Democratic Republic of Congo



Overview

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Key Takeaways

Several companies in the DRC provide comprehensive after-sales service guarantees for low-voltage distribution boxes, including 24/7 support, maintenance, and replacement under warranty.Key Service Providers and Guarantees



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1. Power Resources Congo (PR-Congo) PR-Congo offers low-voltage power supply solutions with a strong focus on after-sales service. Their support includes 24/7 monitoring and maintenance, with physical intervention if required, ensuring rapid response to equipment issues . They emphasize quality, customer respect, and technical expertise to maintain reliable energy supply. 2. MCA Congo SARL MCA Congo, a subsidiary of the MCA Group, supplies low and medium voltage switchboards, motor control centers, and LV distribution equipment. They provide technical support, training, and certified maintenance services, including on-site assistance and OEM-backed solutions for type-tested switchboards like Sivacon S8, Tekpan PDS, and Simoprime . Their training center in Kolwezi enhances local technical capacity. 3. Congo Online Solutions (COS) COS offers guaranteed replacement of products supplied if the warranty period is valid, along with 24/7 service support for erection, failure, and maintenance of LV equipment . They provide consultancy, annual maintenance contracts, and supply of genuine OEM components from ABB, Siemens, and Schneider, ensuring reliability and compliance with international standards. 4. Congo Energy Congo Energy provides bespoke low-voltage distribution solutions with after-sales service, including repair, maintenance, and operational support . They hold ISO 9001, ISO 14001, and ISO 45001 certifications, ensuring high-quality service management. Their after-sales service covers generator sets, LV panels, and energy management systems. 5. WEG WEG operates in the DRC mining sector, supplying low-voltage MCCs, LV VSDs, and switchgear with a local service network for maintenance and technical support . Their equipment is manufactured in South Africa under ISO 9001:2015 standards, and they provide direct support to end-users through in-country partners, ensuring timely service and reliability.

Summary of After-Sales Guarantees
• 24/7 technical support and monitoring for LV distribution boxes.

• On-site maintenance and repair by trained professionals.

• Warranty-backed replacement of defective equipment.

• OEM-certified components and adherence to international standards (IEC, ISO).

• Training and consultancy to enhance local technical expertise.

• Annual maintenance contracts for preventive care and reliability. These services ensure that low-voltage distribution boxes in the DRC are supported with robust after-sales guarantees, minimizing downtime and maintaining operational efficiency for industrial, commercial, and mining applications.

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If the voltage frequency in your country is different from Democratic Republic of Congo (220 V), some devices may not work properly.

Congo-Kinshasa

The power sockets in Congo-Kinshasa are of type C, D and E. The standard voltage is 220 V at a frequency of 50 Hz. Check your

After Sales Service Letter

Here briefly describe on sample After Sales Service Letter. These sales letters reflect how professional the business venture is and

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