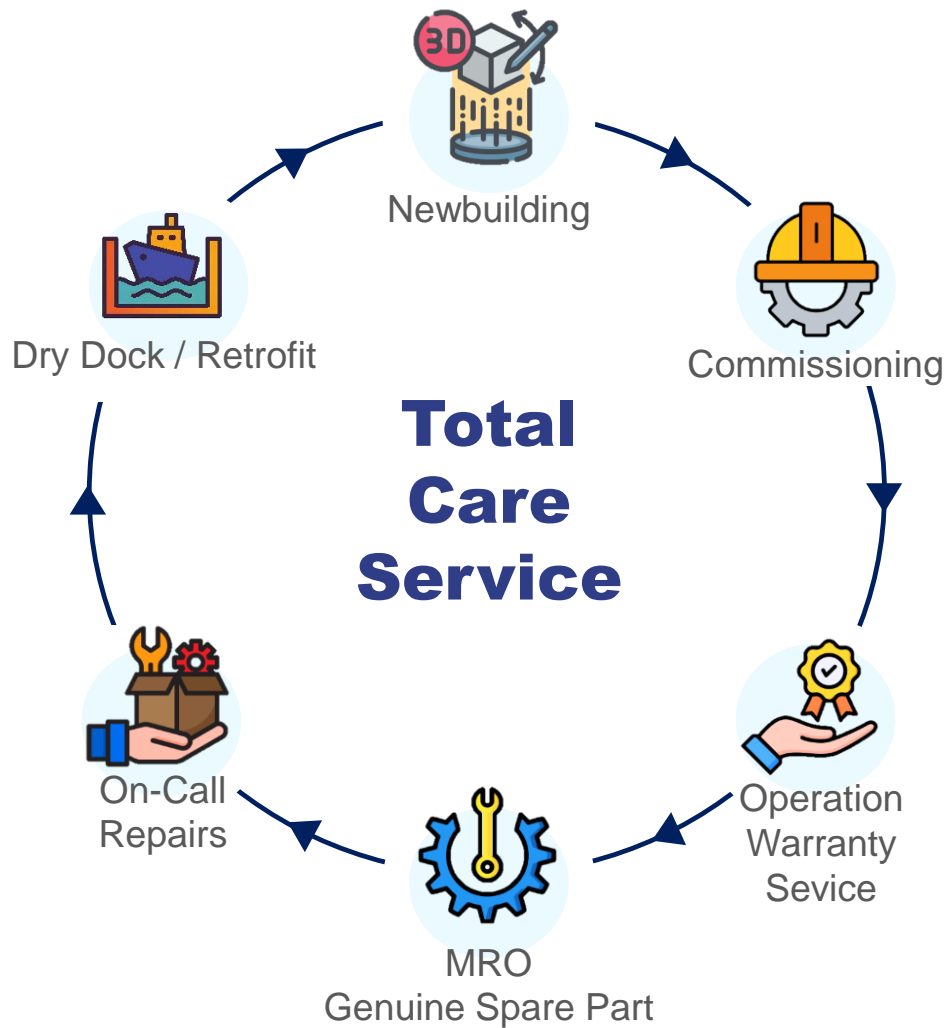


DongHwa Entec

Customer Service



DongHwa Entec is not just about equipment delivery,






but being a **Partner** entire journey :

from Newbuilding → Operation → **Full Lifecycle**

- ✓ The Total Care Journey starts as soon as the equipment is delivered, with DongHwa Entec working alongside the customer through every phase.
- ✓ Newbuilding is not the end of the contract, but rather the starting point of the service journey.

Even after equipment delivery, customers face ongoing challenges. Donghwa Entec supports customers in maintaining stable operations through after-sales services. The Customer Service Team strives to guarantee operational stability and provide cost efficiency, acting as a reliable partner to customers.

Donghwa's Customer Service

-  **One-stop Solution** | Donghwa Entec, as both a manufacturer and service provider, offers comprehensive services, from product manufacturing to maintenance.
-  **Integrated Service** | The After Market Business, After Service Business, and Field Service Business are all part of one unified Customer Service Team, enabling fast and efficient responses.
-  **Smart Maintenance** | Using data analytics, we offer predictive and preventive maintenance to prevent equipment failures in advance.
-  **24/7 Global Support** | We provide 24/7 on-call global engineer dispatch services, ensuring quick responses anywhere in the world.
-  **Dry Dock Service** | Our dry dock service supports the entire lifecycle of vessels, maximizing operational efficiency.

AMB (After Market Business)



- ✓ After Market Business is not just about spare parts sales, it is a crucial first step in value creation.
 - ✓ It provides comprehensive services to customers through **DryDock services, Retrofit, Replacement, and MRO parts supply.**
-

ASB (After Service Business)



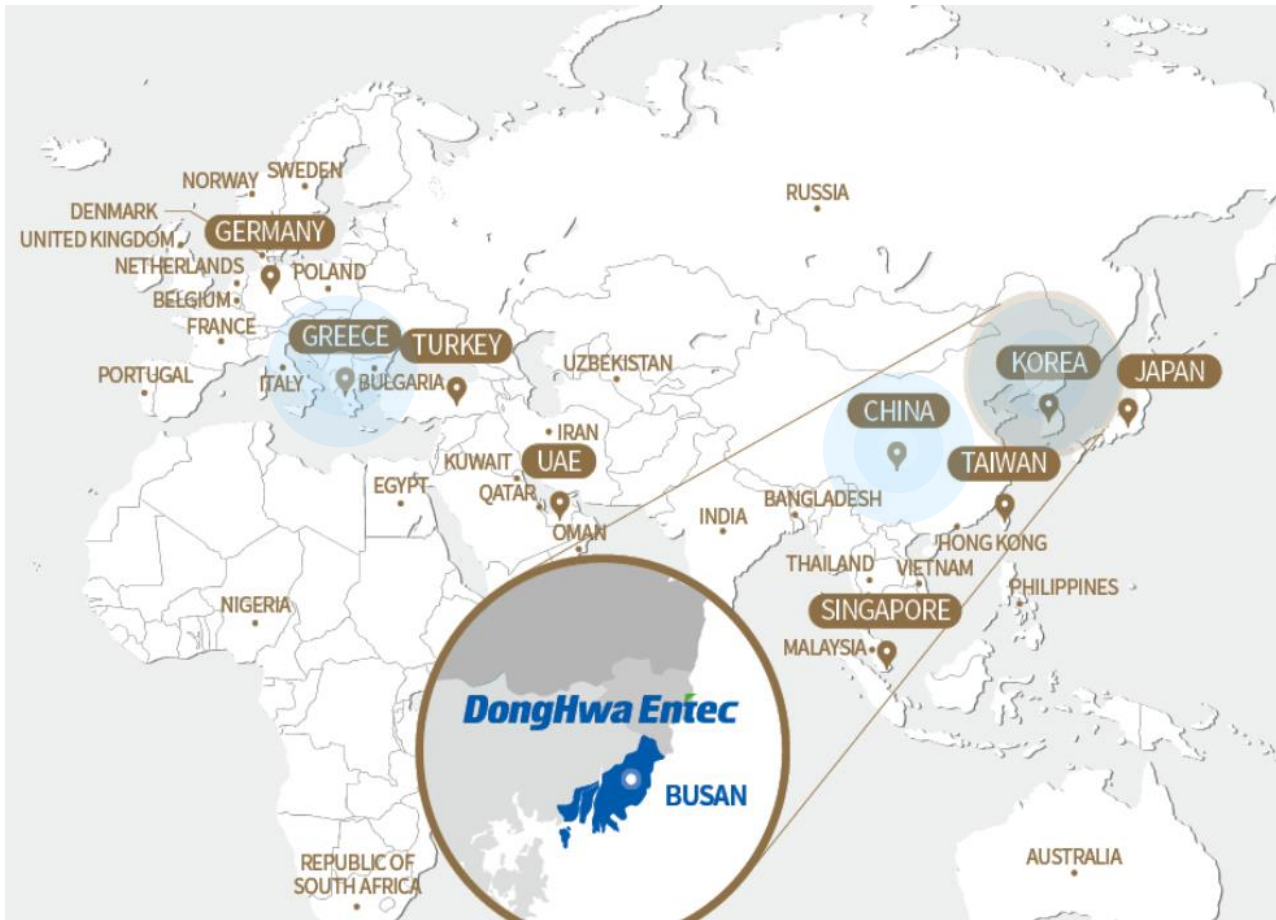
- ✓ After Service Business ensures vessel operation stability and provides problem resolution and preventive maintenance through **warranty and paid services.**
 - ✓ AS connects with AM and FS to enhance problem resolution and operational reliability.
-

FSB (Field Service Business)



- ✓ Field Service Business ensures stable vessel operation through **commissioning and Sea Trial.**
 - ✓ It also supports retrofit and upgrade projects, with specialized engineers providing on-site services.
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Global Service Coverage



✓ Head Quarter - Korea Busan

Donghwa Entec Nokson Plant
Donghwa Entec Hwajeon Plant
Donghwa Entec Jisa Plant / R&D Center

✓ Overseas subsidiary - China

Donghwa China : Shanghai
Donghwa China : Jiangsu
DongHwa Singapore

Global Customer



Major Reference

- ✓ Fuel Gas Supply System
5 year Dry Dock
Inspection & Maintenance



Bauhinia Spirit FPSO HP Vaporizer Retrofit
(with Mitsui O.S.K. Line)

- ✓ Securing Operational
Reliability through FGSS
Spare Strategy

Dry Dock Service for CMA CGM TENERE
series 11,400 TEU Container Vessel
(with Eastern Pacific Shipping)



- ✓ 263,000 CBM LNG FPSO
1,572.8m² HP Vaporizer
Retrofit

FGSS Initial Spare parts Supply
(with EPS, H-LINE)



DongHwa Entec Customer Service