

Successful Cooperation with a Vietnamese Microwave Customer: From Communication to Order Execution

At our company, we have always adhered to the core service philosophy of being "**customer-centric and quality-oriented.**" We believe that sincere communication and professional support are the indispensable cornerstones of long-term global cooperation. Recently, we concluded a highly fruitful partnership with a valued food industry client from Vietnam—a collaboration that fully demonstrates our technical expertise in industrial tunnel microwave drying systems and our dedicated service mindset for our global partners.



Identifying the Bottleneck: Beyond Small-Batch Limitations

From the very first point of contact, the customer maintained consistent and close communication with our dedicated sales team. As the leader of a well-established Vietnamese food enterprise managing two operational factories and over 300 employees, he approached us with clear, targeted equipment demands. His company specializes in producing high-quality food products derived from protein, eggs, and other raw ingredients in powder form, specifically designed for instant food applications that require efficient microwave drying.

Previously, the customer relied on a 18kW vacuum microwave machine. However, this

equipment offered extremely limited production capacity—producing only 1–2kg per batch. This inability to meet large-scale production needs left him eager to find a tunnel microwave solution that could efficiently reduce product moisture content from **30% to approximately 10%** with stable, consistent results to support his large-scale instant food manufacturing.



The On-Site Solution: Precision Engineering and Testing

Our team prioritized every detail of the customer's needs, engaging in in-depth discussions regarding his urgent demand for large-batch production—a need his current vacuum microwave equipment simply could not satisfy. We introduced him to our advanced tunnel microwave drying technology, highlighting its superior efficiency in mass production compared to vacuum systems. By sharing tailored processing solutions and providing targeted technical advice to address his existing production bottlenecks, we established a foundation of professional trust.

Roughly two weeks after our initial talks, the customer decided to visit our Jinan factory in person for on-site testing. He arrived on March 20th, bringing 20kg of raw powder samples to verify the performance of our tunnel microwave equipment firsthand. The manufacturing and testing process was time-intensive and meticulous. Our technical and production teams stepped up proactively, offering full support for equipment setup, sample manufacturing, and parameter debugging.

We conducted multiple rounds of rigorous testing using our industrial tunnel microwave prototype, specifically designed to solve the volume issues inherent in vacuum systems. By constantly optimizing equipment parameters based on the customer's real-time feedback, we eventually locked in the ideal operating settings after a full day of dedicated fine-tuning. Under these settings, the dried products fully met the customer's strict requirements for moisture content and rehydration texture. The trial run was a complete success, leaving the customer highly satisfied with both the technical results and our team's attentive service.



Seamless Execution and Delivery

Following the customer's return to Vietnam, our team maintained momentum with efficient follow-up support. Within just one week, we worked closely with him to finalize all necessary documentation, including:

- A detailed quotation for the **40kW water-cooled tunnel microwave drying equipment**.
- Designs for supporting conveying systems and the factory layout.
- CIF Ho Chi Minh City pricing and all required quality certifications.

Thanks to our unwavering commitment to his success and the clear mass-production advantages of our equipment, we successfully signed the formal sales contract shortly thereafter. At present, the customized 40kW system is under steady production. Our quality control team is closely monitoring every stage to ensure on-time delivery and full compliance with all specifications.



A Strategic Vision for Global Partners

This partnership is more than just an equipment order; it is a testament to our ability to solve complex production challenges for global food manufacturers. By delivering reliable, high-value industrial tunnel microwave solutions, we help our clients transcend the limitations of older technology, such as the small-batch constraints of vacuum microwave systems.

We warmly welcome customers from all corners of the world to visit our factory, conduct on-site

testing, and explore customized cooperation opportunities. Whether you are facing current production bottlenecks or launching a brand-new food processing project, our professional team is ready to provide end-to-end technical support. We look forward to working hand-in-hand with more global partners to achieve mutual benefit and sustainable long-term development.