

Successful Cooperation with Malaysian Customer on Pet Food Production Line Project

As the global pet food market continues to expand, specialized production technology has become the cornerstone of industry success. At Shandong Loyal Industrial Co., Ltd., we pride ourselves on bridging the gap between advanced engineering and practical business applications for our international partners. We are excited to share a recent success story that highlights our commitment to quality and comprehensive service.

In recent months, Shandong Loyal Industrial Co., Ltd. has had the pleasure of welcoming a valued customer from Simpang Ampat, Malaysia. The visit marked the beginning of a successful cooperation on a complete pet food (cat food) production line project. From the initial visit to the final commissioning, the entire cat food-making machine project has now been completed smoothly, with the pet food production line officially put into operation and delivering excellent performance.

The Malaysian customer visited our factory with a team of three representatives, each deeply involved in the development of their pet food business. During their visit, they expressed a strong interest in the production process of pet food, especially in the formulation, nutritional balance, and final product quality. At our factory, we have machines in stock, allowing the customers to carefully observe the equipment layout, manufacturing quality, and automation level. They raised detailed and professional questions regarding raw material handling, extrusion parameters, and drying processes.

Understanding the customer's concerns, our technical team provided a complete cat food formulation solution to meet their market needs. This included guidance on ingredient proportions, nutritional fortification, and processing parameters to ensure both product quality and cost efficiency. To further build their confidence, we arranged a live machine trial demonstration at our factory site. The customer saw the entire production process in real time—from raw material mixing and extrusion to drying and final product output. The finished cat food showed a uniform shape, attractive appearance, and consistent quality, which left a strong impression on the visiting team.



The live demonstration played a key role in strengthening the customer's confidence. Impressed by the equipment performance, stable operation, and our team's professional support, the customer made a prompt decision. The order for the pet food production line was confirmed on-site, and the deposit was arranged shortly afterward, reflecting the customer's trust in our company and marking a strong start to our partnership.

Following the order confirmation, our team maintained close communication with the customer, providing regular updates on the equipment's production progress. Every stage, from manufacturing to final inspection, was carefully managed to ensure that all requirements were met. Before shipment, the customer expressed full satisfaction with the quality of our cat food-making machine equipment.

After delivery, we continued to provide comprehensive after-sales support. To ensure smooth installation and operation, we sent our experienced engineer, Mr. Dong, to the customer's factory in Malaysia. On-site, he assisted with equipment installation, commissioning, and worker training, ensuring that the local team could operate the production line efficiently and independently.



Thanks to the joint efforts of both teams, the installation and commissioning process was completed efficiently and successfully. The customer highly appreciated Mr. Dong's professionalism and technical expertise, as well as the responsiveness and support of our entire team. With his guidance, the production line was successfully put into operation within a short period. The equipment has been running stably and efficiently, producing high-quality cat food products that meet the customer's expectations and market standards.





This successful case of a cat pet food processing line once again highlights the strong capabilities of Shandong Loyal Industrial Co., Ltd. in delivering turnkey pet food production solutions. From formulation support and customized equipment design to installation, training, and after-sales service, we are committed to providing reliable, efficient, and high-quality solutions to our global customers.

We look forward to building long-term partnerships with more customers worldwide and supporting their success in the food processing industry. We sincerely welcome more partners from around the world to visit our factory and explore opportunities for cooperation.

This collaboration stands as a testament to our philosophy: your growth is our mission. By combining innovative machinery with hands-on technical expertise, we ensure that every client can achieve peak production efficiency from day one. Whether you are looking to upgrade your existing facility or start a new venture, Shandong Loyal Industrial Co., Ltd. is your trusted partner for excellence in the pet food industry.