

# "24 hours a day, covering all your production needs"

With 360°service we offer you various services at competitive rates. Customers can take advantage of individual packages measured to secure maximum efficiency of your production achieving the highest possible part quality and output.

## **360°Troubleshooting**

Qualified First-Line-Support, 365 days, 24 hours a day and Second-Line-Support by specialists from the company headquarters. In addition, we offer you efficient on-site support through service technicians at decentralized locations.

## **360°Repair service**

Take advantage of a cost-effective re-working of various machine components and individual efficiency assessments of all necessary repairs. In addition, we offer you a broad range of components on loan for most cases.

## **360°Preventive service**

With the Hennecke Service Inspection (HSI) you can optimize your production while effectively minimizing risks. Maintenance, overhauling, and cleaning extend the service life of your machinery.

## **360°Training courses**

We offer you customized training courses and comprehensive practical seminars in the Hennecke training center or on site.

You can find further information about our new 360°service and the Hennecke range of products on our homepage.



**Internet**

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**Email**

[service@us.hennecke.com](mailto:service@us.hennecke.com)



**Hotline**

**1-888-436-4623**



**Fax**

**724-271-3680**

Contact our service experts directly  
via e-mail or by phone in order  
to find out more about the 360°service.

We are looking forward to working with you.

**Hennecke**   
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**Hennecke**   
Polyurethane Technology

**Revised  
pricing...**

**...means savings for you!**



**360°  
service**

**360° Spare part service**

# 360° Spare parts service

To avoid lost production caused by inferior or reverse engineered parts use components engineered by the original equipment manufacturer. The newly designed 360° parts portfolio was developed to reflect competitive market pricing, high performance integrity in addition to reliable availability and fast delivery.



360° spare parts service means intelligent spare part management with qualified advice from one provider which is tailored to suit your specific performance needs.

**The result?**

**The qualified parts available when you need them.**

## **“One source for all spare parts”**

**New and revised prices with tried and true Hennecke quality.**

Being the sole source for all your parts and service needs is not only convenient for you to purchase from one company but will show cost savings with our new price-marketing structure. Contact us for a quote and see.

**Meeting your specific needs is our focus.**

We are customer focused addressing your specific needs and requirements offering solutions such as individual spare part packages in various volumes to a single service agreement.

**In route to you within 24 hours**

Processing and order on the internet within 24 hours in nothing unusual in this time and age. In the field of polyurethane, machine technology, and highly complex proprietary parts, however, delivery times of several weeks is not unusual. Thanks to a sophisticated logistics system within Hennecke's own spare parts warehouse, many essential spare parts are stock and available to you within 24 hours.

**Always the right advice and available**

Serious mistakes sometimes are made when selecting and researching the right spare part. A person who relies on OEM spare parts can rely on optimum support from Hennecke via our service hotline. Qualified employees identify the right part for your specific machine. In addition to the 24 hour service support via the service hotline we offer you a clear order acceptance form which confirms the items requested. Hours are 8:00 AM (EST), Monday through Friday until 10:00 pm (EST), and Saturdays until 6:00 PM (EST).

