



**Service,
maintenance
and
spare parts**

**HÖCKER[®]
POLYTECHNIK**

Always one idea ahead

We are there for you

With a system from Höcker Polytechnik GmbH, you have decided in favour of a quality product that is optimally tailored to your requirements.

We want you to be satisfied in the long term and support you with our services, maintenance contracts and OEM spare parts.



Maintenance contracts

A maintenance contract from Höcker Polytechnik GmbH offers you security. More than 1500 customers already benefit from our regular maintenance programme.

Our service technicians can recognise possible defects or wear and tear in good time **through regular, preventive functional checks** of your systems and thus rectify them in a planned manner and without great expense. This minimises the costs of unforeseen breakdowns.

Our maintenance offer:

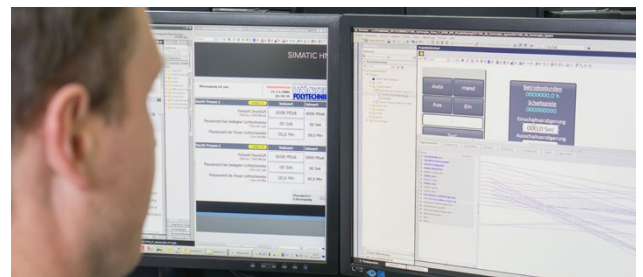
- A maintenance contract tailored to your system
- Predictable costs for you
- Maintenance tailored to your production and in consultation with you - including at weekends
- Carrying out prescribed inspection and maintenance work
- Detailed reporting
- Product optimisation through optimum settings
- Regular air speed and performance measurements, which serve as proof of the annual inspection to the authorities
- Increased availability of your system through preventive maintenance work

Our competent service technicians are there for you. When and where you need our support:

- On the phone:** We explain functions, advise on adjustments and help in the event of a fault.
- Remote service:** Diagnosis by our specialists
- On site:** Expert help from our service technicians

We ensure smooth production processes and keep your system in good working order. Our dense customer service and service network supports you quickly and competently. More than 50 technicians are on duty for you throughout Europe.

We are there for you. When and where you need us.



Top service

We know how important it is to provide our customers with competent support, we place the highest value on motivated and trained employees and support them through ongoing training programmes.

Our technicians communicate directly with our head office on site. They have access to all the information they need for commissioning, previous deployments and the system history.

Our range of services:

- Installation, commissioning, conversion and expansion of your system
- We are available for you 24 hours a day via emergency service mobile phone (no call centre)
- We provide fast and qualified help with all questions relating to your system
- free telephone support for troubleshooting by our trained specialists
- Remote maintenance via modem or VPN tunnel
- Comprehensive service network
- Worldwide service available

Technical support



Thomas Böhnisch



Sascha Gorke



Stefan Irevang

Our Serviceteam

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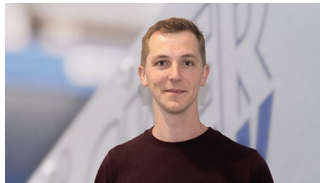
Service briquetting presses



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Spare parts and maintenance



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Spare parts service



Original Höcker Polytechnik spare parts are characterised by the highest quality and are products tailored to your system and your application.

Investing in quality is and remains the most efficient way to save costs.

Spare parts from Höcker Polytechnik:

- Original products for your system or application
- pre-set, programmed components for your system
- our extensive stock of spare parts
- short delivery times thanks to three dispatch options:
 - Normal dispatch
 - Warranty / express delivery
 - courier despatch
- Waiting for specially required spare parts can be avoided by customised spare parts packages
- We will be happy to advise you on the most suitable parts for your system



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www.hoecker-polytechnik.com

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