

Hacint World Wide Presence

HACINT



Hacint Global Services

Standardized, certified, proactive - global 24/7/365 presence with a regional focus.

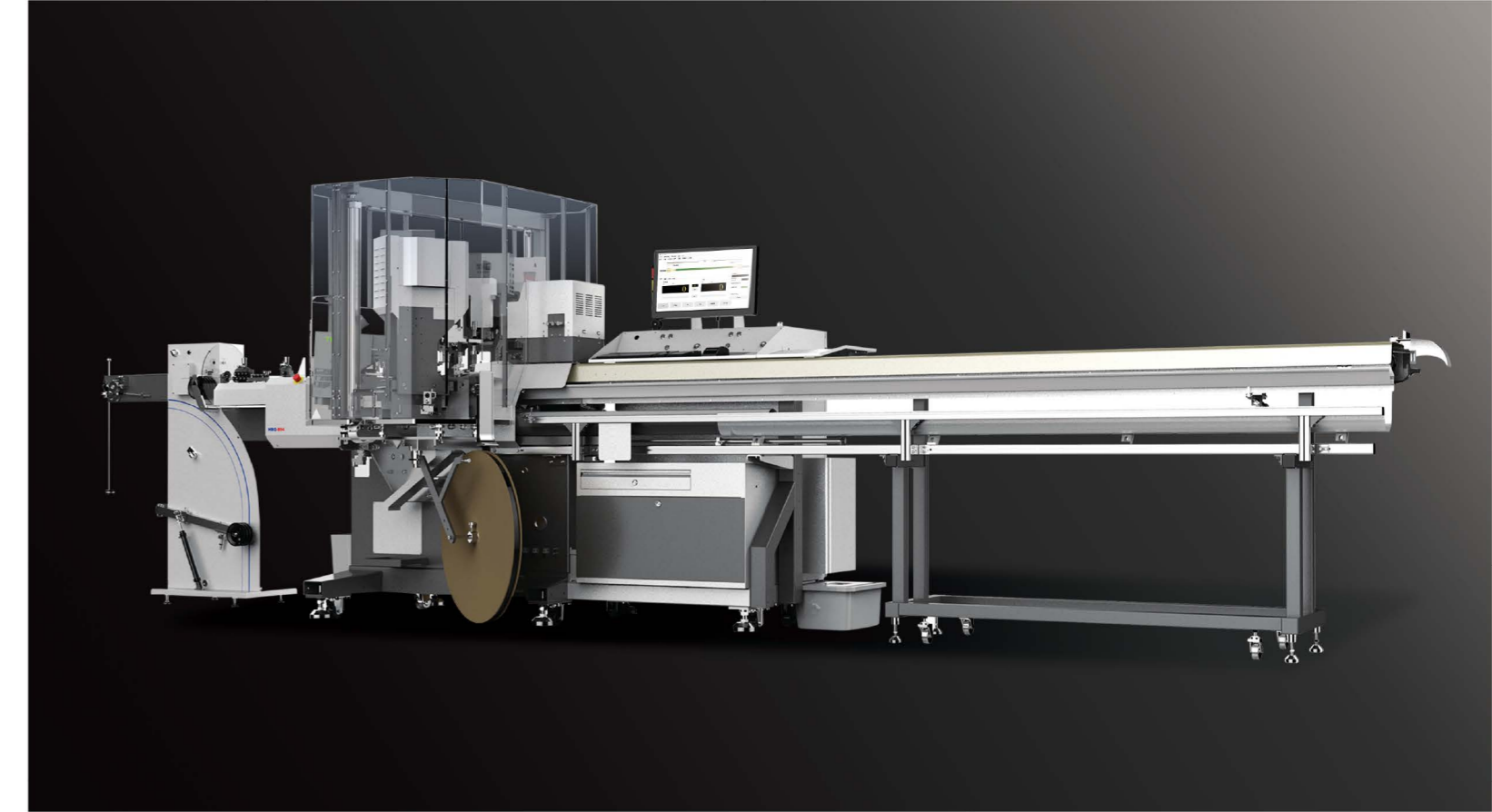
At hacint Global Services, we believe that by combining Top-Down Structures and Standards with Bottom-Up Feedback for Continuous Improvement and Operational Excellence, our customers benefit from the best of both worlds.

Top-Down Structures at hacint Global Services

- Globally managed service organization.
- Locally managed, fully authorized, trained and staffed service hubs in all market regions.
- Globally managed hacint training in hebi city, china, developing global standards, work instructions, service manuals, maintenance schedules, check lists, service bulletins and notifications.
- All technicians trained and certified by hacint.
- Globally uniform service technician tool and calibration kit - allowing us to calibrate all machines to a defined starting point for optimized yield, reliability, and process windows.
- Standard processes for preparation, implementation and follow up on field service / or partner assignments, ensuring customer satisfaction every time.

Bottom-Up Feedback at hacint Global Services

- Engineering change request process. Creating a direct link between service technicians and product management for improvements on hacint equipments at customer site.
- Service technician debriefings. A hacint standard after each assignment, enforcing feedback loop for continuous improvement of the hacint global organization.
- New product development. Service technicians are taking an integral part during the development of new hacint product lines.



**HACINT
GLOBAL
SERVICES**

HACINT INTELLIGENCE TECHNOLOGY CO., LTD

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HACINT

HACINT INTELLIGENCE TECHNOLOGY CO., LTD

Hacint Global Services

Our portfolio is separated into three branches which is managed by a dedicated leader. All branches coordinate their efforts and continuous improvement jointly via our Global Service Management.

Standardized Installation and Qualification Services

- Project, safety, and site preparation are being processed proactively, following our proven procedures and check lists.
- Hacint site acceptance test ensures predictable results and clear documentation of qualification data according to the technical agreement which is signed by both parties.

Hacint Certified Training

- Comprehensive, scalable training programs, available either at hacint branches or your plant.
- Training provided by experienced engineers and trainers to guarantee continuous quality and integrity of the training classes.
- Certification granted based on required achievements during class room and practical hands-on exams
- Top-quality training material and hand-outs included in the training offer for each participant
- Small class sizes for optimized learning success

Hacint Full-Time Customer Support Services

- Remote support via phone, video call, email, VPN remote maintenance (customer network access required) 24/7/365.
- Temporary and emergency on-site support.
- Scheduled Maintenance Outsourcing Services, including optional Maintenance Agreements, resulting in discounted rates
- Machine Calibration and Certification Services, to support e.g. your quality management system requirements
- Yield Optimization and Process Improvement Services
- Consulting Services and Audits
- Upgrade and Retrofit Services
- Machine Relocation Services
- Warranty Services



Hacint Spare and Wear Parts

Hacint spare and wear parts are designed in-house and manufactured according to strict specifications using high-quality materials, tools and techniques. In addition we provide commercially available parts as a one stop shop for your convenience. The use of our parts assures optimal performance and equipment reliability, resulting in an increased up time of the equipment. hacint can provide you with Replacement Parts Programs, which includes Original/OEM Parts, On-Site Spares, Blanket & Long Term Order Agreements, and Inventory Management Programs.

We are maintaining standard spare parts inventory in all major market regions for your convenience.

Hacint Reliability and Performance Contracts

Hacint reliability and performance solutions are far more than a simple offering of services. They incorporate our global knowledge of common industrial products, both in their application and in their respective manufacturing and testing processes, and combine this with our own product line know-how and maintenance outsourcing services, to provide solutions that best fit the customer's needs.

Any desired combination of our listed services can be provided. The package can be tailored to primarily target specific areas, such as yield improvement, breakdown support, parts availability, training and certification, or simply include all of the above.

The offer is to provide our customers assistance, at each step of their operation, on implementation of industry's best practices, and to achieve optimum performance of the hacint equipment on a sustainable basis throughout the whole equipment lifecycle.

Hacint Regional Service and Parts Hubs

Global Service Headquarters and China

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Americas Region

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Europe Region

HACINT GERMANY

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Phone: +49-15157757449

Africa Region

Agent - MEGAINDUS ZF SARL, MOROCCO

Add: ILOT N° 14, LOT N° 01, BUREAU N° 36 ZONE FRANCHE D'EXPORTATION, 90000 TANGER MAROC

Phone: +86-16639269816

Asia Pacific Region

Agent - HEXA WIRE TECH OTO. TİC. ve HİZ. LTD. ŞTİ. TURKEY

Add: Finanskent Mah. Finans Cad. Sarphan Finans Park Sitesi C Blok

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HACINT d.o.o, SERBIA

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Agent - REEMI, TUNISIA

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