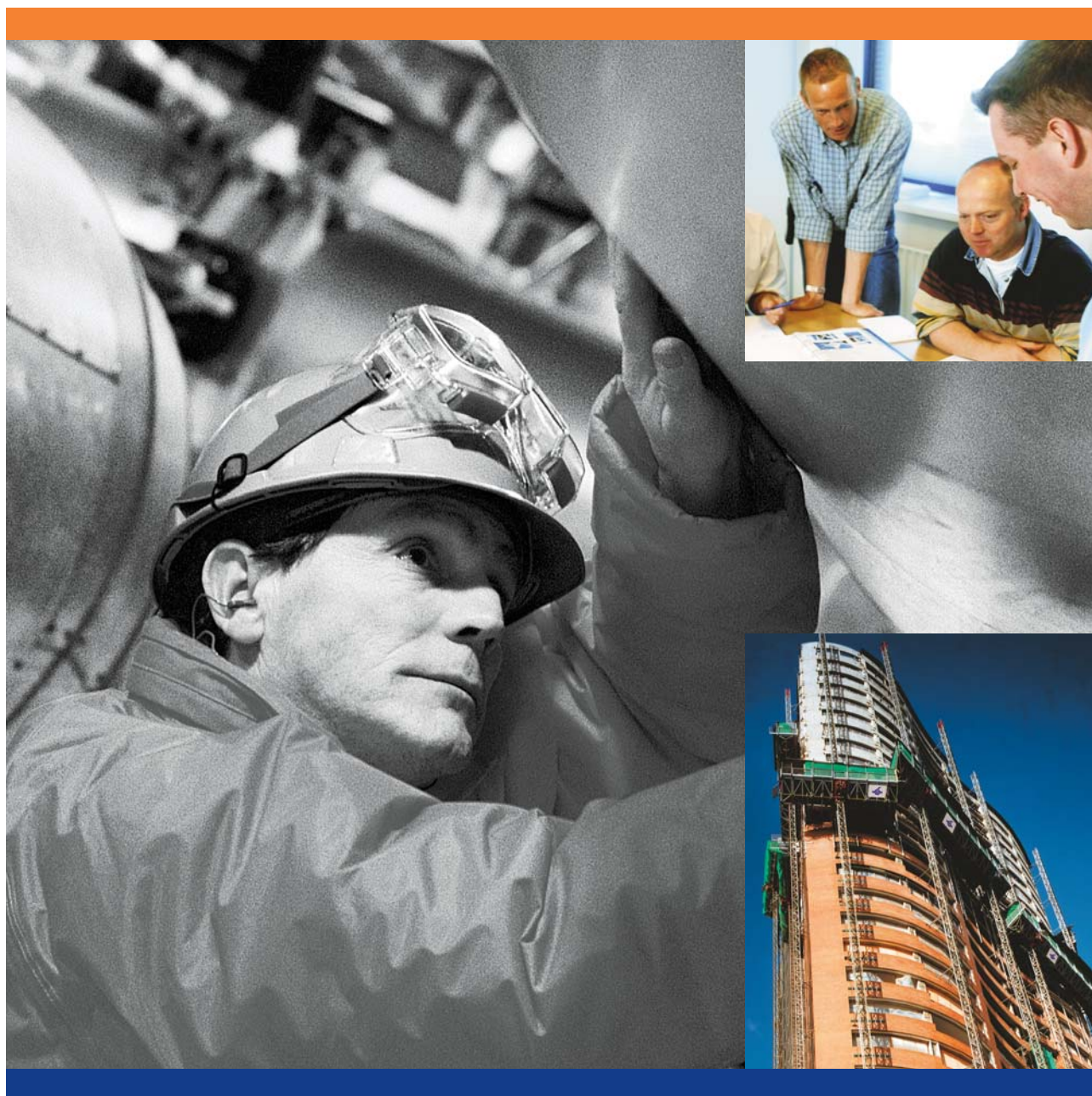


AFTER SALES SUPPORT:

Ensuring maximum safety
and up-time for your equipment



MAKING LIFE

Easy for our customers

Alimak Hek products are used to transport personnel and materials to great heights and depths, often in extremely hazardous environments. Safety and reliability therefore, of paramount importance. That is why we offer an after sales service unrivalled within the market place.

At Alimak Hek we guide you through the purchase of your vertical access equipment from drawings and calculations, to site inspections, machine installation and maintenance.

The modular concept of our after sales & maintenance programmes allows you to construct your own tailor-made plan. This gives the support and coverage you need both financially and technically, providing you with 'peace of mind' and value for money throughout the lifetime of your machine.

Maintenance

Like any other piece of craftsmanship our products require regular maintenance in order to sustain peak performance year after year. Optimising costs while maximising availability requires a service concept that reaches beyond the next inspection and overhaul.

We are committed to helping our customers optimise the usage of their Alimak, Champion and Hek equipment both on land and offshore. Our products are at work in almost every country around the world and in many of these countries, there is an Alimak Hek office or an authorised Alimak Hek distributor with trained personnel who can assist.

Repair, Fabrication & Refurbishment

Within our group, we are able to provide our customers with most of the repair and servicing work that your Alimak, Champion or Hek equipment may require. Refurbishment is also a key area of our support service to ensure that you maximise your investment in our equipment by extending its life.

Replacement Parts

We have invested heavily in building a globe-spanning spare parts operation that guarantees parts and components will be delivered when needed. Every component is subjected to rigorous quality control to withstand the toughest environments. We also continually update the material and design of our components for increased reliability and resistance to wear. As with all moving parts, wear and tear of components is expected. Only our genuine replacement parts give the kind of reliability that our customers expect.

Alimak Hek are able to offer "Consumable" packages that contain components that we believe will need replacing due to every day use, saving you time and money.

Training

Quality not only means using top quality production materials, but also expert training for the individuals who assemble, use and maintain our machines.

To maintain standards, Alimak Hek provides a range of industry recognised courses for the company's own staff, customers and other interested parties. These courses provide a greater understanding of safety aspects, maintenance and regulations.

Alimak Hek are also major contributors to industry associations related to the use of rack and pinion access systems within Europe. We are also involved in the writing of industry standards as well as providing guidance on best practice.

Support Services

We offer a complete range of technical services including site inspections, force calculations, lift design, CAD drawings and project supervision, to ensure safety and reliability from the start of the project to completion. Every project has its own individual characteristics, so Alimak Hek attaches considerable value to a personal approach. Our technical support team offer full contract management including project engineering, risk analysis, safety and logistic planning, as part of our pre and post after sales support.



Extensive after sales services

Alimak Hek offers a wide range of after sales services including:

- *Customer support & service*
- *Technical support*
- *Replacement Parts*
- *Upgrade packages*
- *Minor / major refurbishment*
- *Service maintenance programmes*
- *Training*
- *Installation.*

Alimak Hek Group is the world's leading supplier of mast climbing equipment and added value services for both temporary and permanent installations providing the most cost efficient, reliable, and flexible vertical access solutions for people and materials in the construction and general industry.

The Alimak Hek Group is owned by Triton, an independent European private equity investor, focusing on investing in companies with leading market positions in attractive industry niches. Triton has offices in Sweden, Germany and the UK.

If you need more information about local sales, rental and service organizations, or product lines, please visit our web address below.

www.alimakhek.com

