



Stay mobile with our full service

To us, customer proximity is more than just another phrase. Even though the product has already left our headquarters, our service department is the point of contact for customers relating to original spare parts, maintenance, installation or commissioning. We pull all levers and send our qualified technical customer service employees all around the world to prevent or minimise downtimes. Whenever you need support!

H&K customer services at a glance

- assembly & commissioning worldwide at a fixed price of 950,- EUR / day plus travel expenses
- maintenance packages (visual inspection and cleaning of cable reel and slip ring assembly) at distance-based flat rates
- general overhaul of all cable reels and slip ring assemblies
- brush exchange for slip ring assemblies
- original spare parts
- repairs and services in-house or on site
- daily available service hotline – even at weekends or public holidays



Service-Hotline
+49 7255 7120-888

You can reach our Service-Hotline 7 days a week from 6 am to 10 pm. Even if our service staff is away on a job, they will be immediately notified in case of an emergency. They will call you back as soon as possible! No distance is too far for our experienced service experts to implement your complex installation projects, maintenance tasks or on-site commissioning. Hartmann & König trained staff provides customer care around the clock. Worldwide.



Hartmann & König
STROMZUFÜHRUNGS AG

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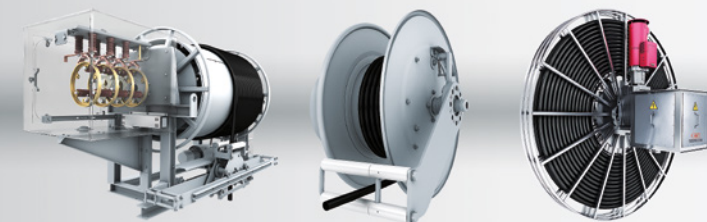


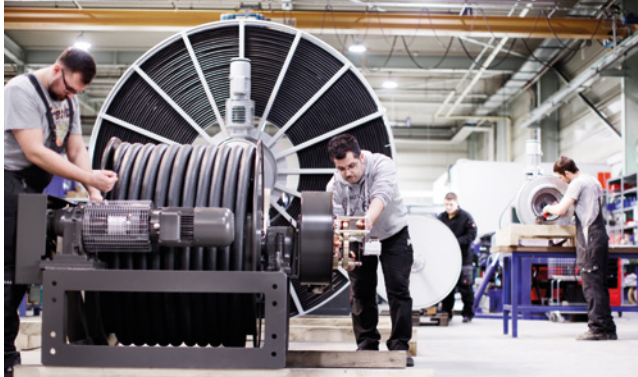
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All-round carefree services for cable reels and slip ring assemblies

Installation – commissioning – after-sales service –
emergency hotline





Cable reels and slip ring assemblies made in Germany

As one of the leading manufacturers of motorised cable reels, spring cable reels, and slip ring assemblies, Hartmann & König Stromzuführungs AG supplies its customers worldwide with technologically advanced energy and data transfer systems for mobile consumers.

Our outstanding technical competence in the area of energy delivery to mobile consumers is based on more than 70 years experience in the development, production and installation of cable reels and slip ring assemblies.

Here at Hartmann & König, we see ourselves as partners to our customers. Therefore, our customer service begins long before the cable reel or slip ring system has been supplied. As a specialist for energy and data transfer systems, we provide our customers with comprehensive advice based on the appropriate cable reel specifications, drive units, cables and original spare parts as well as installation conditions and requirements.



Maintenance, assembly & commissioning

Our experienced service staff do not only supply spare and wear parts, but is also the point of contact for maintenance, assembly & commissioning as well as for customers who need regular service or support to solve sophisticated technical issues locally.

In order to extend the service life of wear parts in our cable reels and slip ring assemblies, our customers need to keep maintenance intervals in mind to avoid unnecessary downtime. We will be happy to offer you custom-tailored service contracts.

Our tailored maintenance packages help you to...

- ensure permanent availability of your products and systems
- avoid unnecessary downtimes
- plan regular maintenance schedules for your ongoing operations
- avoid waiting times for genuine spare and wear parts
- 10% discount on all spare & wear parts during contract period
- plan, optimise and reduce life time costs



After-sales service & spare parts

Despite our high quality standards, a component might wear over the years and might need to be replaced. We are able to offer you almost all spare parts for our cable reels and slip ring assemblies, even for phased out models. This applies equally to spring cable reels and motorised cable reels.

It is also possible to replace the components of older systems or to deliver these components as individually manufactured parts. The easiest way of identifying the necessary spare parts is by their factory number. Please, always state this number with your inquiries. In this way, we are able to give you a quotation within a very short time.

Our service also includes the testing and repair of products which have already been delivered. This can be done both in our service department for items that are sent to us by our customers and on site at the customer's premises.