



PRESS RELEASE

“Spare parts expertise from a single source” – the new Hennecke 360°Spare parts service

The term 360°Service has stood for an effective and customer-oriented package of measures with various services at competitive conditions at Hennecke GmbH since last year. With the 360°Spare parts service, the polyurethane specialist from Sankt Augustin near Bonn has now shifted a component of the comprehensive service portfolio into focus and surprises its customers not only with a clearly enlarged service scope but also with a new, most attractive pricing structure for original spare parts.

An effective method of preventing costly production losses before they can happen is to use original spare parts with manufacturer's warranty. With the new Hennecke 360°Spare parts service, the machine and plant manufacturer intends to be not only a necessary contact, but rather an attractive personal point of contact for supply across the whole spare parts spectrum. A new price structure in line with the market is at the centre of the restructuring. The point which is not in for a change, however, is the established Hennecke quality.



In addition to the immediately effective price structure, the service specialists would also like to satisfy existing and new customers with reliable availability and particularly quick delivery. Thanks to modern logistics within the Hennecke-own spare parts storage, many essential components are on their way to the customer within 24 hours. At Hennecke, good service starts before the concrete order. Qualified staff help with research and selection of the correct spare part and can provide support to inexperienced plant operators in this manner. In addition to the general 24-hour support from the service hotline, the order acceptance department is

available for an extended period for customers wishing to order spare parts (during the week until 10 p.m., Saturdays until 6 p.m.). However, to meet numerous feasible emergencies confidently in advance, customers can also access various specific solutions in the form of individual spare parts packages or conclude maintenance contracts for their machine park.

According to information from Hennecke, the direct customer benefit is at the foreground of the comprehensive package of measures, a policy which the responsible Hennecke Service Manager, Edgar Knobloch confirms: "We offer our customers spare parts expertise from a single source. This ensures effective production and saves looking for alternative spare parts providers – from both qualitative and economic aspects."

In addition to the spare parts service, the 360°Service offers various other services. In keeping with the slogan "Around the clock to suit the demands of your production" each user can access an individual package of measures, thus ensuring a maximum of efficiency for his production as well as a maximum of plant availability. The re-structured customer service is available comprehensively and close to real-time. Interested customers can find more detailed information on the Hennecke Internet site under www.hennecke.com/360 or from the 24h hotline 01805 / 339 200*.

*(14 cent/min. from the German fixed network, other prices may apply from mobile networks)

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