

SERVICES



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THE WAY TO EFFICIENTLY MANAGE YOUR ASSETS



Where is the concrete mixer currently being used? How long will the diamond coring tool be needed at the building site? When does it have to be serviced?

Hilti ON!Track is a cutting-edge solution that offers a way out of the expensive and tedious “tool-management dilemma”. Thanks to our cloud-based software, every piece of available equipment may be recorded, registered, and efficiently managed.

Furthermore, rather than questions, ON!Track supplies you and your employees with answers – and reliable information. You know just what equipment is available at your building site, where it is, what condition it is in, and which employee is currently responsible for it. You can also obtain useful data about how to optimize your equipment in the future.

Last but not least, Hilti ON!Track assists you when it comes to work safety: With the software, all the required and existing certificates, as well as maintenance and training dates, are easy to access. Get to know the facts on why Hilti ON!Track can help you increase your company's productivity.

FACTS & FIGURES

90 HOURS spent searching

An average of 90 hours per month is spent on building sites searching for equipment.

65 % difficulties with tracking

65 percent of all customers have a hard time keeping track of required certificates and maintenance dates.

6 TOOLS go missing

About six pieces of equipment on average go missing per month.

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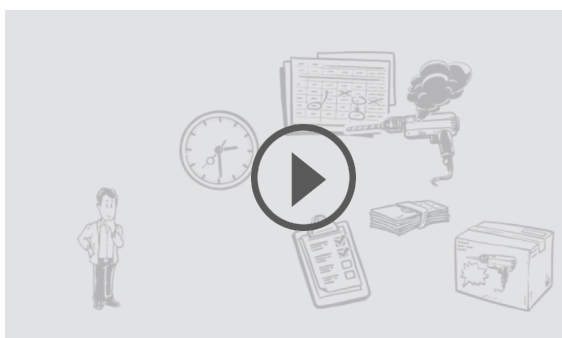


WE MANAGE YOUR TOOLS

So you can manage your business.



Hilti Fleet Management is an all-inclusive service (Repair, freight, tracking, theft coverage, etc.) where your tool costs are covered by a fixed monthly fee. Check out the video to know what Fleet Management is !



HOW HILTI FLEET MANAGEMENT HELPS YOUR BUSINESS?

EASY BUDGETING

A fixed monthly fee covers all tool, service and repair costs. This means no large investment up front and predictable costs in the future

NO ADDITIONAL COSTS

Fleet Management includes fast, high quality repairs of the tools you use, free of charge and during the entire period of the contract. Freight cost, battery change covered.

LOAN SERVICE

Complementary loan tools minimize downtime in the case of repairs or theft and keep your teams working.

THEFT COVERAGE

Fleet management limits your financial exposure in the event of a theft. Fast and easy tool replacement means less downtime.

LABELLING AND TRACKING

All tools can be labelled with your company logo. A reliable online tool fleet list and tracking system provides transparency and easy invoice consolidation.

TOOL EXCHANGE

Fleet management keeps you equipped with up-to-date tools for high productivity and compliance with the latest health and safety standards.

PEAK DEMAND COVERAGE

Peak work periods can easily be covered with short-term access to additional Hilti tools.



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TOOL SERVICES

Outstanding after-sales services
for a tool's lifetime.

HILTI TOOLS ARE BUILT TO LAST. BUT EVEN IF A DEFECT OCCURS, HILTI WILL TAKE CARE OF IT QUICKLY AND PROFESSIONALLY.

No-cost wear & tear covered warranty - better cost control and hassle free!



Free
Spare Parts

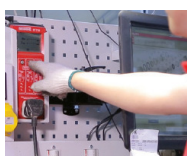


Free
Labor Cost



Free
2-way Freight

Quality repair with 3-month after-repair warranty - never repair at dealers!



Safety Test



Performance Test



Tool Cleaning



**Re-application
of Lubricant**

"3-day or free" repair turnaround time promise - no quotation, much faster!

Do you know? Most of the time of a repair is spent on waiting for confirmation of quotation!



Terms and conditions

- 3 day or free - Valid only for repairs in HK (Exclude Macau). Time Promise calculation excludes Saturday, Sunday, bank holidays and any special non-working days listed on Hilti Website. Measuring products and heavy diamond tool (DD350 or above, wire saw & wall saw) are excluded from Time Promise. Special reasons due to customer to delay the time promise such as request to change the delivery date and unreachability of customer, etc.
- Heavy diamond tools with operating hour counter (DD 350-CA, DD 500-CA, DST 10-CA and DST 20-CA): No Costs for 2 years or 200 hours (whichever is reached first). AG125-A22, AG125-A36, AG 125-15DB angle grinder, ST 1800 corded screw drivers, PD 5 laser range meter, SR 4-A22 reciprocating saw, DX 2 Powder-actuated tool, TE 2 rotary hammer, wire saw & TE 500-X breakers: No Costs for 1 year. AG 180-D angle grinder: No costs for 1 year or 2 times of repair (whichever is reached first). 12V screwdriver series: No costs for 1 year or 1 time of repair (whichever is reached first).
- Battery, charger, 12V drill driver and screwdriver series tool, SL 2-A12, SL 2-A22, SFL 14-A cordless lamp, and measuring products (PD-5, PD-S, PD-I, PD-E) are non-reparable items. AG 100-S, AG 100-D, calibration service of measuring tool and tool accessories such as filters, pistons, buffers are excluded from Hilti Tool Service.



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Hilti online: www.hilti.com.hk

CALIBRATION SERVICE

Verified accuracy. The check-up for Hilti measuring tools.



In spite of their ruggedness, Hilti measuring tools, like all precision instruments, may be negatively affected over time by everyday use under harsh jobsite conditions or by varying storage conditions and other external influences. Thanks to the Hilti Calibration Service, however, professionals in the construction business can always rely on their Hilti measuring tools.

Regular checks ensure that the tools continue to operate reliably in accordance with the applicable standards and statutory requirements. Hilti thus recommends annual calibration of every tool subject to normal use. If deficiencies are found, the tool will be readjusted to ensure that it functions as precisely and reliably as ever. Hilti guarantees this – in the form of a calibration certificate confirming that the tool meets specifications, and with a sticker showing the date of the most recent calibration.

PRECISION COMES AUTOMATICALLY

Thanks to an automatic reminder when the next calibration service is due, users can be sure that their Hilti measuring tools are checked professionally at regular intervals and that they comply with the specifications given in the operating instructions.



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MULTIPLE SALES CHANNELS

We're nearby.
On the phone, in Hilti Centers
and right on your jobsite.



TECHNICAL REPRESENTATIVE

- Product demonstration
- On site support and B.D. submission assistance
- Application technical

CUSTOMER SERVICE HOTLINE

- Product and service enquiry
- Quotation and ordering
- Order tracking

CS service hours	Monday - Friday	8:30 am to 6:00 pm
	Saturday	8:30 am to 1:00 pm
	Sunday and Public holiday	Closed
Phone	852 8228 8118 (Hong Kong) 00800 8228 8118 (Macau Toll Free)	
Fax	852 2954 1751 (Hong Kong)	
Email	hksales@hilti.com	

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HILTI STORE

- Hands on tools experience
- Product experience sharing

Map Location



TAI KOK TSUI

Address	Shop 2, G/F, Lime Stardom, No.1 Larch Street, Tai Kok Tsui, Kowloon, Hong Kong	
Opening hours	Monday - Friday	8:30 am to 01:00 pm
	Saturday	8:30 am to 5:00 pm
	Sunday and Public holiday	Closed

MACAU

Address	Rua De Bruxelas, S/N Edificio, Kin Heng Long, Loja, W-R/C, Macau	
Opening hours	Monday - Friday	9:00 am to 1:00 pm 2:00 pm to 6:00 pm
	Saturday	9:00 am to 12:00 noon
	Sunday and Public holiday	Closed

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HILTI WEBSITE

At your fingertips.
Order, manage your
inventory, check shipping
status and more.



24 HOURS ONLINE ORDERING

Shop online, anytime, and get what you need the fast way. Online ordering saves you money too because shipping is at a reduced rate.

FAVOURITE LIST FOR EASY ORDERING

By giving you access to your full order history and favorites lists for your most important Hilti products, Hilti Online ensures total transparency. It also lets you manage your fleet of Hilti tools the easy way – with Hilti Fleet Management.

TECHNICAL AND PRODUCT INFORMATION

Hilti Online provides access to all relevant technical information such as safety data sheets, approvals, and specifications for Hilti products. The most up-to-date information on new and innovative Hilti products is always at your fingertips. Hilti software for planners, specifiers and engineers as well as the latest specifications can be downloaded free of charge.

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DELIVERY SERVICES

Quick, reliable delivery wherever you want.

STANDARD NEXT DAY

With our standard next day delivery service, if we've got it in stock we'll deliver within the next working day from when the order is placed.

We offer a highly reliable service to meet your needs. This service is available through all our sales channels.

From Monday to Saturday, our dedicated carrier will deliver your order at the location of your choice (jobsite, office, warehouse, home, etc).

Area	Hong Kong	Macau
Standard Next Day - Standard Pricing	\$188	\$188
Standard Next Day - Online Pricing	\$118	\$118
Rapair Delivery	\$118	\$118
Order Cut-off time	5:00pm	12:00pm

*Freight charge is covered by Hilti LTS warranty and Fleet management and is only applicable to tools without warranty coverage

EXPRESS SAME DAY

Sometimes standard delivery just won't cut it. You need the goods and you need them today.

Our express same day delivery provides you more flexibility in your day to day operation.

If you order before noon, our carrier will deliver your order on that same day during the afternoon

Area	Hong Kong	Macau
Standard Pricing	\$348	Not Applicable
Online Pricing	Not Applicable	Not Applicable
Order Cut-off time	12:00PM	Not Applicable

*Service not available for areas not accessible by truck and order weight more than 100kg

SELF PICK-UP AT S.F. PICK UP POINT

No more missed deliveries. No more wasted days. Enjoy hassle-free self pick-up service.

Just call our Customer Service or place your order directly online.

Most of our products can be shipped to one of the 130+ carrier-contracted pick-up locations on the next working day.

Area	Hong Kong	Macau
Delivery Charge	\$68	Not Applicable
Order Cut-off time	2:00pm	Not Applicable

*Available for standard order, self-pickup station < 80kg, self-pickup locker < 20kg





CLICK & COLLECT

With our Hilti Click & Collect service you can order online and pick up items from a Hilti Store just one hour later – anytime during opening hours.

Click & Collect is a convenient way to make sure you get your order ready when you decide it.

Step 1 – Choose a product on www.hilti.com.hk

Step 2 – Select a Hilti Store

Step 3 – Just an hour later your order is ready for collection

Step 4 – Enjoy flexibility to arrange your pick up, goods will be reserved for 3 working days

EMERGENCY DELIVERY

Keep the site working, no need to send teams off-site to source replacement tools or consumables.

With our emergency delivery service, if we've got it in stock we can deliver the goods you need within few hours.

Please contact our Customer Service team to arrange emergency delivery.

RETURN

Hilti must be notified of all returns within 60 days from delivery. Request for returns after 60 days of delivery will not be accepted. Proof of purchase is required for all returned materials.

Goods must be in saleable condition to qualify for return. Saleable condition is defined as those unused items in original packaging, defect-free and in unbroken quantities.

Area	Hong Kong	Macau
Address	G/F 403 Shanghai Street, Yau Ma Tei, Kowloon Shop 2, G/F, Lime Stardom, No.1 Larch Street, Tai Kok Tsui, Kowloon, Hong Kong	Rua De Bruxelas, S/N Edificio, Kin Heng Long, Loja, W-R/C, Macau
Online Pricing	FREE	FREE
Order Cut-off time	5:30pm	5:00pm

*Allow 24 hours processing time for Fleet management orders

Area	Hong Kong	Macau
Standard Pricing	\$420	Not Applicable
Online Pricing	Not Applicable	Not Applicable
Order Cut-off time	3:00PM	Not Applicable

*Service not available for areas not accessible by truck and order weight more than 100kg.

Area	Hong Kong	Macau
Standard Pricing	Material returns are subject to a handling charge of 15% of the total value of the order (minimum \$200)	
Online Pricing	Not available	Not available
Order Cut-off time	5:00PM	12:00PM

*No return accepted for chemical products, etc

Hilti reserves the final right to interpret the terms and conditions of return policy.

ADDITIONAL OPTIONS

Jobsite Delivery	Complete Delivery	Saturday Delivery
For hard access jobsite, please communicate us the jobsite requirements to make a successful order handover (e.g. pre-registration, mandatory protection wear, etc).	If you wish to receive your order in one single shipment, please tick "complete delivery" during online check out (step 2) or inform our Customer Service team when placing the order. Remarks: Your delivery order will be processed once all of the items are available in stock.	Saturday delivery can be performed for standard next day only in Hong Kong area.

ENGINEERING SUPPORT

Professional assistance.
Helps make every project
a success.



Hilti provides the engineering support to every construction project, understanding specific project requirements and offering the best solution with the complete portfolio of anchor and rebar anchorage systems.

ENGINEERING SERVICE

- Support for submission process
- Application-oriented Design and Calculation
- Online and on-site technical support
- Provide continuing Professional Development (CPD) programs for Architects and Engineers
- Firestop and anchor theory technical Seminar
- 'PROFIS' Software training
- Installation safety courses for anchor
- On-site Demonstration



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PROFIS ENGINEERING PREMIUM

Just a click of the mouse!
Technical software solutions.



Hilti PROFIS software delivers fast, accurate solutions to your application problems whenever you need them. With just a click of the mouse, you can calculate complex problems easier.

PROFIS ENGINEERING SUITE

- Quick and easy design tool for calculations and selections of anchors
- Complies with local design requirements (Factor of Safety = 3)
- Up-to-date design methods with national as well as international approvals (ETAG, ACI or ICC)
- Access to complete range of Hilti products and solutions

PROFIS ENGINEERING CHANNEL

- Anchor channel fastenings designs in accordance with latest standard
- Efficient and flexible for static and dynamic loads
- User-friendly graphics – based on the PROFIS Anchor graphics user interface
- Easy-to-follow data input shown on screen
- Detailed calculations result in report



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DX TOOL TRAINING

Hilti cares about your safety!
Certificate of competency for
cartridge-operated fixing tool.



Cartridge Operated Fixing Tool (DX) is commonly used in the construction and maintenance works. Applications such as partition walls installation, fastening ceiling brackets, lighting and temporary wood fastening used DX tool to enhance productivity. Hilti DX Training Guide and Examination is developed in conjunction with the Labor Department in order to strengthen the proper usage and safety awareness within the construction professionals.


SYLLABUS

To train tool operators to understand

- Introduction of safety legislation and DX tool safety guidelines
- The know-how of tools techniques, operating, and maintenance
- Illustration of DX tool fastening operation
- Examination

CARTRIDGE-OPERATED FIXING TOOL (DX TOOL) CERTIFICATE OF COMPETENCY

- Tool operators must complete this training course and pass the examination before the Certificate of Competency is issued
- Certificate of Competency must have a recent photograph of the operator printed
- Certificate of Competency is required to be carried at all time for safety officers or inspectors from the Labour Department to inspect
- Certificate of Competency is a legal document, where transferring or loaning to others is an offense

HILTI		合資格證明書	
		Certificate of Competency	
		<small>工業及工藝部 (建築業動打釘工具) 條例第11條 Regulation 11 of the Factories and Industrial Undertakings (Cartridge-Operated Fixing Tools) Regulations</small>	
持證人姓名 Holder's Name			
(中文) : 常安心			
(English) : Cheung On Sum			
證明書編號 Serial No.: 12345678			
槍彈推動打釘工具型號 Model of Tool		DX 460, DX 351	
發證日期 (由日/月/年-年/月/年) Date of issue (dd-mm-yyyy)		31/12/2018	
<small>本證明書由喜利得 (香港) 有限公司發發 • Issued by Hilti (Hong Kong) Limited.</small>			

ANCHOR PULL-OUT TEST

Site safety is our first priority.
Dedicated to ensuring proper
anchor installation.



To ensure safe anchor installation, reliable building material and quality control on workmanship are of the same level of importance. Beside proper installation training to workers, on-site anchor test is a common way to verify their workmanship. To offer one-stop-shop service to customer, Hilti can refer anchor test service to customer, offered by an independent laboratory as described below.

HILTI (HONG KONG) LTD. - TESTING LABORATORY

This laboratory is accredited by HOKLAS (registration No. 157) for a specified range of anchor tests listed in the HOKLAS Directory of Accredited Laboratories.

ON-SITE ANCHOR TEST SERVICE

A certain percent of on-site pull-out test on installed anchor is required to verify the workmanship of installation. And different anchor types and sizes require different equipments for testing. For light- or medium-duty anchors, pull-out test can be carried out by simplest and handy tools, like DPG 100, Tester 4 or HAT 28. And for heavy-duty anchors or rebars, the test will be carried out by hydraulic jack. If recovery of the anchor deformation is concern, deformation test is also available for choice.

Our experienced team of technician can provide not only anchor testing service but also professional advice on site investigation before testing, which can ensure a smooth process of testing and improve the efficiency of the construction as a whole.

INSTALLATION TRAINING

Installation Training
Reduce risk and increase
productivity with Hilti.



OBJECTIVE

To educate worker on the correct installation method and the key influencing factors on installation quality; such as the importance of bored-hole dimension, quality of bored-hole and tightening torque.

DETAILS OF TRAINING

Venue: Job site or Hilti Training Centre

Time: 2 to 3 hours

No. of participants: Maximum 15 persons

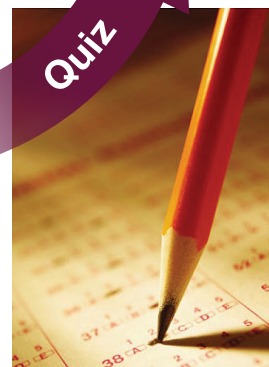
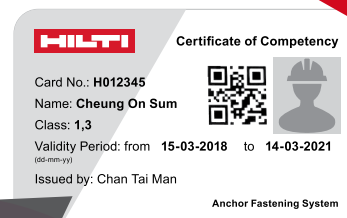
Languages: English / Cantonese

CONTENT OF TRAINING

The training is divided into three parts:

- 1) Introduction of Anchor theory:
Provides a brief introduction on anchor working principle and key influence factors on anchor installation quality.
- 2) Hands-on experience:
Provides an opportunity for worker to install different types of anchors, including expansion anchor, drop-in anchor and chemical anchor, etc.
- 3) Quiz:
Test the worker's understanding of the anchor installation after the training

PROFESSIONAL ANCHOR INSTALLATION TRAINING

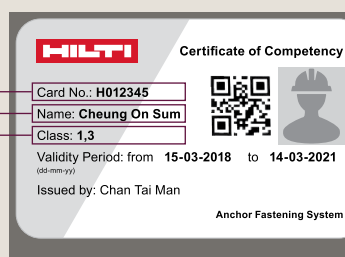


Installation Card Details

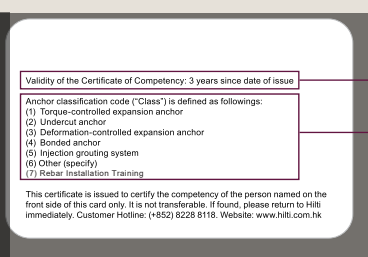
Hilti's ref. no.

Name of participants

Products trained



Front



Back

Validity period

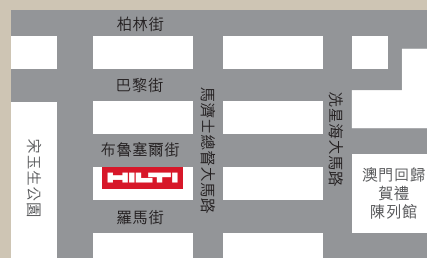
Types of products

TAI KOK TSUI HILTI STORE



Shop 2, G/F, Lime Stardom, No. 1 Larch Street, Tai Kok Tsui, Kowloon, Hong Kong

MACAU HILTI STORE




Rua De Bruxelas, S/N Edigicio, Kin Heng Long, Loja, W-R/C, Macau

Hilti (Hong Kong) Limited

701-704A & 708A&B, 7/F, Tower A, Manulife Financial Centre, 223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong

Customer Hotline: +852 8228 8118 (Hong Kong) 00800 8228 8118 (Macau Toll Free) | Fax: +852 2954 1751

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