

# SERVICES





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# THE WAY TO EFFICIENTLY MANAGE YOUR ASSET



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 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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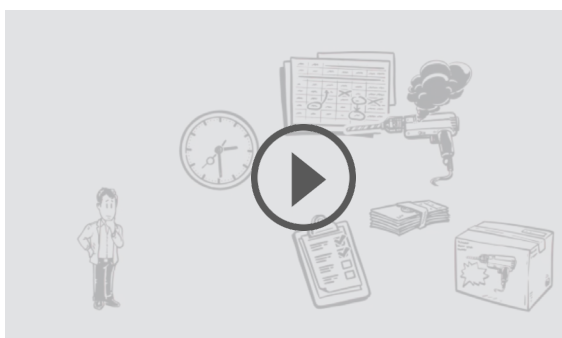


# WE MANAGE YOUR TOOLS

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 SERVICE

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

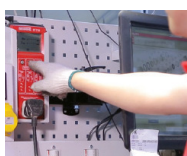


**Free**  
Labor Cost



**Free**  
2-way Freight

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



**Safety Test**



**Performance Test**



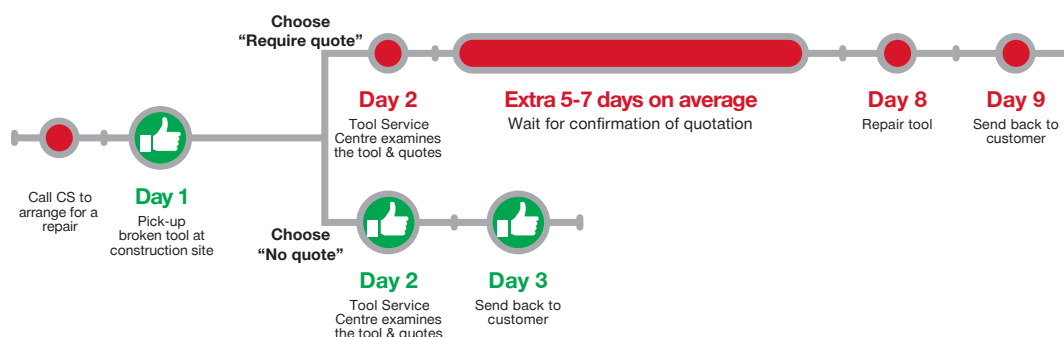
**Tool Cleaning**



**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](http://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

## MONG KOK

Address	G/F, 403 Shanghai Street, Yau Ma Tei, Kowloon, Hong Kong	
Opening hours	Monday - Friday	8:30 am to 6:30 pm
	Saturday	8:30 am to 5:00 pm
	Sunday and Public holiday	Closed

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 6:30 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	\$128	\$128
Standard Next Day - Online Pricing	\$88	\$88
Rapair Delivery	\$88	\$88
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	\$328	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

## 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](http://www.hilti.com.hk)

Step 2 – Select a Hilti Store

Step 3 – Collect your order just 1 hour later

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 Edigicio, 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





### 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.

Area	Hong Kong	Macau
Standard Pricing	\$400	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.

### 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
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

For hard access jobsite, please communicate us the jobsite requirements to make a successful order handover (e.g. pre-registration, mandatory protection wear, etc).

#### ● SATURDAY DELIVERY

Saturday delivery can be performed for standard next day only in Hong Kong area.

#### ● COMPLETE DELIVERY

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.



# 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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# HILTI PROFIS

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.

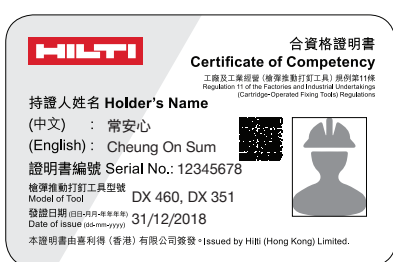
## SYLLABUS

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



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# 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.





# HEALTH AND SAFETY TRAINING

Health and Safety Training  
Reduce risk and increase  
productivity with Hilti.



Our trainings are tailored to the needs of our customers depending on their trade, application they carry out and the tools they use. Emphasis is put on interactivity and hands-on component, for example by allowing the training participants to experience controlled danger scenarios using our proprietary simulators. We use state-of-the-art media and provide documentation to the training participants and their employers

## OUR TRAINING INCLUDES:

- Interactive Q&A style
- Easy to understand frameworks for risk mitigation
- Hands-on demo & practical exercises
- Proprietary Hilti Simulators

Contact your Account Manager for more information on available courses and service booking.



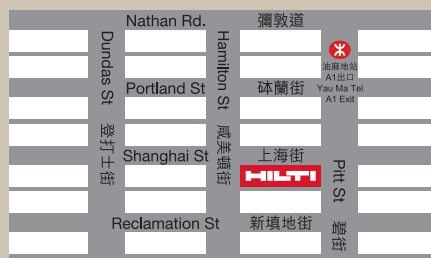
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## MONG KOK HILTI STORE



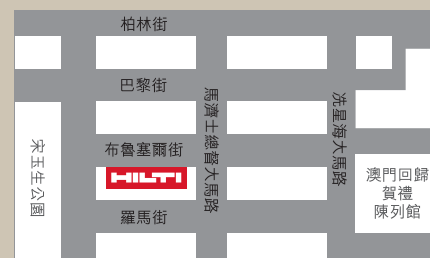
G/F, 403 Shanghai Street, Yau Ma Tei, Kowloon, Hong Kong

## 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 Edificio, Kin Heng Long, Loja, W-R/C, Macau

### Hilti (Hong Kong) Limited

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