

HILTI

**Products
and Services**

2007 / 2008



**Value adding system
solutions.**

Hilti. Outperform. Outlast.

 **40**
years
more than a tool

HILTI

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Hilti. Around the world support.

Founded in 1941, the worldwide Hilti Group evolved from a five-man company into the Hilti Group, a world leader in developing, manufacturing and marketing added-value, top-quality products for professional customers in the construction industry and in building maintenance.

Hilti operates in more than 120 countries around the world.

Of our more than 16,000 employees, two-thirds work directly with our customers; in sales organizations, in engineering and customer service. We have production plants and research and development centers in Europe and Asia. Our corporate headquarters is located at Schaan in the Principality of Liechtenstein.

The Principality of Liechtenstein is the home of the Hilti Group Headquarters. The Hilti family has lived in Liechtenstein for centuries and the company is the principality's largest industrial employer.



Hilti System Solution



We are committed to excellence in innovation, total quality, direct customer relationships and effective marketing.

More than a tool.

Hilti rotary hammers and breakers stand not only for top performance – every Hilti tool is also backed by exceptional service.

Hilti's unique Lifetime Service provides you with a manufacturer's warranty for the entire life of the tool, comprehensive service and maximum cost control. With Hilti Fleet Management, the most technically advanced Hilti tools offering maximum safety are always at your disposal. Your local Hilti representative is also quickly on the spot to help you find the optimum solution for each specific challenge.

Find out more about the original electropneumatic rotary hammer and 40 fascinating years of innovation at www.morethanatool.com



Hilti innovations in combihammers and breakers

- The world's first rotary hammers with electronic motor control
- Electropneumatic hammering mechanism in a cordless tool brings new-found freedom
- Active Vibration Reduction (AVR) reduces vibration to a minimum
- Active Torque Control (ATC) minimizes the risk of injury
- Hilti electronic Theft Protection System (TPS)
- The first successful electric breaker with brushless, low-maintenance SR-motor
- Hammer drill bits with durable welded head and chisels with high-performance polygon design
- Revolutionary services: Hilti Fleet Management and Hilti Lifetime Service

40
years
more than a tool

Electropneumatic hammering mechanism

The hammering action in a conventional hammer drill is generated by a cam. The impact achieved depends on the pressure applied by the operator. In contrast, a tool employing the electropneumatic principle is much more efficient, more comfortable and less tiring to work with: The crank **1** converts the rotation of the motor **2**, by way of an air cushion **3**, into linear movement of the striker piston **4**. The striker piston travels at high speed to contact the impact piston **5** which transfers this impact energy to the insert tool **6**. The impact energy generated does not depend on pressure applied by the operator.



HILTI

up to **1** Year

**LIFETIME
SERVICE**

**NO
COSTS**

Lifetime

Lifetime

**REPAIR
COST LIMIT**

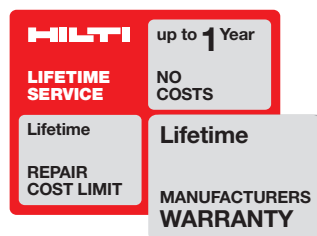
**MANUFACTURERS
WARRANTY**

**Hilti Tools.
Hilti Lifetime Service.**

Hilti. Outperform. Outlast.

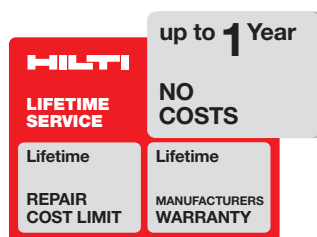
Hilti Tools. Hilti Lifetime Service.

Hilti tools cope with a lot of tough jobsite work. In the case that a problem does happen, Hilti quickly takes care of it. Up to 1 year from purchase date, absolutely free of charge. After this time, all repair costs are limited for as long as you're using your Hilti tool. On material and manufacturer defects, you get a life-long warranty. That not only good to know, but unique in this industry.



Lifetime Manufacturers Warranty

Hilti repairs or replaces, at no cost, damage due to defects in materials or workmanship.



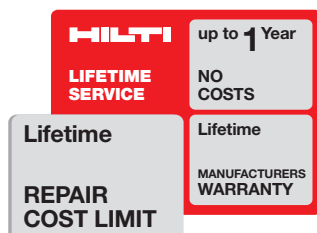
No costs whatsoever for up to 1 year

With Hilti tools you incur absolutely no repair costs for up to 1 year* from the date of purchase. This includes:

- Labor costs
- Repair or replacement of all defective parts including parts subject to wear and tear**
- Servicing when indicated by the service indicator on the tool
- Functional check, adjustments and safety check after every repair

*Batteries excluded from Hilti Lifetime Service

**Pistons and buffers of powder-actuated fastening tools are excluded



Lifetime repair cost limit

After reaching the end of the 1 year or 6 months no-cost period, you pay a maximum % of the corresponding new tool's list price in the event of a repair*.

*Contact your local Hilti partner for more information.



**Technical Sales Representatives.
Hilti service on site.**

Hilti. Outperform. Outlast.



Hilti Technical Sales Representatives. Service on site.



Our experienced representatives are on the road everyday for you, and they are really at home on every kind of job site. These are your partners on-site, no matter what you need to know.

- Professional advice and sales support
- Solution for specific applications
- Demonstration of Hilti products and systems
- On-site product training



Hilti Customer Service. Quality advice on the phone.

We give you complete information on products and services available from Hilti. You can place orders, check on your order and schedule repair service.



You can also find out where your nearest Hilti Center is located by calling us.



Hilti Centers.

Hilti. Outperform. Outlast.

Hilti Centers. Consulting by professionals.



Product selection made easy

You are the focus of the Hilti Center experience. We present our product offering so that you can easily and quickly find the ideal products and accessories.



Consulting by professionals

It doesn't matter what question you ask, about a product or about an application, our Hilti Center representative knows the situation and can help you. From him you learn everything about the latest innovations of Hilti for your application on the jobsites.



Try it

Practical demonstrations give proof to the ease of use, productivity and ergonomics of Hilti products. The Hilti Center representatives are available right in the store to assist you in testing our products.



Tool service in the Hilti Center

Advice with functional problems and repairs; and the representative can take your tool in for servicing or repair if needed.



Technical support from Hilti

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Technical support from Hilti



On-site consulting

Throughout the region, trained Hilti engineers and technicians are at work advising planners and engineers, while supporting customers, with technical applications and challenges. They are professionals at training and seminars, and can give certifications on key issues.



Taking care of big projects

Central contact partners operate as project leaders on construction sites, organizing products, delivery and technical support to make your job run smoothly



Hilti Technical Specialists

The availability of professional support and assistance to engineers and specifiers is just as important to Hilti as the production of the right tools for tradesmen in construction. The Hilti team of technical specialists meets this demanding task competently and reliably, on site or by telephone. Contact us to discuss any of the following:

- Availability of value engineered design support to engineers offices and planning departments
- Competent assistance with solutions to technical problems
- On site professional advice and support
- Design and calculations for applications carried out by trades
- Project guidance from beginning to end
- Software and design programs



In-house technical support

Engineers and technicians are available by phone to answer your questions concerning products and applications. They have the right solutions for your problems, in a timely manner.



Technical software

Innovative and practical software supports you in your daily work. We have the right programs for you in the fields of Firestop, Anchor technology and Installation systems.



**Your dependable, fast and
flexible partner**

Hilti. Outperform. Outlast.

Your dependable, fast and flexible partner



You need it, we have it.

We offer a high availability of goods. With this we provide you fast solutions for your daily challenges.



You can rely on us

State of the art logistic systems support us in completing your orders reliably and fast



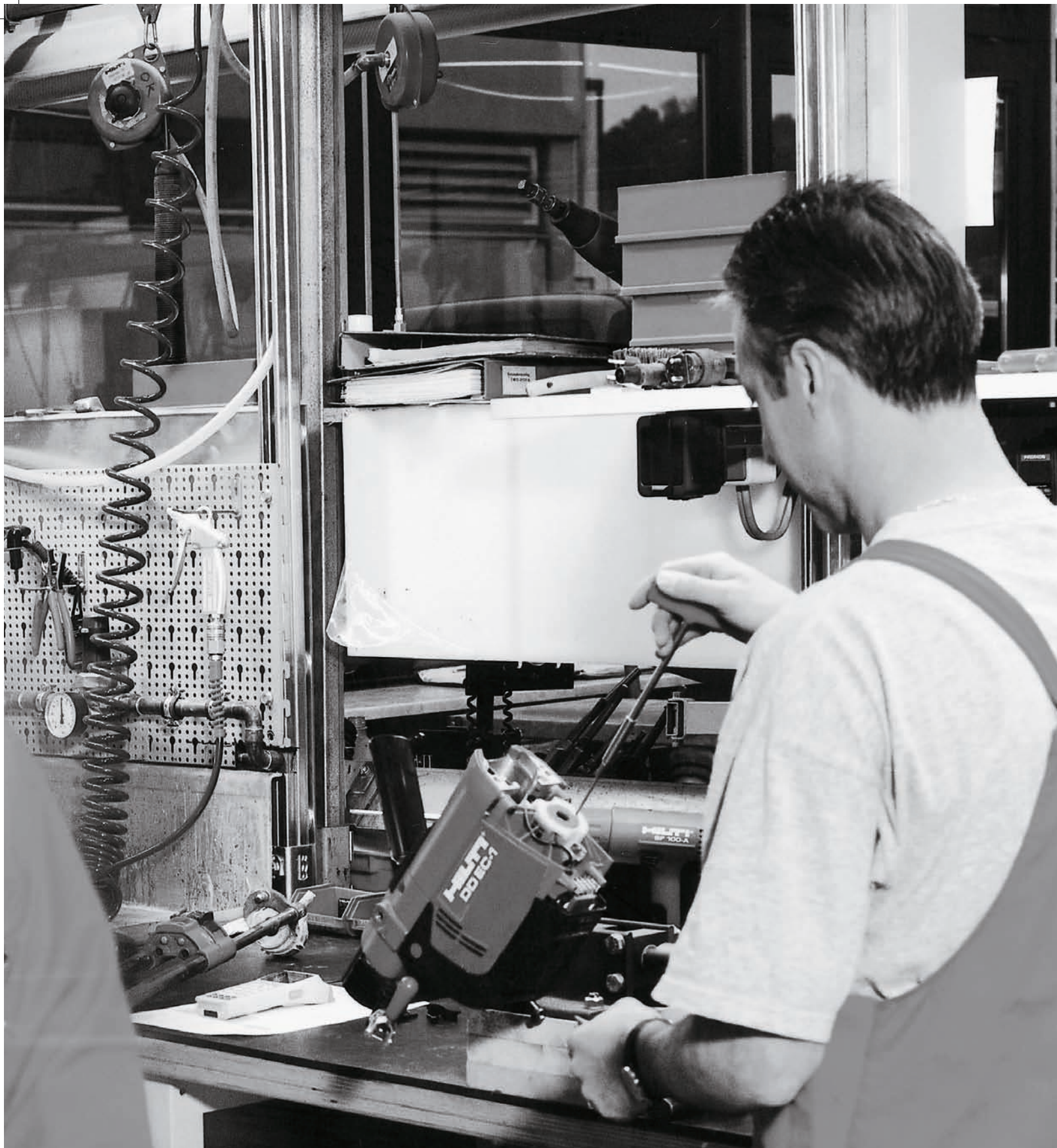
Prompt delivery in the whole region

Where ever you are working, what you need with be there, promptly, when you need it



How would you like to have it?

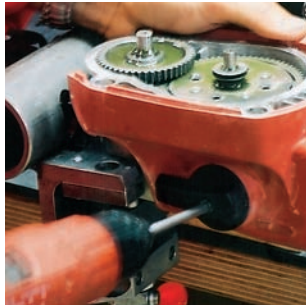
Real customer solutions with flexible special packaging, designed to your business needs



Hilti repair and tool service

Hilti. Outperform. Outlast.

Hilti repair and tool service



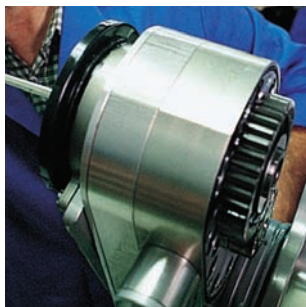
Tool repair. Simple, fast and easy.

- No cost for one year from purchase date
- Repair cost limit
- No warranty proof needed
- Top quality repair
- Fast repair turnaround time



Tool repair and service. Extends the working life of the tools.

- Improve efficiency and effectiveness
- Attractive prices for the replacement of diamond core bit tips



Spare part service. Fast and reasonably priced.

- Fast delivery
- Order in the Hilti Center or with your Hilti representative



Hilti calibration service for reliable precision

- All laser tools need to be calibrated, because of use under tough jobsite conditions
- Testing and adjustment, if necessary
- After the service you will receive a certification sticker on the tool and you can be sure that the specification of the tested tool meets the data of the instruction manual