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Continuous improvement is a policy at Absolute Haitian, so we reserve the right to change information without prior notice or obligation and cannot guarantee the accuracy of information in this brochure.

08/2017 500



Aftermarket Support Services

www.absolutehaitian.com

To Our Valued Customers

Absolute Haitian invites you to review our training and support services for Haitian and Zhafir machinery.

We offer a comprehensive curriculum to effectively develop the molding knowledge of your personnel with a combination of classroom and hands-on machinery instruction. Our goal is to provide your associates with the best possible learning experience. Our flexible training options can be customized to individual needs and performed at customer locations as well as at our state-of-the-art training centers.

In addition to developing your associates, we are committed to the uptime of your injection molding machinery. We perform preventative maintenance, calibration and tuning, and safety and energy audits, along with technical troubleshooting by our factory trained field service engineers.

We maintain a large inventory of spare parts for same day shipment to support your uptime needs. Our Parts Department is committed to quickly processing every order we receive – efficiency and accuracy are our goals.

We look forward to serving your training and machinery needs.

Sincerely,



Randy L. Wendling
Director of Aftermarket Operations
rwendling@absolutehaitian.com



Training Centers

Our training classes for Haitian and Zhafir injection molding machines are held regularly at our three Tech Center facilities in:

- Parma (Cleveland), OH
- Worcester (Boston), MA
- Chicago (Batavia), IL

Please contact the Ohio Tech Center for the latest class offerings or visit our website at absolutehaitian.com/machine-training.

Class tuition ranges from \$795 to \$995 per student

Who Should Attend?

These classes are designed for maintenance and set-up personnel who are looking to strengthen their controller, electronics, and machine systems knowledge.

Customer Facility Training

We offer a complete spectrum of training services including all of our product lines which can be performed at customer locations. This can consist of classroom-based training, machine-based training or a combination of both depending on customer requirements.

Course Curriculum

Topics addressed in our Operations & Troubleshooting classes range from set-up and operation to data saving and file management. Maintenance & Troubleshooting classes cover electrical and hydraulic schematics, machine calibration, troubleshooting methods and preventive maintenance.

OEM Parts Support

We maintain a comprehensive stock of all critical machine components including: valves, transducers, control parts, heater bands, front-end components, cylinders, switches, power supplies, KEB drives, pumps, and seals, among various other components.

We are committed to providing simple and fast parts ordering and delivery. Our goal is to maximize uptime and ensure costs for maintaining your equipment stay low. We maintain a centralized parts-stocked warehouse near the local airport to increase our inventory storage space and facilitate quick delivery. We offer door-to-door delivery service including nights and weekends.

Ask about our spare parts program and ordering online for discounts customized specifically to your machine.



Machine Support Services

Technical Support

Absolute Haitian offers free troubleshooting support over the phone 24/7.

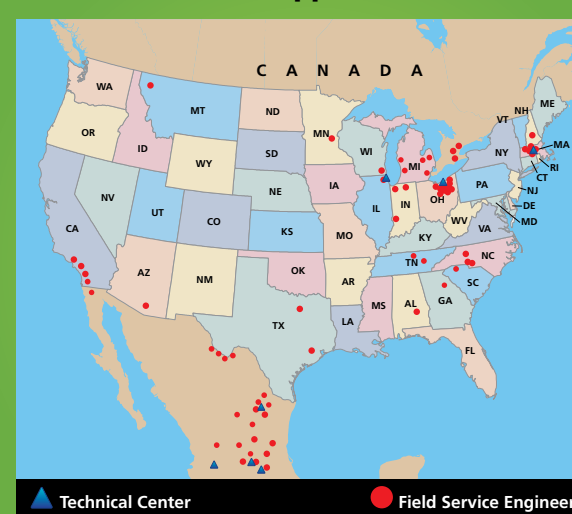
Field Service Support

Absolute Haitian's reliable service engineers are ready to help all over the U.S. and Canada. If you require maintenance and/or field service, we send specialists who are experienced and trained to repair your machinery effectively and efficiently. Our service engineers have strong mechanical, electrical, controls technology, hydraulic, and, most importantly, customer relations skills. They are committed to one mission: Your uptime.

Machine Start-up Services

We offer new and used machine start-up services. You can rely on our service team to maximize the efficiency of your machine and molding process.

Customer Service Support Network



Preventative Maintenance Services

We offer semi-annual and annual maintenance programs to protect your investment and ensure the uptime and longevity. Services include comprehensive inspection of the machine's key components, safeties, hoses, and cylinders and recommendations for corrective action.

Machine Calibration and Optimization

Absolute Haitian offers advanced machine analysis to improve efficiency and productivity of your investment. Our factory trained engineers will calibrate your machine to factory specifications.

Communication Your Way

- 24-hour/7-day phone troubleshooting and ordering
- Direct dial access to key team members
- Fast-response Service and Parts group emails
- Mobile text to email service
- Online parts and service ordering via website
- QR codes for mobile-friendly ordering

Parts
Access our online Parts order form

Service
Access our online Service order form

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