

[Service and Support

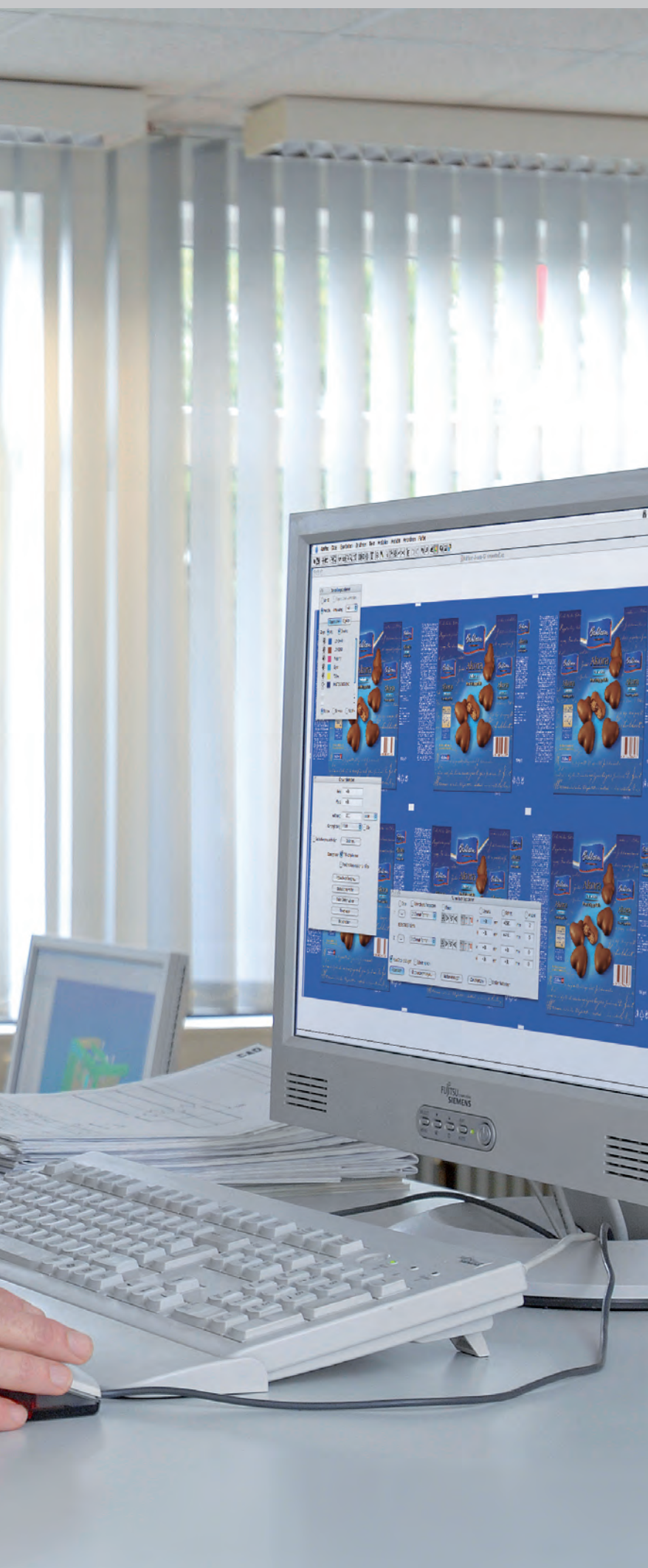
OUR RANGE OF SERVICES



For our customers
The personal touch







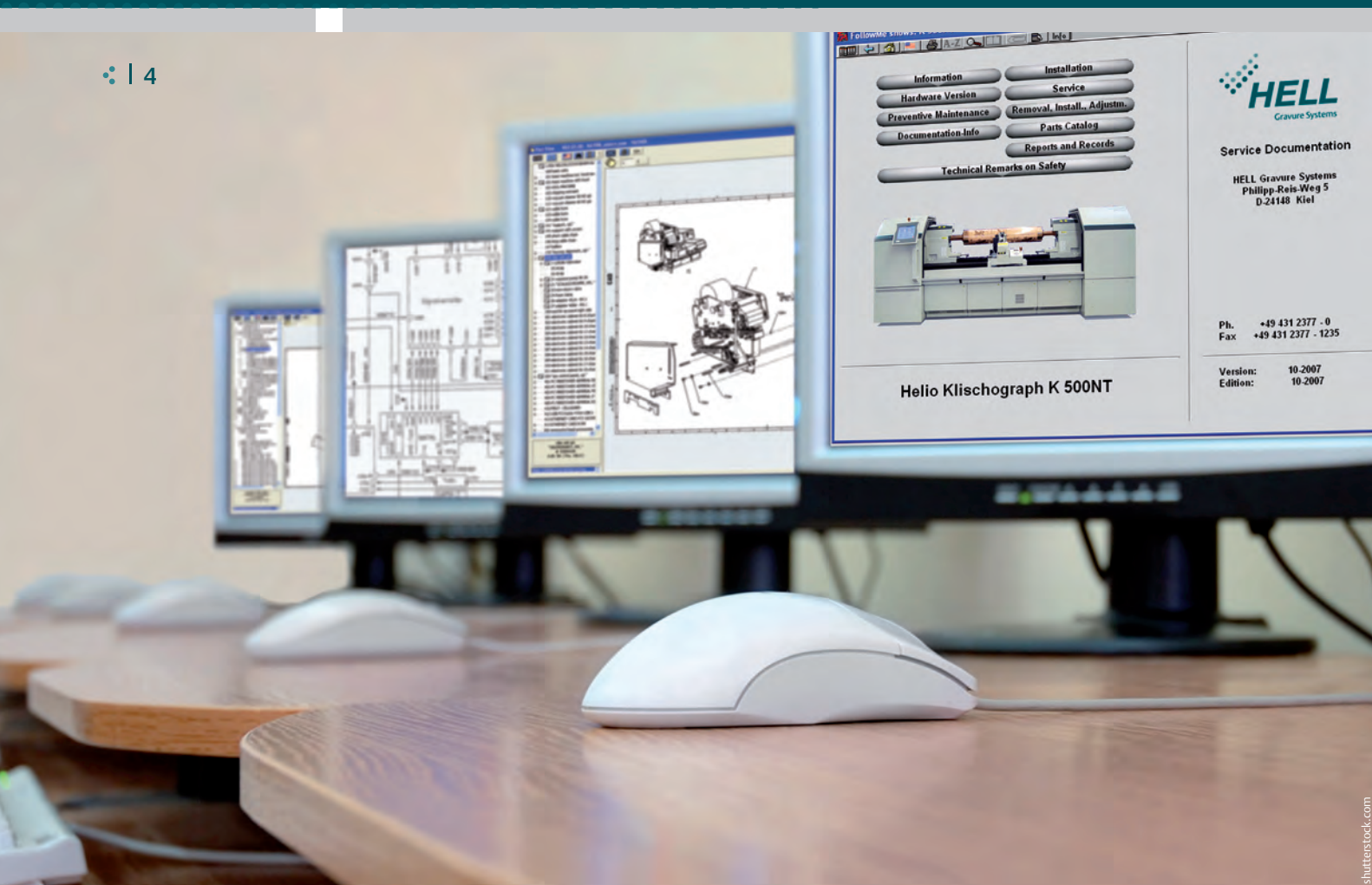
For our customers

HELL services provide the personal touch, focusing on customers, quality and reliability.

We have 35 agencies in over 50 countries, providing the best possible level of representation. These local contacts know their customers well, speak their language in the truest sense of the word and are well equipped to deal with any inquiry, whatever is involved.

Service and support cover an extensive range of customer-focused activities. These include all levels of training, expert engraving head maintenance, Parts & More (our spare parts and accessories service), software maintenance and technical support that has all the answers.

In addition to telling our customers everything they need to know about HELL products, we offer concrete expert assistance for day-to-day production, thereby improving the availability of systems and our customers' long-term competitiveness.



Training

Passing on HELL expertise

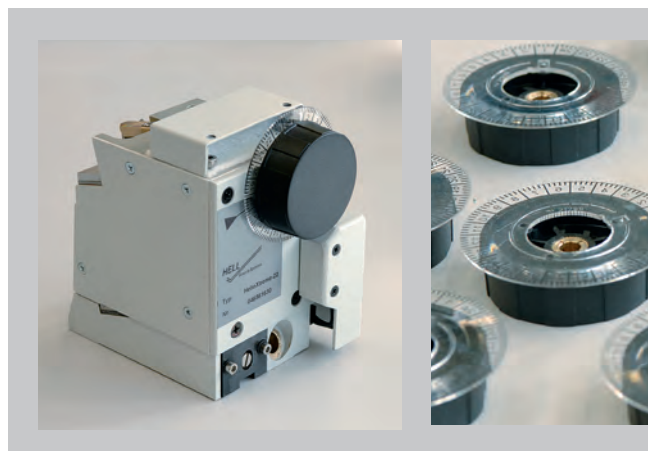
HELL offers comprehensive training for all packaging, publication and flexographic printing products. To ensure customers get the most out of hardware and software and keep them operational, HELL provides special user and hardware training courses, either at our headquarters in Kiel or on the customer's premises. Training covers every possible requirement – from how to operate the individual products and how to create an end-to-end workflow to aspects covering equipment maintenance and repair.

Optimum workflows and reliability in production

During user and hardware training, operators get to know their equipment and the associated software and understand how they work. Comprehensive know-how is provided on preventive maintenance and proficient troubleshooting. Every workflow is specially adapted to the customer's specific application. The relevant requirements are taken into account and implemented as effectively as possible. In addition, HELL offers customized courses with

contents geared specifically to particular customer needs.

You will find detailed information on the training available together with the relevant application forms at www.HELL-Gravure-Systems.com





Spare parts and accessories

Quality down to the last detail

HELL's service offering includes a plentiful supply of spare parts and accessories – not only at the Kiel headquarters, but also at its agencies worldwide. Our customers can rely on quick supplies of all the parts they need, creating the best possible conditions for smooth production.

Rest assured with Parts & More

HELL only sells checked and tested original parts that are unique in terms of quality, reliability and technology. From the very outset, this avoids the nasty surprises that often lie in store for customers purchasing non-certified products. All spare parts, wear parts, consumables and measuring equipment are perfectly coordinated with HELL machines, providing the best possible assurance of smooth day-to-day engraving operations.

You will find detailed information on our parts portfolio at www.HELL-Gravure-Systems.com



Plentiful supply of checked original parts



Engraving head maintenance

Ensuring consistently high quality

At HELL, a team of over 20 highly qualified specialists manufacture and maintain the world's most state-of-the-art engraving systems. Technical improvements are continuously brought to bear in series production and, as a result, HELL boasts unbeatable know-how that is unique in the industry.

Maintenance for consistently high performance

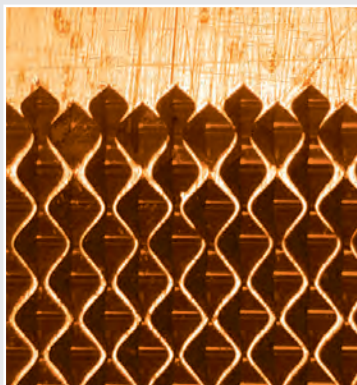
Every year, over 300 new Sprint engraving heads are manufactured, and maintenance work is performed on a further 1,200 heads. Because a whole host of factors influence system performance in practice,

engraving heads require regular, professional care and maintenance to ensure engraving results of a consistently high quality.

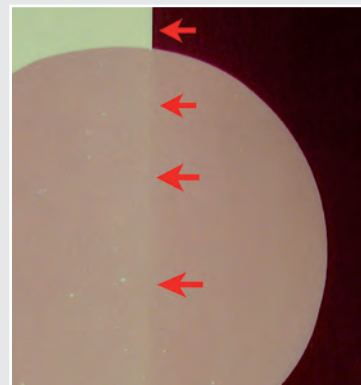
Quality assured

All engraving heads sent in are checked under actual operating conditions and original parts are used for all maintenance work – a fact ensured by the HELL seal of quality. An excellent price-performance ratio, binding deadlines for return and courtesy replacement engraving heads during the maintenance period round off our unique service.

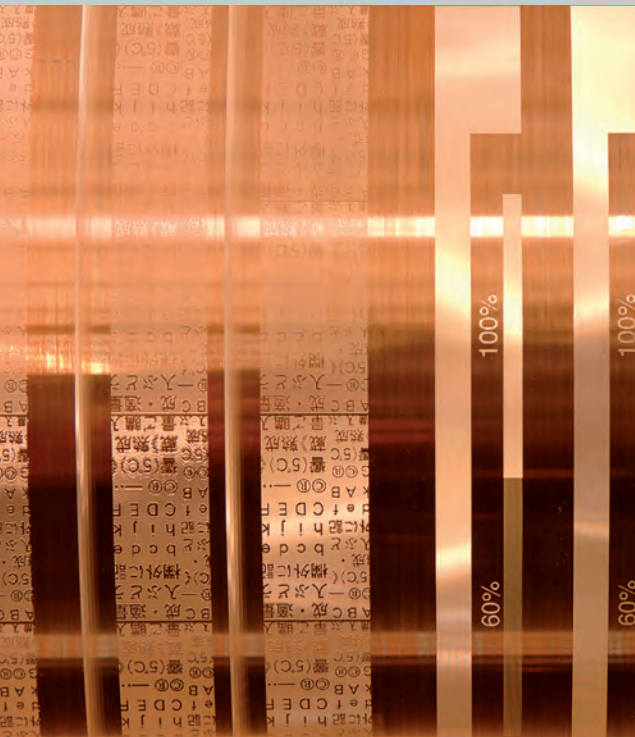
Ringing



Dragging



Engraving systems are precision electromechanical drives whose accuracy is greater than the thermal expansion of the engraving head. Incorrect settings lead to undesired effects, such as dark edges caused by ringing or dragging, and regular maintenance is therefore essential.



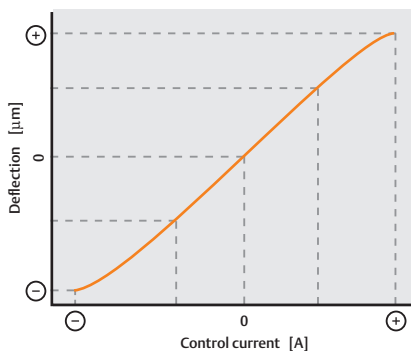
	HELL	others
Static measurements	✓	–
Dynamic measurements	✓	–
Measurement of engraving head characteristics	✓	–
Calculation of computer-optimized compensation parameters	✓	–
Temperature drift measurement	✓	–

Unique quality control

HELL is the only manufacturer to subject systems undergoing maintenance to the same quality checks as new engraving heads. Taking static, dynamic and temperature drift measurements, analyzing these and making the necessary adjustments optimizes ribbon balance and improves cell symmetry. Bounce, drag and thermal drift are also cut significantly.

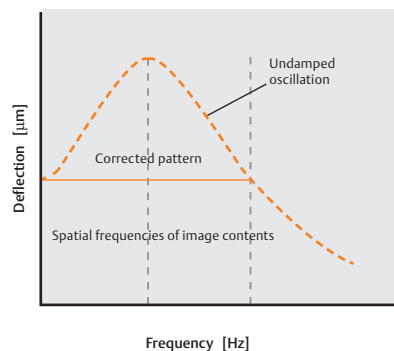
Static measurements

Static measurements determine the deflection of the anchor as a function of the engraving current. The engraving head's characteristic curve provides information about hysteresis width, linearity, static sensitivity and maximum deflection.



Dynamic measurements

Dynamic engraving head measurements indicate the resonance pattern and are of great practical significance. The interaction of mechanical damping and DSP (*digital signal processor*) control has a neutralizing effect. This means that all image signals (*spatial frequencies*) are transferred with the same efficiency.



Once the maintenance or repair work is complete, every engraving head receives a test sticker and a quality assurance certificate showing the measuring results.



Engraving head maintenance in just four simple steps:

1. A date for engraving head maintenance is agreed with the order management or local contacts over the phone or by means of a written order.

2. The engraving heads are sent to HELL with the completed technical form. This form and an address label are available to download from our website:

www.HELL-Gravure-Systems.com

3. HELL sends a written confirmation of the order with a firm (total) price and return date.

4. The engraving heads are sent back on time, complete with certificate and test sticker.

Have your engraving heads maintained regularly. We'll be happy to remind you when your next maintenance is due!



Software maintenance

An investment in the future

- The exceptional level of performance of HELL machines is legendary. The software used in the equipment and at the prepress stage plays a major role in achieving such convincing results. Software development has therefore long been a key function at HELL.

Customized software

The comprehensive range of software is precisely geared to the various installations and systems. As a result of ongoing development work, new features are being offered all the time to optimize the performance and operation of HELL products.

Software updates for even better performance

All advances and innovations for existing systems are made available through HELL's software updates. This ensures the compatibility of entire existing systems and enables problem-free integration of new components.

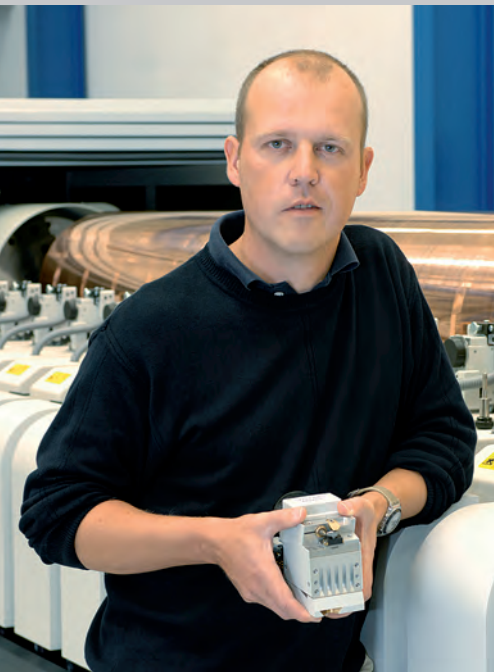
Software maintenance contracts

HELL systems work in a dynamic environment. Availability of the latest software versions makes it easy to exchange data with other sites, keeping our customers up to date in terms of market development. HELL offers software maintenance contracts to ensure the optimum long-term performance of systems.

Scope and benefits of software maintenance contracts

- Latest software automatically sent twice a year
- Changes from previous software version documented
- Continuous availability of latest additional functions from HELL (process optimization, productivity increases, quality improvements and automation)
- Compatibility ensured within existing systems and when purchasing further HELL products
- Applications adapted to new operating system versions
- Implementation of latest printers for HelioFormproof

Further information on our extensive software maintenance services can be found on our website at www.HELL-Gravure-Systems.com



Technical support

Customized solutions

HELL offers comprehensive and expert support, with no gaps in its service network. Our customers are offered four different resources for solving problems and obtaining answers to all kinds of queries – our telephone support, log file analysis, remote service and, of course, personal contact with one of our hardware specialists located all over the world.

Direct and uncomplicated

HELL's telephone support provides a quick and targeted response to vital inquiries. The person at the other end of the line answers questions, solves problems and takes orders. We look forward to receiving your call!

Rapid comparison of processes

HELL machines write log files that are managed in special directories and can simply be sent as an e-mail at any time. These log files include documentation of an automatically created log of process activities. Because many machines cannot be connected to the Internet for security reasons, a memory stick can be used to transfer the log files to a computer that is connected to the Internet and they can then be sent from there.

Remote support

HELL's remote diagnostic service can take over control of a machine. This means it is possible to download log files and make settings directly and inspect a machine remotely. Access is completely secure because a virtual machine is created for each remote customer at HELL.

On-site support

In addition to expert machine care and preventive maintenance, HELL's hardware support service also includes on-site troubleshooting. This enables problems to be solved quickly and provides an opportunity for valuable information sharing with customers. Our global support service is provided in the language of the relevant country and it goes without saying that the staff at all our agencies are trained by HELL.



The personal touch

We are here for you

- A fully comprehensive service and support package ensures the quality and reliability of HELL products.

Our wide range of services is available at all times. Experienced and trained staff will be happy to help you!

On-site service and support

Your first point of contact is your local HELL representative. All the relevant contact details can be found at www.HELL-Gravure-Systems.com

Training | Technical support

Service team

Tel: +49 (0) 431-23 77-1642
 Fax: +49 (0) 431-23 77-3938
 E-mail: Support@HELL.de

Spare parts and accessories | Software maintenance

Parts & More team

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 Fax: +49 (0) 431-23 77-3999
 E-Mail: PartsAndMore@HELL.de

Engraving head maintenance

Order management team

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 Fax: +49 (0) 431-23 77-1898
 E-Mail: Ordermanagement@HELL.de



The big picture

Our website

- ❖ The whole world of HELL is available in English and German on our website – see you there!

As well as a full range of information and the latest news about us and our products, technical data sheets, brochures, and the Versiontracker can also be requested on the Internet.

In addition, there is comprehensive customer support covering every possible requirement in spare parts and accessories, software and engraving head maintenance, training and technical support. Direct e-mail contact with our representatives around the world rounds off our online offering.

Take a look for yourself at
www.HELL-Gravure-Systems.com



Based on Innovation. HELL

HELL solutions satisfy the toughest demands in terms of print quality, cylinder service life and printing speeds. Printing forms engraved using HELL equipment benefit from simplified color matching, minimal start-up waste and optimum engraving results with high print densities, soft vignettes, brilliant contones and razor-sharp lines.

Your local HELL representative will be happy to provide further information and personal advice on our products and services at any time. For contact addresses and additional product information, see our website www.HELL-Gravure-Systems.com

