



Customer Service Focused on Total Customer Satisfaction

When it comes to **after installation support and customer service**, Hydromat is second to none. Whether you are calling for technical support, ordering parts, or getting a quote on a rebuild; the Hydromat Service Team has the answer. To help you with your parts needs, our expert customer service associates will get you the replacement components you need to get your machines back up and running as soon as possible.

On our staff we have a team of **dedicated support technicians** to take your phone calls during business hours, as well as a 24/7 system should you need assistance day or night.

At Hydromat, we are dedicated to after sales support. **Total Customer Satisfaction** is not just a phrase for us at Hydromat; it's a way of life.

Machine Health Checks

Efficiency Studies • Machine Performance Evaluation • Recommended Training

We understand the importance placed on your Hydromat machine when it comes to the health of your business. To keep machine downtime to a minimum Hydromat Customer Service has added Health Checks to their list of services. Hydromat Machine Health Checks focus on evaluating the machine to **decrease cycle times, improve efficiency, and overall fully utilizing your Hydromat machine.**

Machine Training Programs

Hydromat Operations & Maintenance Training are training sessions held primarily in a classroom setting at the Hydromat facility in St. Louis, MO. The training program covers overall operations and functions of the Hydromat machines: operations, table functions, hydraulics, pendant controls, major components, general maintenance, etc.

Custom Training Programs provide customized training solutions for your associates. Training programs can be customized for operators, maintenance, engineers, or any combination to suit your needs. Training programs are customized and tailored to meet organization's specifications and training requirements. Hydromat's custom training programs are available on the Hydromat campus in St. Louis, MO or on-site at the customer's facility.

Transferring the Knowledge is the Hydromat interactive CD training course for Rotary Transfer machines. The CD set is a step-by-step program designed to familiarize you with machine set-up and operation, allowing you to work at your own pace. This interactive series is meant for use as a beginner training course.

Machine Support: Hydromat and ICON Technologies

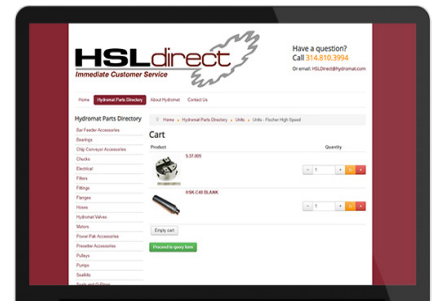
Warranty & Paid Service • Technical Support & Field Service • 24/7 Machine Support • Dedicated Staff of Experienced Technicians

Are you having issues with your machine and need help? Call the Hydromat Customer Operations Partner (COP) team and talk to one of our experienced service experts. With over 40+ years of Hydromat experience, there isn't a problem this knowledgeable staff hasn't seen and resolved.

HSL Direct: Hydromat and ICON Technologies Parts

HSL Direct is **Hydromat's Parts Department & Replacement Parts Supplier**. HSL Direct carries a large inventory of replacement machine parts for your **Hydromat EPIC, Hydromat Legacy, and ICON Technologies machines.**

- Bar Feeder Accessories
- Bearings
- Hoses
- Chucks
- Electrical
- Filters
- Table
- Units
- Fittings
- Flanges
- Chip Conveyor Accessories
- Hydromat Valves
- Motors
- Power Pack Accessories
- Toolheads
- Presetter Accessories
- Pulleys
- Pumps
- Sealkits
- Seals and O-Rings
- Spare Parts
- Tools



HYDROMAT INC. • ADVANCED MACHINING SOLUTIONS

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