

HUBTEX. SERVICE



SO THAT EVERYTHING KEEPS MOVING

www.hubtex.com

HUBTEX.
WE CREATE THE UNIQUE



WELCOME TO THE **HUBTEX- SERVICE WORLD**

A big task: HUBTEX service technicians provide fast and competent support for more than 60 different vehicle types – from multidirectional siders to heavy-duty transport vehicles. Our service technicians are experts in electronics, hydraulics and engine technology.

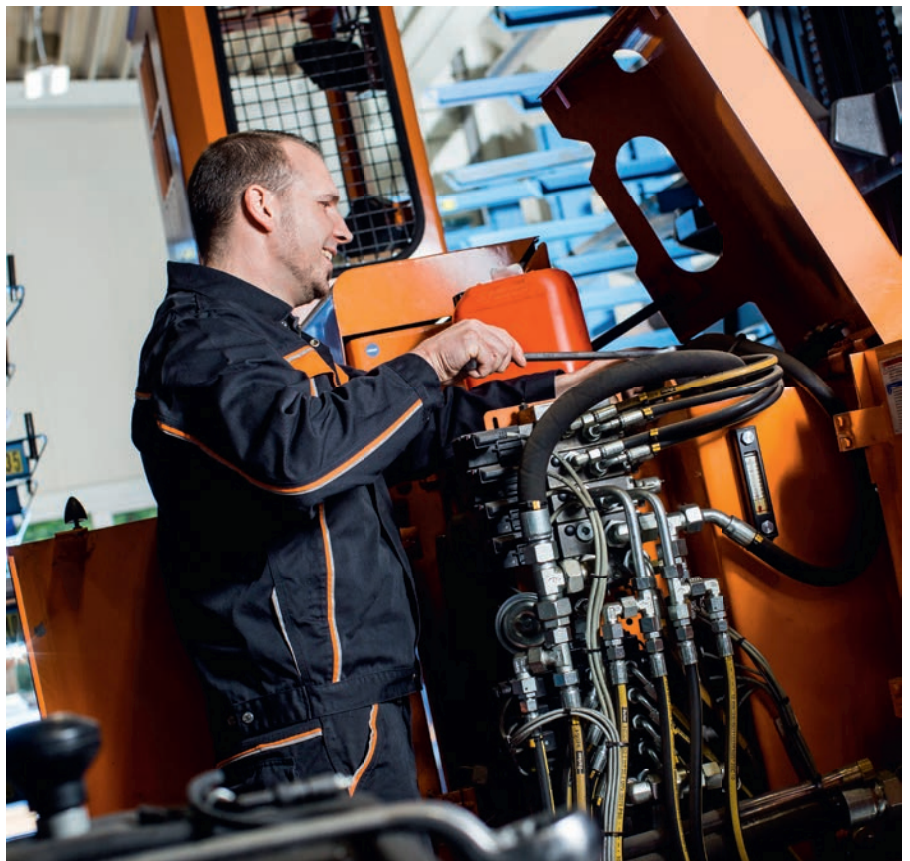
Many years of experience ensure short response times and professional handling with high availability of spare parts, leaving you to fully concentrate on your day to day business. Leave the rest to the HUBTEX service: We'll keep you moving and that is a promise!

➤ OUR SERVICES

- Services
- Full service
- Device safety tests
- Exhaust gas tests
- Testing of personal protection systems
- Inspection of LPG Systems

Your machine – in the best hands

No matter which HUBTEX machine you use – the HUBTEX service will always help you quickly, professionally and competently. The full operational capability of your vehicle can only be maintained with regular check-ups. Without these maintenance measures, the risk of equipment failure is increased. Good and preventive service is the “life insurance” for your vehicle.



Long service life with genuine HUBTEX parts

The quality of the components used is crucial so that your vehicle can cope with everyday work without restriction. Original spare parts from HUBTEX should always be used, not only to maintain the value of your vehicle, but also for smooth operation of the device. Accuracy of fit, exact compliance with tolerances and high-quality material composition are the decisive factors. Our mantra is: The original is irreplaceable.

➤ OUR SPARE PARTS

- Batteries and charges
- Tyres and wheels
- Hydraulic hoses
- Wear parts
- and lots more.



➤ IF YOU WANT TO THEN DO IT RIGHT

A good alternative is the HUBTEX spare part. In exchange for your used vehicle component, you will receive a factory reconditioned, repaired and tested spare part and with a six-month guarantee. This saves you money and avoids high costs.

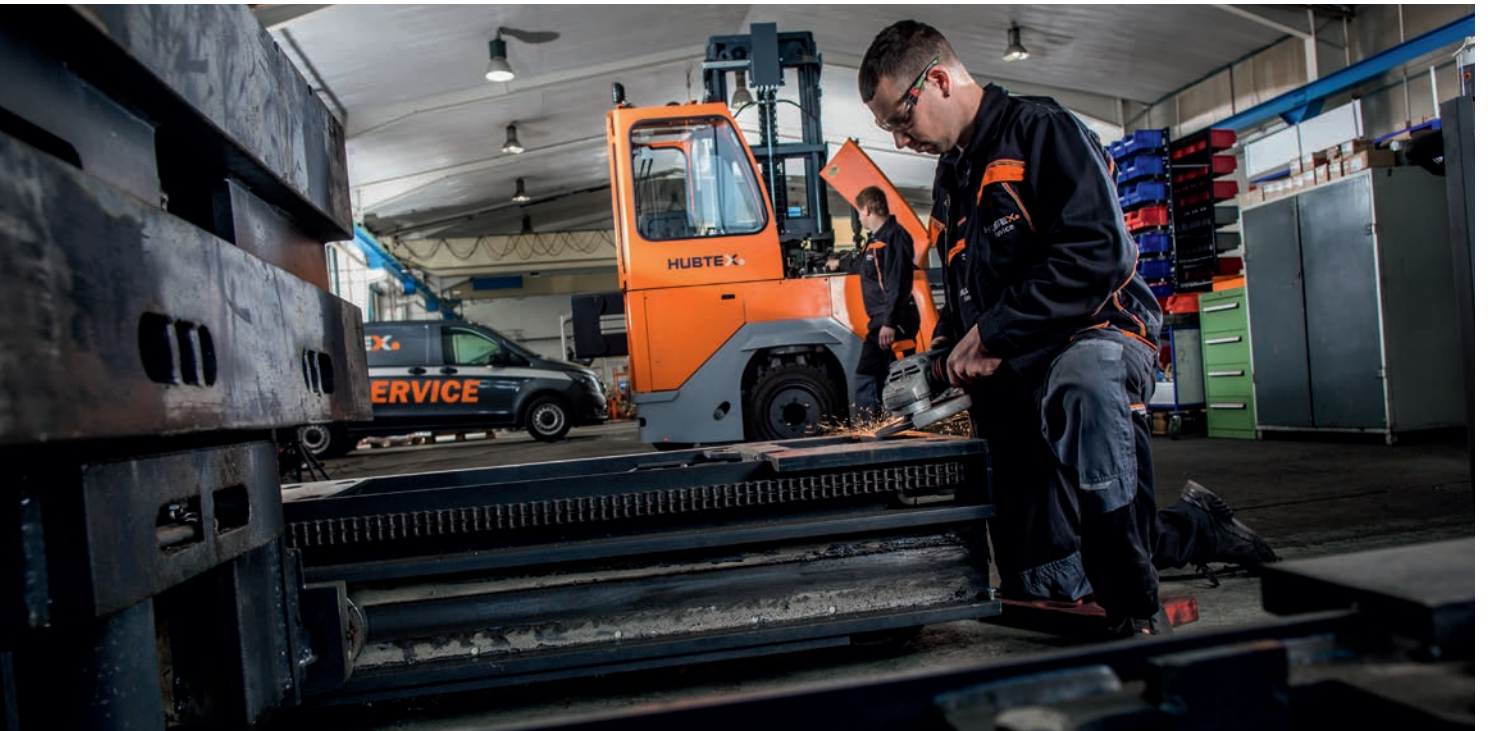
Our service consultants will be happy to provide you with comprehensive information on our spare parts programme.

➤ SPARE PARTS AND LOGISTICS

A perfectly coordinated system ensures that spare part orders are processed quickly, safely and reliably.

This way we can guarantee that 97 per cent of all spare parts that you order from HUBTEX before 3:30 p.m. will be with you the next day.

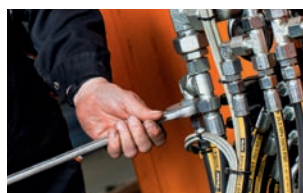
Our employees in the service spare parts warehouse and in logistics form a flexible and dedicated unit and ensure punctual delivery of your order.



HUBTEX-Service workshop

Whether it is an extensive repair or general overhaul, your HUBTEX vehicle is in the best hands in our service workshop. If a repair at your location should become more extensive, we will bring your vehicle to HUBTEX and carry out all work in our service workshop. For you, this means time and cost savings: because we have all the necessary tools in our workshops. This saves you money in two ways: The repair will be cheaper and your vehicle will be productive again faster.

- *The general overhaul of vehicles is also part of our day to day business.*



➤ STEP BY STEP – THE OLD BECOMES NEW

The general overhaul of HUBTEX vehicles is part of our day to day business. An expert will inspect your device and evaluate its condition in an inspection report. You will receive a non-binding fixed price offer for the general overhaul. After the order has been placed, we will repair your vehicle and replace the necessary parts. Finally, we carry out a comprehensive check with operational and functional tests.

The HUBTEX service workshop carries out approx. 70 general overhauls per year and thus has extensive experience and excellent references.

➤ *General overhaul of a vehicle,
before/after*



➤ OUR SPARE PARTS

- Repairs
- Retrofits
- Maintenance
- General overhauls
- Conversions



Prompt assistance through digital work platforms

The use of digital work platforms facilitates prompt, demand-oriented assistance. Every incoming request is recorded in our ticket system to guarantee immediate processing. In addition, an information platform is available to the service technicians, which analyses errors quickly and provides solutions via the descriptions.

➤ REMOTE MAINTENANCE

The HUBTEX diagnostic system (HDS) enables remote maintenance of our trucks. This system continuously collects machine data and transfers it to a central server. With this system malfunctions can be analysed and eliminated quickly. The HDS reports important parameters such as the machine location, the status operating

hours counter, the machine status, error codes and battery charge status. In the case of malfunctions, the system immediately sounds an alarm with detailed error messages. Users benefit from reduced down-times and forward-looking maintenance planning. Many HUBTEX devices can also be retrofitted with the diagnostic system.

➤ THE DIGITAL DIAGNOSTIC TOOL

The cause of an error is not always obvious. Thanks to the structured error analysis, the digital diagnostic tool provides access to all important machine data and thus leads reliably to the cause of the error.

HUBTEX vehicles are equipped with a modern control computer, which registers and stores special features in the workflow – so-called events and diagnostic codes. The service technician can read this information via an interface, carry out configurations and parameterisations or update the software.

➤ SERVICE MOBILE

Service-Mobile gives our technicians access to the machine history, which we maintain ex works in our ERP system. This way they understand what work was last carried out on the vehicle. This makes it possible to narrow down troubleshooting and determine which maintenance interval is due or which components were last replaced on the industrial truck.

In addition, technicians have access to vehicle-specific spare parts lists, service notices and workshop manuals. This includes the digital ordering of spare parts as well as the service report.

HUBTEX



CLOUD



SERVICE
COMPUTER



➤ OUR TRAINING OFFERS

- Technician training
- Driver training

HUBTEX Academy

HUBTEX service technicians will help you in every situation. And this is no coincidence: We take the education and training of our employees seriously and have therefore developed the training concept of the HUBTEX Academy.

Our product range currently comprises over 60 types of industrial trucks and special machines – and is growing steadily. In addition to changes in the technical design, new machine generations are also being added. The qualification requirements for our service technicians are correspondingly high. This means we can ensure that all our employees receive regular basic and advanced training on our product range. For maximum fitness – in theory and practice.

➤ TRAINING CONCEPT THE HUBTEX ACADEMY – TRAIN THE TRAINER

Based on the “Train the Trainer” principle, our trainers receive regular training courses from the manufacturers of electrical or hydraulic components and then pass these on to our service technicians.

As a result, our employees are already familiar with the latest technologies before delivery.



Nobody knows your HUBTEX better than us!

HUBTEX offers you long-term investment security through excellent service. We create an individually tailored maintenance concept with a precisely calculable cost structure. Our comprehensive factory support guarantees you the fastest possible solutions to your problems. Through the exclusive use of original spare parts, your vehicle remains a HUBTEX. You are investing in quality and durability.



➤ PROFIT FROM THE MANUFACTURER'S EXPERTISE

We are only delighted to help you:
Telephone: +49 661 8382-400
E-mail: service@hubtex.com

HUBTEX.

HUBTEX SERVICE PRODUCTS

BATTERIES › SPARE PARTS › CHARGERS › TYRES › WHEELS › REPAIRS › RETROFITS › CONVERSIONS
GENERAL OVERHAULS › TECHNICAL TRAINING › TECHNICAL TRAINING DRIVER

HUBTEX.

WE CREATE THE UNIQUE

HUBTEX MASCHINENBAU GMBH & CO. KG · Industriepark West · Werner-von-Siemens-Str. 8 · 36041 Fulda, Germany
Tel.: +49 661 8382-0 · Fax: +49 661 8382-120 · info@hubtex.com · www.hubtex.com