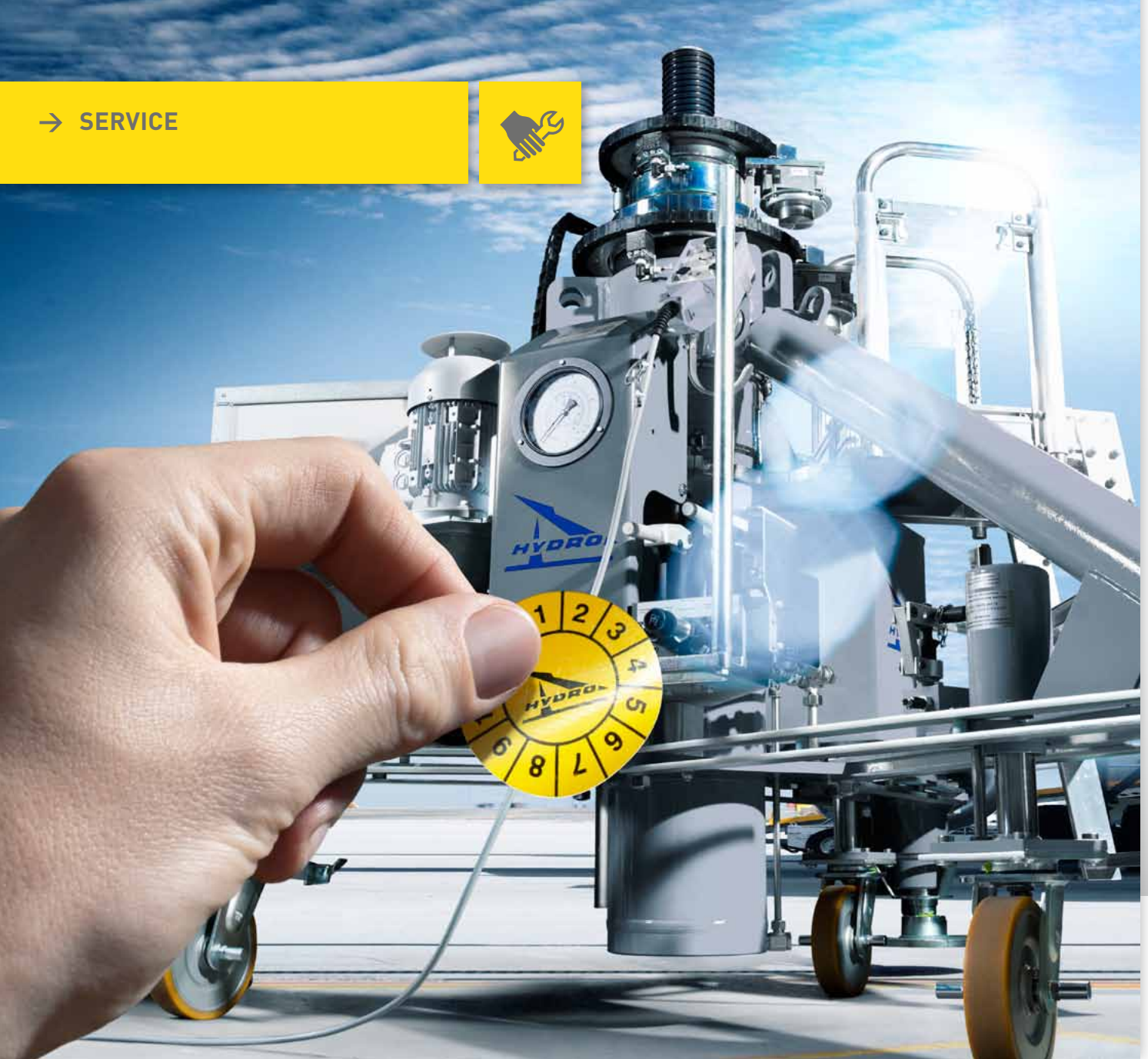


→ SERVICE



SERVICE

HYDRO AFTER SALES SERVICE



Precision in Aircraft Support



HYDRO AFTER SALES SERVICE

HYDRO is known worldwide as a leading developer of system solutions and manufacturer of Ground Support Equipment and Maintenance Tooling for the manufacture and maintenance of aircraft and engines. The trust that more than 700 customers across 170 countries place in our products and services every day is based on our quality, our continuous innovation ability and our constant customer focus.

The quality of our comprehensive range of after sales services plays a central role within the context of our individual customer relationships. Because it is our service offering in the areas of maintenance, training and technical support that gives our customers the confidence to take full advantage of the safety and efficiency of our products, and to fully exploit our system solutions at all times.

SAFETY

Hardly any industry is as uncompromising on safety as the aviation industry. Through the quality of our Ground Support Equipment and Maintenance Tools, we create the conditions you need to meet this safety requirement in full. And with our extensive after sales service, we offer you an even more vital safety asset. Through regular maintenance, calibration or re-certification, we make an important contribution to the efficiency of your processes.

QUALITY

The quality of our products is what sets us apart. It is the reason why renowned industry giants such as Rolls-Royce, Airbus, Boeing and Sukhoi put their trust in us as customers and partners. But our quality goes far beyond our products. Our after sales service is there for you worldwide. We maintain, repair, train and optimize, so that our customers have complete confidence that, with HYDRO, they are always in safe hands.

360° OEM SERVICE

- Service centers worldwide
- On-site service
- Technical support
- Maintenance repair and overhaul (also available for other manufacturers' products)
- Retrofitting to meet safety requirements
- Worldwide spares service
- Product-specific staff training
- Financing support
- Aircraft-on-Ground (AOG) service



On-site proof load testing service

DEPENDABILITY

You can rely on the work of our service staff just as much as on the quality of our products. They are the ones who provide continuous operational reliability and availability. With the comprehensive technological know-how that only the service of an OEM can offer you. And with the same high standard of service and quality that you expect from HYDRO products and system solutions.



MAINTENANCE, REPAIR AND OVERHAUL

Even the highest quality and an uncompromising focus on longevity cannot offer 100% protection against wear-related failures. Maintenance and repair through our worldwide on-site service allows for early detection of problems before they can affect your processes – quickly, thoroughly and reliably.

As an OEM, HYDRO assumes full responsibility for the quality and reliability of all work in this area, from the replacement of worn and spare parts to the calibration or re-certification of your equipment and systems. By using our maintenance service, you are securing the productivity and profitability of your investment, now and in the future.

MAINTENANCE

Regular maintenance of your equipment and facilities is essential to maintain their long-term value and to minimize the risks of failure. Our maintenance service relieves your staff of these routine tasks and allows them to concentrate on their own productive tasks. In addition, our service specialists have an intimate knowledge of your equipment and its maintenance needs, ensuring that correct and reliable maintenance is carried out at all times.

RE-CERTIFICATION

With more than a quarter of our staff engaged in engineering and project management, we are able to verify the safety and proper operation of your equipment and to maintain it long-term. Re-certification by our specialists will give you the confidence that – even after years of service – your HYDRO products will work as accurately and reliably as they did on the day of commissioning. With the world's largest test stand we set industry standards in the field of reproducible testing under real conditions.

REPAIRS

Regular maintenance usually ensures that your equipment will always be ready for operation. If occasional problems do occur, our service specialists are on hand to provide quick and professional help. Our repair service can perform anything from basic repairs to complete overhauls, including structural tests in our high-performance test centers. Short response times, detailed knowledge of the technologies involved and the rapid availability of spare parts create the conditions needed to keep unscheduled downtime to an absolute minimum.

MODIFICATION AND OVERHAUL

In addition to routine repairs, we are able to undertake extensive modifications, upgrades and even major overhauls of your existing equipment and installations. Due to rapid diagnosis, binding offers and the highest delivery performance, we help to reduce downtime to a minimum. Our ability to perform structural tests following the replacement of structural components in our specialized repair centers guarantees maximum operational safety, even with modifications or structural repairs.



Largest test stand worldwide, designed and used by HYDRO

SPARES SERVICE

The fast and reliable availability of spare parts is an essential prerequisite for the sustained productivity and functionality of your HYDRO products. Our spare parts service ensures that a comprehensive range of spare parts is always ready for you:

- Comprehensive spare parts catalog
- Active interchangeability and obsolescence management
- Guaranteed spares supply, even after many years
- Initial Provisioning (IP) Service

CALIBRATION

The unique safety and quality of our products and system solutions is based not least on their accuracy. The calibration of the complex systems is professionally carried out by our service specialists multiple times, both remotely and on-site. This assures you of a level of security that is simply indispensable for people, materials and work processes.



TRAINING

The quality of our products is not an end in itself. Instead, it is there to serve the efficiency and productivity of your own work processes. Through product-specific and practical training programs, we contribute to increasing the operational efficiency of your equipment. Our qualified personnel will train your staff both systematically and “on the job” in all aspects of safe and efficient operation.

As a result of our training, operating errors are avoided, operating times maximized and efficiency potentials optimally utilized. And by questioning the functionality and practicality of our products within the framework of continuous training, we are creating the knowledge base to constantly improve our products and services.

PROGRAMS

Our training programs are based on our years of experience as an OEM for Ground Support Equipment and Maintenance Tooling, and are constantly evolving. They are always practical and are preferably conducted at our own training centers, although we can conduct them on-site if required. Here are just a few examples:

COMMISSIONING SERVICE

The commissioning of your HYDRO products and the training of your employees by our product specialists ensure that you will be able to immediately exploit their full productivity potential. At the same time, correct and proper installation by the people who built them ensures maximum operational safety.

Product Training

- Full understanding of product operation
- Recognize and avoid operational errors
- Troubleshooting
- Reinforce knowledge and optimize processes
- Expertise from product specialists

Maintenance Training

- Carrying out maintenance according to the maintenance manual
- Troubleshooting
- Error finding and maintenance optimization



The HYDRO Task Force: on-site worldwide

TECHNICAL SUPPORT

Hotline

If you have a technical issue with our products and services, our worldwide HYDRO product specialists are just a phone call away. After briefly explaining your query, you will be guided through the process by an experienced professional who will remain your personal contact until the problem has been completely rectified.

Task Force

Our service technicians can solve your problems on-site worldwide. Tailored to your requirements, we select specialists from our Task Force who will promptly and efficiently develop the highest quality sustainable solution to your specific problem.

Tool Management





Downtime due to lack of spare parts or defective equipment reduces the productivity of your company. To prevent loss of revenue, we recommend that you use our Tools Management Service. HYDRO ensures the availability of your equipment so you can focus on your core business.

GSE Rental

In the area of GSE too, we ensure your company's productivity. HYDRO holds inventory of additional Ground Support Equipment for you, which can be called in at short notice as required.

HYDRO AFTER SALES SERVICE AT A GLANCE

- Comprehensive service with over 40 years' OEM experience
- Effective problem-solving and shortest reaction times
- Worldwide service and spares network
- Task Force with Aircraft-on-Ground (AOG) service
- Maintenance repair and overhaul (also available for other manufacturers' products)
- Technical support and on-site service
- Product-specific training for staff

- GROUND SUPPORT EQUIPMENT 
- MAINTENANCE TOOLING 
- SERVICE 
- ENGINEERING 



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IN SAFE HANDS.

Strong. Leading. Worldwide. HYDRO means innovation, quality and reliability for aircraft and engine manufacturers, MROs, airlines and airports around the world. From the development of turnkey system solutions through to the manufacture of Ground Support Equipment and Tooling, including a diverse range of services, we provide all your requirements from a single source.

As the global market leader, HYDRO sets the benchmark. With our highly experienced development teams, our wide-ranging innovative product portfolio, modern production facilities and class-leading supply chains, you get genuine quality from HYDRO. Precise, reliable and without costly interfaces. HYDRO is truly your "One Stop Shop", a leader within its industry.

HYDRO Systems KG
Headquarters worldwide

Ahfeldstrasse 10
77781 Biberach / Baden
Germany
Phone: +49 (0) 7835 787-0
Fax: +49 (0) 7835 787-8888
info@hydro.aero



www.hydro.aero

HYDRO Systems USA Inc.
Seattle, WA

HYDRO Systems UK Ltd.
Derby

HYDRO Systems France SAS
Toulouse

HYDRO Systems Singapore LLP
Singapore

HYDRO Systems (Tianjin) Co. Ltd.
Tianjin

HYDRO Germany
Engineering Office and Service Center
Hamburg

HYDRO Spain
Sales Office
Tulma Aviation S.L. - Madrid

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Sales Office
Beijing

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Service Center
Horiguchi Engineering Co.Ltd. - Tokio

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Sales Office
Miami, FL

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Sales Office
Los Angeles, CA

HYDRO USA
Service Center
Washington D.C.

and more than 50 sales representatives located worldwide!