



SOLUTION DRIVEN SERVICES TO MAXIMISE PRODUCTIVITY

Hilti Tool Services



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THE PRODUCTIVITY STORY IN CONSTRUCTION



According to a 2020 McKinsey report, over the last two decades, productivity in the construction industry has grown at less than 1%.

With increased material costs and a shortage of skilled labour, the need for achieving more productivity in construction continues to grow. Keeping up is a struggle, but getting ahead can seem almost impossible — at least it did.

Created with your needs in mind, Hilti Tool Services focus on delivering greater productivity gains, better cost control, and simplified solutions for managing your workforce and your jobsites. And as the industry changes, our Tool Services will continue to evolve with the newest technology and innovations to help keep you ahead of the curve.

Productivity leads to profitability

Construction productivity has been flat for decades. Despite being one of the largest industries in the world, it's productivity record is lagging behind other industries. According to research from McKinsey Global, output from workers is much the same as it was 20 years ago.

Inefficiencies in processes, unplanned costs and an unproductive workforce can amount to up to 25% to the overall cost of a project, which could have a negative impact on your business and its profitability.

What can you do to get ahead and stay ahead?

EMBRACING TECHNOLOGY AND DIGITALISATION

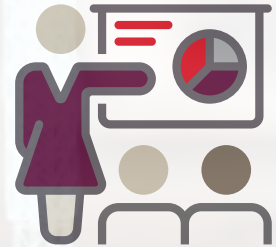
The fastest path with a bigger payoff



Research shows industries that integrate digitalisation enjoy increased productivity of up to 1,500%, the construction industry is the second least digitised sector in the world.



By embracing new technology and methodologies, such as asset management software and Building Information Modeling (BIM), you can help optimise the profitability and productivity on your projects.



Are you still using whiteboards and clipboards to manage your business and assets? You can make better use of employee time and also minimise the risk of costly errors by simplifying and digitising business processes.



The right asset management software and support is capable of paying for itself by cutting the costs for unnecessary physical assets and by freeing up staff time to focus on more productive tasks.

UNDERSTANDING THE REAL COST OF YOUR TOOLS

IDENTIFYING INEFFICIENCIES

By having greater transparency to the everyday processes used to run your business, you can identify inefficiencies that will assist in developing solutions to help you complete projects faster and within or under budget.

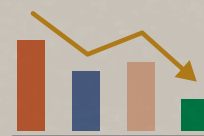
Ever consider how much maintaining and managing your tool part really costs?



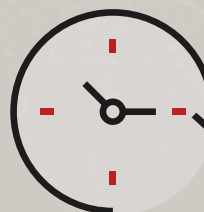
1. 30% of construction sites say they waste time looking for tools



2. On average, six assets are lost every month on construction sites



3. 70% of companies report having at least one failed project in the last year



4. Fewer than 1/3 of all projects are completed on time and on budget

DIRECT COST VS. INDIRECT COSTS

To begin calculating the true cost of your tools, you'll first need to identify the direct and indirect costs. By gaining more control of your indirect costs, you can help add more to your bottom line.

Direct costs

- Purchase price
- Repair costs
- Theft
- Replacing tools and batteries
- Rentals

Indirect costs

- Job site breakdowns
- Deliveries/logistics
- Purchasing process
- Administrative tasks
- Health and safety

The performance of tools

can have a large impact on labour productivity. Yet, in terms of cost, they represent between only 1-3%.

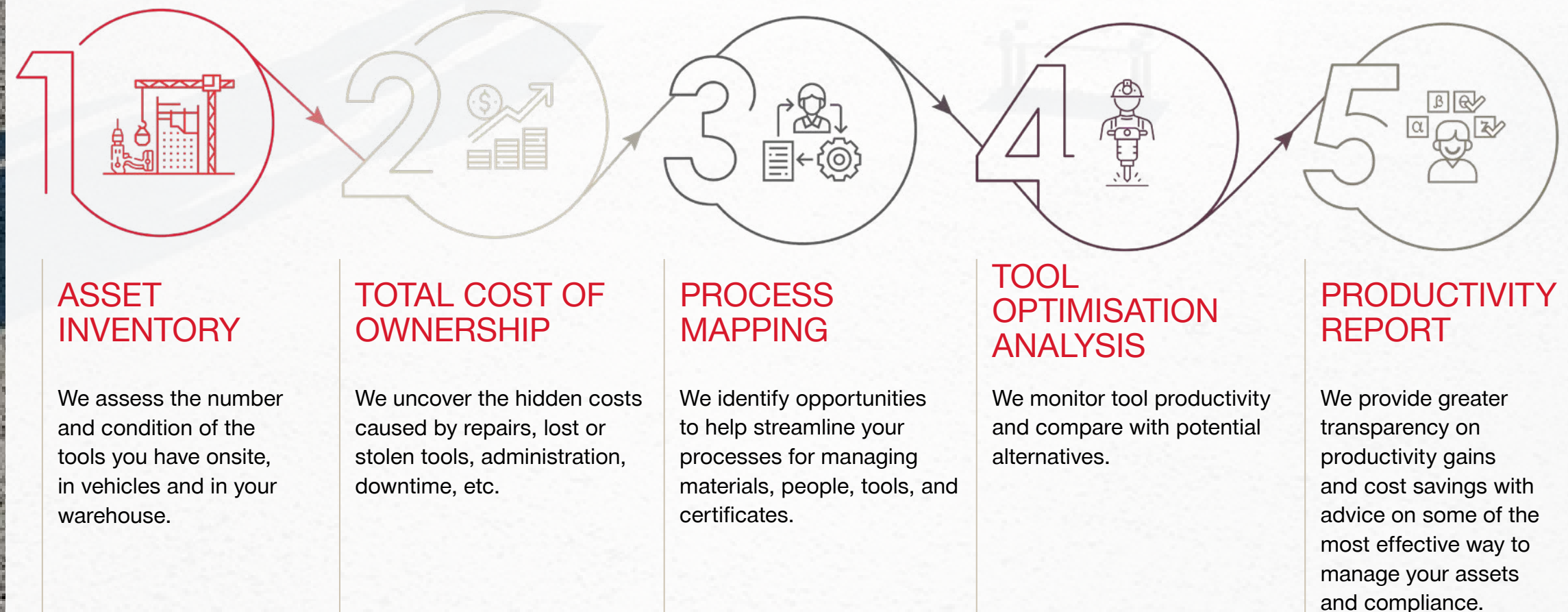
ON-SITE ANALYSIS

Creating the optimal tool part tailored to meet your needs

Find opportunities to optimise and streamline your tool management process, improve productivity on the jobsite, and increase profitability with an on-site analysis.

We'll take an in-depth look into your processes to discover the hidden costs of your tool part and give you the transparency to help build the optimal tool part and tool management processes.

- Inefficient tool management processes
- Companies have an excess number of spare tools or infrequently used tools
- Peak project demands causing additional transportation and repair/replacement costs
- Inaccurate project budgeting
- Issues with tool tracking and mobilisation
- Jobsite usage of unsafe tools that increase the risk of work-related accidents
- Frequently lost or stolen tools



FUTURE-READY TOOLS AND EQUIPMENT

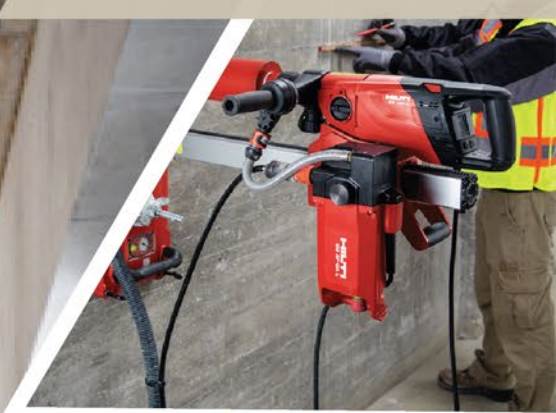
Power tools are constantly evolving

How many hours are wasted on your construction sites due to waiting on tools to cool down from overheating or overworked tools are sitting idle because they're in need of repair? By adding more tools with smart features, such as customisable performance settings and proactive maintenance alerts, you're helping ensure the correct and consistent application for the job while helping mitigate unproductive downtime.

LEARN MORE

By rolling over the photos at the right.

AUTOFEED CUT ASSIST



ADAPTIVE TORQUE



SMART TOOLS



ACTIVE TOOL TRACKING



HILTI TOOL SERVICES

By utilising the knowledge gained in over 75 years in the industry, Hilti has helped thousands of customers identify opportunities to better optimise and streamline their tool part and digitalise the way their tools and assets are managed to help minimise costs and boost overall productivity. And we don't stop there, Hilti also provides an industry leading warranty, convenient repair services, loaner tools, and health and safety is integrated in all we do.



TOOL FLEET MANAGEMENT

Better control your tools and your costs.



Optimise your tool part to help keep your people, projects, and business running at peak performance

Construction projects come with enough problems for you to solve. Tool management shouldn't be one of them. With the Tool Fleet Management program, we'll help make sure you have the tools you need at every stage of your project



What is Tool Fleet Management?

Hilti Tool Fleet Management is a usage model. With a usage model, there are no hidden costs. Simply put, you pay for the use of the tools with a low monthly rate that covers everything to keep those tools where they belong — on the job and working.



What's included?

Choose from a wide selection of tools, and to keep you working at peak performance, we help you track, repair, replace, and upgrade your tools at no additional cost. At the end of the Fleet term, return the tools for new ones. By cycling out your Fleet tools and replacing them on a regular schedule, you will constantly have the latest and greatest in tool technology, helping increase productivity and profitability.



CONTROLLING YOUR COSTS

The service includes all repairs, theft coverage, access to loaner tools, and customised tool labels, all managed digitally via you Hilti Online account or through the Hilti app.



Fixed monthly cost

- A low monthly usage fee replaces a large upfront cash investment to tool up
- Predictable cost every month
- Quick and easy process to add tools to your fleet



Custom invoices

At no additional cost, your monthly invoice can provide a cost breakdown by tool assignment (i.e. per job) for easy cost allocation

- Tool Feet Management standard invoice
- Invoice customised to sort by PO
- Invoice customised to sort by organised reference

All inclusive repairs

- No more repair costs or quotes — ever*
- No more repair quotes — high quality tool repairs with a five-day turnaround time (excluding shipping)*
- In the case of repair, contact our Customer Service department available at:

NZ

0800 444 584 or www.hilti.co.nz
Customer Service hours of operation:
7:30 AM - 5:00 PM

Aus

131 292 or hilti.com.au
Customer Service hours of operation:
7:30 AM - 5:00 PM



Theft coverage

- Limits your financial exposure in the event of a theft**
- Simply report the tool stolen with a police report. We will take care of the rest
- Hilti will cover 80% of the remaining payments

*Some limitations apply. Contact Hilti for details.

**Customer is responsible for 20 percent of the remaining payments plus non-collection fee.

LOAN AND FLEET TOOL REPAIR

Enjoy full access to your company's tool history whenever you need it — keeping service requests simple, and your project running smoothly.

If you don't have a login, just call 0800 444 584 (NZ) with your Fleet tool repair information and we'll handle the rest.

CLICK
to schedule
a repair

3 EASY STEPS FOR YOUR FLEET TOOL REPAIR



1 Schedule a tool repair pickup, free of charge



2 Receive your loan tool the next day via overnight delivery (where available and for select tools only)



3 Upon receipt of your repaired Fleet tool, return your loaner tool using the preaddressed, pre-paid shipping label

ALL-INCLUSIVE REPAIRS



All repair and shipping costs are included and completed in our Tool Service Center with a 5-day repair turnaround



Batteries and chargers are included

TOOLS ON DEMAND

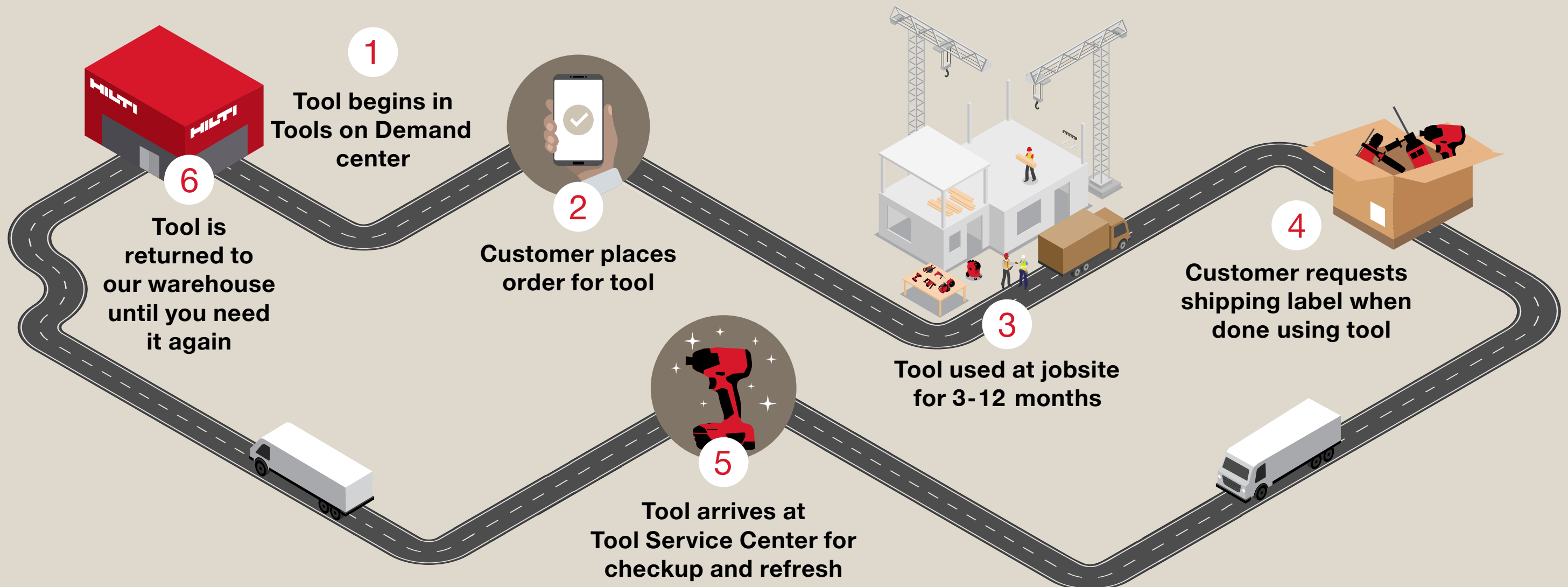
The flexibility to tool up or tool down to meet peak demands.

Small tool needs can fluctuate by job and with Hilti's Tools on Demand (TOD) program through your Fleet account, you can minimise your total tool spend in real dollars and eliminate soft costs of moving tools from site to site.



Tools on Demand

Here's how it works



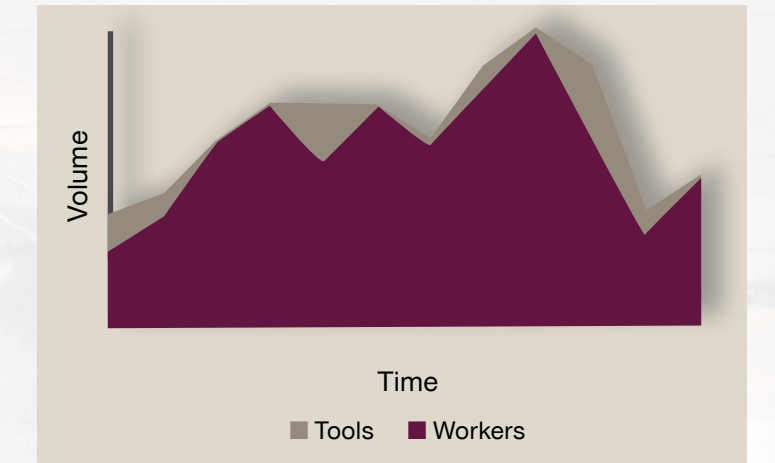
SEE THE SAVINGS

As a value-added service of Hilti Fleet Management, our Tools On Demand program optimises your company's tool inventory and overcome the costs of project tool needs. TOD provides you with the flexibility of a short-term tool usage to match your project workforce needs.

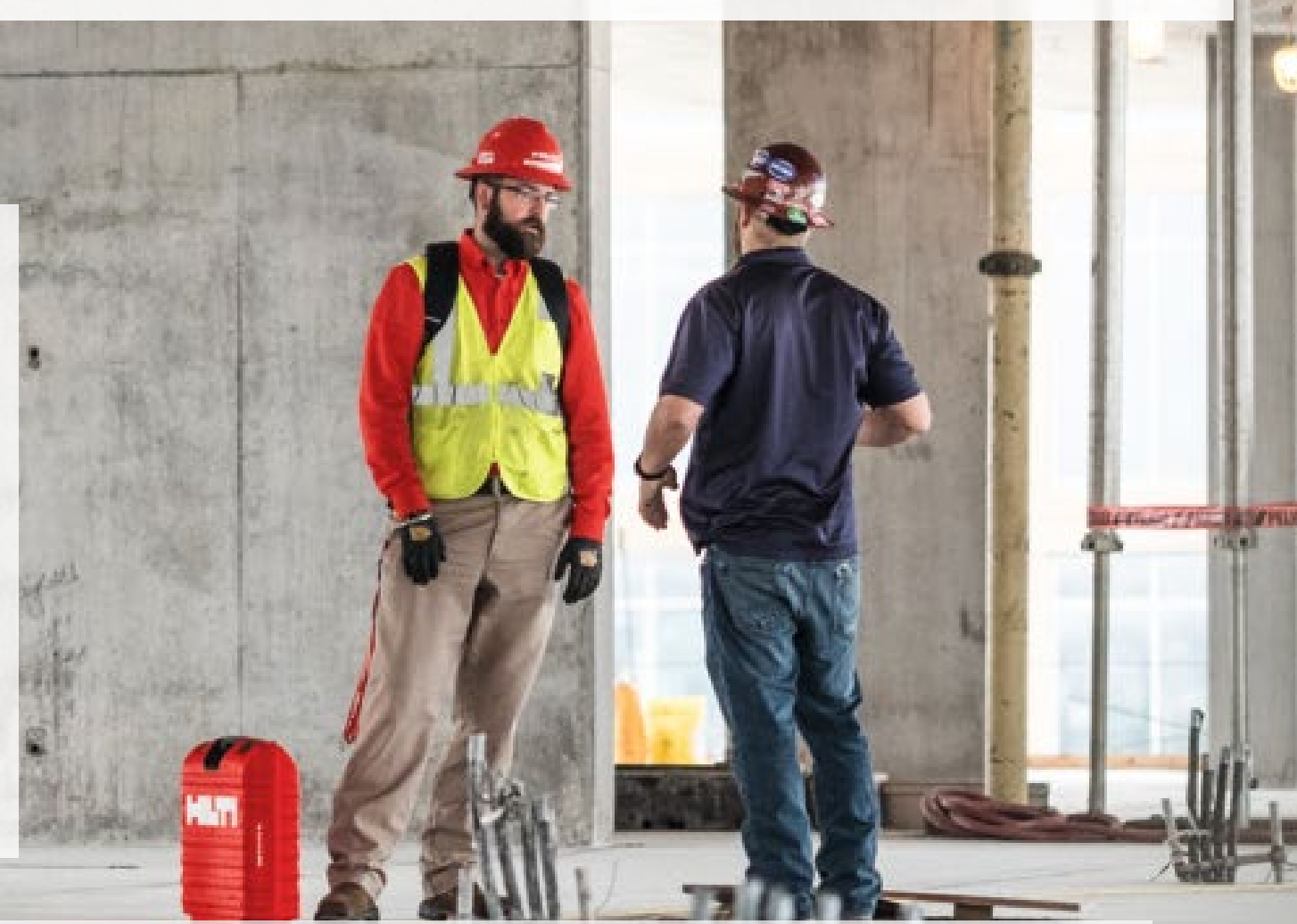
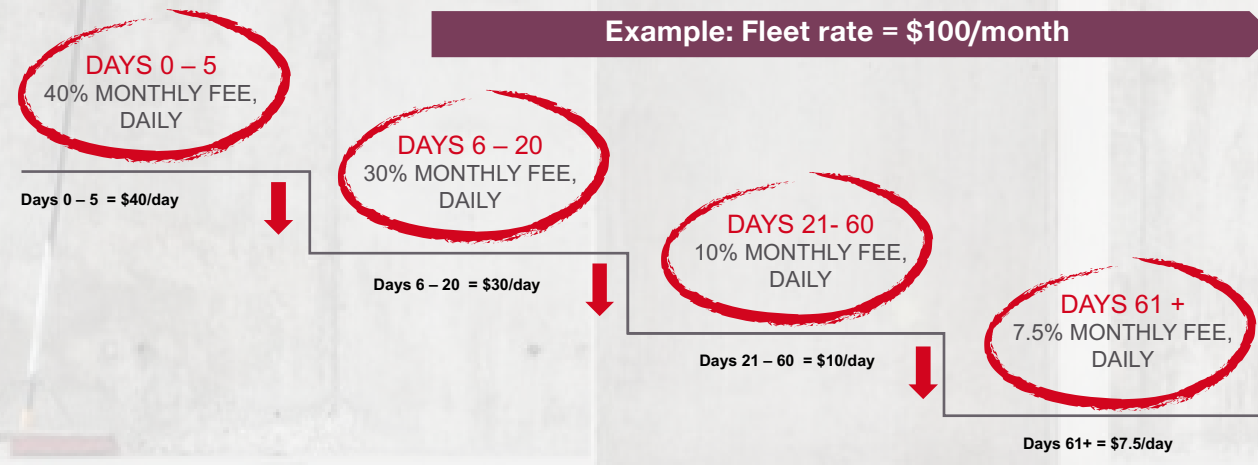
Contractors typically carry surplus tool inventory



Fleet Management and Tools on Demand contractors only carry and pay for what they need



We have also built-in pricing flexibility to the TOD program. Pricing is a function of your monthly Fleet rate and decreases the longer you keep the tool(s). This allows you to better plan your project terms and more accurately budget your small tool needs while controlling hidden costs associated with tool ownership. Shipping to and from jobsites and repair costs are included in the monthly rates at no additional charges.



How do I know if

Fleet Management and Tools on Demand would benefit my company, and what are the next steps?



1 Allow us to analyse your tool part and processes



2 We'll then build a customised solution based on your company and project needs



3 Our team will help remove any old tools, and train your crews on the new

WHAT TOOLS ARE AVAILABLE IN TOOLS ON DEMAND?

Pick the tools you need for the length of time you need

The simple answer is, with Hilti Fleet Management you have access to all Hilti tools for peak demand use. Most tools have a three-month minimum usage time to meet those times when additional labour is needed on the jobsite. The flexibility of Tools On Demand allows you to accurately forecast tool needs and costs for projects of varying length.

Additionally, you can utilise Hilti total station and concrete scanner tools for as little as one month. This allows you to plan your project layout needs at a minimal tool cost without the need to purchase high dollar assets.

And, through Hilti Fleet Management can utilise our wall saws on TOD.






Finally, the Hilti Jaibot are available through the Tools On Demand program.



Cordless Tools

-  Cordless Drills & Drivers
-  Cordless Rotary Hammers
-  Cordless Grinders
-  Cordless Saws
-  Cordless Vacuums
-  Cordless lights







Power Tools

-  Demolition Hammers & Breakers
-  Rotary Hammers
-  Gas Saws
-  Diamond Cutting & Slitting Tools
-  Diamond Coring

Direct Fastening

-  Powder Actuated Direct Fastening Tools
-  Gas Actuated Direct Fastening Tools
-  Battery Actuated Fastening Tools





Measuring Tools & Scanners

-  Laser Meters
-  Line & Point Lasers
-  Rotating Lasers
-  Concrete Scanners
-  Construction Total Stations
-  Optical Levels & Theodolites


Dust Management & Vacuums

-  Vacuum Cleaners
-  Dust & Slurry Management for Coring

Concrete Cutting Contractors

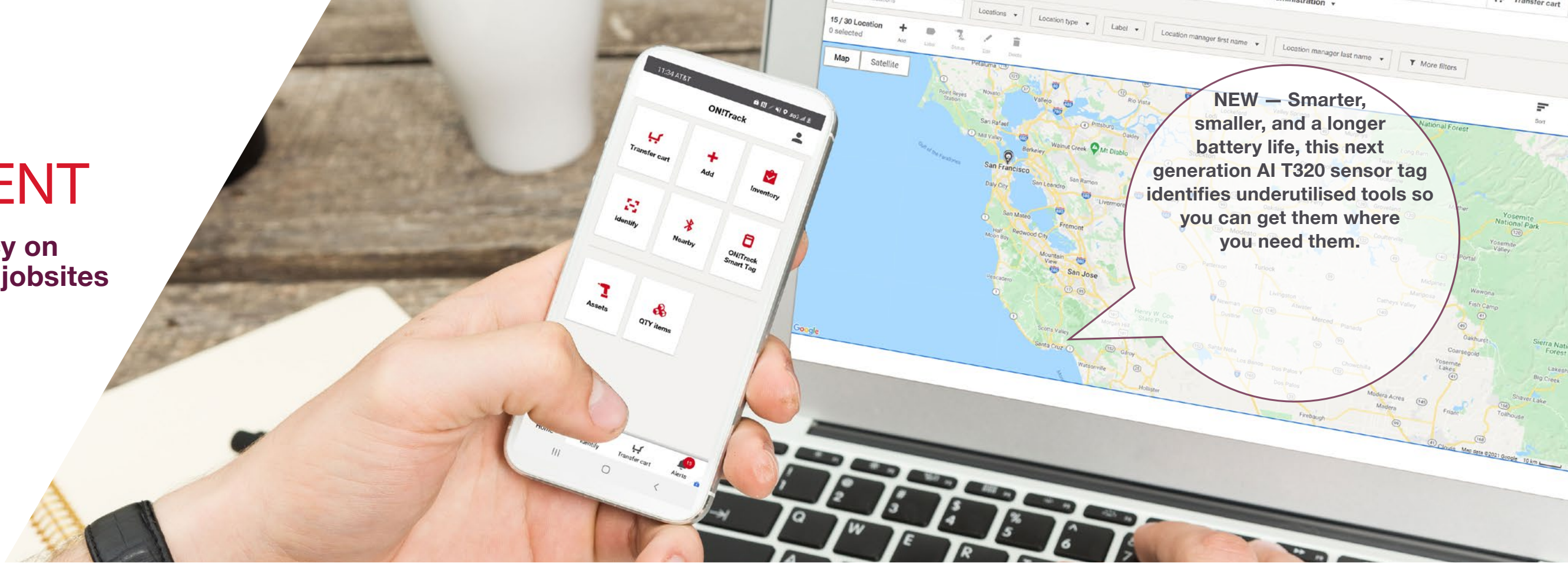
-  DS WS 15 Wire Saw
-  DST 20 Wall Saw
-  DD 350 CA Core Rig
-  DD 500 CA Core Rig

Specialized Tools

-  Jaibot

ON!TRACK ASSET MANAGEMENT

Delivering transparency on
your tools, spend, and jobsites



ON!TRACK MANAGES ALL OF YOUR TOOLS AND EQUIPMENT, REGARDLESS OF MANUFACTURER

							
<p>Tools</p> <ul style="list-style-type: none"> • What tools are available for use • Location of your tools • Who's using your tools • When tools go missing • Optimise tool crib to reduce downtime • Reduce downtime due to missing tools • Control against stockpiling • Lower the risk of theft 	<p>Commodities</p> <ul style="list-style-type: none"> • Track lower valued items in an economical way • Full transparency into quantity levels and material locations • Reduce waste and lost materials through accountability 	<p>Consumables</p> <ul style="list-style-type: none"> • Maintain optimal inventory levels • Receive alerts when it's time to reorder • Generate reports to monitor usage by person or location 	<p>Certification & training</p> <ul style="list-style-type: none"> • Help keep your teams safer by digitally maintaining safety certifications • Receive alerts for training and certification renewal dates • Efficiently manage certification documents for inspector requests • Immediately know who is certified to operate different tools and equipment before transferring assets to them 	<p>Service maintenance</p> <ul style="list-style-type: none"> • Receive alerts for service and preventative maintenance • Perform and close maintenance and calibration activities • Identify who performed the work and when • Track costs to know what needs repairing or replacing • Track vehicle and manufacturing equipment maintenance and records 	<p>Rental equipment</p> <ul style="list-style-type: none"> • Receive alerts for rental return dates based on project timelines • See who the equipment is assigned to, and who needs to be contacted to initiate returns • Run reports to track rental usage and make purchasing decisions 	<p>Safety equipment</p> <ul style="list-style-type: none"> • Receive alerts when items need to be cycled out of inventory • Receive alerts when safety items need to be reordered • Track service and maintenance work on safety equipment 	<p>Reporting</p> <ul style="list-style-type: none"> • Monitor jobsite consumable usage for cost allocation and estimating • Track asset history (location, maintenance, usage) • Generate employee certification reports — who has specific certifications or upcoming expiration dates • Big data analytics to stay informed about your business

GET STARTED, GET SET UP, GET SUPPORT

Identify opportunities to redirect hours, assets, and dollars where they're needed most

Utilising over 75 years of industry knowledge, Hilti developed a solution that has helped thousands of customers identify opportunities for optimising their tool part and digitising their asset management. By integrating ON!Track, customers can minimise hidden costs and boost overall productivity.



TAKE CONTROL OF COSTS AND HELP MAXIMISE PRODUCTIVITY AND SAFETY WITH ON!TRACK.

Book an initial consultation and analysis

Request a consultation and our ON!Track experts will conduct a full onsite analysis and consultation to create a concrete plan for how we can deliver savings to your bottom line.



We'll go over your productivity analysis report that includes:

- An overview of opportunities to improve jobsite productivity and office based processes
- Proposed solutions to address opportunities
- Documentation of your feedback
- Our recommended solution that best fits your business needs
- An implementation plan and Hilti's support to make it happen



A system tailored to suit your business

We'll set up the ON!Track system to meet your business needs. The cloud-based platform is ready to help manage all your tools, assets, and jobsites; you can even choose which team members can register and process equipment.



Tagging and registration of your assets

Once ON!Track is up and running, our implementation team will tag all identified assets with durable Bluetooth or barcoded tags. They'll scan in each item to make sure it's registered in the system so you can start using it right away.



Get going with Hilti training and support

Our consultants will get you set up so you can access ON!Track's user-friendly platform via computer or free mobile app, then they'll conduct a comprehensive training session with your teams on how to use all the different functions and features. Hilti's in-house Customer Service team is available to provide support, or you can request an onsite visit whenever help is needed.



CLICK HERE
to request a consultation and one of our experts will reach out with information for maximising efficiency within your business and on the jobsite.

HILTI'S 20-2-5 WARRANTY

Warranty redefined.

We stand behind our customers, and the quality of our tools, with an industry leading service promise to match. Which is why we offer two year of wear and tear coverage with parts, shipping, and labour on us. And we know a tool repair means unproductive downtime — which is why we promise five day turnaround in our repair centers to get you back up and running with limited interruption.



20 YEAR

Materials and workmanship warranty

Hilti will repair or replace parts that break as a result of defects in materials or workmanship for 20 years.

1 Some exceptions apply; grinders, SD 5000, gas saws, WSR corded tools and UD tools do not have wear and tear coverage. Wall saw head, remote control, and E box and wire saw power unit and control box have two year wear and tear coverage or 200 hours of usage, whichever comes first. No other components, accessories, or consumables are included.



2 YEAR

Wear and tear coverage

Hilti will repair tools at no cost for 2 years from the date of purchase.⁽¹⁾ Damage due to wear and tear is covered.⁽²⁾ No charges for parts, labour, or even shipping.

2 Wear and tear coverage excludes damage due to abuse, or use not in accordance with the tool operator's manual. The following consumable items are excluded from wear and tear coverage and repair or replacement of those items shall be at customer's expense: pistons, buffers, and spring clips for powder actuated tools, pull cord assemblies and filters for gas saws and filters for vacuums.



5 DAYS

In and out of the repair center in five days, guaranteed, or the repair is free.

If Hilti does not repair a tool the within five days, it is received in a Tool Service Center then the repair is free — including parts, labour and shipping.⁽³⁾

3 Five day repair turnaround time starts when the tool is received at the Tool Service Center (TSC). A repair is only eligible for five day turnaround guarantee if customer approves Repair Cost Limit (RCL) in advance; repairs with authorizations for less than the full RCL and repairs requiring quotes are not eligible. Limit of 5 tools per company per day. Any delay in credit card authorization voids the 5 day-or-free guarantee. Excluded tools include: total stations, optical devices, detection tools, wall saws, wire saws, and HAT 28. Excludes delays caused by force majeure events (e.g. hurricanes).

IN-HOUSE REPAIR SERVICES

Warranty redefined.



INTEGRATE HEALTH AND SAFETY ON THE JOBSITE

Customised solutions to help enable jobsite safety

Helping ensure greater health and safety for you and your crew will always be a top priority. As Hilti continues to invest in product trainings, application research centers, integrated technology, and ergonomics, we remain committed to delivering better, more reliable safety solutions for your crew.

We continually strive to improve jobsite and worker safety — starting with tips on operator safety for different tools. It's just one more way Hilti is there for you, from start to finish.

INTEGRATED SAFETY TECHNOLOGY



From design to the jobsite, our products are developed with innovative technologies to help ensure jobsite safety and compliance.

- Redefine overhead work with Hilti's upper-body exoskeleton
- Active Vibration Reduction (AVR) Technology
- Active Torque Control (ATC) Technology

LEARN MORE

by rolling over the bullet points.

DUST CONTROL



Commit to reducing dust exposure for your crew and increase your productivity on site with dust control solutions and services designed to greatly reduce exposure to dust. Site Safe reports that every year, 5,000-6,000 people in New Zealand are hospitalised after being exposed to airborne contaminants at work, including wood dust and silica.

HEALTH AND SAFETY TRAININGS

Leverage specialised health and safety trainings for you and your crew

Equip your team with proper training to help increase competency and reduce unsafe working conditions and behaviours on the job site. Hilti offers a variety of onsite trainings to educate your crew when and where you need to.

INDUSTRY TRAINING

AVAILABLE TRAININGS:



**Angle
Grinder
Safety**

**Li-ion
Battery
Safety**

**Silica
Dust
awareness**

**Handheld
saws**

**Drilling
and
demolition**

**Diamond
drilling**

DISCOVER MORE ADVANTAGES & SOLUTIONS

Service and support
from start to finish.



HILTI SERVICES

Innovation

- 80+ new products year
- Two annual releases
- 6% R&D investment
- Digital transformation
- Internet of Things
- Digital design



Services

- Fleet management
- Tool repairs
- 20-2-5 Warranty
- Management
- Webinar trainings



Software

- ON!Track
- Concrete Sensors
- PROFIS Engineering
- Firestop Manager



Safety

- Health & Safety trainings
- Innovative products
- Direct fastening

