







Hartridge Technical
Customer Support



Agenda 09/11/15

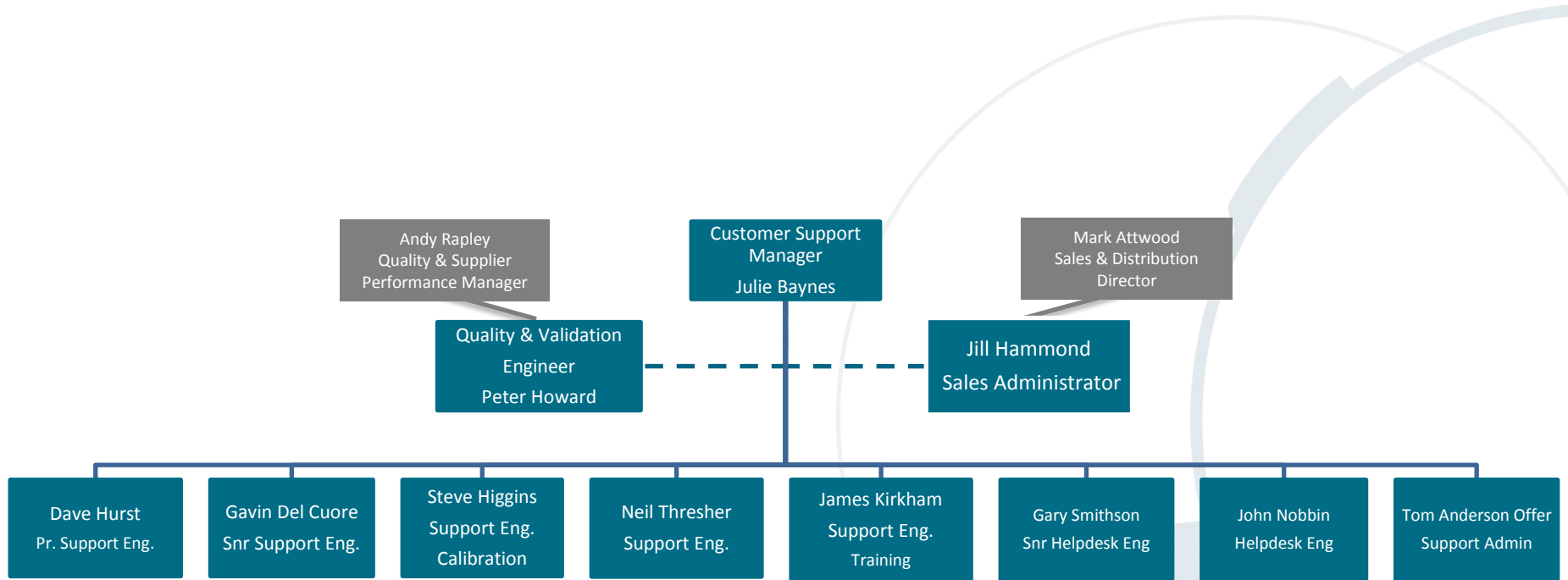
-  10.15: Introductions & Tour
-  10.30: Brief overview of Hartridge as a business – what we do..
-  10.45: Overview of Delphi Warwick operations
-  11.15: Tom & Jill: Overview of Hartridge operations
-  11.45: Synergies and Improvements incl. lunch
-  12:45 Plan any follow up and finish

Hartridge Technical Customer Support

November 2015



The Hartridge Technical Support Team



How can we support you

 24/7 Technical Help Desk

 Data logging & Incident Management

 On Site Field Support

 Installation and Commissioning

 Hartridge quality spare parts and consumables

 Equipment Warranty

 Certified Technical Training

 Service & Calibration

 Breakdown and Repair Support

 Service Level Agreements and Contracts

 Recommended Support Tools & Service Stock

 Support Check Lists & Fault Trees

 Dedicated Technical Support website



How to contact us

 **URGENT** Enquiries Please telephone Hartridge Support

 Regular Enquiries Website / Telephone / Email / Skype / Team Viewer

Dedicated 24/7 Technical Help Desk Support

 support.hartridge.com

 Telephone 00 44 1280 825 650

 support@hartridge.com

 [Hartridge.skype.1](https://hartridge.skype.1)

**Help always available...
When you need it....**

Snr Help Desk Engineer
Gary Smithson
Tel 0044 7720 084 640
gsmithson@hartridge.com

Customer Support Manager
Julie Baynes
Tel 0044 7841 672 034
jbaynes@hartridge.com

Snr Field Service Engineer
Gavin Del Cuore
Tel 0044 7718 613 841
gdelcuore@hartridge.com

Other useful contacts

Hartridge Sales Order Enquiries

-  www.hartridge.com
-  Telephone: 00 44 1280 825600
-  sales@hartridge.com
-  Main contact: **Jill Hammond**



<https://www.linkedin.com/company/hartridge-ltd>



<https://www.youtube.com/user/hartridgeltl>

The Delphi Diesel Service Operations Team

-  www.delphiautoparts.com
-  support.uk@delphi.com
-  Telephone: 00 44 203 8161 400

Hartridge Customer Support Enquiries

-  www.hartridge.com
-  Telephone: 00 44 1280 825650
-  support@hartridge.com
-  **Tom Anderson Offer**



Not Just Quality. Delphi Quality.



Technical Support Helpdesk

How we manage your enquiries

Every telephone call, conversation, email, video, skype, TeamViewer, visit report
- is logged and managed through dedicated software

Workshop	Status Code	Incident	Date	Description	Equipment
1 >>					

Hartridge will schedule calls to discuss

- Open Cases
- Spare Parts
- Training
- Installations

- We will provide data to help you manage your test equipment support

Incident: Date:

Description:

SSR:

Owner:

Workshop:

Equipment:

Country:

Territory:

Reason/Resolution Search

Knowledge Base Search

SSR Site:

Owner Site:

Service Failure Report:

Purchase Order:

MagmaH:

Signature

Credit Check

Credit Limit: Posted Balance:

Credit Hold: On Order Balance:

Address | Unit | Status | Notes | Reasons | Events | User Defined

Customer:

Ship To:

Contact:

Phone: Fax:

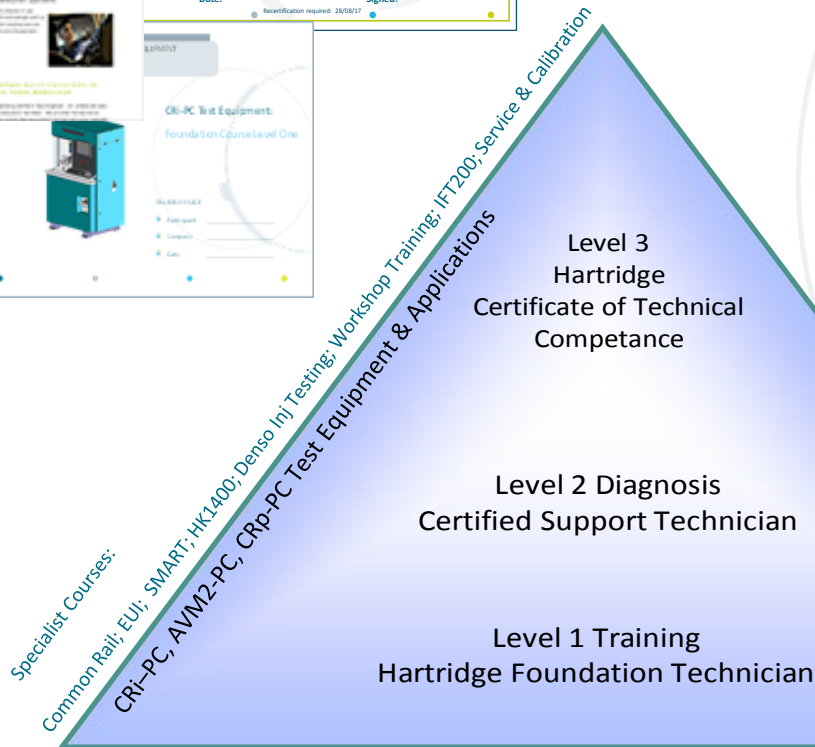
Email:

Professional Technical Training

LEARNING DIRECT FROM THE MANUFACTURER



TRAINING



Available from the
Hartridge Global Training Facility
Buckingham, UK
or within your region

Training Schedule & Online Booking
support.hartridge.com

Resources for Service Technicians

Hartridge provides **Spare Parts Kits** and **Recommended Tools** so you have the resources you need whilst onsite:

- 🌀 Prepared for unexpected faults
- 🌀 Parts travelling safely in protective antistatic foam
- 🌀 Known working standards of Pumps and injectors
- 🌀 Cost effective resolution – more issues resolved in the first visit

Save costs & delight customers by more often repairing equipment on the first visit

Together with **Hartridge Training** & our **24/7 Helpdesk**
First times fixes for customers!



Servicing & Calibration









- Hartridge Test Benches are measuring equipment and as such need calibration to a required standard at least once per annum
- Hartridge has a dedicated global Calibration Engineer who provides this service on the full range of Hartridge equipment... including the more specialist benches we provide. Logon to find out when your next calibration is due and book online at support.hartridge.com
- Hartridge can also provide the specialist equipment necessary to calibrate equipment
- And we can train your Technicians to perform the calibrations themselves!



We can help – A Hartridge Engineer can come to you



All Inclusive Pricing for the visit of a Hartridge Engineer to your region. Can we help with

-  Training for Technicians and Workshops
-  Installation & Commissioning
-  Fault Resolution
-  Service & Calibration
-  Upgrade of Equipment
-  Demonstrations



Technical Support Online



How2
Movies!

hartridge Technical Support [Log out](#)

Home Documents Training Tools & Parts Calibration Policies & Guides Contact

Document Search

Julie Baynes - Hartridge [How2Movies](#)

Incidents
There are 120 incidents that require feedback.

Returns
There are 259 returns outstanding.

HyperCare [View completed](#) [More info](#)

AVM2-PC 2296/Q AVM2-PC 2297/Q AVM2-PC 2298/Q **SITE VISIT HB19068**

AVM2-PC 2311/Q CRI-04 864/K

magma [Activate magma](#) [Download Hartridge Software](#)

YDT-35

HyperCare - Right First Time [View completed](#)

Yes	67%	11
No	33%	23
Not Installed - 80		

Bench Types
AVM2-PC CR-01 CR-04
CRI-PC #1200 HA230
HA230 HA122

HK1400

Site Visits - Right First Time

Yes	86%	11
No	14%	2

Hartridge Software Portal

Software Download Selection

IFT-200 MagnaPlus v3.04 Released

Audits
There are no up-coming audits.

visit support.hartridge.com

- Technical Manuals/ Instructions/ Bulletins
- Training Information and Training Booking
- Check Lists to guide you through Installations
- Licence activation & access to the software portal
- Live support from Hartridge technicians via skype
- Incident & Returns Admin - printing Return Notes
- Online feedback following installations (HyperCare)

Online support where and when you need it!

Easy access to technical information in the field via your smartphone or laptop or test bench!

Get connected!

A visual skype call is the most effective tool for technical support!



Welcome to Hartridge Ltd

Altogether Better!
Dedicated to Customer Support



Technical Support

24/7 technical support
t: +44 (0)1280 825 650

email
support@hartridge.com

New!
tech support online
hartridge.support.com

Skype
[Hartridge.skype.1](https://www.skype.com/join/hartridge.skype.1)

Team Viewer
Tel +44 (0)1280 825650
to connect

Skype, Video & team Viewer are the most effective tools for remote support

