

CREATING POWER SOLUTIONS.



Always working –
worldwide and reliable

Hatz Service



Hatz Service: reliable, fast and global

We know that innovative products only really stand out when combined with competent, targeted service – like the engines and service from Hatz.





In 1880, at the beginning of the second Industrial Revolution, Hatz founder and visionary Mathias Hatz had already built a strong service mentality into the fabric of the company, a focus which continues to this day. In the company's long history, which began with the craftsmanship of a blacksmith, continued as a workshop for all types of machine repair and finally turned to the development and production of the industrial engines of today, customer service has always been one of the highest priorities for the company – locally, regionally, throughout Europe and worldwide.

Hatz Service guarantees the readiness and longevity of engines for increasingly important applications, such as in vehicles, construction machines, generators, pumps and much more. Hatz Service stands by machine operators and manufacturers around the world to ensure operational safety, planning security and protection of their investments. Hatz offers comprehensive service exactly where you need it – 24 hours a day, 365 days a year, worldwide. Service and close customer relationships for a high level of satisfaction have always been firmly anchored in the family business Hatz. These values are part of the long-term strategy and testify to the company's continuity, stability and sense of responsibility toward business partners.



Maintenance and repair

Product support

Training

Global Hatz Service

Diagnostics

Maintenance and spare parts

Warranty process

Technical service when and where you need it

The quality of our engines and our service is a promise. We support you, from technical assistance during construction of your machine to the installation of your engine and the technical approval.





Benefits for you

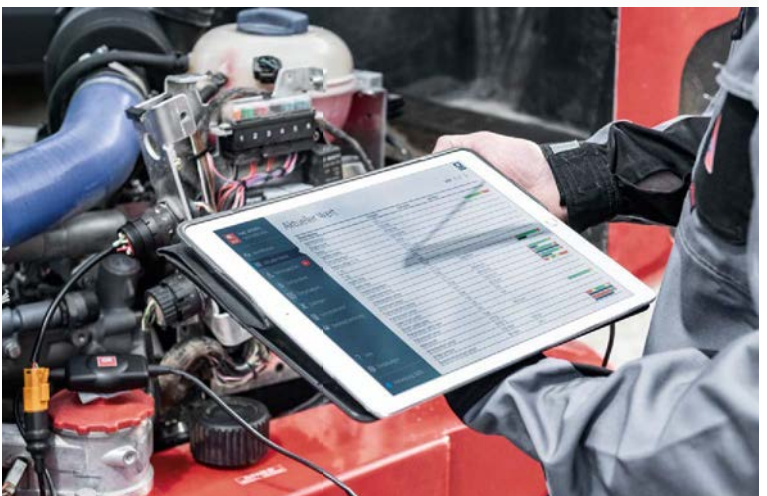
- Repair and diagnostics
- Replacement engines
- Specialised tools
- Test station
- Software updates
- Installation approval
- Remote diagnostics

Our worldwide team of Hatz installation and approval specialists ensures that engines and machines are optimally calibrated to one another. The wiring, heat balance tests and realistic test runs form the basis of the installation approval, which includes a final report and optimisation recommendations. In this way, Hatz helps you ensure the operational safety and longevity of your engines.

Modern diagnostic tool HDS²

A key component of our digital service is the newly developed Hatz diagnostic tool, HDS². With HDS², all available data from electronically regulated engines can be compiled and components thoroughly checked. Functional analyses, actuator tests and data collection under true environmental conditions can be carried out quickly and independent of location using the diagnostic tool. The evaluation of the data, the resulting design optimisations for the machine, maintenance work and repairs guarantee flawless operation in the long term. Of course, updates to the control software or specially designed operating modes, such as for environment-independent constant rotational speed or alternative fuels, can also be installed in this manner to calibrate or optimise the operation of your engine.

In order to also enable data collection and evaluation for the machine manufacturer or operator on-site, Hatz provides the HDS² diagnostic tool through a licensing model.

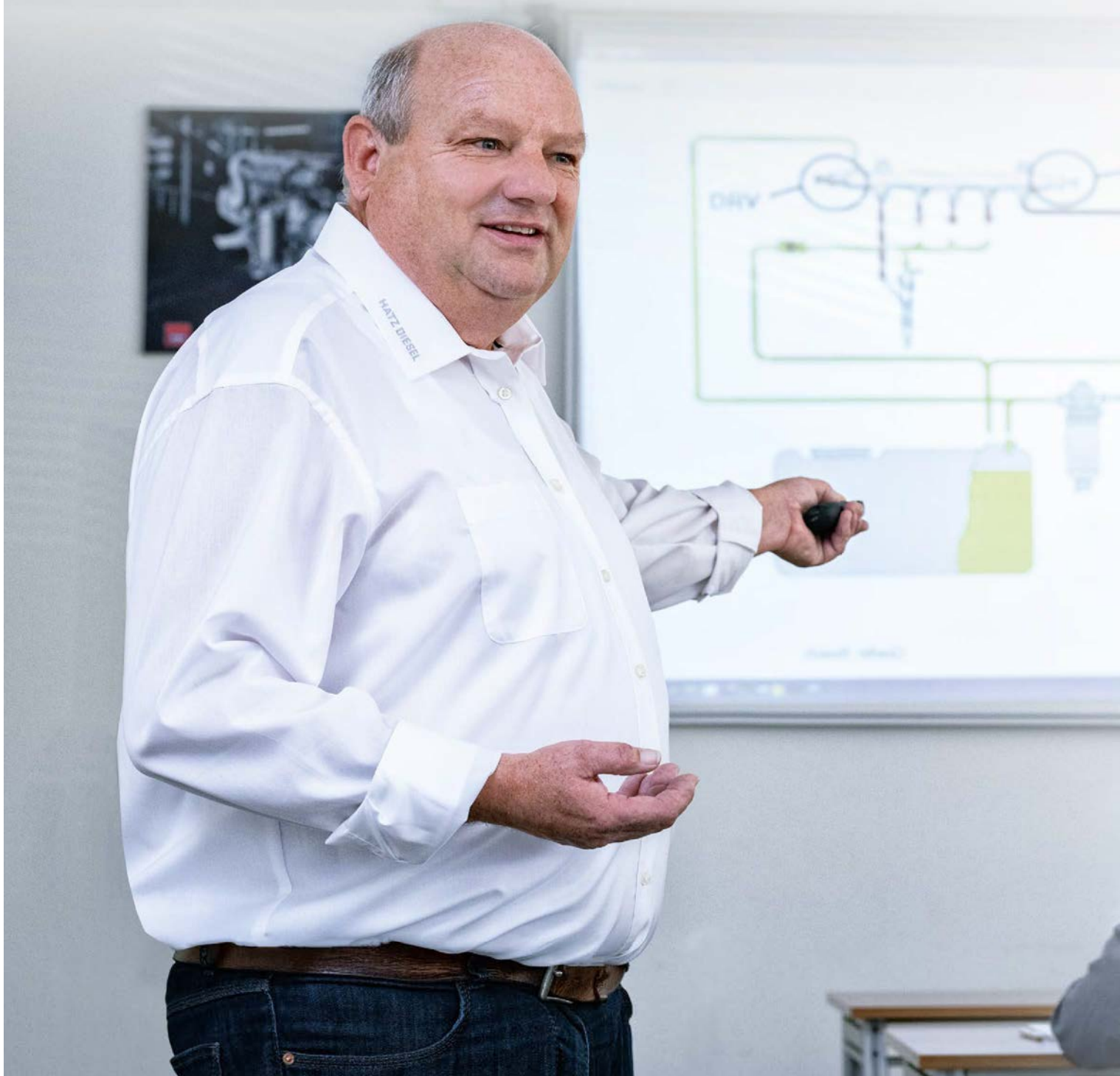


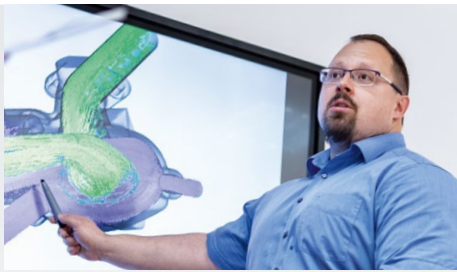
Modern diagnostic tool HDS²

With this analysis software developed specially for Hatz engines, malfunctions can be found quickly and reliably – on-site or remotely.

Training for professionals by professionals

With the motto “pros learning from pros”, Hatz trainings guarantee competent service and consistent excellence in maintenance and repair of engines worldwide.





Benefits for you

- Maintenance and repair trainings with experts
- Diagnostics training with cutting-edge technology
- Individual training modules tailored to customer requirements
- Maximum engine output for the operation of your machines
- Hatz specialist certification for your employees

Practical training courses are available for distribution partners, machine manufacturers and certified authorised repair shops. Our goal is to impart both the technical knowledge for existing families of engines as well as knowledge of new technologies.

The training is held at the Hatz company headquarters in Ruhstorf an der Rott in Southern Germany, at service centres worldwide or, for machine manufacturers, on-site at your location. The theoretical and practical training features state-of-the-art learning materials, extensive training equipment and instruction by Hatz experts. In small groups, participants learn all about the functionality, diagnostics and maintenance of Hatz engines.

The training is supplemented by constantly updated product and service documentation for authorised repair shops and partners. Handbooks, operating instructions and maintenance plans for many engine models can also be found easily via QR code on the Hatz Smart Parts online platform.



Practical training

In order to keep you up-to-date with the latest technology, experienced trainers convey theoretical and practical know-how for the proper handling of Hatz engines and components.

The highest service quality with genuine parts

Our genuine maintenance and spare parts are subject to the highest quality standards, as are our robust and high-quality engines. Genuine Hatz parts can be recognised by the spare part label with the quality seal and security feature.





Benefits for you

- Genuine maintenance and spare parts in the highest original manufacturer quality
- Easy identification of the correct parts online with Hatz Smart Parts
- Rapid availability worldwide
- Flexible supply chain
- Uncomplicated ordering process

Genuine Hatz maintenance and spare parts offer you reliable use of your engines and machines. The international Hatz Service network provides replacement part warehouses with an extensive selection to get you the parts you need quickly. Only high-quality genuine Hatz parts offer longevity and availability and guarantee that your engines and systems function flawlessly.

Fast on-site assistance - in more than 500 locations worldwide

Hatz service centres worldwide are standing ready to provide maintenance, repairs or conditioning for our engines - competent, fast, reliable and exactly where you need us.

Hatz digital services

Hatz offers you even more with our digital service options. The innovative online solution "Smart Parts" simplifies the search for original maintenance and spare parts and information on Hatz engine types. The QR code on the engine automatically displays the appropriate parts for quick and easy ordering.



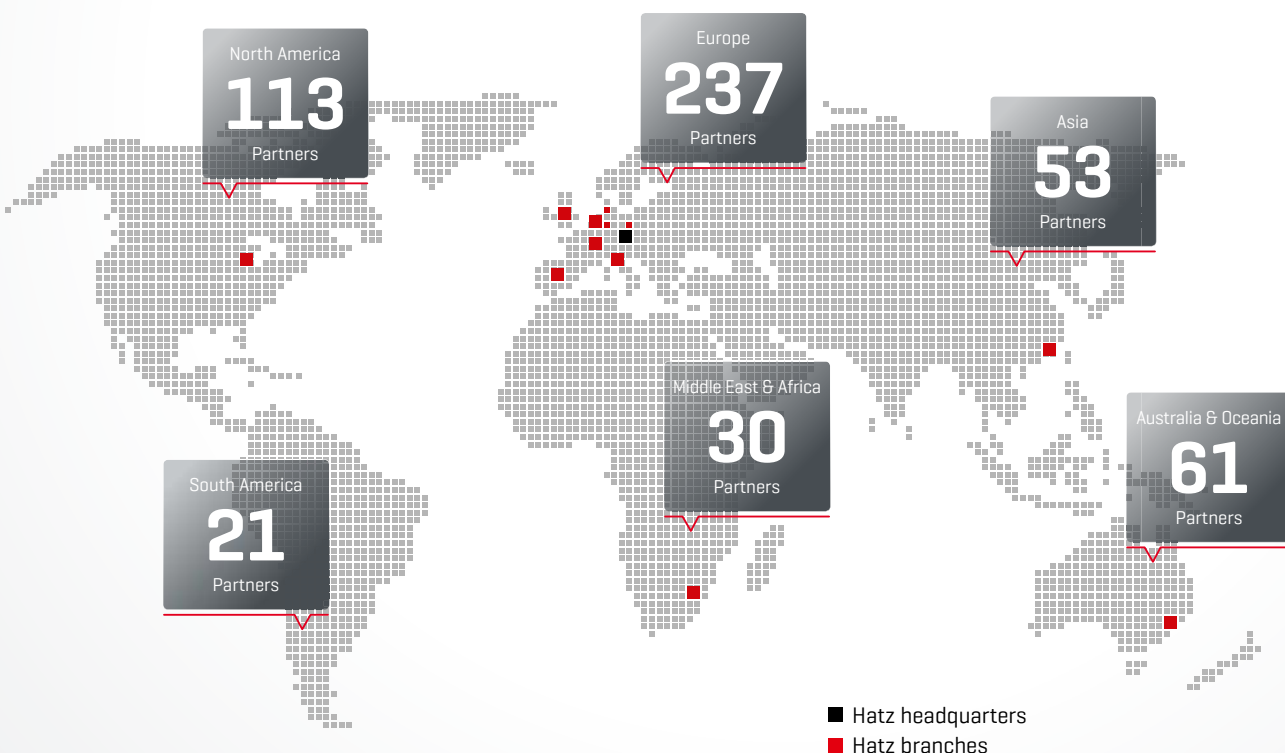
Hatz Service worldwide – always nearby

At Hatz, digital service is an additional and integral part of our collaboration. The even greater flexibility and faster distribution and service are among the most important requirements for a satisfactory and sustainable relationship with our customers.

Because service must be available wherever Hatz engines are in operation, over 500 service centres including 12 of our own branches and 114 Hatz representatives are available to you in 120 countries and on every continent. Our engineers, as well as engine, service and maintenance specialists, are standing by with competent knowledge to answer any questions, at our company headquarters in Ruhstorf an der Rott and at all of our locations around the world. Close relationships with customers and fast service in the high Hatz quality you've come to expect – guaranteed.

Digital service: fast, global, modern

With the rapid advancement of digitalisation and the Internet of Things, in which machines communicate directly over the internet, Hatz has developed new Connected Services that go far beyond what is typical today. Automated communication between machine operators, manufacturers and Hatz, predictive maintenance planning with automatic ordering of maintenance and spare parts or an online shop for spare parts are not just fictional scenarios of the future; they are concrete projects already being worked on by the specialists at Hatz – Service 4.0 at work for you.





5

Continents



12

Branches

Find the Hatz
Service location
near you.



500+

Service Partners



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