SERVICES ALL AROUND
TRENCHLESS TECHNOLOGY

WELL SUPPLIED
IN EVERY RESPECT
It is our stated aim to offer not only a reliable NODIG technology, but also intelligent and flexible solutions, which enable the users to achieve sustainable economic success. As a full-service provider, we are always at hand with help and advice for you - be it before, during or after the purchase, be it in person or online.

USE OUR KNOWLEDGE
Based on our profound industrial knowledge, we offer you comprehensive services and consultation, which are specially tailored to the requirements in trenchless pipeline construction. Our services are as diverse as our range of products, so that you can concentrate fully on your business.

- Intelligent digital solutions optimise all processes and contribute to the profitability of the analogue machine technology.
- The financing and used machine services ensure that the appropriate equipment for your tasks is at your disposal.
- Extended warranties keep you safe in the knowledge that your investment is comprehensively protected, even beyond the legal warranty period.
- In after sales, our worldwide service network makes sure that you are quickly supplied with spare parts and that you receive immediate help in the event of damage.
- Qualified trainings will show you how to use trenchless technology as efficiently and profitably as possible.
- Further services support you in practice and deepen your knowledge of trenchless technology.

On the following pages, you will learn more about our supportive services and the added value they provide.
OUR SERVICES FOR YOU

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SMART INTERCONNECTION
360° stands for a specially developed, integrated platform, via which we provide digital solutions, which make your complex tasks easier and faster in a simple way. Our cloud-based solutions for HDD technology centrally link planning, execution, billing, documentation and service. This allows you to use your machine technology even more efficiently and profitably – conveniently via PC, smartphone or tablet.

Getting started via the modular platform is quick and easy, use is intuitive. The first modules of this 360° experience are the **Cockpit** and the **QuickPlanner3D** for HDD technology, as well as a tailor-made **eShop** for ordering accessories and spare parts.

EVERYTHING IN VIEW WITH THE COCKPIT
With the **Cockpit**, all relevant performance and consumption data of your GRUNDODRILL bore rigs are centrally logged, to be retrieved quickly at any time. Maximum automation allows you to individually control and increase the productivity of your bore rigs.

- Efficient HDD fleet management
- Faster planning, monitoring and coordination of HDD construction sites
- Determination of saving potentials through data comparison
- Value retention of the HHD rig due to optimised service
TARGET PLANNING WITH THE QUICKPLANNER3D
With the QuickPlanner3D you automatically plan the optimal HDD bore path in next to no time. The intelligent software tool is a self-optimising planner that reliably calculates the shortest bore path based on the given parameters.

- Efficient planning and quick feasibility analysis of the HDD bore path
- Calculation of the optimal bore path using intelligent algorithms
- Realistic results due to three-dimensional calculation and planning

CLICK & BUY IN THE E-SHOP
For the quick and easy order of accessories and spare parts for our NODIG systems, we have a tailor-made eShop. Intelligent linking makes the ordering process transparent and secure. In the integrated branding shop, you can just order our popular merchandising items with the „mole label“ at the same time.

www.TRACTO-TECHNIK.com/Services/360-Digital-Solutions/
FINANCING

Because we know the business and the risks in civil engineering, we also stand by our customers and sales partners as a reliable and solvent financial service provider. TRACTO-TECHNIK Finance GmbH offers you attractive financing solutions for new and used machines.

MAXIMUM FLEXIBILITY, MINIMUM RISK
The various financing models are individually tailored to your needs. That way, we ensure that you always have exactly the equipment you need for your tasks. These financing solutions from the manufacturer give you maximum flexibility without restricting your financial leeway and at the same time secure your investment as far as possible during the term.

- One-stop service at attractive market conditions
- Financing of new and used machines
- Quick check and payout
- Conservation of liquidity and improved rating
- Protection against all possible risks
- Keeping the credit line free at the house bank
- Improvement of the balance sheet for leasing

You can make use of the various financing solutions for all products distributed by TRACTO-TECHNIK. In addition to our NODIG technology, this also includes commercial products such as winches or pipe materials. Our sales partners can use the service to finance purchases, stock, rental park or demonstration equipment.
FINANCING SOLUTIONS

- **LOAN**
  Provision of the capital for the acquisition of the machine

- **LEASING**
  Use of the equipment for an agreed period with various options:
  - Full or partial amortisation
  - Terminable contract for maximum flexibility
  - Sale-and-lease-back

- **OPERATE LEASE**
  Use of the machine technology for a defined period of time

- **HIRE PURCHASE**
  The equipment passes into your ownership at the end of the hire purchase period.

INSURANCES

- **GAP INSURANCE**
  covers gaps between the redemption value and the replacement value of the equipment, as for example caused by theft or total loss.

Be it financing, hire purchase, leasing or insurance: we provide extensive expert advice in order to find the tailored solution for you. Discretion goes without saying.

www.TRACTO-TECHNIK.com/Services/Financing-Warranty/
USED MACHINES

Your used machines are in the best hands with us as well. Whether you buy self-produced or third-party machines, with or without a new purchase – you can completely rely on our full service. We evaluate the used machine on site, advise you on purchase or trade-in and carry out the professional repair.

DIGITAL AND TRANSPARENT AT THE BEST PRICE
Thanks to clever digital solutions, the entire process from the initial inspection of the used machine to price determination, repair and offer for sale in the web shop is fast and transparent. Intelligent digital linking optimally combines supply and demand in order to achieve the best price for you.

- With a special app, which is available to our sales staff worldwide, the machine data is recorded with photos on site and quickly passed on to our experts.
- The inspection and professional repair of the used machine is carried out by our service department and finally certified with the “Certified Used Equipment” seal of approval.
- The certified machine is offered for sale via our new used machine online shop with access to one of the world's largest construction machine platforms.
GUARANTEED QUALITY WITH STABLE VALUE

With the “Certified Used Equipment” seal of approval, you can be sure to purchase only technically perfect and fully functional used machines with a stable value. The manufacturer’s guarantee offers you maximum planning security.

Sales via the online shop, which is also used by our sister companies and sales partners worldwide, guarantees maximum range of offers worldwide.

- Full service for self-produced and third-party equipment
- Quick assessment and evaluation of used machines
- Free purchase and trade-in independent of the purchase of a new device
- “Certified Used Equipment” seal of approval certifies top quality and stable value
- Manufacturer’s warranty for certified used machines from 6 months to 2 years
- Maximum reach via used equipment online shop with access to the world’s largest construction machinery platform
- When buying “Certified Used Equipment” you can take advantage of financing

No matter if you want to sell a used machine at a guaranteed best price or if you are looking for the right machine for your tasks – all you have to do is let us know. We do everything else.

www.TRACTO-TECHNIK.com/Products/Used-Equipment/
AFTER SALES

Even after the purchase, we are always there for you via our worldwide service network. In addition to the company headquarters in Lennestadt, a total of seven TRACTO-TECHNIK customer service centres in Germany as well as our worldwide sister companies and sales partners guarantee a fast supply of spare parts and immediate availability.

SERVICE YOU CAN RELY ON
We do everything we can to offer you reliable service worldwide. As we know what the standstill of a machine means for you, our competent service specialists are on the spot as soon as possible when you need help. Being specialists in their field, they find and repair any damage quickly – of course only with top quality original parts that guarantee absolute accuracy of fit.

To prevent you from losing valuable time in case of an emergency, our service is available around the clock, even on weekends, via the central hotline +49 2723 808-400. And if you already know which spare part you need and can carry out the replacement yourself, order quickly and easily in our eShop. With our reliable 24-hour spare parts delivery, you are also optimally supplied this way.

OUR PREMIUM AFTER SALES SERVICE:
- Worldwide service network
- Qualified service staff
- High quality parts and service
- 24-hour spare parts delivery
- Original spare parts
- Central service hotline
WARRANTY

We would like to provide you with the best possible support throughout the entire service life of our NODIG products. The GRUNDOplus extended warranty keeps you safe in the knowledge that your investment is comprehensively protected, even beyond the legal warranty period.

- **RISK MANAGEMENT**
  Risk and cost control through protection against unplanned repairs. This means that the actual cost of the device can be estimated more accurately which in turn increases your competitiveness.

- **SIMPLE TRANSFERABILITY**
  The GRUNDOplus warranty is fully transferable within the EU. Choosing a new TRACTO-TECHNIK machine increases the attractiveness and marketability of a used machine, and ultimately its value. The new owner simply needs to inform TRACTO-TECHNIK – that’s all.

- **GRUNDOplus IS RECOGNISED EVERYWHERE**
  Repairs under the GRUNDOplus warranty can be carried out by any TRACTO-TECHNIK branch or dealer within the EU. Full warranty transferability within the EU gives you the peace of mind to accept any lucrative offer without worries.

  The GRUNDOplus extended warranty can be tailored entirely to your needs. Ask our sales staff for an individual offer.

www.TRACTO-TECHNIK.com/Services/Financing-Warranty/
Qualified training in theory and practice are our central concern to enable users and partners the greatest possible success with our products. The broad course range does not only address users, machine operators and service technicians but equally specialists and managers as well as planners and contractors who would like to learn more about the versatile applications of the various NODIG systems.

FOR USERS AND OPERATORS
First and foremost, of course, are the customers and users who can use their trenchless systems even more effectively and thus more profitably through comprehensive qualification. The user trainings for beginners and advanced users enable the participants to safely use and maintain the machine technology according to the current technical standards. Because the regular exchange of experience is essential for the efficient implementation of trenchless technology in practice, we certify the user trainings for your certification process.

The choice of training considers all aspects of NODIG technology:
- Safety instructions
- Basic training
- User training
- Locating technology
- Rock drilling
- Follow-up management
FOR QUALIFIED CONSULTING AND SERVICE
In addition, continuous training for TRACTO-TECHNIK’s sales staff and partners make sure that you are always given the right advice on your purchase, so your investment pays off. The same applies to the training on service and maintenance of our NODIG systems, which guarantee comprehensive and rapid repairs by us and our service partners.

FROM PROFESSIONALS FOR PROFESSIONALS
Our tailor-made training sessions are held at our company locations, or individually at your end by certified technical trainers from sales & marketing, machine demonstration and product management. In this way, we make sure that the contents are conveyed to you in a constructive and targeted manner and you benefit as much as possible.

Details on content, dates and an online registration form are to be found on our homepage.

FOR INDIVIDUAL REQUIREMENTS
Beyond the regular training schedule, we can train you according to your individual requirements. Whether you are interested in a specific topic as a user or you would like to learn more about the diverse applications of trenchless technology as a client or planner – we are there for you.

If you are interested in a specific training on site, please contact us at training@TRACTO-TECHNIK.com for an individual offer.
A BETTER SERVICE IS HARD TO IMAGINE

www.TRACTO-TECHNIK.com/Services/
Beyond the services described here, we offer you numerous other services to support you in practice and to deepen your knowledge of trenchless technology.

PROJECT CONSULTANCY
On the basis of our profound technical knowledge, we individually advise you on planning and implementation of your projects. Your personal contact will go along with you from start to finish.

EXHIBITIONS & EVENTS
At all important industry meetings and internal events, we present our products, demonstrate our performance and seek direct contact with you.

PRESENTATION & INFORMATIVE VISITS
We would be happy to explain the possibilities and techniques for your relevant application as part of a personal visit.

TRACTUELL
In our customer magazine TRACTUELL you will find numerous application reports about successful projects using trenchless technology all over the world. We will be happy to send you your personal copy.

DEMONSTRATIONS
We are happy to arrange demonstration construction sites, so you can see for yourself how efficiently trenchless technology works in practice.