



HAITIAN
ABSOLUTE

RACING TO SUPPORT YOUR SUCCESS.

Aftermarket Support Services

Service, Parts and Training

www.absolutehaitian.com | 216-452-1000

Exceeding a Higher Standard of Support

Absolute Haitian invites you to review our support services for the full line of our injection molding machinery. We are committed to the uptime of your equipment through an extensive spare parts inventory, dedicated technical service and in-depth training programs. When it comes to support, we pull out all the stops.

We perform preventative maintenance, calibration and tuning, and safety audits, along with technical troubleshooting by our factory trained field service engineers. We maintain a large inventory of spare parts for same day shipment to support your uptime needs. Our Parts Department is committed to quickly processing every order we receive – efficiency and accuracy are our goals.

We offer a comprehensive training curriculum to effectively develop the machine and molding knowledge of your personnel with a combination of classroom and hands-on machinery instruction. Our goal is to provide your associates with the best possible learning experience.

We strive to safeguard your investment in our machines and protect your productivity. We look forward to serving your machinery and training needs.

Sincerely,



Randy L. Wendling
Director of Aftermarket Operations
rwendling@absolutehaitian.com



Training

Our training classes include processing and troubleshooting classes for all of our machine models and are held regularly at our four Tech Center facilities in:

- Parma (Cleveland), OH
- Worcester (Boston), MA
- Moncks Corner (Charleston), SC
- Batavia (Chicago), IL

We also offer customized training which can be performed at customer locations. This can be classroom training, machine-based training or a combination of both.

Who Should Attend?

Classes are designed for maintenance and set-up personnel who are looking to strengthen their controller, electronics, machine systems and processing knowledge.

For class descriptions and a class schedule, visit our website to download our training brochure at absolutehaitian.com/machine-training or request information at 508-459-5372.



OEM Parts Support

Absolute Haitian maintains a comprehensive stock of all critical machine components, including valves, transducers, control parts, heater bands, front-end components, cylinders, switches, power supplies, drives, pumps, and seals, among various other components.

We are committed to providing simple and fast parts ordering and delivery in order to maximize uptime and ensure costs for maintaining your equipment stay low. We maintain centralized parts-stocked warehouses near the Charleston, SC and Cleveland, OH airports to facilitate quick delivery. We offer door-to-door delivery service including nights and weekends.

Ask about our spare parts program customized specifically to your machine.



Machine Support Services

Technical Support

Absolute Haitian offers free troubleshooting support over the phone 24/7.

Field Service Support

Absolute Haitian's reliable service engineers are ready to help all over the U.S. and Canada. If you require maintenance and/or field service, we send specialists who are experienced and trained to repair your machinery effectively and efficiently. Our service engineers have strong mechanical, electrical, controls technology, hydraulic, and, most importantly, customer relations skills. They are committed to one mission: your uptime.

Machine Start-up Services

We offer new and used machine start-up services. You can rely on our service team to maximize the efficiency of your machine and molding process.

Preventative Maintenance Services

We offer semi-annual and annual maintenance programs to protect your investment and ensure uptime and longevity. Services include comprehensive inspection of the machine's key components, safeties, hoses and cylinders, and recommendations for corrective action.

Machine Calibration and Optimization

Absolute Haitian offers advanced machine analysis to improve the efficiency and productivity of your investment. Our factory trained engineers will calibrate your machine to factory specifications.

Communication Your Way

- 24-hour / 7-day phone troubleshooting and ordering for parts and service
- Direct dial access to key team members
- Fast-response Service and Parts group emails
- Online parts and service ordering via website
- QR codes for mobile-friendly ordering



Key Contact Information

216-452-1000

service@absolutehaitian.com

parts@absolutehaitian.com

training@absolutehaitian.com

sales@absoutehaitian.com



Worcester, MA Headquarters

Engineering, automation center, training center, stock machines, retrofits, machine demos, sales

South Carolina Operations Center

Stock machines, retrofits, machine demos, training center, large parts stocking

Ohio Technical Center

Parts and service support, centralized parts distribution center, stock machines, retrofits, machine demos, training center, service support and scheduling, sales

Illinois Technical Center / EPM Sales

Training center, stock machines, retrofits, machine demos

We're here to support you!



**Headquarters
Massachusetts Tech Center**

33 Southgate St.
Worcester, MA 01610
Tel: 508-459-5372
Fax: 508-459-5368



Ohio Tech Center

12900 Plaza Dr.
Parma, OH 44130
Tel: 216-452-1000
Fax: 216-767-5084



South Carolina Tech Center

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