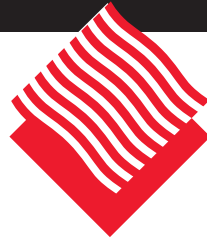


# Our Customer Commitment



## Hot Melt Technologies, Inc.

No One Puts It Together Like HMT®.

**Before, During And  
Long After Your  
Purchase ...**

**“We’re Here  
When You  
Need  
Us.”**



Hot Melt Technologies (HMT®) is the go-to source for many of America’s leading manufacturers and packagers. And, for good reason ...

Our ProFlex®, Benchmark® and AutoPack® Systems are not only built tough for long service life, they’re also built smart. Modular, interchangeable components let you start with a system that’s configured to your needs today and easily reconfigure it to meet the changing demands of tomorrow.

HMT’s commitment to your satisfaction extends long after your purchase...

- All our systems are backed by a 1-year limited warranty
- We provide Tech Support staff for immediate assistance
- We offer low cost DFS™ Service Kits
- Our New Exchange Program (NXP™) covers all major components.

### Factory Service Center.

Recognizing that you might not have the time, technicians or facilities to repair a system yourself, we can offer you our expanded, fully equipped repair facility. It’s one more way we’re working to keep you productive, job after job after job ...



**Hot Melt Technologies:  
A Choice You Can Make With Confidence.**

Since 1981, companies just like yours have been putting their trust in Hot Melt Technologies.

And there's a good reason!

We're With You Every Step Of The Way ...

#### FREQUENTLY ASKED QUESTIONS:

##### CAN YOU HELP US PICK THE RIGHT SYSTEM FOR OUR APPLICATION?

Yes, we can. Oftentimes it's as simple as a phone call to us at **248-853-2011**. In other instances you'll benefit from a more thorough evaluation of your operation ...

##### Adhesive & Process Test Lab

In our Lab, we can simulate your application to measure output, usage and melt-rate requirements to identify the best system for you to achieve peak productivity.



##### CAN YOU HELP US GET STARTED?

Yes, we can. We recognize that if you're new to hot melts, switching equipment suppliers or making a major system upgrade, you might need a hand ...

##### System Set-Up & Training

Once you've chosen an HMT ProFlex, Benchmark or AutoPack System, we can assist with set up. We also can train your team on start up, system operation and maintenance.

##### IF SOMETHING ISN'T WORKING RIGHT, CAN WE CALL YOU?

Yes you can. Expert help from a real HMT technician is only a phone call away ...

Customer Service/Technical Support Line  
**248-853-2011**

Phone us and you will be pleasantly surprised at how fast we can diagnose the problem and walk you through the solution. In fact, 90% of service or performance issues are resolved right away, with just one call.



##### IF THE PROBLEM CAN'T BE SOLVED OVER THE PHONE, CAN I ORDER THE PARTS AND FIX IT MYSELF?

Yes, you can. Our modular designs make repairs easier than you think. What's more, we'll help you with two different options ...

##### DFS™ Repair & Assembly Kits

Because all hot melt systems need periodic service, we offer DFS (Designed For Serviceability) Repair & Assembly Kits. Low cost and available for immediate shipment, they're the surest way we know to minimize downtime.



##### NXP™ (New Exchange Program)

If your pump, hose, gun or any other major component suddenly quits, call us! We will send you a new one at the reduced NXP price -- No Waiting! You can later send the old component back to us for repair. Put it back on your shelf for future emergencies.

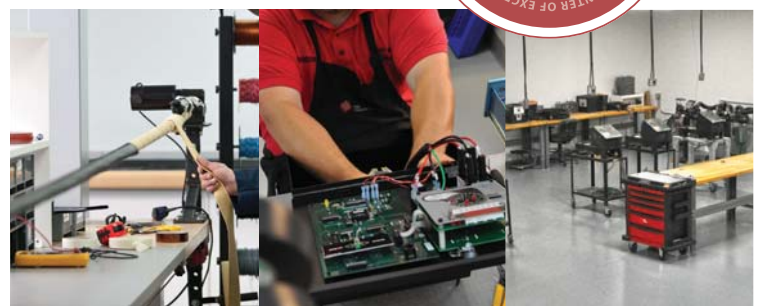


##### IF WE CAN'T FIX IT OURSELVES, CAN WE COUNT ON YOU?

Yes, you can. We have always offered factory service, but now we are better prepared than ever before to help you ...

##### Expanded Factory Service Center

If you need professional help with your HMT system, ship it to us. Expert technicians in our fully equipped and expanded repair facility will diagnose the issue. Of course, we'll consult with you and get your okay before completing any necessary service.



Hose repair and rebuild services

Electrical component repair and upgrade

Complete system clean, repair and rebuild services

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ISO 9001 – INTERNATIONAL QUALITY ASSURANCE STANDARD