Preventative Maintenance in Focus

A Q&A with Randy Wendling, Director of Aftermarket Operations

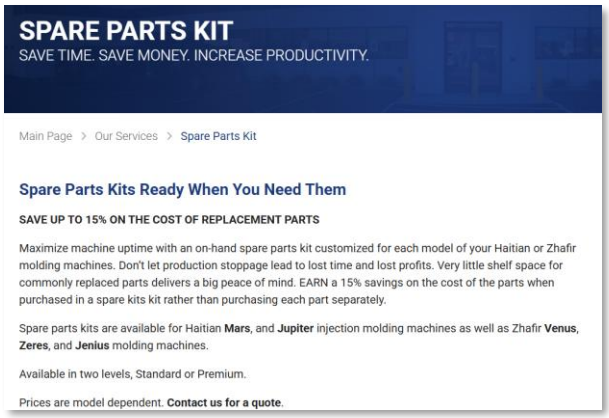
Q: How does Absolute Haitian help injection molders stay on top of maintenance needs for their Haitian molding machines?

Randy Wendling: Absolute Haitian views maintenance as a machine lifecycle partnership, not a service event. Our focus is helping customers maximize uptime, extend asset life and protect ROI throughout 15–20+ years of machine operation.

We support this in several ways:

- **Preventive maintenance programs** tailored to customer requirements and timing
- **Remote diagnostics** for troubleshooting and monitoring
- **Structured training programs** for maintenance, operator, and scientific molders on site or in class options
- **Spare parts availability** by maintaining a comprehensive inventory of over 8400 different parts with a value of over $7.5 M
- **Service agreements** that shift maintenance from reactive to planned. We offer basic and comprehensive service agreements to proactively support our customers.

Q. What demand are you seeing from customers and existing users regarding ongoing maintenance?



SPARE PARTS KIT

SAVE TIME. SAVE MONEY. INCREASE PRODUCTIVITY.

Main Page > Our Services > Spare Parts Kit

Spare Parts Kits Ready When You Need Them

SAVE UP TO 15% ON THE COST OF REPLACEMENT PARTS

Maximize machine uptime with an on-hand spare parts kit customized for each model of your Haitian or Zhafir molding machines. Don't let production stoppage lead to lost time and lost profits. Very little shelf space for commonly replaced parts delivers a big peace of mind. EARN a 15% savings on the cost of the parts when purchased in a spare kits kit rather than purchasing each part separately.

Spare parts kits are available for Haitian **Mars**, and **Jupiter** injection molding machines as well as Zhafir **Venus**, **Zeres**, and **Jenius** molding machines.

Available in two levels, Standard or Premium.

Prices are model dependent. **Contact us for a quote**.

RW: Demand for structured, predictable maintenance support has increased significantly. We are seeing a consistent increase in customers investing in maintenance programs year-over-year, which reinforces that customers are actively seeking guidance and support—not just emergency repairs. We are seeing an uptick in the following support requirements:

- Increased interest in **remote support and faster response times**. AHC has invested significant resources into having (6) dedicated phone support engineers and continuously building our aftermarket field service team for faster response times.
- Requests for **predictable maintenance budgeting** – customers are leaning more on us for recommended spare parts lists and preventative maintenance programs.
- A shift toward **data-driven decision making**. More customers are asking for parts and service history to assist with budgeting and planning.
- **Customers want transparency**. Absolute Haitian is completely open and honest with our customers regarding our part inventory and will provide lists with current inventory, reorder points, and preferred stock levels. We have made a significant investment and enjoy sharing the details.

Injection molders are operating in a higher-cost environment—labor, energy, materials—so unplanned downtime is more expensive than ever. As a result, maintenance is increasingly seen as a strategic function rather than a cost center.

Q. What shifts have you seen in demand for maintaining machines versus replacing old molding machines and buying new machines?

RW: We are seeing a more balanced and strategic approach. A lot of this depends on the age of the machine, tonnage size of the machine and condition of the machine. For large tonnage machines, it may make more sense to upgrade and invest to extend the useful life of the asset. Smaller machines will likely make more sense to replace and enjoy the benefits of upgraded technology and efficiencies. These decisions differ from company to company and there are many factors that come to play.

At the same time, when customers do invest in new machines, they increasingly expect built-in predictive maintenance capabilities and digital connectivity from day one.

Q. With skilled labor shortages, what technological solutions can help fill maintenance needs? How is AI playing a role?

RW: The skilled labor shortage is one of the most significant pressures in the U.S. manufacturing sector. Many facilities have fewer experienced technicians than they did five or ten years ago.

Technology is playing a critical role in filling that gap:

- **Remote diagnostics and service support** reduce the need for on-site expertise. AHC has invested heavily in technical support resources to ensure we have readily available support to troubleshoot over the phone or remotely through the machine's control.
- **Condition monitoring systems** that detect anomalies before failures occur. Many customers are using plant monitoring systems to monitor output by setting up allowable variances in the cycle and monitoring production cycle times and output.
- **Guided troubleshooting tools** help less-experienced technicians resolve issues. Through our website, we offer frequently asked questions and procedures to assist our customers. Our controllers have AI functions that assist with troubleshooting tips.
- **Digital service platforms** centralize documentation, service history and performance data. All machines have a documented service history, from phone calls to start-up information, to onsite service calls information is at the click of a button.
- **Controls are now** tracking and recommending optimized maintenance intervals.

Among the broad range of AI functionality on our Haitian Generation 5 machines, there are two AI software features that are closely related to maintenance:

- **HT LUBRICATE**: The application of lubrication is based on the dynamic factors of the molding process and production history rather than on cycle history for a more precise and efficient application:

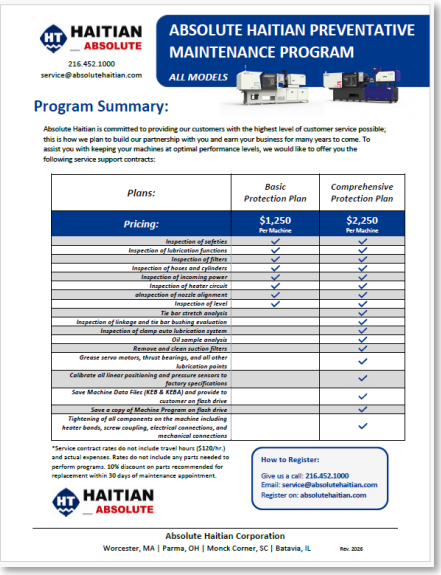
    - Algorithms generate a precise lubrication model based on original operation habits
    - The lubrication model is dynamically matched for optimal quantity and parameters
    - Machine lubrication is intelligently optimized based on lubrication control, cycle times, mold opening stroke and mold clamping pressure
    - Oil lubrication is automatically adapted and executed based on the predetermined parameters

- **HT DIAGNOSE**: Troubleshooting is made faster and easier through a graphical digital bus topology on the control screen, the location of the fault node and the cause of the fault is quickly identified. Monitoring points include:

    - Controller
    - J6 card
    - Drive
    - Transducer

AI and advanced analytics are particularly promising. Rather than replacing technicians, AI acts as a force multiplier—helping smaller teams work more efficiently and confidently.

Q. How important are service packages? Does Absolute Haitian have subscription models emerging to benefit molders?



HAITIAN ABSOLUTE

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ABSOLUTE HAITIAN PREVENTATIVE MAINTENANCE PROGRAM

ALL MODELS

Program Summary:

Absolute Haitian is committed to providing our customers with the highest level of customer service possible; this is how we plan to build our partnership with you and earn your business for many years to come. To assist you with keeping your machines at optimal performance levels, we would like to offer you the following service support contracts:

Plans:	*Basic Protection Plan*	*Comprehensive Protection Plan*
Pricing:	$1,250 Per Machine	$2,250 Per Machine
Inspection of safeties	✓	✓
Inspection of lubrication functions	✓	✓
Inspection of filters	✓	✓
Inspection of hoses and cylinders	✓	✓
Inspection of incoming power	✓	✓
Inspection of heater circuit	✓	✓
ainspection of nozzle alignment	✓	✓
Inspection of level	✓	✓
Tie bar stretch analysis		✓
Inspection of linkage and tie bar bushing evaluation		✓
Inspection of clamp auto lubrication system		✓
Oil sample analysis		✓
Remove and clean suction filters		✓
Grease servo motors, thrust bearings, and all other lubrication points		✓
Calibrate all linear positioning and pressure sensors to factory specifications		✓
Save Machine Data Files (KEB & KEBA) and provide to customer on flash drive		✓
Save a copy of Machine Program on flash drive		✓
Tightening of all components on the machine including heater bands, screw coupling, electrical connections, and mechanical connections		✓

*Service contract rates do not include travel hours ($120/hr.) and actual expenses. Rates do not include any parts needed to perform programs. 10% discount on parts recommended for replacement within 30 days of maintenance appointment.

How to Register:
Give us a call: 216.452.1000
Email: service@absolutehaitian.com
Register on: absolutehaitian.com

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RW: Service packages have become increasingly important—for both customers and OEMs. Customers are looking for:

- Predictable costs
- Reduced administrative burden
- Faster support and troubleshooting options
- Structured preventive maintenance schedules

As a result, we are seeing growing interest in spare parts programs, preventative maintenance plans, extended warranty packages and customer training programs. For many injection molders, these programs reduce risk and simplify budgeting. For Absolute Haitian, they create deeper, longer-term partnerships and ensure machines perform at optimal levels throughout their lifecycle.

Service is no longer an afterthought—it is a core part of our value proposition. Learn more about Absolute Haitian's Aftermarket Operations on our website, Aftermarket Operations.

TECHNOLOGY TO THE POINT

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