

## Havatec 's Policy

### **Additional general information and requirements:**

- Electricity-, air- and internet connection and specifications per machine
- Privacy Policy
- Policy regarding delivery's to sanction country's and parties
- Service and rates Havatec
- Additional terms for guarantee issues outside the borders of The Netherlands
- Coating specification if applicable
- 'Metaalunie' conditions 2019

### **Electricity-, air- and internet connection and specifications per machine:**

#### **Electricity connection:**

Every Havatec machine of Havatec demands a connection on its own power group with a ground fault circuit breaker (especially for installation with frequency controllers).

Havatec can deliver a ground fault circuit breaker suitable for this installation. Installation needs to be done by a certified party (not Havatec).

If the installation is not connected to its own group, this may have a negative impact on the operation of the machine.

Havatec machines are standard for a power supply of 400V, 3 phases, neutral and GND, 50Hz.

If the installation has a different value at the customer's premises, Havatec can provide a transformer in consultation to provide the machine with the correct voltage.

#### **Air connection (if applicable, see specification per machine):**

The compressed air supplied to the machine should be dry and oil-free. There should be an air dryer in your company's compressed-air system. The air quality should comply with ISO/DIN 8573-1 class 3-4-3

#### **Internet connection (if applicable, see specification per machine):**

An ADSL – connection for remote software maintenance. Process data from the machine will be used for optimization of the service needs and live cycle optimization of your machine.

<b>Tulip(mix)Star Single sorting</b>		<b>Tulip(mix)Star Two sorting's</b>	
Socket:	3Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	400v	Voltage:	400v
Power:	4kW	Power:	5kw
Fused:	25A	Fused:	25A
Compressed air:	Yes	Compressed air:	Yes
Internet:	Yes	Internet:	Yes

<b>Bulbstar</b>		<b>Debulber</b>	
Socket:	3Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	400v	Voltage:	400v
Power:	3kw	Power:	2kW
Fused:	25A	Fused:	16A
Compressed air:	Yes	Compressed air:	Yes
Internet:	Yes	Internet:	No

Quality Buncher for Tulips		Quality Buncher for Summerflowers	
Socket:	3Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	400v	Voltage:	400v
Power:	2kW	Power:	3kw
Fused:	16A	Fused:	16A
Compressed air:	Yes	Compressed air:	Yes
Internet:	No	Internet:	No

Wave (depending on specification)		Florastar	
Socket:	3Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	400v	Voltage:	400v
Power:	4kW	Power:	5kw
Fused:	25A	Fused:	25A
Compressed air:	Yes	Compressed air:	Yes
Internet:	Yes	Internet:	Yes

Bouquet Line (depending on specification)		Twister	
Socket:	3Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	400v	Voltage:	400v
Power:	2kW	Power:	3kw
Fused:	16A	Fused:	16A
Compressed air:	No	Compressed air:	Yes
Internet:	Sometimes	Internet:	Yes

Monostar / MixStar		Flowmaster	
Socket:	3Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	400v	Voltage:	400v
Power:	2kW	Power:	1.5kW
Fused:	16A	Fused:	16A
Compressed air:	Yes	Compressed air:	Yes
Internet:	Yes	Internet:	Yes

Box unfolder Diamond		Box unfolder Standard interiors	
Socket:	1Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	230v	Voltage:	400v
Power:	0.9kW	Power:	0.75kW
Fused:	10A	Fused:	16A
Compressed air:	No	Compressed air:	Yes
Internet:	No	Internet:	No

Wrap binder		Harvest line	
Socket:	1Ph+N+PE	Socket:	3Ph+N+PE
Voltage:	230v	Voltage:	400v
Power:	0.75kW	Power:	To be determined
Fused:	10A	Fused:	To be determined
Compressed air:	No	Compressed air:	No
Internet:	No	Internet:	Sometimes

## **Privacy Policy**

The new General Data Protection Regulation act will take effect from 25 May 2018. Havatec BV respects your privacy, laid down in the provisions in this legislation. Havatec BV ensures that the personal information you provide is treated confidentially. Havatec BV does not sell your personal data to third parties and only makes information available to third parties if they are involved in the execution of your order.

Havatec BV uses your data to provide the following services:

- When you place an order, we need your name, email address, delivery address and payment details to execute your order and keep you informed of its progress.
- When you create an account, we store your information (such as your name, address, phone number, email address and delivery and payment details), so you do not have to input it with each new order.
- Data about the use of our site and the feedback we receive from our visitors help us to further develop and improve our site.
- If your machine is connected to the Internet, your process data will also be used for market analysis.

All information is only used internally. When we receive your data on our website, we always use the encryption technologies that are recognized as common standards within the IT sector. We have put in place the necessary security measures to prevent the loss, unlawful use, or modification of information we receive through our site.

On our website and the social media platforms we use cookies. This file keeps track and contains some information about this visit: to record information sessions, such as information about what you add to your shopping list to record your past activities on the site, to provide you with a better service on your next visit to customize the content and presentation of the site based on your browser type or other information sent by the browser.

You expressly have the right to access and correct your data. If a change to our privacy statement is necessary, you will always find the latest information on our website.

## **Policy regarding delivery's to sanction country's and parties**

It's forbidden directly or indirectly to deliver Havatec machines to Iran, Sudan, Cuba, North Korea or EU/OFAC sanctioned parties

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## **Services and rates Havatec (as of May 1<sup>st</sup> 2020)**

Havatec B.V. is available during office hours on working days from 7:00 until 17:00 (MET) on **+31 252 241490**.

The above mentioned telephone number is also available for our service department 24/7. Outside office hours you will be put through to the mobile number of the technician on call.

Written messages can be sent to [service@havatec.nl](mailto:service@havatec.nl) or by Whatsapp on +31 6 31 90 43 82. Parts can be ordered by E-mail to [parts@havatec.nl](mailto:parts@havatec.nl).

The hourly rate of Havatec B.V. service department during normal working days (Monday – Friday) From 7.00 – 17.00 hour (MET):

Service Engineer	€ 78,- per hour
Product Specialist	€ 104,- per hour
Software Specialist	€ 127,- per hour

Surcharges for Service outside office hours:

Surcharges 1: 50% on top of the applicable hourly rate for Monday-Friday between 17.00 – 22.00 hour

Surcharges 2: 50% on top of the applicable hourly rate for Saturdays

Surcharges 3: 100% on top of the applicable hourly rate for Sundays and Bank holidays NL

Travelling hours do not have Surcharges.

Telephone support up to 30 minutes is free of charge, after 30 minutes the standard Product Specialist rate for telephone consultation is charged retroactively.

All prices are exclusive VAT.

Delivery conditions under “Metaalunie” conditions.

Payment conditions: Within 14 days after invoice/service.

## **Additional terms for guarantee issues outside the borders of The Netherlands.**

Our guarantee – conditions are based on the ‘Metaalunie’ conditions as enclosed. Our guarantee during the 6 months is as follows:

- All remote assistance by phone, email, webcam etc. free of charge during the guarantee period of 6 month.
  - All materials free of charge for 6 months. That means also that used parts of your spare part set (if ordered) will be added for 6 months free of charge.
  - The labor costs for a Havatec – technician will be free of charge for 6 months, excluded ticket, hotel costs, and meals.
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# Alesta® AP

## The Fine Textured Collection.

Responding to the specific expectations of architects, decorators, furnishers and the industry in general, "The Fine Textured Collection" presents 80 Ral colours exclusively formulated with a fine textured matt finish. This trendy finish is highly appreciated.

### Fine textured finishes have many benefits:

They can cover appearance defects caused by imperfections in the substrate.

Their very high surface hardness is translated in excellent resistance to scratching and abrasion. This enables to improve quality during the handling, storage and assembly of the parts reducing cost of poor quality. End users have quickly seen benefits in the service life of the painted product.

They are significantly less sensitive to contamination than smooth gloss finishes - i.e. to seeding, cratering and contamination caused by incompatibility between powders. This makes installations easier to clean and can reduce problems with noncompliance.

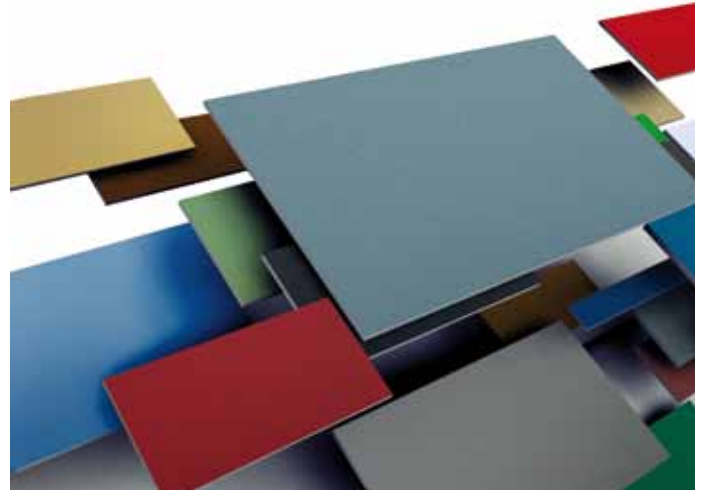
### Axalta innovation

As part of our on-going efforts to improve the performance of our products, we formulated our new Fine Textured range according to the most severe specifications:

- Reactive range, curing 12 min @ 170 °C, for lower energy consumption and higher productivity, helping to reduce costs.
- A consistent appearance at different thicknesses, by selecting a very fine structure and a uniform matt finish.
- Improved coverage: allowing thinner layers will reduce consumption per m<sup>2</sup>.
- Limited degassing and sagging in thick layers thanks to a specific viscosity.
- Improved transfer efficiency and application characteristics: allowing uniform coverage on the parts, making it easier to fill scratches and reduce excessive thicknesses.

### Targeted applications

- Architecture: door and window frames, cladding and other applications in construction
- Metal furniture: office furniture, shop fitting, point-of-purchase advertising, urban furniture, garden furniture, lighting ...
- General industrial applications



### More than 140 Ral colours developed and the 80 following

**kept on stock:** 1001, 1013, 1015, 1016, 1018, 1019, 1028, 2004, 3004, 3005, 3007, 3020, 4005, 4006, 4010, 5002, 5003, 5005, 5008, 5010, 5011, 5014, 5015, 5018, 5024, 6005, 6007, 6009, 6012, 6016, 6017, 6018, 6019, 6021, 7003, 7004, 7005, 7006, 7009, 7011, 7012, 7015, 7016, 7021, 7022, 7023, 7024, 7030, 7031, 7032, 7034, 7035, 7036, 7037, 7038, 7039, 7040, 7042, 7043, 7044, 7045, 7047, 8011, 8014, 8015, 8017, 8019, 8022, 8028, 9001, 9002, 9003, 9004, 9005, ± 9006, ± 9007, 9010, 9011, 9016, 9017.

### Highlights

- Trendy finish
- Low sensitivity to pollution
- Low energy consumption
- Excellent abrasion resistance
- Ability to hide substrate defects
- Consistent appearance
- 80 Ral colours on stock
- ± Ral 9006 and ± 9007 are bonded
- Environmental friendly
- Qualicoat and GSB approved

