



VALUE ADDED SERVICES (VAS)

TECHNICAL ADVISOR SERVICES

 **HWI**
A MEMBER
OF CALDERYS

HWI TECHNICAL ADVISOR SERVICES

We are a dedicated team of experts that bring value to your refractory investment. We are with you every step of the way to ensure success and maximize the efficiency of the entire installation process. At the beginning of the process we come to your facility to fully understand the project. From there we oversee the installation process to confirm the design of your system is optimized. It's worth the extra step to keep your operations up and running at the highest level. We protect your investment and ensure your goals are met.

Sales — we are the insurance
Contracted Installers — oversee
End User — educate / validate

BENEFITS TO END USER

- Peace of mind
- Monitors usage of 'acceptable industry installation practices'
- Inspect inventory for any damage or mishandling caused by enviornmental factors
- Minimize downtime during install and beyond

ADDED VALUE TO YOUR INVESTMENT

- Assure adherence to best practices for your installation
- Experienced professionals on-site managing the installation process
- Supporting the installers as questions/concerns arise

INSTALLATION COLLABORATION

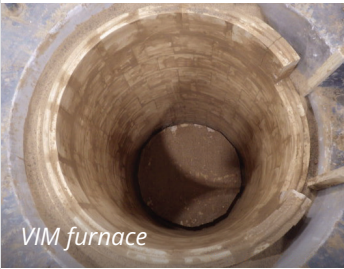
- Work directly with HWI's advanced engineering, to resolve any non-compliances to the design. 'As-built' noted by HWI's support on site (ATRC) departments (24/7 support).
- Build strong relationship with CIs as well as other contractors
- Help educate our CIs and others of proper handling, storage and usage of all HWI products to be used during each specific application and project
- We help resolve any potential variances from the design
- Review and agree on best practices every step of the way

EXPERT COLLABORATION. EVERY STEP OF THE WAY.

VAS PORTFOLIO OFFERINGS

Over 90 years of research and development has enabled us to pioneer innovative refractory solutions from everything to product recommendations, system design, installation to optimize your resources and reduce downtime.

- The Design Portfolio will include Water & Flow Modeling services, Ergonomics, Automation and Robotics.
- The Installation Portfolio and the team of individuals who will be working to develop and deliver these incredible service opportunities
- Installation (beginning to end), value-adds, oversight, education, validation, insurance, cost-savings, details covered
- Help build the relationship between sales and customer/rapport



VIM furnace



Steel ladle



Copper vessel



Gas plant vessel



Carbon bake flue walls



Copper vessel



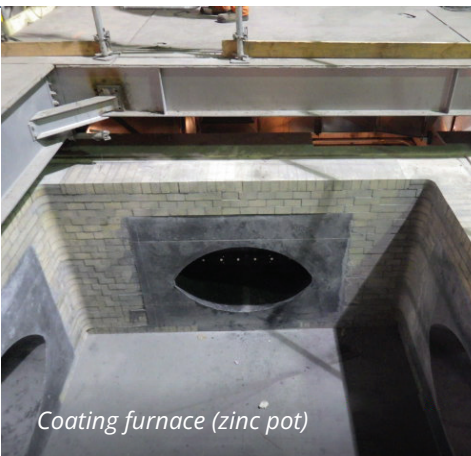
Sub floor in carbon bake



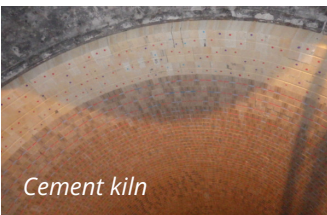
Copper vessel



Head Walls in a large carbon bake



Coating furnace (zinc pot)



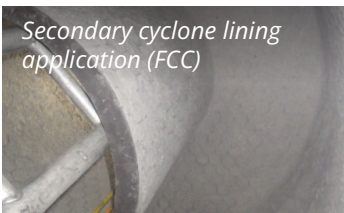
Cement kiln



Charge mouth (copper furnace)



Sub-floor in a zinc coating furnace



Secondary cyclone lining application (FCC)

24/7 SUPPORT DURING THE LIFE-CYCLE OF YOUR INSTALLATION PROJECT

HWI's technical installation support specialists have the experience and resources to get the correct answers quickly. We work closely with our network of resources. This facility is the "heart" of HWI's research and development of our product line.

The ability to have direct communication is critical when it comes to keeping the installation on track and on time.

ENSURE PROPER INSTALLATION AND HANDLING OF HWI PRODUCTS

- Compare bill of materials to what is physically on-site
- Monitor proper storage and handling
- Punch list of priorities
- Tenacious customer focus

COMPLETE FINAL REPORT

- Photographic report with sharp details
- All photos are timestamped and dated
- Report includes full explanation and captures nuances of the project
- Review past reports to learn from past installation decisions
- Great reference for future projects

HarbisonWalker International

Every day around the world, HarbisonWalker International's people and products stand up to the challenges and pressures of every job. And for over 150 years, we've been the gold standard for refractory products. We deliver one of the industry's widest, deepest lines of solutions. Our world-class products perform to the highest degree.

And by bringing intensity, reliability, and passion to work every day, we're able to provide superior value to our customers and their businesses. Get to know the experts who anticipate, respond, and deliver like no one else. We're nearly 1,400 people with one goal: to keep your business moving forward.

CORPORATE HEADQUARTERS

1305 Cherrington Parkway, Suite 100
Moon Township, PA 15108
412-375-6600

SALES

412-375-6724

TECHNICAL INQUIRIES

412-375-6756
support@thinkhwi.com



1-800-492-8349 / [THINKHWI.COM](https://www.thinkhwi.com)