

# HILTI

**Groundbreaker**

The magazine of  
Hilti Great Britain  
and Ireland

Issue 4/2007



**Productivity:** Customer Experiences  
**Hilti Lifetime Service:** Technical Questions and Answers

# Introduction

- 2** Introduction
- 3** Milestones in History
- 4** Customer Experience
- 10** Hilti International
- 12** New Products and Innovations
- 14** Hilti and Industry
- 20** Technical Q&A
- 22** Products and Services

**F**irstly, I'd like to wish you all a very Happy and Prosperous New Year.

During 2007 we have seen major growths take place across all our product ranges. We have also established additional Hilti Centres to provide more Hilti availability to our customers, in fact two new centres are opening in London and Dublin in early 2008.

We realise that our business has always been driven by a commitment to being not just the very best, but excellent. We do this by understanding our customers and delivering world class solutions helping your productivity and constantly reducing your downtime.

In this issue of Groundbreaker there are several customer stories to read, whose businesses have benefited by using Hilti tools and products.

We have always been proud of our new innovations and developments and are always demonstrating unique technological advances in our tools and fittings.

In the Hilti in Industry section we look at the awards that we have accomplished last year as well as our involvement in showing our support and congratulations to customers who have achieved awards.



Finally in 2008 we commemorate our 50th anniversary in GB & Ireland, we are all looking forward to this exciting time and there will be many different celebrations taking place.

We'll keep you up to date with all that we have planned in future issues of Groundbreaker.

Best regards

**Adrian Murphy**  
Managing Director

# Hilti. Outperform. Outlast.

## Milestones in History

**1998:**



Hilti launches its new range of laser positioning tools and cutting & sanding products into the market.

During 1987 to 1997, Hilti focused on restructuring and strategy. When restructuring took place in the mid 1980's Hilti watched as product lines developed into their own divisions, now responsible for their own developments and marketing.

Hilti wanted to begin emphasis on Customer Satisfaction, in order to progress with this Hilti strategically embraced the principle of 'think globally, act locally', the strategy focusing on market segmentation, direct sales and distribution.

Hilti also expanded its strategic channels not just locally but world wide by consolidating business interests in America, Argentina, Brazil and Italy. Hilti also established sales organisations in Croatia and Russia.

During 1998, Hilti launched its new range of laser positioning tools and cutting & sanding products into the market. During this period Hilti proudly announce their breakthrough with AVR (Active Vibration Reduction). This new system is incorporated into certain Hilti tools in order to greatly reduce the vibration generated by powerful hammering mechanisms. With Health and Safety playing an important role in the construction business, Hilti add even more value to their range of products with the introduction of ATC (Active Torque Control). ATC system helps to prevent injury to operators by cutting the power of the tool if an operator is not in full control of the tool.

**2002:**



The first electric rock drilling system to be used for mining.

**2004:**



Hilti focus on their expansion into China.

In 2002, innovation and growth for Hilti are progressed further when the first electric rock drilling system is launched. The system, used in mining, opens a brand new window of business opportunity for Hilti.

Hilti focus on their growth as a company and during 2004 they expand in China using a manufacturing plant in Zhanjiang.

Hilti also add more focus onto their tools by launching its first successful breaker equipped with a brushless motor; thus giving Hilti the edge on 'longer lifetime, less maintenance'.

**2006:**



Hilti announces new corporate culture programme.

Concentrating on 'Strategy 2000,' Hilti announce their new Corporate Culture Program 'Our Culture Journey'. The program focuses on developing all Hilti employees at all levels, including top management.

The concept of Culture Journey is to allow individuals to develop on a personal basis but also as team players. The Corporate Culture Program involves a series of tasks that are held over a 3 to 4 day team camp. The program is developed to aid employees development and growth within the company. The program helps employees demonstrate Hilti's core values and expand on Hilti's purpose of creating enthusiastic customers and building a better future.

**2008:**



Hilti GB and Ireland will be celebrating their 50 years anniversary during 2008

Since its founding in 1941, Hilti as seen many of its markets celebrate their golden anniversaries. As we leave 2007 and enter 2008, it is an exciting time for Hilti GB and Ireland as they get ready to mark their own 50th anniversary.

## Customer Experience

Page 4

# CEI (Ireland) banks on Hilti Building Services



**CEI (Ireland) Ltd has been a long-standing customer of Hilti's power tools, in particular its DX and GX products. The business recently utilised Hilti's MQE electrical bracket system during an extensive bank refurbishment programme. Groundbreaker recently asked the company Managing Director Derek Byrne about the projects and assesses Hilti's involvement.**

### What does CEI (Ireland) specialise in?

**O**ur Company carries out a full range of electrical, instrumentation and communication installation services to the residential, commercial, industrial, pharmaceutical and institutional sectors.

### Which Hilti Products and Services do you use?

As a business that's committed to providing services of the highest quality, we have used Hilti tools for a number of years. The GX and DX tools are widely used, and during this time have generated significant cost savings across the company.

We also use Hilti HUS screws for panel mounting and putty pads for fireproofing and trunking fasteners. Most recently, we started using the 'MQE' electrical bracket system after becoming convinced of its benefits following a demonstration by Hilti's Sean O'Sullivan.

### When have you used MQE Electrical Bracket?

We've used the product recently on a number of refurbishment and

installation projects for some national banks, including Ulster Banks and Allied Irish Banks.

### What benefits were found from using the MQE Electrical Bracket system?

One of our primary concerns is reducing our costs, especially in terms of labour time to carry out installations. We're also a company that is open to new ideas and ways of thinking in order to get projects done more efficiently and to a higher standard.

When Hilti's MQE system was demonstrated to us, both Con Buckley, our purchasing manager and Eugene Hall, our projects manager, immediately recognised the benefits. They found the product to be excellent and in common with other Hilti products - easy to use and practical.

The savings for us came in terms of labour, particularly as the bracket allow us to run cables at low level and then lift them into position easily and quickly. This also provides the added benefit of no torturous heavy cable pulling at high level. Cables aren't damaged during the process and the safety risk is significantly reduced.



MQE Electrical Bracket System.

### In what tangible ways have Hilti's solutions benefited and added value to your business and employees?

As a result of using Hilti's MQE, we estimate that we've enjoyed a 25% saving in terms of labour efficiency during first fix cable containment installations.

When we first started work with Hilti, we focused on its power tools as we found each product to be long lasting and easy to use. We were also very impressed with their Lifetime Service offering.

About three years ago we were introduced to their DX powder actuated fixing products and following this, their gas powered GX system. Both have provided significant benefits for us in terms of labour saving costs. For our employees, they've dramatically increased productivity too.

Our employees have been delighted with Hilti. Like us, they believe it's good to see manufacturers coming up with alternative solutions that significantly speed up the installation procedures.

Any new products or technology we use must be beneficial to everybody and this is certainly the case with Hilti's products. The MQE electrical bracket system is definitely a product we'll be using in the future.



Labour efficiency improved by 25 per cent during installation.

# Hilti's big hit for Laddingford Steelwork Fabrication



**Established in 1991, Laddingford Engineering Ltd was formed following the merger of two established firms - TL Newman Est 1960 and Roger Finn Engineering & Fabrication Est 1972. During this time the business has gone from strength to strength - fuelled in part by a close working relationship with Hilti. This partnership again proved highly effective recently when Hilti helped Laddingford successfully complete a project where it needed a fixing resin capable of working at -18°C. Contracts Manager, David Finn explains.**

## What is your area of business?

**B**ased in Maidstone in Kent, Laddingford Engineering is one of the leading providers of steelwork fabrication in the south of England. Serving a diverse range of businesses, we were founded 17 years ago and have half a century of combined experience in the sector.

## Which Hilti services do you use?

We've been dealing with Hilti for over 10 years now. We were introduced to the company through recommendation after noticing that more and more of our customers were specifying Hilti fixings on jobs.

Here at Laddingford, we have a strong technical side to our business. Though this can be very challenging, Hilti's TAS (Technical Advisory Service) provides us with a great deal of assistance on a wide range of issues and queries.

Hilti's main role involves explaining and providing information on a ream of technical issues. In some cases we forward this on to our customers, which in turn provide us with an important edge over our competitors.

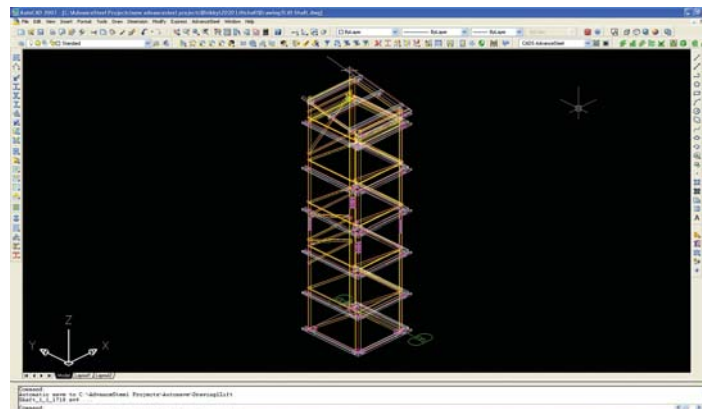
We focus mainly on using Hilti's HIT resin system HY 150 and RE 500, but in our fleet we also have Hilti screw guns, angle grinders, combi hammers and a variety of anchor fixings. We use a range of Hilti anchor systems, tools and consumables across all our projects.

## What issues did you need to address with Hilti?

Recently, we had a project that required us to use a chemical resin anchor system in a freezer with temperatures around -18°C. We initially tried a resin system manufactured by a Hilti competitor, however it simply didn't work as it hardened in the tube at temperatures around -6°C.

## What was the overall outcome?

We discovered Hilti's HIT resin system after speaking to Hilti's Technical Advisory Service. They were able to provide all the relevant detail, including fixing data sheets and COSHH sheets.



3D model of a lift shaft using Steelwork Fabrication program.



Laddingford Engineering team with their range of Hilti tools.

We spoke to competitors during this stage, but none of them were able to provide the same level of relevant information.

As a result, we used Hilti's HY 150 resin on the project. It met our needs perfectly and in fact worked just as effectively at -18°C as it would have done if it was being used in warm conditions.

## Has Hilti's solutions benefited or added value to your business?

Using Hilti products has enabled us to complete jobs far more quickly, with less labour required on site.

Using the Hilti HIT system has also reduced down time on site as it's always ready to use. Having the next day delivery service is very convenient and helps to meet deadlines.

Hilti products always work in the situations that they've been designed for. Their forward thinking approach astounds me as it seems almost everything has been thought of. We have been dealing with Hilti ever since and wherever possible, we'll use them in the future.

## Customer Experience

Page 6

# Hilti takes storage firm to new level

## Building and Construction



**Almost 12,000 bolts and just six weeks to remove them - Southwest Storage Equipment Ltd of Yate near Bristol certainly had to overcome a tough challenge earlier this year. The company's decision to team up with Hilti paid off after completing the project on time and under budget. Here one of the firm's Directors, Tony Bleakman, tells Groundbreaker about why he'd recommend Hilti to any construction business.**

**What is Southwest Storage Equipment's main area of business?**

**W**e were established in 1983 as a storage equipment and mezzanine floor manufacturer. We pride ourselves on providing a high quality of service and from this we've built an impressive list of customers, including Gregory Distribution and The Wincanton Group.

**How long have Southwest Storage been working with Hilti?**

We've been a customer of Hilti since we were established almost 25 years ago. We originally chose to partner with the business due to their strong brand, service standards, and reputation for producing reliable tools and consumables.

**Can you tell us about the problem Southwest Storage had to overcome?**

We were working on premises that were due to be leased out to a new tenant. Within the building, 8,000 bolts used to hold down storage and racking needed to be uplifted within a very limited time period.

Reliability was also crucial. The six-week project, which started in the middle of August, required products that could perform eight hours a day, six days a week.



Southwest Storage team with their DD 130 Diamond Drills and Core Bits.

**How did Hilti help Southwest Storage?**

We called our Hilti Account Manager, Andre Teasdale, to explain the details of the contract and our specific requirements. Andre came to visit us on site and after assessing the situation and analysing a sample of the base material, suggested Hilti's DD 130 diamond system, rig stand, DD VPX vacuum pump and DDB P6 core bits.

Once the project had started, we realised that productivity would be crucial, particularly as the original estimate of 8,000 bolts was incorrect.

The actual number was 11,600 – an increase of 31%. Andre estimated that 46 P6 core bits would be required. The tools arrived the next day and Hilti provided on-site training for the operatives.

**What was the outcome?**

Our workers were able to make good progress, successfully completing the project on time. We estimated the core bits alone would be £3,220, but due to the outstanding ability of Hilti's products, we only required 14. This reduced our original estimate by £2,240. We were amazed at the lifespan of Hilti core bits with one lasting for over 1,000 holes.

Southwest Storage Equipment has been delighted with the outcome of this project. Hilti formed an effective partnership with us and I have no hesitation in using their products and services on future projects.



Racking Installations produced by Southwest Storage.

# Rapide rapidly switch to Hilti

## Interior Finishing



**As a company committed to delivering consistently superior results with customer satisfaction as a priority, Rapide Drylining already used Hilti products, however the business were experiencing problems with non Hilti products and turned to their Account Manager Eamon Dillon for some guidance and advice. Managing Director Graham Helm explains how by using Hilti products his company can continue to deliver excellent results and service to their customers.**

### What is Rapide Drylining's core business?

**O**ur main business is Interior Finishing and we are recognised as being one of the fastest growing companies within the Interior Finishing sector of the construction business. We specialise in working with clients and consultants in commercial and residential sectors. One of our main business drivers is to remain at the cutting edge of innovation and this is where our relationship with Hilti brings benefits to both parties.

### What was the issue that you needed to address?

The main problem that we had was the cost of competitor's repairs, their costs of replacing batteries and parts as well as down time when these problems are being rectified. It was important for us as a company to overcome such problems especially as our projects have short and very tight deadlines that must be met.

It is absolutely critical that production is rolled out as efficiently and effectively as possible and we see the GX 120 as solving several problems other tools fail to address.

### How did you go about solving the problem?

We spoke to Hilti Account Manager Eamon Dillon, who we have known for several years.

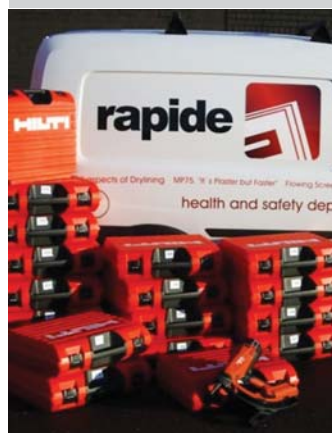
He took the time to show myself and my project managers the GX 120; giving us a demonstration of how the tool works and instantly we could see the advantages the GX 120 has over the tools we had been using.

### What was it about Hilti's solution that appealed to you so much?

The main factor that swung the switch to Hilti was Hilti Lifetime Service, especially the 2 years no cost on gas tools.



Account Manager Eamon Dillon and members of the Rapide Drylining Team.



Comprehensive range of Hilti tools.

### Is the Hilti GX120 a product that you would use on other projects?

Yes definitely! We will use The GX 120 on all of our projects.

On Eamon's recommendation we ordered 20 of the GX 120 tools and we also ordered 40,000 nails. We have rolled out the GX 120 company wide and have a 2 year agreement for the supply of Hilti GX tools and consumables.

The whole package of the GX 120 and having a consumable delivery next day on site was just what we needed.

The innovative ideas on the GX 120, including its perfectly balanced and lightweight build, its use of a gas gauge that indicates how much gas is left thus not having the tool running out of gas unexpectedly as well as its many safety features were major factors to us.

We will complete in excess of £7m of drywall and partition work this year and our investment in the cutting edge technology the GX 120 has, shows our commitment to quality without compromise.

We anticipate the GX 120 will play a key role in our armoury to deliver consistent results to our clients of finishing all our works on time, within budget and to the highest attainable standard.

## Customer Experience

Page 8

# GrantRail on track at White City

## Rail Infrastructure Specialist

**White City in West London is currently the second largest construction project in the UK with a target completion later this year. The redevelopment of the site will include a new shopping centre, multi-story car park and new London Underground depot. To support the development, a new transport interchange is also being constructed with the existing station undergoing a major refurbishment. Here, Groundbreaker speaks to Mike Bevis and Dom De Conti at Doncaster-based GrantRail to understand their firm's involvement.**

### What was the extent of the project at White City?

**G**rantRail was awarded an £11 million contract to install 3.7 kilometres of low speed track as part of the construction of White City's new 16 road Central Line depot.

### At what point in the process did you involve Hilti?

Communication between GrantRail and Colin Burnikell, Hilti's rail business manager, commenced 12 months before the project started. During this point, issues concerning the suitability of products, manufacturing, availability, transportation, storage and associated consumables were all discussed.

This ongoing dialogue enabled both companies to fully understand the mechanics of what could be achieved, while being able to appreciate how working in partnership would mutually benefit both organisations.

### Which products were specified for use on the White City project?

The Hilti HRA M22 x 270 Rail Anchors complete with cover cap, installed with Hilti's RE 500 injectable resin provided the best solution. In addition to the products, Colin and the technical team at Hilti supplied GrantRail with technical data and industry independent reports to support this specification.

In addition, some anchor load testing was undertaken at Paddock Wood prior to the site's 'live' date. This process was crucial as it enabled us to confirm specific loads that could be achieved.

### What was the Track Specification?

The depot design is predominantly flat bottom rail fixed directly to concrete slab track. There are also some minor ballasted bullhead track sections covering the trap points and Central Line tie-in.



Hilti's HIT-RE 500 injectable resin and HRA rail anchor.

### Where there any site restrictions?

The direct fix track assembly consists of a Getzner base plate, seated on Sika grout. We secured this to the concrete slab with Hilti's HRA M22 x 270 anchors and RE 500 resin for the plain line sections.

The fan switch and crossing sections of the track consisted of standard timber base plate assemblies, secured to the track slab. The final finish on the concrete slab was +/- 5mm, which ensured the track tolerances for vertical alignment was achieved.

The depot was constructed below ground in a concrete box which lay beneath the ongoing construction of the shopping complex.

This presented a significant challenge as it meant all goods had to be lowered into the concrete box when required as space was at a premium. These complexities were amplified further when the 'roof' of the depot was installed as noise and dust issues became even more relevant.

In addition, there were some logistical challenges on site that needed to be tackled. We also had to ensure deliveries were packed in a certain way.





Hilti was able to accommodate all of our requirements. They ensured all deliveries were palletised, that the resin deliveries were shrink wrapped in specific quantities and that anchors were delivered separately in crates of 450.

Once the project was underway, Hilti supported the site personnel with on-site training and problem solving. They also organised call offs to ensure the contract ran as smoothly as possible. The project was an outstanding success for GrantRail and this was due to the ongoing support received from our suppliers.



Hilti's Rail Anchors in use at White City.



Part of the new 16 road London Underground Central Line Depot.

# One look is

**The dangers of a fire can never be under-estimated. This is also the view of Hilti installation system specialists. By running tests they have generated a great ability and comprehensive know-how in understanding the fire resistance of fastening systems for installing building supply systems. Customers in both building construction and civil engineering can profit from this.**

By Ursula Trunz

This is no everyday experience. “You look through a window into hell,” says Hilti’s Milan Zuber. “You can only stand it for one, maybe two seconds,” adds his colleague Rainer Loose. The short glance in the inferno makes the face glow and can singe eyebrows and hair even though the fire is behind thick glass and strong walls. This all takes place in a facility at the Hilti Development Corporation in Kaufering, Germany where the fire resistance of metal anchors, installation rails, pipe rings and other Hilti products are tested. Larger testing ovens are operated by the Institute of Building Materials, Concrete Construction and Fire Protection (IBMB) at the Technical University of Braunschweig, Germany. These ovens heat up to temperatures greater than 1000 degrees centigrade.

The test scenarios simulate reality. In tunnel fires the temperature near the fire quickly rises to a scorching 1200 degrees. In addition to corrosion resistance, fire resistance is a very important topic for tunnel builders. Tunnel safety issues are also studied by building construc-

tion engineers and architects. Escape and safety paths must, or should, meet high technical fire-resistance requirements. A building should be able to be evacuated in no more than 30 minutes. “Firestop jackets or cushions that may block the path of flames at cable or pipe penetrations aren’t sufficient to meet these requirements,” says Rainer Loose matter-of-factly. At Hilti he specialises in technical requirements for installation systems, and also clearly points out that installation systems and anchors having fire-preventing qualities must be used for escape and rescue paths. “If not, the safety loop is less than complete.”

To demonstrably complete this loop, Hilti has become the first company in the construction industry to test the behaviour of its installation systems against fire. “For several years we have carried out fire-related tests, under extreme conditions, according to ISO 834 at the IBMB and in our own testing ovens in Kaufering,” reports Rainer Loose. “We can therefore make clear statements as the behaviour of our installation products and systems under extreme



The fire-resistance test is being prepared. The installation system is assembled in the oven. After the test, results are documented by Petr Rojiček of Hilti Czech Republic.

fire and heat conditions. The products also meet the valid German state guidelines for pipe systems (LAR).” Rainer Loose discusses the complete security system in the article “Ensuring safe escape routes” on the next page.

Fire testing also touches on the topic of tunnel safety. Milan Zuber, a Hilti installation specialist who is

responsible for Eastern Europe, turns first to water instead of fire. When catastrophic rainfall deluged parts of the Czech Republic in 2002, 17 metro stations in the capital city of Prague were under water. “The metro managers were under a tremendous amount of time pressure to get the transit system up and running once again.

# all it takes



The metro managers in Prague have set high standards. New suspended ceilings must maintain in a fire for 90 minutes. Even the cable runs must have a high degree of fire resistance.



But in doing so they also paid attention to fire protection. New suspended ceilings had to be able to hold for 90 minutes in case of fire. There is no national or international code for this, but a team of Hilti specialists from the Czech Republic remembered the performance guidelines from Germany and these covered the local requirements in Prague quite well. Tests were carried out and authorised specialists evaluated the results in order to calculate the specific application of Hilti fastening and installation products in the Prague metro stations.”

The cooperation between metro managers and engineering offices, independent experts and Hilti in developing the new safety regulations continues today. Local tests were also carried out and Hilti’s Czech Republic unit was able to count on the support and knowledge of the colleagues from Germany and from Corporate

Headquarters in Liechtenstein. Václav Vaněk, who looks after top projects for Hilti in the Czech Republic, remembers this very well. “Thanks to this cooperation the tests were a success and we could deliver our fastening and installation products on time.” Hilti installation systems have become a standard alternative to welded solutions. “Welding takes much more time than it does to assemble our system,” adds Milan Zuber – who also points out that these activities continue to improve safety standards.

For additional information please contact [rainer.loose@hilti.com](mailto:rainer.loose@hilti.com) or [milan.zuber@hilti.com](mailto:milan.zuber@hilti.com).

## Ensuring safe escape routes

Building corridors that are obviously and clearly marked serve as escape and rescue routes in case of accidents. If pipes or cable strands are set in these areas there is generally a suspended ceiling that partitions these off from the usable space. The suspended ceiling must be certified as suitable for this type of usage. The task is to prevent the penetration of smoke and fire, both from the lower to the upper level, where the installations run, and from the upper to the lower level. In case of a fire involving the building’s technical installation systems above the suspended ceiling, the installations or parts of the suspended system could deform or come loose and fall onto the floor space below. The ceiling may be damaged by this, losing the protective, compartmentalizing affect. It is therefore paramount that the installation systems and their fastening technology meet the fire-protection requirements that the escape and rescue paths are subject to. The protective circle must remain closed.

Steel is a particularly good conductor of heat and, as opposed to concrete, the individual components have more reticulated properties. Think, for example, of struts or pipe clamps. These types of elements therefore acclimate to the local environment temperature very quickly. After only 30 minutes steel may have risen to a temperature of 800 C° and can all but completely lose its nominal stress within the defined 30-minute target period. This is why deforming is particularly relevant even if the static stability of the supporting systems is ensured. This is all the more important if, as often occurs, there is a limited space between installations and the suspended ceilings and the concentration of the installations is fairly high. This is why Hilti has recently concentrated on providing information that has been backed up by solid testing when it comes to deforming and the resulting minimum clearance requirements.

Rainer Loose

New Products and Innovations

Page 12

# Never build another baffle box!

The new CP 617 Intumescent Acoustic Putty Pads provide quick, easy and clean installation; they are the modern acoustic / fire seals for all sockets and switches. Installation is simple as the putty pads can be moulded by hand to fit any size outlet box.

The CP 617 are the only putty pads to be accepted by Robust Details Ltd, thanks to their high adhesion, acoustic, fire and age testing. They are accepted by Robust Details Ltd

as an alternative mechanism for sealing electrical service penetrations in robust timber frame and metal frame separating walls.

Tested for 30 minutes to 2 hours, the CP 617 putty pads are designed for commercial and residential applications. The putty pads can be used on acoustically rated drywall and gypsum assemblies, allowing installation to either the inside or the outside of outlet boxes.



CP 617 Intumescent Acoustic Putty Pads.

- **Fire Integrity 30mins to 2 hours**
- **Accepted by Robust Details Ltd**
- **Quick, Simple and Clean Installation**

# Ready when needed most

**Providing cordless and tremendous versatility the Hilti WSR 36-A Reciprocating Saw lithium ion technology provides superior and lasting power. Its extreme flexibility enables the WSR 36-A to outperform in a whole range of cutting jobs demolishing timber, metal plastics and metals.**

Professional users in all trades have the security of its innovative lithium ion batteries featuring Hilti's CPC (Cordless Power Care) that enables a lasting power as each cell is monitored, charged and individually protected.

The batteries provide lasting performance with no drop in power, no self discharge and an extremely rapid charging time of just 28 minutes.

With its ergonomic design and arranged operating controls, this light weight, compact WSR 36-A offers the user excellent handling and comfortable operation in every working direction. Moreover, stepless stroke rate preselection (1-6) ensures optimum cutting characteristics. The WSR 36-A reciprocating saw is thus a perfect example of a tool that combines remarkable design with exceptional performance.

Hilti's AVR (Active Vibration Reduction) is an added safety feature of the tool cutting vibration

up to 2/3 reducing vibration hazards and improving working comfort.

The battery and charger are protected by Hilti TPS (Theft Protection System) when activated, making theft pointless.

- **CPC (Cordless Power Care)**
- **Li ion Technology**
- **TPS (Theft Protection System)**



WSR 36-A Cordless Reciprocating Saw.

## A clean, reliable solution

**Firestop foam that is not only quick and easy to apply but also makes a tidy job! The CP 660 is a two component foam that comes in an environmentally friendly foil pack for quick and trouble free dispensing.**

**D**ue to its ease of use and quickness the CP 660 helps to reduce installation costs and time. Its easy installation ensures no requirements of formworks or other aids.

The CP 660 allows permanent firestop seals in small and medium sized openings, and its flexible foam structure allows movement.

wide over many decades and thus is a highly efficient means of installing vibration resistant, noiseless grating fastenings.

- **Off Shore Applications**
- **Record Breaking Speed**
- **Stainless Steel and Duplex Coated**



CP 660 Firestop Foam.

## Unique elastic air sealer

**T**he Hilti CF 812 air sealer makes air sealing simple, is cost effective and helps save energy. The CF 812 air sealer helps maintain air barrier properties and outperforms many other materials.

The Hilti CF 812 air sealer can be used for many applications including wall joints, wall to beam, wall to roof and door and window frames. Use of the CF 812 air sealer enables air tight and water resistant seals to be formed, with soft and flexible foam that allows joint movement. Its special low pressure and flexible formula and the use of the Hilti DS 1 dispenser represent the leading foam system available today.

Due to the Hilti CF 812 air sealer having maximum injection performance, quickness and having the ability to seal top of wall joints from floor level, labour savings easily outweigh the product costs.



CF 812 Air Sealer.

- **Health & Safety – No working at height**
- **Speed – Particularly important as the air test date approaches**
- **Simplicity – Easy sealing of otherwise inaccessible places**

## The tool that measures up

**I**t is as compact as a mobile phone and features a very sophisticated single button operation. Simply pressing one button allows users of the PD 4 to measure distances up to 70 meters with extreme accuracy. Its impressive simplicity makes it unique but as a typical Hilti product it also has so much more to offer.

Hilti recognises the demands that tools take when working on everyday construction and thus the PD 4 features an extremely tough and rugged casing surrounded by a wear resistant soft grip covering, making it the ultimate waterproof and dust tight tool.

The Hilti PD 4 enables professional users in all trades to achieve accurate and dependable results at all times. The measured distances are clearly legible in the display within a fraction of a second and even in bright conditions. Its functionality also enables the two previous measurements to remain visible increasing simplicity and productivity.



PD 4 Range Meter.

With Hilti's extensive knowledge of the construction industry and know how in the field of measuring technologies, the PD 4 has been designed as an easy to use tool with an ideal format for its intended group of users. The result is a slim, ergonomically-designed precision tool ensuring maximum convenience and ease of use even when wearing gloves!

- **Dust Tight**
- **Waterproof**
- **Ruggedly Built**

# Industry will stand for early involvement



Delegates from all over Great Britain came together to discuss the industry issues.

**The early involvement of specialist contractors at design stage is the only way the industry will deliver greater efficiency on construction projects. That was the message from the one-day Building Services Summit held at Wembley on 24th October 2007 to highlight the concerns of the £19.3 billion building services industry.**

The summit – organised by Hilti with the Electrical Contractors' Association (ECA) and the Heating and Ventilating Contractors' Association (HVCA) – was chaired by Professor Rudi Klein, Chief Executive of the Specialist Engineering Contractors' Group. Over 100 mechanical and electrical (M&E) contractors turned up to listen to the experiences of main contractors including Shepherd Construction and M&E contractor Balfour Kilpatrick.

Speaking at the event, Prof Klein said the government should be taking the lead to encourage full supply chain integration as the industry's biggest single client.

He said: "There's a lack of teamwork, especially at the design stage of the project. Only by insisting on the early involvement of the entire supply chain can you get everyone to take collective ownership of the design, cost and risk. Too often the design is left to the consultants with no input from the M&E contractor. They're a critical part of the team, especially when you consider almost half of the budget of any building relates to building services installations.

Delivering a keynote speech at the event, Sir Michael Latham echoed Professor Klein's comments. He said: "This industry spends up to seven times as much on litigation as



Prof. Rudi Klein.

# d still without t of specialists

## THE BUILDING SERVICES SUMMIT 2007

it does on research and development. Why? Because there's an inherent lack of supply chain integration which creates the blame culture. Yes progress is being made but there is far more to be done if we're going to meet future targets."

The target set by the industry is to have 50% of all projects delivered by integrated teams by 2007.

Derek Gow, Head of Building Services at Hilti, said: "M&E has a critical role to play in delivering the construction product but there are challenges to its continued growth and success."

"Whether it's a question of increasing productivity through innovation, tackling sustainability, addressing health and safety or early involve-

ment in project design, the summit highlighted there is a willingness to meet these challenges head on."



During breaks delegates could explore the exhibition area.



The Summit was held by ECA and HVCA and sponsored by Hilti.



## Hilti and Industry

Page 16

# Investment into Ireland

**Hilti are opening a new Irish Headquarters, state of the art Hilti Centre, Repair Centre and Warehouse in Dublin's North City Business Park on the 24th January 2008.**

The company has been present in Ireland since 1958 and now operate seven centres across Ireland, providing expert advice and over-the-counter sales. Hilti also has 45 account managers across the country and customer services which is based in Dublin.

Director of Sales for Ireland, Rolf Biesser, commented: "Ireland continues to experience a construction boom, with several

major projects, including new motorways and the redevelopment of Lansdowne Road. This has created huge volumes of work for Irish contractors, large and small."

He continued: "The new Headquarters and Centre in Dublin shows Hilti's continued investment in its Irish customers and will ensure the best level of service is available to them."



The new Hilti premises in Dublin's North City Business Park

## New Hilti Centre to open in Stratford



The new look Hilti Centres are designed with creating more space in mind and increasing the range of products available.

**January sees the launch of the new Hilti Centre in Stratford, London. The unit will be centrally located in the city and fills a massive gap in the market.**

Conveniently located in Stratford, between both the Olympic games site as well as Canary Wharf the centre will be a hub of activity.

The centre replaces the former Isle of Dogs unit and as well as having a shop, will have a larger than average Hilti warehouse allowing same day delivery and collection for host of nearby building sites.



# International Media Day

**Hilti held the first ever international media day at its headquarters in Schaan, Liechtenstein, in October 2007. Innovation was the theme, and Hilti was not only talking about its new products, but also allowing several journalists to get an insight into how the company works.**

**A** total of nine reporters from GB and Ireland got the opportunity to visit the HQ as well as having the chance to get some hands on experience of operating Hilti products.

During the two-day event, they were allowed the chance to try out first hand recently introduced tools as well as getting details about the main trade applications.



Journalists had the chance to speak one on one with Michael Hilti, son of the company's founder.

One of the highlights for the visitors was a visit to the Technology Centre. The facility is where Hilti conducts real-life tests and follows demand trends and technological changes in the construction industry.

The journalists and editors watched a simulated earthquake, 7 on the Richter scale, and physically saw the effect it would have on screws mounted on a roof deck - the roof survived but needed some refurbishment.

The group also met up with the Executive Board, Bo Risberg, CEO of the Hilti Corporation, and Michael Hilti, son of the founder of the company.

The event was a fantastic success. Denise Maguire, Group Editor of Commercial Media Group, said: "The event was very informative and we were made to feel very welcome. The enthusiasm and commitment from Hilti staff was very impressive."



CEO Bo Risberg chats with the international delegates.



Tools could be tried in the trade development area.

# The IF Product Design Awards

## Hilti wins Product Design Awards

**The IF Product Design Awards are one of the most renowned design awards in the world. An independent jury of design experts are used to assess various classes in terms of degree of innovativeness, functionality, design quality, brand value, ergonomics, and materials. With 1,002 participants from 35 countries, there were a submitted total of 2,771 products entered for the competition.**

**F**or the IF Product Design Award 2007, Hilti submitted 16 products and can proudly announce that after convincing the international jury of experts of the merits of 16 products, Hilti were awarded the coveted IF Product Design Award for the following 13 products: -

- TE 2-M Rotary Hammer Drill
- TE 40-AVR Combihammer with Active Vibration Reduction
- TE 500-AVR Breaker
- TE 70 Combihammer with Active Torque Control
- SF 144-A Cordless Drill/Driver
- SFH 144-A Cordless Impact Drill/Driver
- DCH 300 Electric Diamond Cutter
- DD 100 Diamond Coring Machine
- PD 4 Laser Range Meter
- PD 42 Laser Range Meter
- PRI 2 Rotating Laser

When combined with the 12 awards that Hilti won at last years IF Product Design Award it clearly shows that Hilti have set a benchmark in the area of industrial product design, as no other single competitor has earned this many awards in this product category. The current result out-does Hilti's own best international results, a performance Hilti can be very proud of.

The results confirm of how strongly Hilti's design ability is growing, and how Hilti products are generating enthusiasm and positive interpretation in terms of significant purchasing criteria such as innovation, quality and handling and the unique design language that influences the overall perception of the Hilti product portfolio.



product  
design  
award

2007



TE 40 AVR Rotary Hammer Drill



SFH 144-A Cordless Drill/Driver



DCH EX 300 Electric  
Diamond Cutter

## Hilti and the environment

**We understand that we must care about our impact on the environment but what about the wider picture?**

**J**ust as important as ecological responsibility for sustainable corporate success is the social dimension. For Hilti, this social dimension comprises of two elements, which it lives out as a "Great Place to Work" and a "Great Citizen."

Thus, on the one hand, the focus is on the employees and their families and on the other hand, we take a stand on matters of general social concern.

In 2006 Hilti signed the United Nations Global Compact and thus committed itself to supporting the initiative's ten principles. These set out core values in the areas of environmental protection, human rights, labour rights and anti-corruption.

At a local level Hilti GB and Ireland are working to develop a program of giving something back to the local communities in which we operate.

Under the guidance of our Sustainability Manager, Berni Grant, we will continue to build on this work throughout 2008.



# Hire Association Awards

## Hilti Sponsor Health and Safety Award

**Hire Association Europe (HAE) is the leading trade association for hire and rental companies within the UK and Ireland, the association brings together diverse sectors that are involved in plant hire.**

The Hire Association Europe is encouraging many professional hirers to enter the awards, to highlight across the UK the best of the hire industry. The awards recognise

excellence in staff and customer training; hire personnel, training, health and safety, contribution to hire with new products and the best of suppliers.



Hilti's Martin Emery presents the Hire Award for the Best Contribution to Health and Safety and/or Environmental Issues to Alan Bultitude of Speedy Western.

Martin Emery the National Plant Hire Manager for Hilti is the Vice Chairman for the Hire Association. Hilti are sponsors of the award 'Best Contribution to Health and Safety

and/or Environmental Issues' the award was presented by Martin to Alan Bultitude from Speedy Western.

# Hilti host National Award



Hilti's Steven Colclough (far right) and the winner of the award for Small Renovation Projects.

The awards are compiled based on the FMB Code of Practice that covers a strict code of practice that FMB builders commit to every year. Customer relationships throughout the building process play a major part of the code of practice.

This year Hilti hosted an award for the category 'Small Renovation Projects'. There are various categories covered by the awards including New Homes, Medium and Large Renovation Projects, Commercial, Energy Efficiency,

**For many years now Hilti have participated in the FMB awards 'The Master Builder of the Year awards'. FMB is a trade association that was established over 60 years ago, developed to protect the interests of small and medium sized building companies. It is currently the largest trade association of the building industry in the UK.**

Waste Minimisation, Heavenly Builder, and Apprentice of the Year.

The overall award from FMB is to be crowned 'Best Builder in Britain', this year the award was hosted by expert property developer and TV presenter Sarah Beeny, who awarded Mark Gaul and his team from Bybridge Construction for their unusual renovation of a hillside Wesleyan Chapel in steel and glass. Bybridge Construction transformed a derelict Chapel into

a Chapel that consisted of a light and modernised look, which involved the development of an all glass room that overlooks a hillside stream near Oxford.

Scooping the top prize Bybridge Construction win the Nissan Light Commercial Vehicle of their choice worth up to £20,000!

# Did you kn

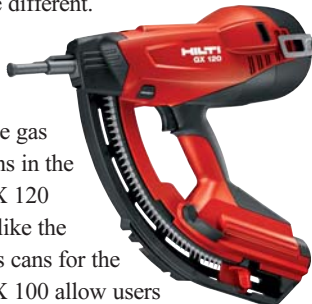
**In our Mission statement we talk about building a better future - what does Hilti mean by this?**

Hilti tradition and corporate culture testify to the company's highly developed sense of responsibility. But that is not enough to satisfy either the company or its employees. Beginning as early as 1998, all production plants as well as the individual business units, with Product Development, were certified to the ISO 14001 environmental standard. In 2007 all the operations in GB and Ireland were also certified to the same standard. For us in GB and Ireland this is the foundation of our journey to take measures beyond our legislative obligations and reduce our impact on the environment.

**Can the GX 100 Nails and Gas Cans be used in the GX 120?**

The nails for the GX 100 can be used in the GX 120 but the gas cans are different.

The gas cans in the GX 120 unlike the gas cans for the GX 100 allow users to monitor how much gas is remaining in the tool.



**What anchor in Hilti's range offers the best performance in masonry base materials?**

The best anchor performance in this area comes from the HIT HY 70 resin system. This anchor combines the properties of the Hilti HY 20 resin (for hollow base materials) and the HY 50 resin (for solid base materials). The HY 70 offers a better performance across the masonry range. It can be used in most types of masonry whether they are hollow or solid and offers a consistently high performance rate. Generally the base material itself will be the failure point rather than the anchorage system itself.

**What does the Hilti PROFIS software offer, how can I get hold of it?**

Hilti PROFIS Anchor offers more flexibility and functionality than any other anchor design program. Included within the full version of

the software are a number of powerful features, exclusive to Hilti, that greatly enhance the user's choice and efficiency:

- Easy-to-use 3D interactive display and a design wizard which presents the required input in a straightforward and logical manner.
- Change and modify designs at the touch of a button.
- A comprehensive easy-to-use anchor selector.
- A database of CAD drawings for all Hilti anchors which can be exported to other formats.
- 3D baseplate design plus finite element analysis for baseplate thickness calculations.
- Personalised settings for user-defined views.
- Tutorial showing how to use the software

You can also download Profis anchor from our website, either follow the software link from the home page or follow the link to the "Technical Library", stop and have a look at the amount of information that is available there, and then go to the "software" drop-down list and select "Profis anchor".



After installing the software you can use the "update function" on the main menu to download the additional functions. If you need any assistance using the program please call our Technical Advisory Service (0161 886 1144) and we will talk you through using it.

**Do Hilti offer anchors that can be used in highly corrosive environments?**



Hilti anchors come in a variety of materials, typically galvanised steel (to 5 microns zinc plated) for dry internal applications, hot dipped galvanised steel (to 40 microns zinc plated) and A4 stainless steel for external applications. However some anchors in the range are available in Hilti HCR (High Corrosion Resistance) steel which offers a solution for areas where corrosion is an issue for example in tunnels, in marine environments or above swimming pools.

**What are the benefits of collated screw systems?**

The main benefit is speed – with collated screws up to 50% more board can be installed per day.

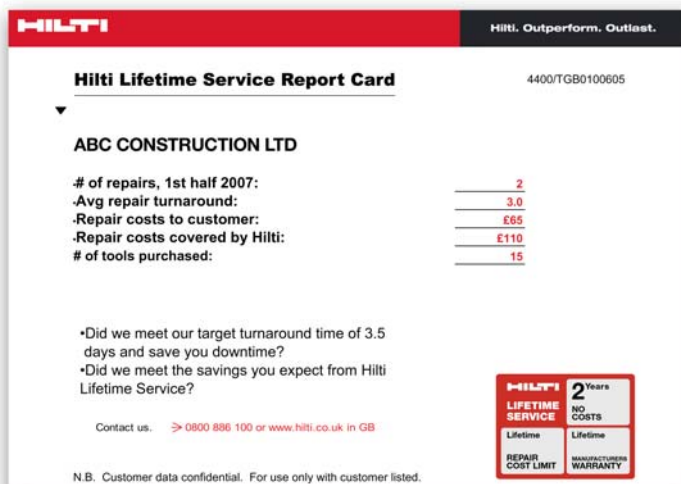


# OW...

## Hilti Lifetime Service Report Card

### What is the Hilti Lifetime Service Report Card?

The report card allows customers to understand and appreciate the value of Hilti Lifetime Service.



### The Repair Card for ABC Construction Ltd demonstrates the following:-

- The Customer has only had 2 tools taken away for repair in 2007; 75% of the customers tool fleet have not required repair in 2007.
- The average turnaround time on a Hilti repair is 3 days. Most competitors will take 1-2 weeks.
- The tool repair cost for this customer was £65. The customer has 15 tools in his fleet; this means that on average the repair cost per each tool is £4.30. A professional builder survey showed the average cost of repair PER TOOL was £46 and 64% of battery tools are replaced versus repaired.

### How and why is it an advantage to Hilti Customers?

Independent studies have shown that the implications of repairing tools are massive.

The cost of repairing them can often exceed the actual original cost of the product. Worse still, the downtime causes delays in project completion. The Report Card gives customers the transparency that their business deserves.

### What have Hilti learnt from the Report Card?

Every year Hilti spends millions of pounds to create tools that outperform and outlast our competitors.

Hilti has also created a unique structure that allows tools, on average to be picked up, repaired and returned in less than 4 days. The Report Card has reinforced what a fantastic advantage this is for our customers. On average 4 out of 5 Hilti tools will not need repairing each year.

### Some facts about Hilti tools

In the first half of 2007 we saved our customers over £1.5 million in repair costs with an average turnaround of 3.5 days. A recent survey by Construction News showed that repairs were costing over £3k per customer annually, with over £100 per repair and quite often causing downtime of 2 weeks. Hilti Report Cards have identified that the average cost of a Hilti tool requiring is £6 thanks to Hilti Lifetime Service agreement. It has also acknowledged downtime and turnaround of a repair will normally be up to 2 weeks, this versus 3.5 days for a Hilti repair.

### How can I get my Hilti Report Card?

Report Cards are available from your Hilti Account Manager or by calling Customer Services who will contact your Account Manager on your behalf.



# Customer support



**There are lots of ways to get in touch with Hilti and we have a dedicated team that can guide you through our extensive range of tools and consumables and offer advice and support in areas ranging from application training, on-site testing, after sales service and technical advice.**



**Telephone or Fax**

Our highly trained team of advisors are available Monday to Friday GB: 8.00am to 6.00pm and Ireland: 8.15am to 5.30pm. They can help you with product advice, orders and deliveries, locating your nearest Hilti centre and contacting your local Account Manager.

**Customer Services GB**

Tel: 0800 886 100  
 Fax: 0800 886 200  
 E mail: [gbsales@hilti.com](mailto:gbsales@hilti.com)

**Customer Services Ireland**

Tel: 1850 287 387  
 Fax: 1800 654 600  
 E mail: [iesales@hilti.com](mailto:iesales@hilti.com)



**Shop**

Our national network of Hilti centres are much more than display or sales points for Hilti products. At a Hilti Centre you can get product and application advice, demonstrations of machines and systems. You can also order or purchase tools and consumables.



**Online**

Hilti's website is available for round the clock advice and information. Easy to use, it provides a wide range of features and information including an online catalogue of products, firestop and anchor design centres, a technical library and Hilti Centre locator.

**Hilti Online GB**  
[www.hilti.co.uk](http://www.hilti.co.uk)

**Hilti Online Ireland**  
[www.hilti.ie](http://www.hilti.ie)



**Account Managers**

If you need professional advice, product and system demonstrations or application advice at your place of work or on site, customer services can put you in touch with the Account Manager for your area.



**Hilti and Sustainability**

We continually work to improve the impact we have on the environment, not only in our Product Design and Manufacture but also by taking measures beyond our legislative requirements in our day to day activities. We have a dedicated resource who can work with our partners to provide environmental stewardship in this area.

**Product Range**



Rotating, Measuring & Line Lasers



Battery Tools



Rotary Hammers, Combi Hammers and Breakers



Chisels and Drill Bits



Heavy Sawing and Diamond Rigs



Vacuum Cleaners



Diamond Blades and Core Bits



Grinders



Circular and Reciprocating Saws

# port



Jigsaws and Sanders



Battery Screwdriver and Screws



Powder and Gas Actuated Tools



Nails and Studs



Mechanical and Plastic Anchors



Chemical Anchors



Channel and Pipe Rings



Firestop



Foam



## Repair

You can be sure that any repair work, whether it is a complete overhaul or a service carried out at a Hilti Repair Centre will be done to the highest standard using equipment specially designed for Hilti machines.

### Repair Centres GB

Tel: 0800 083 0855

### Repair Centres Ireland

Tel: 1850 287 387



## Tool Hire Partners

Selected Tool Hire partners carry an extensive fleet of Hilti tools and associated consumables and are able to offer training and guidance in the safe use of equipment and developments in industry regulations. Our partners range from local independents to major nationals and are supported by a dedicated team of Tool Hire Specialists providing extensive coverage throughout GB and Ireland.



## Firestop Specialists and Partners

Hilti's firestop specialists can help you to select the most suitable fire protection products for your application. They can help you install them correctly, or put you in touch with approved installers. Hilti works with a group of partner contractors in the field of passive fire protection all of whom are members of the FIRAS third party accreditation scheme. This means that they can offer a Certificate of Conformity on all their work. Their breadth of work covers compartmentation, steel and concrete protection, air sealing and acoustics conforming with ADB, ADE and ADL of the Building Regulations.



## Engineering Partners

Hilti's dedicated team of Field Engineers operate nationwide and can give advice, run technical seminars, on site testing and guidance on installation with you, where you are working. They are also supported by our Technical Advisory Service, Literature, Anchor Design software and the Anchor Design Centre online.

### Technical Advisory Service GB

Tel: 0161 886 1144

Fax: 0161 786 3840

### Technical Advisory Service Ireland

Tel: 1850 287 387

Fax: 1800 654 600



## Diamond Coring Partners

Our concrete Diamond Drilling and Sawing Contractors services are specifically designed to meet the demands of this trade. Working with our selected Diamond Contractor Partners we aim to deliver these solutions for the benefit of the whole construction industry and their clients. We offer practical jobsite advice providing the best solution for your consumable and tooling requirements and make sure that your equipment performs with optimum efficiency.

# Hilti Centres

## Great Britain

3 Novar Place  
Ann Street/Hutcheon Street  
**Aberdeen**  
AB25 3LG  
**Phone** 0870 443 5055  
**Fax** 01224 620 442

Unit 4  
Aston Expressway Industrial Estate  
Aston  
**Birmingham**  
B6 4EX  
**Phone** 0870 443 5069  
**Fax** 0870 428 1026

Unit 13, Shield Drive  
West Cross Centre  
Great West Road  
**Brentford**  
TW8 9EX  
**Phone** 0870 443 5077  
**Fax** 0870 428 1027

Unit 1  
Days Road Commercial Centre  
Days Road  
St. Philips  
**Bristol**  
BS2 0QS  
**Phone** 0870 443 5071  
**Fax** 0870 428 1028

Unit 35  
Clifton Industrial Estate  
**Cambridge**  
CB1 7ED  
**Phone** 0870 443 5074  
**Fax** 0870 428 1029

Unit 2  
Denvale Trading Estate  
Ocean Park  
Ocean Way  
**Cardiff**  
CF24 5PF  
**Phone** 0870 443 5070  
**Fax** 0870 428 1030

Unit 3, Cabinet Way  
The Deacon Estate  
North Circular Road  
**Chingford**  
E4 8QF  
**Phone** 0870 443 5075  
**Fax** 0870 428 1031

Unit 1, Dunsinane Avenue  
Lochee  
**Dundee**  
DD2 3QF  
**Phone** 0870 443 5056  
**Fax** 0870 428 1032

39 West Bowling Green Street  
Leith  
**Edinburgh**  
EH6 5NX  
**Phone** 0870 443 5057  
**Fax** 0870 428 1034

Unit 1, Park Road/Nelson Road  
(Adjacent Gateshead Stadium)  
**Tyne & Wear**  
NE10 0XF  
**Phone** 0870 443 5061  
**Fax** 0870 428 1035

Unit 15, Houston Place  
Kingston Bridge Trading Estate  
**Glasgow**  
G5 8SG  
**Phone** 0870 443 5059  
**Fax** 0141 613 3645

Unit 5, Riverside Place  
Bridgewater Road  
(Off South Accommodation Road)  
**Leeds**  
LS9 0RQ  
**Phone** 0870 443 5063  
**Fax** 0870 428 1041

14 Trafalgar Way  
Erskine Industrial Estate  
**Liverpool**  
L6 1NA  
**Phone** 0870 443 5068  
**Fax** 0870 428 1046

Distribution and Training  
Bredbury Parkway  
Southside  
**Bredbury**  
SK6 2SX

Unit 6, DataPoint South Crescent  
Cody Road  
Stratford  
**London**  
E16 4SR  
**Phone** 0870 443 5078  
**Fax** 0870 428 1040

Unit 2, Lapwing Centre  
4 Hagley Road (Off Ordsall Lane)  
Salford  
**Manchester**  
M5 3EY  
**Phone** 0870 443 5067  
**Fax** 0870 428 1047

Unit 28  
Cannon Park Industrial Estate  
**Middlesbrough**  
TS1 5JU  
**Phone** 0870 443 5062  
**Fax** 0870 428 1048

Unit B Valley Road  
Plymton  
**Plymouth**  
PL7 1RF  
**Phone** 0870 443 5072  
**Fax** 0870 428 1049

Unit 8  
The Partnership Business Park  
Rodney Road  
**Portsmouth**  
PO4 8 DF  
**Phone** 0870 443 5073  
**Fax** 0870 428 1050

Unit 12, Sycamore Centre  
Fell Road, Attercliffe  
**Sheffield**  
S9 2AL  
**Phone** 0870 443 5064  
**Fax** 0870 428 1051

Unit 1  
Grande Vitesse Industrial Park  
38 Great Suffolk Street  
**Southwark**  
London  
SE1 0UE  
**Phone** 0870 443 5076  
**Fax** 0870 428 1059

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Trafford Park  
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M17 1BY  
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**Fax** 0800 886 200  
**Web** [www.hilti.co.uk](http://www.hilti.co.uk)

## Ireland

Unit 7, Loughside Industrial Park  
Dargan Crescent  
**Belfast**  
BT3 9JP  
**Phone** 0870 428 1024  
**Fax** 0870 428 1025

Unit 17  
Togher Industrial Estate  
**Cork**  
**Phone** 1890 252 213  
**Fax** 021 455 1588

Unit C4  
North City Business Park  
Finglas  
**Dublin (North)**  
Dublin 11  
**Phone** 01 886 4125  
**Fax** 1800 654 600

Unit 7  
Western Parkway Business Centre  
Ballymount Road  
**Dublin (South West)**  
Dublin 12  
**Phone** 01 450 7418  
**Fax** 01 450 7748

Unit 8  
IDA Business Park  
Tuam Road  
**Galway**  
**Phone** 091 779 779  
**Fax** 091 779 791

Unit 16a  
Childers Road Enterprise Centre  
**Limerick**  
**Phone** 061 412455  
**Fax** 061 412508

Business Park  
Tramore Road  
**Waterford**  
**Phone** 051 350030  
**Fax** 051 350040

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Unit C4, North City Business Park  
Finglas  
**Dublin**  
Dublin 11  
**Phone** 1850 287 387  
**Fax** 1800 654 600  
**Web** [www.hilti.ie](http://www.hilti.ie)

**Hilti. Outperform. Outlast.**