

NEW VIDEO TUTORIALS SUPPLEMENT HUECK PRODUCT TRAINING ON SITE - PRACTICAL SUPPORT FOR METAL WINDOW MANUFACTURERS

With a series of informative workshop videos, the Lüdenscheid-based systems provider HUECK System GmbH & Co. KG offers another practical service for metal construction customers. In the YouTube video series "Harry's Workshop", frequently requested production steps in the processing of HUECK façade, window, door and fire protection systems are clearly explained and demonstrated. "The videos were also our response to the contact restrictions imposed by the coronavirus pandemic," explains Harald Ickert, Head of Product Training and Customer Consulting at HUECK. "As a quick aid and for follow-ups from abroad, they are really handy and well received by our customers."

At the same time, the videos remain an additional offering that cannot replace the tried-and-tested personal product training sessions on site. HUECK has been offering this free on-site service to its metal construction customers with great success for almost ten years. "When the customer contacts us, we go directly to their workshop and explain to the people there how to set up tools and process our products." The HUECK product trainer team travels all over Germany for this purpose and can also go to other European countries if necessary. "We usually don't need more than one day for product briefings and training. However, depending on requirements, we are happy to be available for longer," says Ickert. "For the creation of an object-related test element, we are sometimes even on site for up to two weeks. When the customer contacts us, we plan some lead time if possible to prepare thoroughly for the appointment," Ickert emphasises. The HUECK product trainer team is also available for telephone inquiries. "Many questions and details can be clarified this way," according to Ickert's experience. "Now, our videos can also help too."

In the industry, the exceptional service is now very well known and enjoys an excellent reputation. "We are always welcomed by the customers," Ickert is pleased to say. Like him, all HUECK product trainers come from the field and have many years of experience. "So we speak the same language as colleagues in the companies and know what is important." A major advantage, he says, is the fact that the HUECK product trainers are not specialised in one topic but are familiar with all HUECK systems.

"This is very practical for us, because we can also clarify questions at very short notice with the product trainers on site, which do not revolve around the actual topic of the training session," says Frank Neubauer,



Image 1: At Wisual Metallbau GmbH, HUECK product trainer Harald Ickert (r.) instructs Wisual employee Lutz Hohmann in the practical processing of the new Trigon FS 040 façade in the workshop. (Source: HUECK)

General Manager of Wisual Metallbau GmbH from Wolmirstedt near Magdeburg. The successful specialist company for window and door systems, conservatories and patio roofs has been processing HUECK systems for many years and regularly takes advantage of the product training courses. "This is a really helpful service, because the HUECK product trainers are not only very familiar with the systems. They also know exactly what is important for us in practice." All in all, he says, product training and videos are a valuable support in the workshop. "We appreciate this consulting as equal partners."

A total of five HUECK product trainers, including Ickert himself, are currently constantly on the road to support metal construction customers. The team also includes three customer advisors who work from Lüdenscheid. "These are very experienced colleagues who, fortunately, are still very familiar with our older products and can help out here," emphasises Ickert.

The video tutorials from the "Harry's Workshop" series are available on the HUECK YouTube channel: <http://qr.hueck.com/harryswerkstatt>



Image 2: At the PC, Harald Ickert explains to Wisual General Manager Frank Neubauer (l.) the special features of construction and planning with the new façade. (Source: HUECK)



Images 3, 4, 5: Impressions of the film shooting in the HUECK workshop and film studio (source: HUECK)