



# IMPORTANT INFORMATION FOR PREFABRICATION SERVICES

## Cutting, Kitting, and Pre-Assembly

### Boundaries

- Hilti Prefabrication Services, design solutions and drawings use exclusively **Hilti brand products** and may not be transferred to third party products
- The three Hilti Prefabrication Services, named as Kitting-, Cutting- and Pre-Assembly Service can be **combined** with each other and with other additional services like Hilti BIM Design Service as needed
- Hilti Prefabrication Services are supplied per customer requirements stated in the customer's request summary
- Any customer input is exclusively considered for the purpose of the corresponding Hilti Prefabrication Service; Hilti does not verify nor assume **responsibility** for the calculation and/or design of the suggested Hilti products as part of the corresponding prefabrication service
- Any **modifications** to Hilti products and/or design may alter performance and/or integrity of the Hilti product(s) and must be evaluated by the customer
- **Instructions for Use** are always related to the single items within the kit and are not dedicated to a certain structure / product combination – no combined Instructions for Use are delivered per kit – if required, a corresponding Hilti service can be ordered separately
- After **confirmation** of a service order by Hilti, the order cannot be cancelled nor can materials be returned
- Any **additional work** and/or materials required due to customer changes after the order is confirmed by Hilti will be at an additional charge
- Approximate **lead times** for delivery within the scope of the service will be communicated to the customer, but Hilti does not guarantee delivery times
- **Pre-assembly only** – Upon request, anchor products can be part of the Pre-Assembly scope, or can be ordered separately as a kit service or through a standard order
- **Pre-assembly only** – In some rare cases, pre-assembled solutions are not available with Hilti's Modular Supports System portfolio which will be clearly documented and communicated to the customer

### Output details

- Necessary **documentation** like Bill of Material, Instructions for Use and/or other relevant installation instructions will be supplied by Hilti to the customer who is responsible for providing this documentation to the end user/installer
- All **dimension** and distances indicated on Hilti jobsite drawings and in Bill of Materials are stated in either metric or imperial units and indicated accordingly – item number sequence on fabrication drawings does not usually correspond to the assembly sequence – always refer to the relevant Hilti Instructions for Use for required installation information
- All **product lengths** are subject to standard **tolerances** as depicted on the Hilti jobsite drawings, a tolerance of +/- 5 mm applies to all mounting dimensions (excluding dimensions for cuttings and auxiliary dimensions) unless otherwise stated, and the cutting tolerance is +/- 3 mm
- **Minimum delivery** is as stated in the drawings
- For cutting services, left-over material greater than 50cm (~20") is either shipped together with the ordered products (by default) or scrapped upon agreement without compensation to the customer; if the customer requests a left-over material delivery, they cannot claim any cost for material scrapping
- Delivered **leftovers** of strut, girder, and threaded products will not have deburred edges, unless agreed otherwise; in case leftover materials are used, they should be deburred by the customer in order to help prevent personal injuries
- **Delivery packaging** aims to enhance protection of the products during the shipment in an optimal way; therefore, individual dimensions for packaging of pre-assembled products is not standardized
- Hilti packaging is not designed for long-term jobsite storage

## Customer responsibilities

- Provide all necessary project requirements to fulfil the requested Hilti Prefabrication Service(s) – as further defined below – to Hilti before service execution begins
- Check the **accuracy and completeness of the information** stated in the request summary and immediately inform Hilti of any misalignments via e-mail – otherwise all information included in the request summary is assumed to be complete and correct
- Proactively inform Hilti of any **changes** to the agreed project requirements before the service starts – should changes be required once the service is underway or completed, this may result in additional fees
- All **quality control** when receiving and installing Hilti products and for the correct storage according to all relevant specific material and packaging requirements
- **Review** service output and communicate any defects in writing to Hilti **within five working days**
- During **transport**, connections of pre-assembled units may loosen to the point that required installation torque are no longer met – customer must check and when necessary re-tighten all bolted joints to the installation **torque** as specified in the relevant Instructions for Use

## Project Requirements

- Customer is asked to provide project requirements before the service starts – should changes be required once the service is underway or completed, this may result in additional fees
- Any additional requirements will not be taken into account, unless specifically confirmed by Hilti in writing

## Execution

- Service will be **performed** in-house by Hilti or at a third-party supplier
- Service will only **begin** after the customer signs the quote accepting non-standard terms and conditions, and Hilti confirms the order