

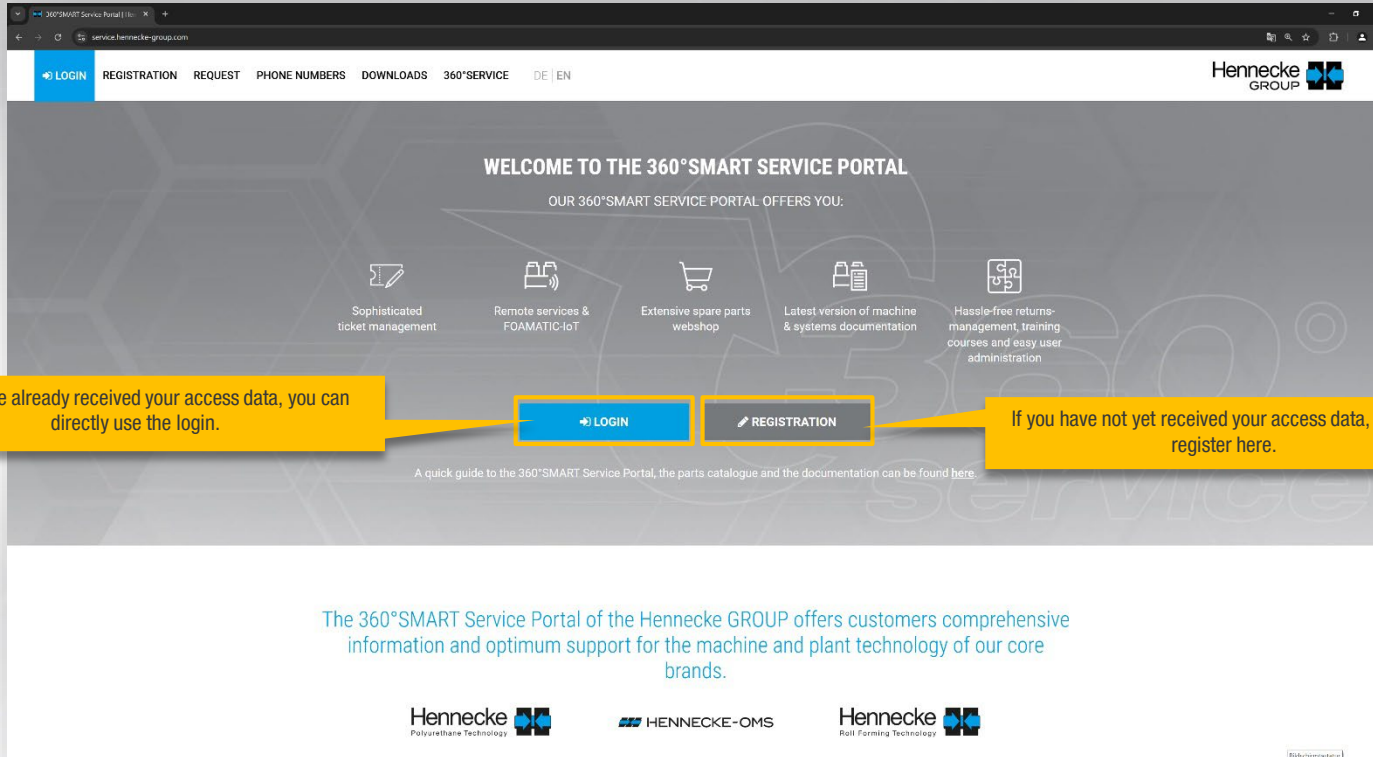
360°SMART Service Portal

Registration, ticket system and documentation

Vers.3 | 02.2025



REGISTRATION ON THE SERVICE PORTAL



WELCOME TO THE 360°SMART SERVICE PORTAL



OUR 360°SMART SERVICE PORTAL OFFERS YOU:

- Sophisticated ticket management
- Remote services & FOAMATIC-IoT
- Extensive spare parts webshop
- Latest version of machine & systems documentation
- Hassle-free returns-management, training courses and easy user administration

LOGIN **REGISTRATION**

A quick guide to the 360°SMART Service Portal, the parts catalogue and the documentation can be found here.

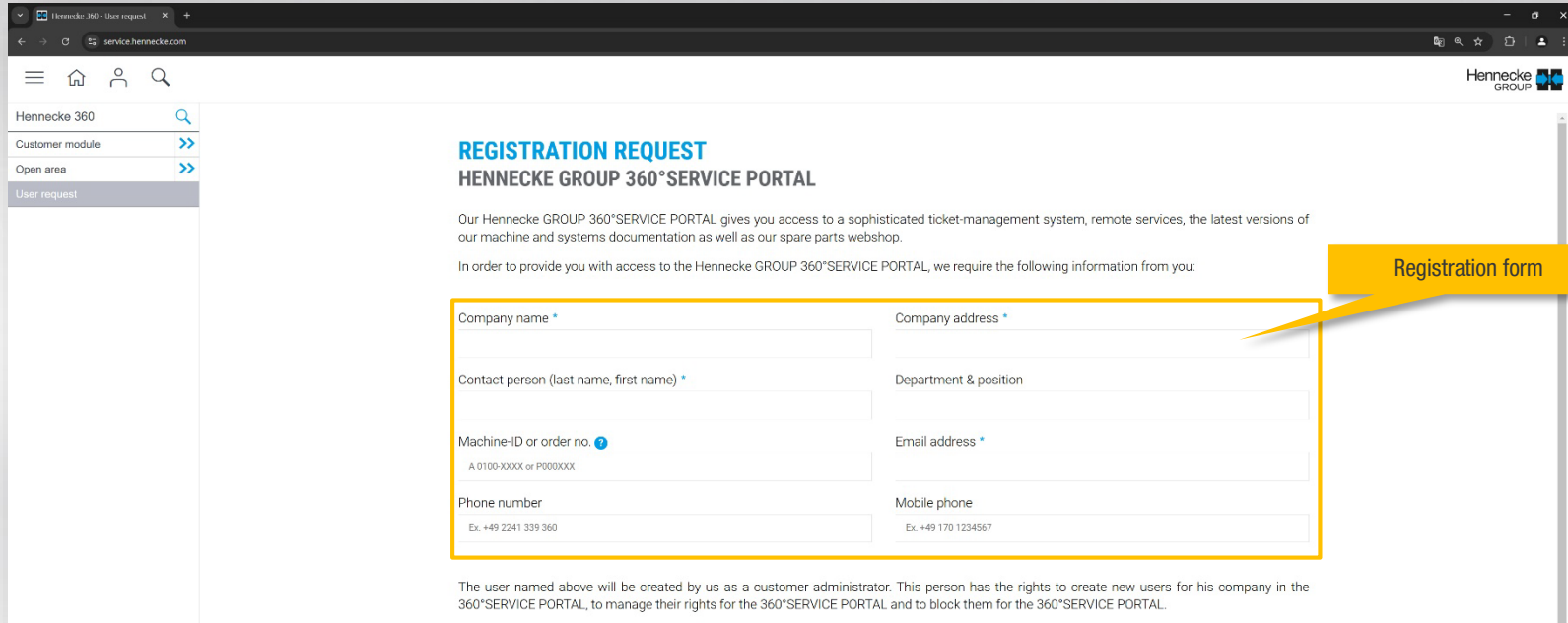
The 360°SMART Service Portal of the Hennecke GROUP offers customers comprehensive information and optimum support for the machine and plant technology of our core brands.

Hennecke  Polvurethane Technology HENNECKE-OMS Hennecke  Roll Forming Technology

If you have already received your access data, you can directly use the login.

If you have not yet received your access data, you can register here.


» After your request has been checked, you will receive your access data by e-mail



REGISTRATION REQUEST
HENNECKE GROUP 360°SERVICE PORTAL

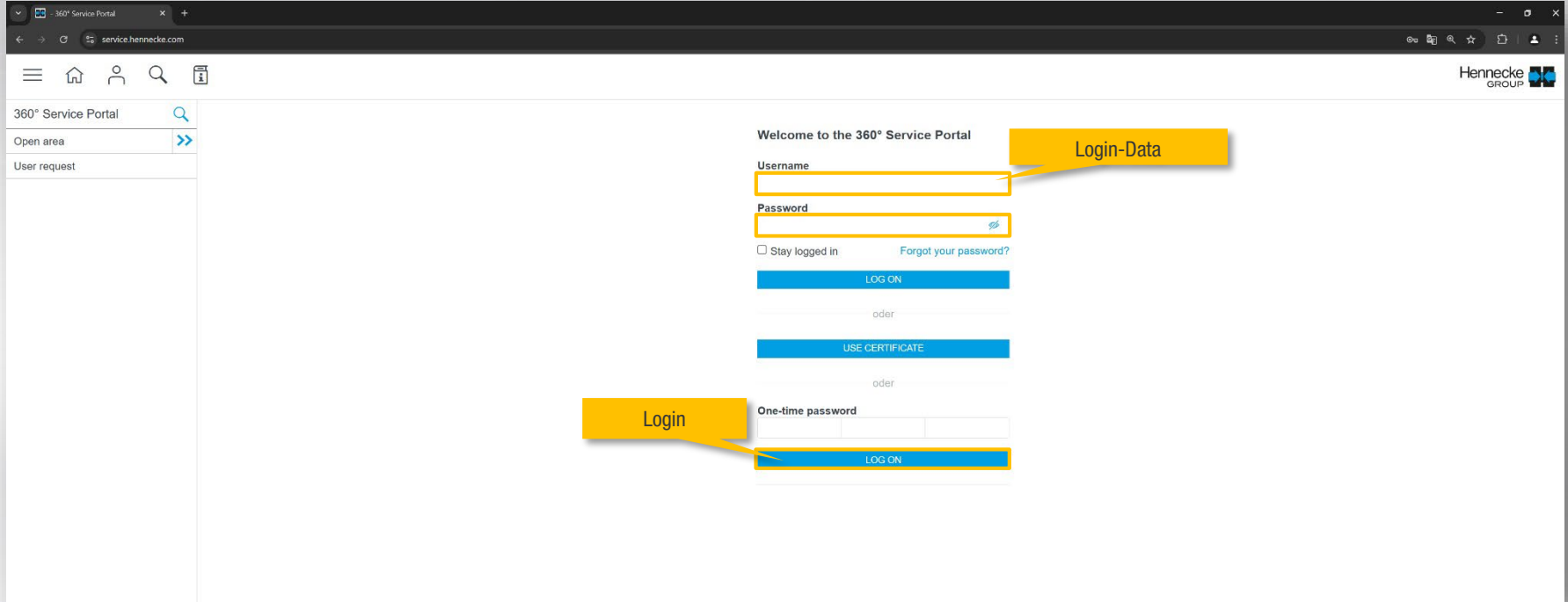
Our Hennecke GROUP 360°SERVICE PORTAL gives you access to a sophisticated ticket-management system, remote services, the latest versions of our machine and systems documentation as well as our spare parts webshop.

In order to provide you with access to the Hennecke GROUP 360°SERVICE PORTAL, we require the following information from you:

Company name *	Company address *
Contact person (last name, first name) *	Department & position
Machine-ID or order no.  <small>A 0100-XXXX or P000XXXX</small>	Email address *
Phone number <small>Ex. +49 2241 339 360</small>	Mobile phone <small>Ex. +49 170 1234567</small>

The user named above will be created by us as a customer administrator. This person has the rights to create new users for his company in the 360°SERVICE PORTAL, to manage their rights for the 360°SERVICE PORTAL and to block them for the 360°SERVICE PORTAL.

THE LOGIN SCREEN

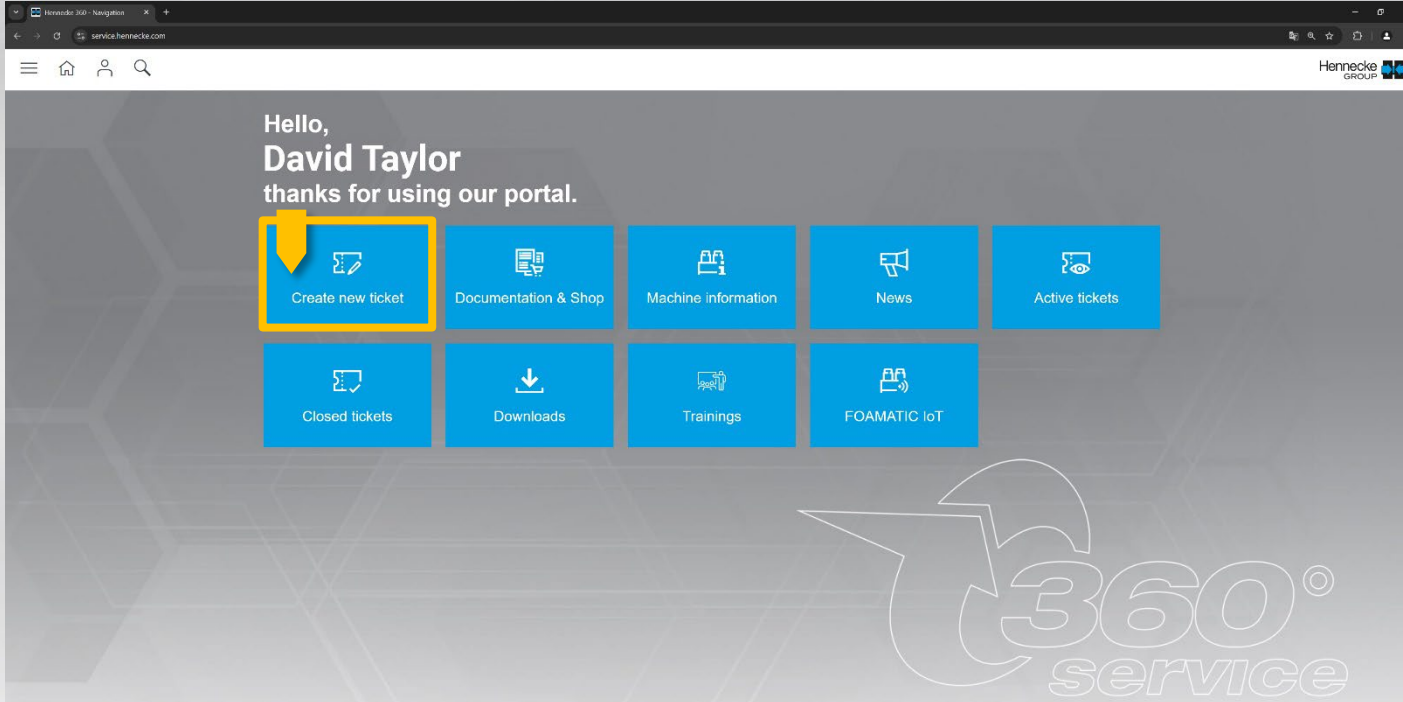


The screenshot shows the login interface of the 360° Service Portal. On the left, there is a navigation sidebar with a search bar and options for 'Open area' and 'User request'. The main content area is titled 'Welcome to the 360° Service Portal' and contains the following elements:

- Username:** A text input field highlighted with a yellow box and a callout bubble labeled 'Login-Data'.
- Password:** A password input field with a toggle icon, also highlighted with a yellow box.
- Stay logged in [Forgot your password?](#)
- LOG ON:** A blue button.
- oder:** A text input field.
- USE CERTIFICATE:** A blue button.
- oder:** A text input field.
- One-time password:** A text input field.
- LOG ON:** A blue button highlighted with a yellow box and a callout bubble labeled 'Login'.

START PAGE SERVICE PORTAL: CREATE TICKET(I)

» Select the "Create new ticket" button.



Hello,
David Taylor
thanks for using our portal.

Create new ticket

Documentation & Shop

Machine information

News

Active tickets

Closed tickets

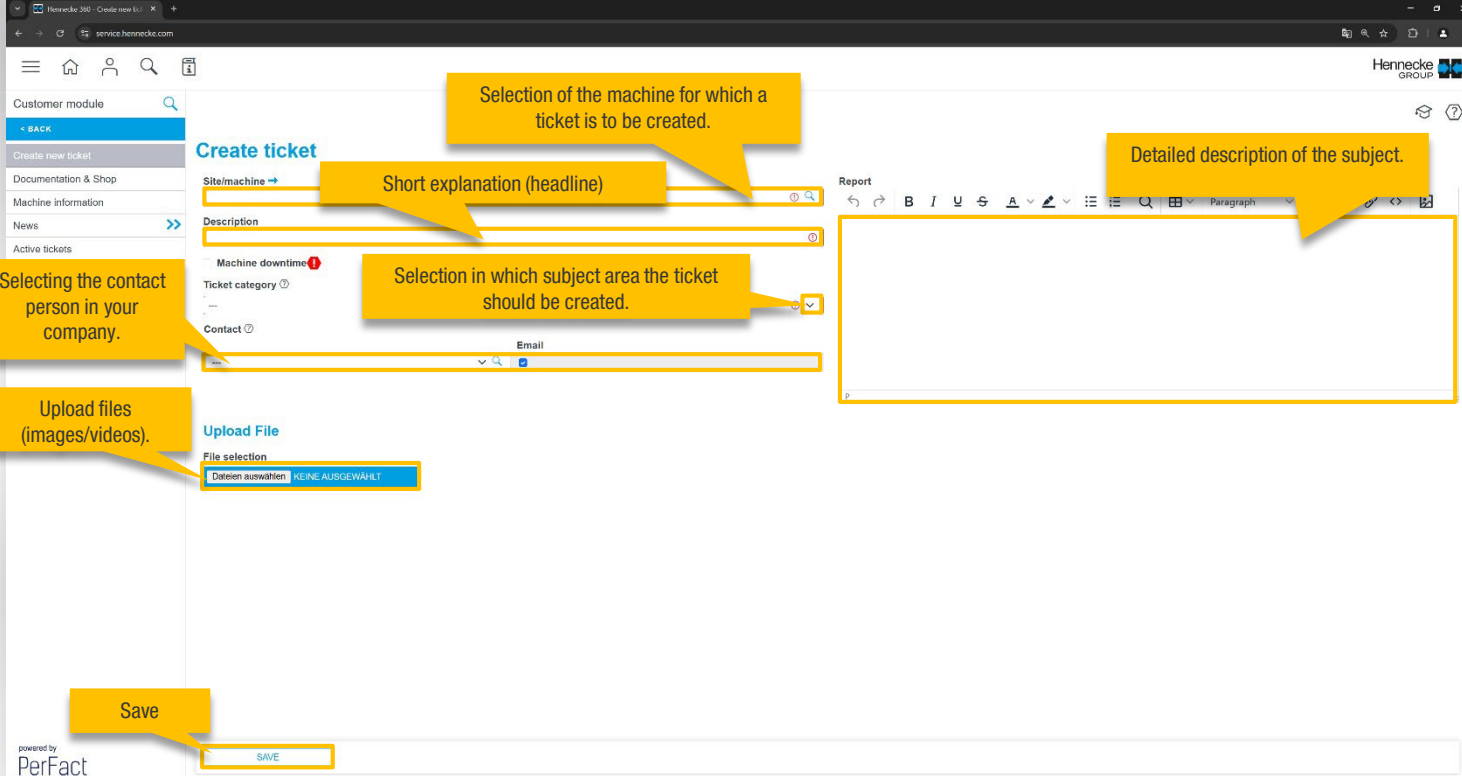
Downloads

Trainings

FOAMATIC IoT

360°
service

START PAGE SERVICE PORTAL: CREATE TICKET (II)



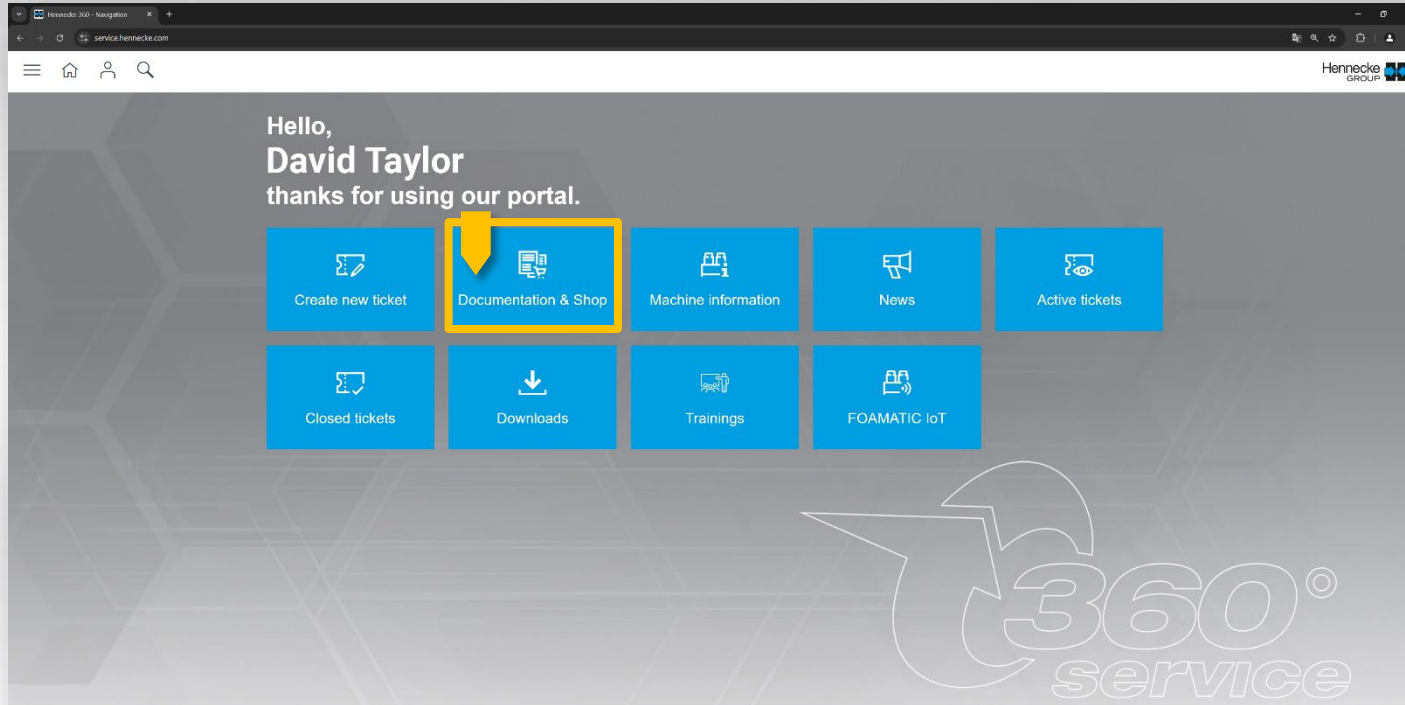
The screenshot shows the 'Create ticket' form in the Hennecke service portal. The form includes a sidebar with navigation options, a main form area with several input fields, and a rich text editor for the description. Yellow callout boxes provide the following explanations:

- Site/machine →**: Selection of the machine for which a ticket is to be created.
- Description**: Short explanation (headline).
- Ticket category**: Selection in which subject area the ticket should be created.
- Contact**: Selecting the contact person in your company.
- Upload File**: Upload files (images/videos).
- Report**: Detailed description of the subject.
- Save**: A button to save the ticket.

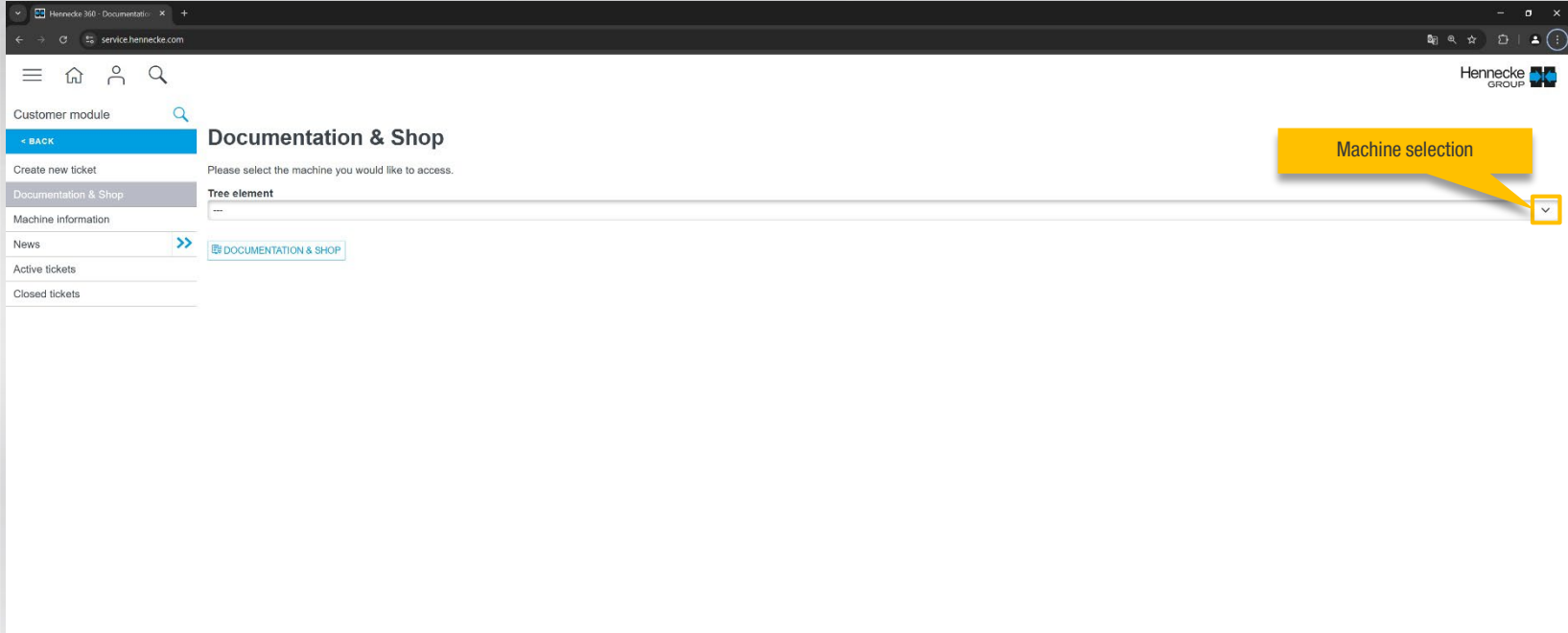
The form also features a 'Machine downtime' indicator, an 'Email' field, and a 'File selection' area with buttons for 'Dateien auswählen' and 'KEINE AUSGEWÄHLT'. The footer includes the text 'powered by PerFact' and a 'SAVE' button.

START PAGE SERVICE-PORTAL: DOCUMENTATION & SHOP

>> To get to the parts catalogue / documentation of your machine please use the "Documentation & Shop" button .

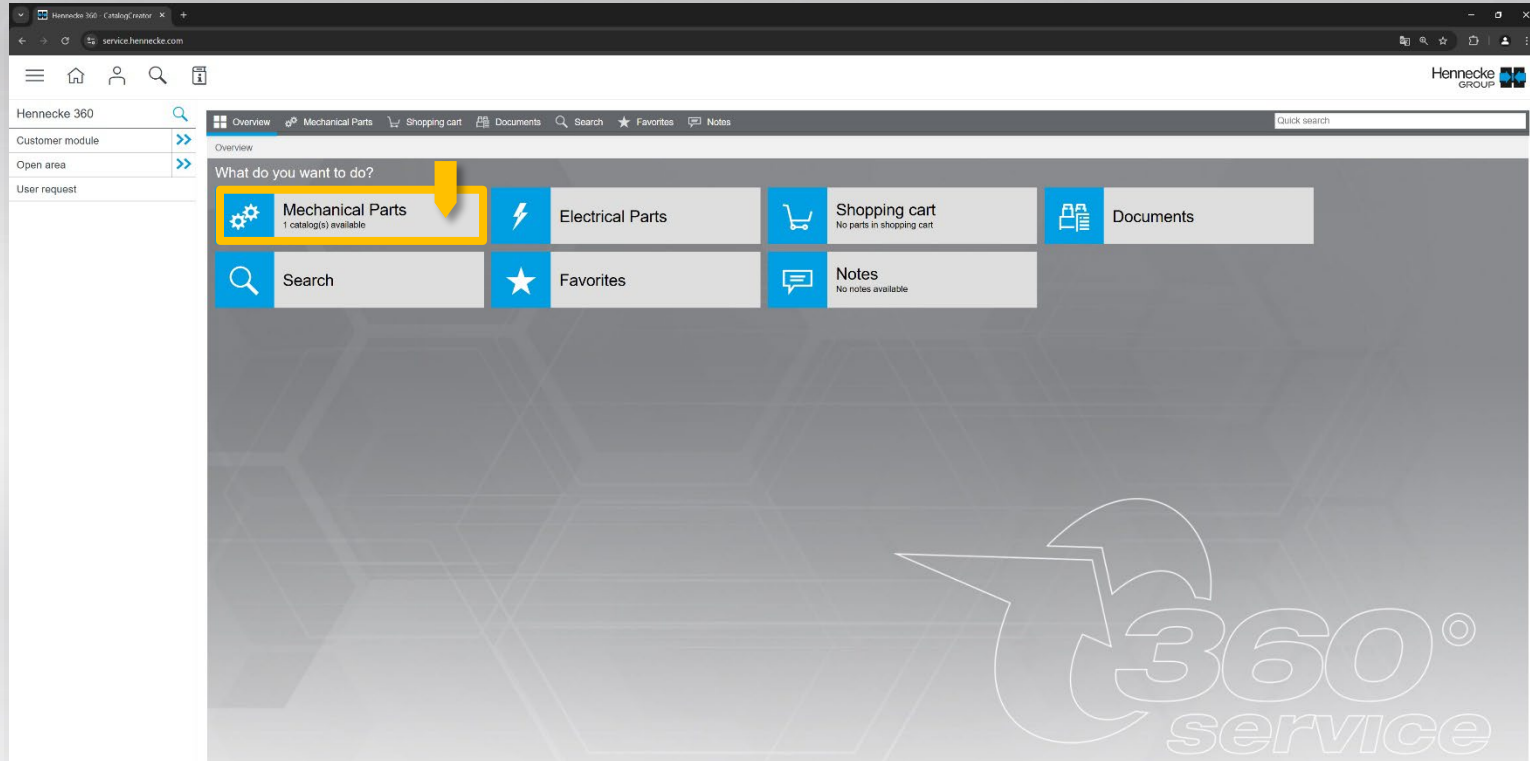


» Use the drop-down button and select your machine or plant.

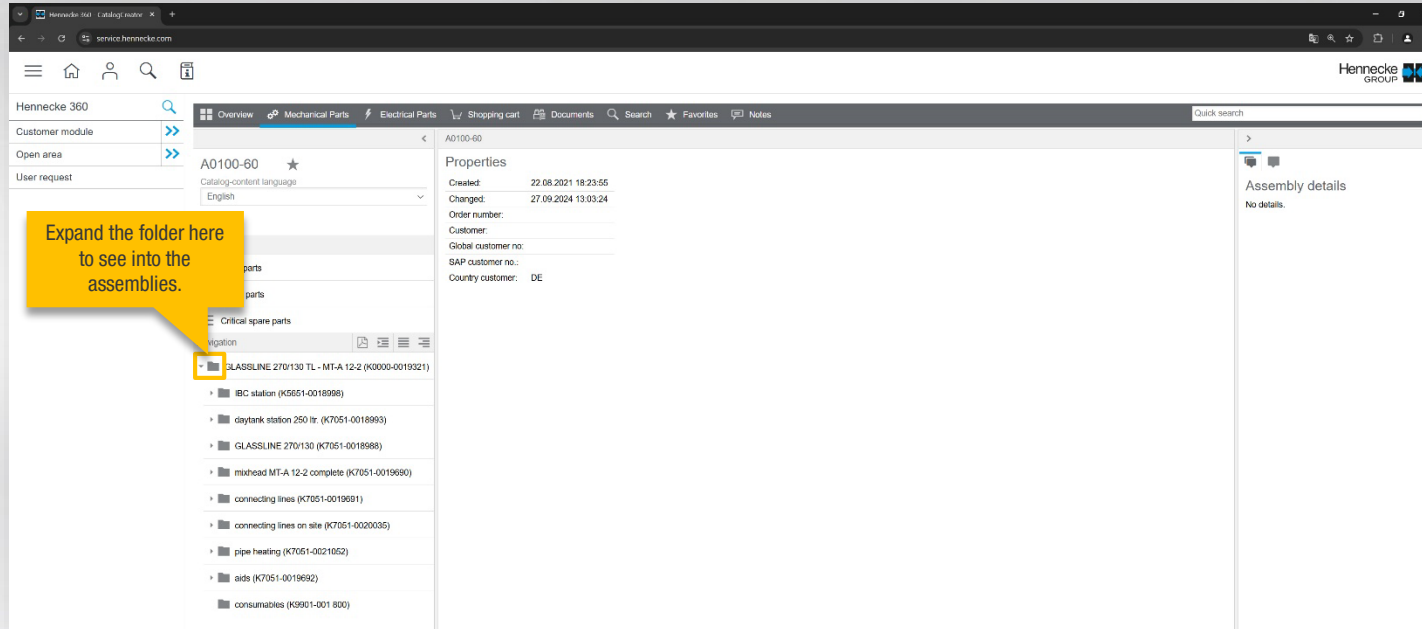


The screenshot shows a web browser window with the URL `service.hennecke.com`. The page title is "Documentation & Shop". On the left, there is a navigation menu with items: "Customer module", "Documentation & Shop" (highlighted), "Machine information", "News", "Active tickets", and "Closed tickets". The main content area has a heading "Documentation & Shop" and a sub-heading "Tree element". Below "Tree element" is a drop-down menu. A yellow callout box with the text "Machine selection" points to the drop-down arrow icon.

DOCUMENTATION & SHOP: NAVIGATION OVERVIEW



» In this view you start the part search by opening the folder under "Navigation" and selecting the relevant assemblies.



Expand the folder here to see into the assemblies.

Hennecke 360

Customer module

Open area

User request

Overview Mechanical Parts Electrical Parts Shopping cart Documents Search Favorites Notes

Quick search

A0100-60

Catalog-content language: English

Properties

Created: 22.08.2021 18:23:55

Changed: 27.09.2024 13:03:24

Order number:

Customer:

Global customer no.:

SAP customer no.:

Country customer: DE

Assembly details

No details.

DOCUMENTATION & SHOP: PARTS CATALOGUE (VIEWS)



The screenshot shows the Hennecke 360 parts catalogue interface. The top navigation bar includes 'Overview', 'Mechanical Parts', 'Electrical Parts', and 'Shopping cart'. The 'Shopping cart' tab is active. The main content area displays a 3D model of a 'mixhead MT-A 12-2 (with adapter plate)'. Below the model, there are several smaller 3D views of different components. A yellow callout box points to a '2D' button, stating: 'Here you can switch from the 3D-view to the drawing or 2D-view.' Another yellow callout box points to the 'Shopping cart' icon, stating: 'Via the shopping cart spare parts can be combined to an offer or an order. Please note that outside Germany shipping costs still apply.' The left sidebar shows a navigation tree with 'mixhead MT-A 12-2 (with adapter plate) (K7053-0018997)' selected. The bottom right shows a table of items in the shopping cart.

Item no.	Article no.	Description	Quantity	Weight	Spare part status
1	K7052-0019057	mixhead MTA 12-2 (GLASSLINE)	1 ST	16,900 KG	0
2	K7052-016 971	Adapterplate MT12 w quick clamping sy op	1 ST	0,300 KG	2
3	K7386-584 801	mixhead piping MT 12-2	1 ST	14,800 KG	0
4	K7066-366 800	handle MT MT12, MT18	1 ST	1,388 KG	2
5	K7048-369 805	fixed nozzle - FIXJET 1.3 mm	1 ST	0,170 KG	0
6	K7048-369 803	fixed nozzle - FIXJET 0.6 mm	1 ST	0,170 KG	0

DOCUMENTATION & SHOP: PARTS CATALOGUE (DETAIL VIEW / 2D VIEW)

Here is the zoom setting of the drawing.

By clicking on the article number, it will be highlighted in the drawing.

Part details

Information

Article no.: D9509-381 322
Description: stripper (d=18x21,6x1,3)
Quantity: 2 ST

Item no.	Article no.	Description	Quantity	Weight	Spare part status
6	D9509-467 240	O-ring	2 ST	0,001 KG	1
12	K7030-623 800	hydraulic housing MT-A 12-2	1 ST	1,400 KG	0
14	D9509-006 039	piston guiding ring	2 ST	0,004 KG	1
15	D9509-361 322	stripper (d=18x21,6x1,3)	2 ST	1	
16	D9509-464 052	back-up ring	1 ST	1	
17	D9509-464 058	back-up ring (d=35)	1 ST	1	

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- » Under the selection item "Documents" you can download all information (e.g. the CE declaration) for your machine or plant.

The screenshot displays the Hennecke 360 web application interface. The top navigation bar includes 'Overview', 'Mechanical Parts', 'Electrical Parts', 'Shopping cart', and 'Documents'. The 'Documents' menu item is highlighted with a yellow box and a callout pointing to it that says "Selection point 'Documents'". Below the navigation bar, the 'Documents' section is active, showing a table of documents. The table has columns for 'File type', 'Name', 'Changed', and 'Size'. One document, 'ISO 9001_07.27_EN.pdf', is highlighted with a yellow box and a callout that says "Here you can download the information in PDF format." The interface also includes a search bar and a 'Quick search' field.

File type	Name	Changed	Size
PDF	ISO 9001_07.27_DE.pdf	05.12.2024 07:53:55	133,56 KB
PDF	ISO 9001_07.27_EN.pdf	05.12.2024 07:56:05	132,68 KB



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