



**Hypertherm Launches Expanded Service Offerings**  
Unparalleled Support, Training, and the Longest Warranty in the  
Industry Now Available to Customers across Europe

**ROOSENDAAL, THE NETHERLANDS—March 19, 2008**—Hypertherm, the world leader in plasma metal cutting technology, today announced the launch of HySupport, a program designed to provide Hypertherm's growing European customer base with even better service and support. People who own Hypertherm plasma will now receive unparalleled support and training with the longest warranty program in the plasma cutting industry.

"Hypertherm is making the best even better and furthering our commitment to cut the cost of cutting metal," said Jean-Marc Derep, European Services Manager for Hypertherm. "We know our customers rely on their plasma systems to make money. If their systems are down or not working properly, our customers aren't as profitable as they could be. This isn't acceptable to us. If our customers aren't making money, we aren't happy."

HySupport, provided at no cost to customers, offers 0800 multi-language customer and technical phone support. Customers also have access to a suite of online services in multiple languages through Hypertherm's XNET intranet service. HySupport includes technical training and backs its products with a warranty that sets a new industry standard.

"Innovation and reliability have long been engineered into our products," says Derep. "These attributes are also important in the services we provide to our customers. HySupport creates a partnership between Hypertherm and its customers with real and meaningful tools to create greater efficiency and help grow our business."

**Customer and Technical Service**

HySupport begins with dedicated 0800 technical and customer phone support staffed with knowledgeable, multilingual experts across several time zones. Customer service representatives are highly trained and easily accessible, and are committed to providing same day shipping for orders received before 3 pm. Factory trained service engineers provide the same level of 0800 multilingual support as well as on-site coverage if needed. A rapidly expanding network of highly trained outside service providers also backs the technical service team.

Customer support is further enhanced through a newly redesigned multi-language XNET intranet service. This provides immediate access 24/7 to part numbers, order status, pricing, account statements, invoices, and Hypertherm's document library, as well as frequently asked technical questions.

**Training**

Hypertherm recognizes that an important element of support is in education and training to streamline operations, and reduce maintenance and consumable waste. Through HySupport, Hypertherm's team of qualified experts provide multilingual in-house technical training covering such topics as troubleshooting for mechanized and manual systems, cut optimization as well as operations procedures for automation and controllers. On-site

training is provided as part of the first system installation program and can also be obtained on request afterwards to ensure continued quality and efficiency.

### **Warranty**

HySupport gives customers peace of mind with a three-year power supply coverage on all Powermax systems; two-year power supply coverage on all mechanized systems; and one-year coverage on all torch assemblies. This warranty program also commits Hypertherm to process all RMAs (returned material authorizations) within 24 hours of receiving the claim. The HySupport network is accessible for warranty support and all claims are filled with only Genuine Hypertherm parts.

### **About Hypertherm**

Hypertherm designs and manufactures the world's most advanced plasma cutting systems for use in a variety of industries such as shipbuilding, manufacturing, and automotive repair. Its product line includes handheld and mechanized plasma cutters and consumables, as well as CNC motion and height controls. Hypertherm systems are trusted for fast, precision metal cutting and reliability that results in increased productivity and profitability for tens of thousands of businesses. The company's reputation for plasma innovation dates back 40 years, to 1968, with Hypertherm's invention of water injection plasma cutting. The company has more than 900 associates along with regional operations and partner representation worldwide.

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