

Competence and experience hand in hand



6 YEARS  FULL
SERVICE
COMPETENCE



EMCO-TEST

YOUR FACTOR OF SAFETY

60

Years of competence reviewed



Our success has its roots in Karl Maier's vision of building hardness testers that, "Don't simply do everything, but do everything simply." Uncomplicated testing tools that cover the most complicated functions. Which is why, in 1954, the Salzburg businessman and machine builder decided to establish a department for hardness testing in his company Maier & Co Maschinenfabrik (later EMCO Maier GmbH). By the time Karl Maier died in 1978, his innovative products had long made a name for themselves. His son, Ernst Alexander Maier, took over the company which, under his leadership, rose to become the technological leader in the area of hardness testing well beyond Austria's borders.

A milestone in 1989 was the invention of closed loop control for applying the load in hardness testers. As a result, all test methods and many load levels could, for the first time, be implemented with just one universal hardness tester. This revolutionary invention was patented not only in Europe, but also in the USA and Japan and forms the basis of the technology for all modern hardness testers.

In 1966 an independent company – EMCO-TEST Prüfmaschinen GmbH – was formed from the hardness testing department. In 2001, EMCO-TEST finally relocated to its new factory in Kuchl. Since then, the complete

development and production of our hardness testing systems has taken place there. The death of Ernst Alexander Maier in the same year was a heavy loss; heavy because his extraordinary visionary spirit shaped not only the development of the company but also its employees and surroundings. Just as his humanity and the sense of responsibility he embodied did for the region and environment.

In 2002, Klaus Reisinger became the new Managing Director of EMCO-TEST and has carried the vision forward consistently and with complete success. The numbers speak for themselves: around 50 employees at the headquarters in Kuchl and the the German subsidiary are responsible for our international market success. We currently operate in 44 countries – each in collaboration with exclusive sales partners. Just how close EMCO-TEST is to its roots – despite successful international expansion – can be seen from the ownership structure: today our company still belongs to the founding Maier family.

Together with our motivated and talented team, we've made Karl Maier's vision a living reality – his idea has become our mission. In other words, "We don't simply make everything for hardness testing but we make everything in hardness testing simple."

Our strategy



We are the largest manufacturer of hardness testers with the most up to date and efficient technologies in Europe. In the medium term our goal is to be global market leader in all our business areas. Designed to achieve this goal, our strategy is based on four solid pillars.

Customer orientation

We see ourselves as a partner to our customers with the goal of creating value and long-term benefits through our activities. Customer information is precious and is treated as such. Which is why we always maintain an open dialogue with our customers.

Security

We place the highest demands on quality in our daily activities. We fulfil these requirements through continual training and external audits. Every one of us contributes diligently to increasing EMCO-TEST's know how and making it transparent. Which is how we safeguard our customers' future and investments. And our own.

Innovation

As an all-round service provider for all aspects of hardness testing, our innovations set new standards. This innovative power is based on our many years of experience and the needs of our customers.

Efficiency

For us, being efficient means continually optimising our processes and consistently raising our sustainability to higher economic and ecological levels. We use modern information and communication tools to get close to our customers on an international level and with rapid reaction times. Digital technologies help us reduce time differences and stretch our geographical reach, as well as improving the efficiency of internal processes.

Our promise



Klaus Reisinger, CEO

As everywhere in the industrial field, our customers are confronted with increasingly complex demands: increasing globalisation with different regulations and standards requirements; growing documentation needs and cross-border data integration; higher costs and competitive pressure on processes and staff. Quality and process safeguards are becoming increasingly important and complex. Measurement data and documentation must be capable of being transferred online via very different networks and available in real time. For our customers'

employees, the job of having to fulfil all these requirements is growing. In accordance with our mission of making everything to do with hardness testing easier, we offer comprehensive solutions for all these tasks from a single source: development, production, calibration, consulting and complementary services – a 360° view of all the relevant topics. Competence for all questions about hardness testing: **360° FULL SERVICE COMPETENCE.**

360° FULL SERVICE COMPETENCE



Our company culture

Employee competence guarantees EMCO-TEST's global success. To ensure this, we provide the most advanced infrastructure and workplace available, consciously promoting the leadership and company cultures; a company culture that provides employees a chance to get involved in exciting and challenging tasks. Whether it's with management expertise in a leadership function

or with technical expertise in a specialist function, we offer employees the opportunity to achieve great things internationally in a team of like-minded colleagues. High regard for colleagues shapes the good working atmosphere of the modern, professional workplace. Excellent social conditions also support this.

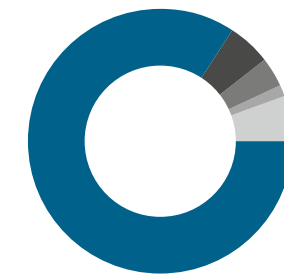
Sustainability

EMCO-TEST's headquarters lie at the foot of the Tennen Mountains within the district of Salzburg – not far from the city of Salzburg – in one of the most beautiful areas of Austria. This location is attractive, not just for the high quality of life for employees, but because it provides ideal conditions for sustainability and environmental consciousness. We are committed to interacting with nature in a way that conserves resources. In Salzburg AG, we have an energy partner that can offer a good 90 % of its energy from renewable sources. 84 % is won from hydro-power.

The surrounding area offers top quality suppliers in the immediate region which means shorter transport distances and therefore less pollution. In addition, the use of

recyclable materials as well as careful handling of waste materials is a given for us.

These values play a major role in our business areas of development, production, calibration and services. We call this holistic concept **360° FULL SERVICE COMPETENCE**.



Salzburg AG electricity labelling 2013*

- 84.2 % Hydro-power
- 5.31 % Wind energy
- 3.58 % Solid and liquid biomass
- 1.42 % Other green energy
- 5.49 % Natural gas

* Source: Salzburg AG Homepage

Those who trust our product solutions

Products and services from EMCO-TEST are mainly used in metalworking industries. Hardness testing is primarily used for quality assurance – our solutions are therefore tailored for all material test requirements, from single

samples or small serial measurements up to fully automated testing of production runs. Our customers range from international companies to teaching institutions, laboratories, test departments and small businesses.



DuraJet
Rockwell hardness tester

DuraScan
Micro hardness tester

DuraVision
Hardness tester

DuraVision
Fully automatic hardness tester

BUSINESS AREA

Development

Innovative product range

Highest quality combined with maximum efficiency in the application of internationally standardised test methods such as Rockwell, Brinell, Vickers or Knoop are our objectives during the development of our testing machines. Thanks to this highly specialised work, countless groundbreaking machines have been created over the years that have significantly changed the hardness testing industry.



Product management

We listen to our customers. That way, we can combine their wants and requirements with the current market developments. In doing so, a team of product managers develop and maintain EMCO-TEST's portfolio of products and services with the help of established management techniques such as the stage-gate model. This process forms the basis of the strategic development of our hardness testers as well as the entire service offering.

Data processing and network integration

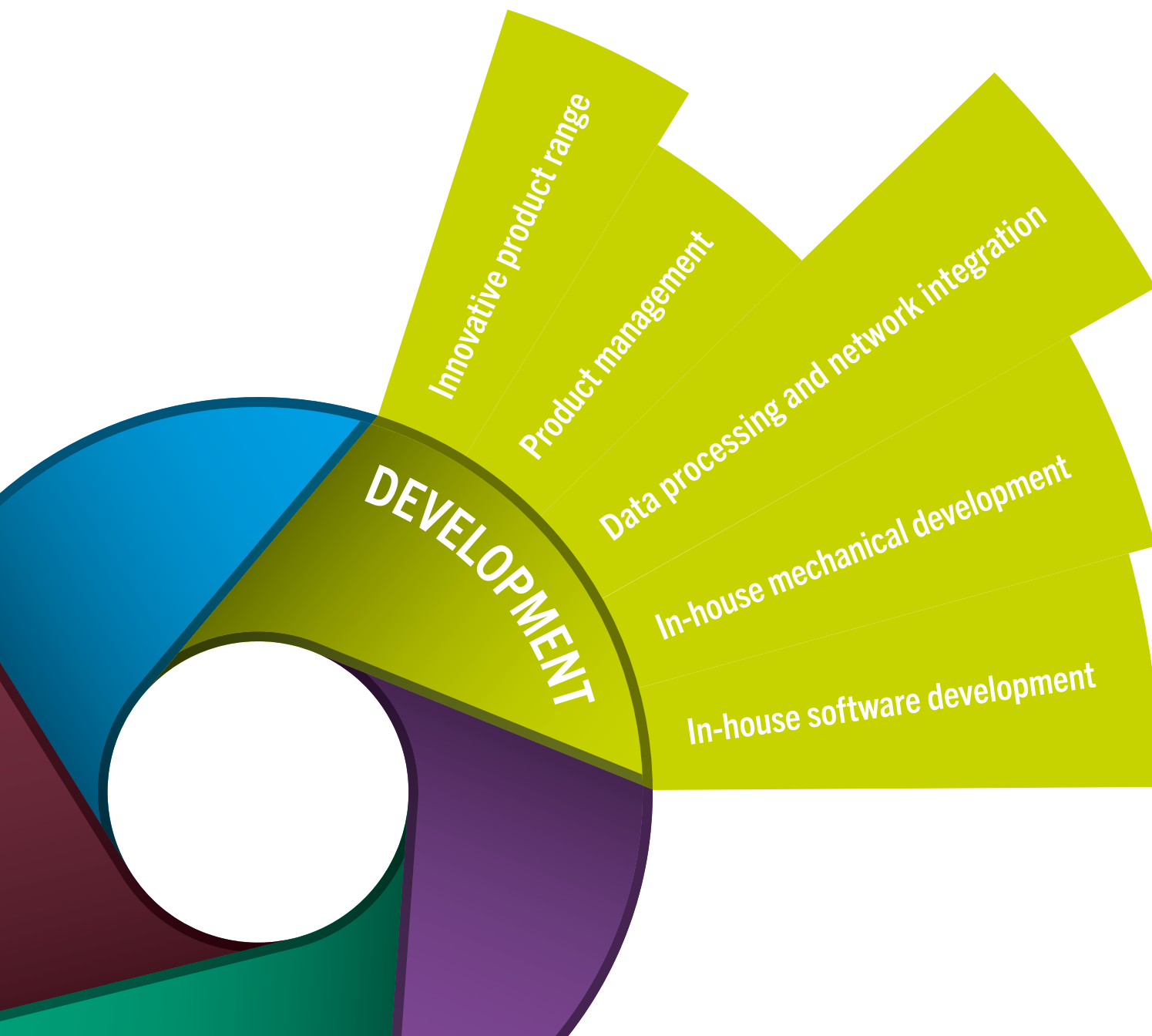
Continual optimisation of process efficiency is not just applied to internal processes and procedures; modern data processing and network integration has long been a strategic focus for the entire product range. As a result, our hardness testers and software products are always designed for modern network environments and simple data integration.

In-house mechanical development

Designing hardness-testing products that our customers can always rely on is the objective of our engineers. We don't outsource, we trust in our in-house team's long-standing expertise.

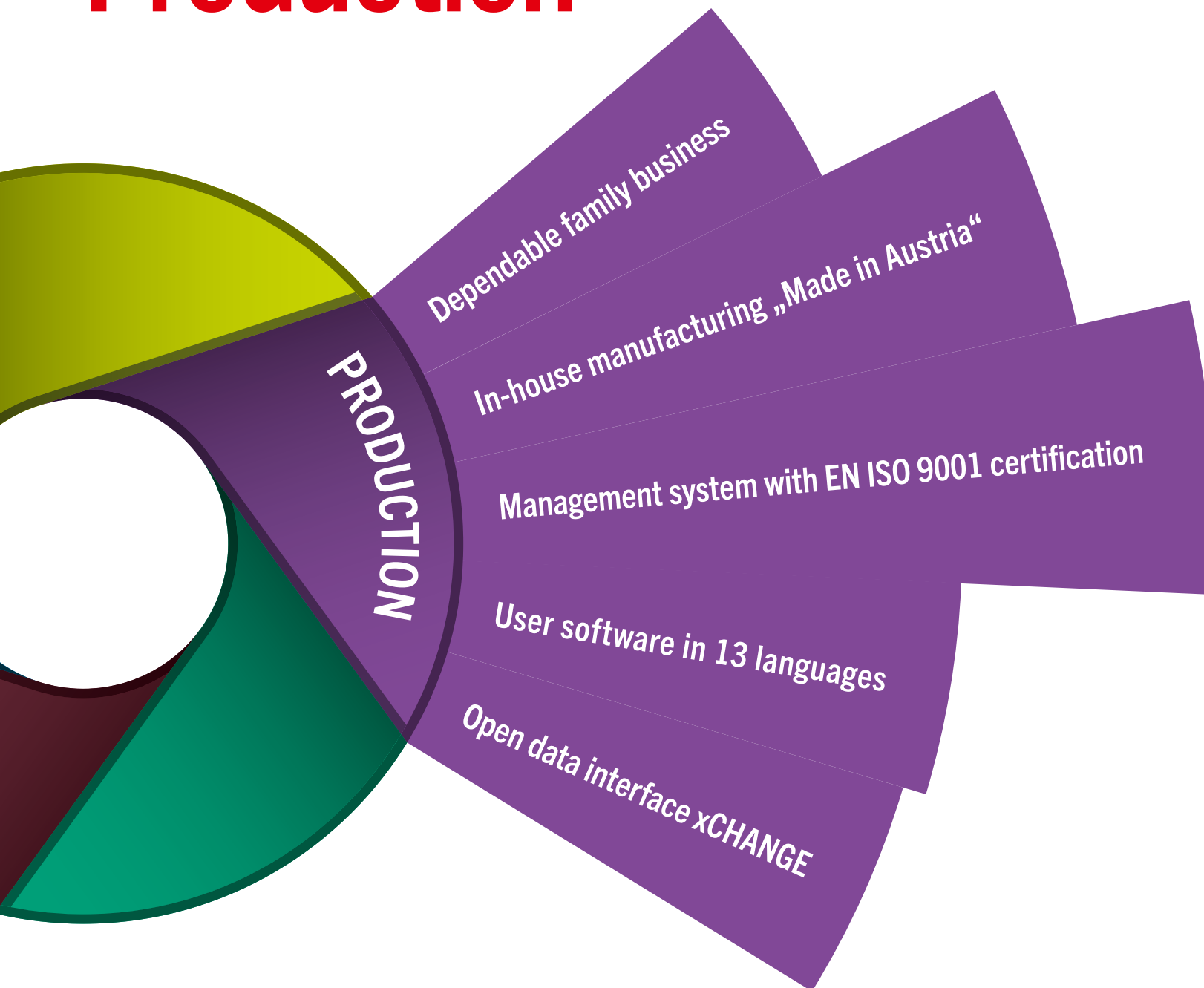
In-house software development

In modern hardness testers, ease of use combined with future security and the stability typical of EMCO-TEST is increasingly determined by software. For this reason, we decided over 10 years ago to secure this core competence in house with our own experts. **ecos WORKFLOW** – a user software that pioneered ease of use in the industry – is the result of this strategy. Continual software maintenance and ongoing development to safeguard our customers against future changes to standards or operating systems is our promise.



BUSINESS AREA

Production



Dependable family business

Even though we've grown exponentially over the past 60 years and are among the market leaders in hardness testing, EMCO-TEST still stands for a family business with values and integrity. The company has been in the hands of the founding Maier family from the beginning and has a long-standing tradition of working with regional partners. Our customers profit from these established and reliable processes.

In-house manufacturing “Made in Austria”

First-class quality ensures long-lasting products with cost-effective life cycles – signs of quality that are assured through in-house manufacturing processes as well as the surrounding high-tech region in the form of partner companies, research cooperations with universities and our employees' training centres. “EMCO-TEST – Quality made in Austria” is an internationally recognised mark of quality.

Management system with EN ISO 9001 certification

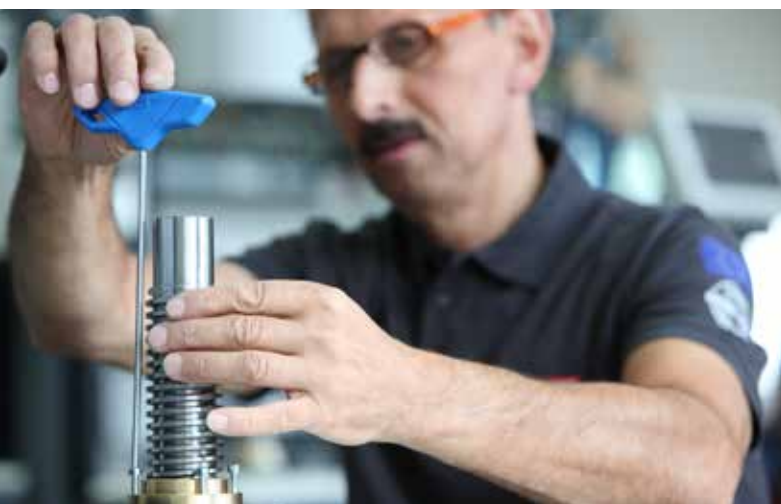
Creating quality from first-class components and expertise is the achievement and permanent objective of EMCO-TEST's management. Built on a management system that we continually develop and voluntarily subject to EN ISO 9001:2008 certification with regular audits. That means security for our customers and for us.

User software in 13 languages

Our hardness testing solutions are known around the world for their user friendliness. Not least because of the excellent clarity of our user software, which we offer in 13 languages.

Open data interface xCHANGE

All our hardness testing machines are supplied with the open data interface, xChange. This makes EMCO-TEST the first and, until now, only manufacturer in the industry to offer complete data communication between backend and hardness tester in an open and standardised XML format. Customers can access the open data at any time. Should the customer's IT landscape change, there's no dependence on EMCO-TEST. Thanks to the interface documentation provided as standard, customers can make the necessary adjustments at any time without any additional cost on the hardness tester side.





BUSINESS AREA

Calibration



Accredited calibration laboratory to ISO/IEC 17025

Compliance with international standards related to reproducible test results and comprehensive documentation of the test process is becoming more and more important for our customers working both nationally and internationally. Regular calibration of test equipment is very often required. EMCO-TEST is an EN ISO / IEC 17025:2007 accredited calibration laboratory. The accreditation, together with continuous development and ongoing regulatory checks of our calibration laboratory ensure that the services offered always meet the current state of standards and technology.

Management system with EN ISO 9001 certification

Quality assurance through a certified management system not only creates safeguards for products and services but is also the basis for accreditation as an EN ISO 17025 approved calibration laboratory. That provides twice as much peace of mind for our customers. Because, external audits confirm that the expertise, as well as the management structures for quality assurance, meet the current standard.

Introduction into the world of hardness testing standards

The scope of our calibration services covers the European (EN) as well as international (ISO) and American (ASTM) standards for hardness testing and its calibration. As well as calibration, we also provide advice about the different standards requirements so that our customers are always on the safe side.

Calibration ex-works

Making everything to do with hardness testing simple, naturally includes factory calibration. The calibration service is carried out in our factory directly after manufacture and the testers are supplied from the factory with approved calibration certificates. The hardness testers can therefore be used by customers as soon as they are received, saving time and cost.

Optimised determination of measurement uncertainty

The lower the measurement uncertainty of a test system, the greater the scope for a test sample remaining within the prescribed tolerances. Reduced measurement uncertainty can be a decisive cost factor for customers. With comprehensive services under one roof, manufacturer maintenance prior to calibrating can optimise the test device. In addition, the EMCO-TEST calibration laboratory uses the latest measurement devices with highest precision for the calibration which in turn reduces the resulting measurement uncertainty for customers.



BUSINESS AREA

Consulting



60 years of experience

Our customers can rest assured. Because our expertise comes from 60 years of focusing on the special field of hardness testing. This high degree of specialisation together with professional experience has given rise to a unique competence centre; competence that our customers continually profit from.

Multi-level support concept

Our customers are often active internationally and expect rapid response times. Via our exclusive, multi-level support concept, EMCO-TEST together with authorised consulting, sales and service partners provide customers with comprehensive service in 44 countries around the world in the local time zone and language.

Application consulting & local application centres

Efficiency for customers comes from optimised applications. Which is why, for EMCO-TEST, it's very important to offer comprehensive application consulting close to the customer. EMCO-TEST products and services are available in local application centres in 44 countries around the world where the capabilities of EMCO-TEST solutions are demonstrated, specific requirements analysed and customers advised and trained about optimal usage.

Consulting in 10 languages

At EMCO-TEST we communicate with our customers in 10 languages. In addition, competent experts are available to national, international and multinational customers in 44 countries – locally, in the local timezone and the local language.



Service hotline

To safeguard the care and consulting services, EMCO-TEST operates its own service hotline. Rapidly available expertise close to the customer – that's our motto.

Informative newsletters

We actively work on being at the forefront of technology. And we happily pass this knowledge on to our customers. Firstly, in the form of top quality products and services and secondly, through our worldwide newsletter. Special subjects on usage, standards or calibration ensure this knowledge is available to our customers.

Services



Full service maintenance contracts

Service, calibration, consumables — even the exchange, modification or modular expansion of individual components or test equipment of the hardness tester, if necessary, repair on site or at the factory. To us, this is full-service maintenance. Comprehensive service contracts define the exact scope of work as well as easy-to-calculate flat-rate costs and also govern the precise maintenance intervals or response times.

EMCO-TEST Academy with certification

We attach great importance to training users — both our local and international customer advisors as well as our customers around the world. We teach people how to work professionally with EMCO-TEST hardness products at our EMCO-TEST Academy.

Modern communication and information technologies

Quick reaction times mean short downtimes and, as a result, save money. We use the latest technologies in customer contact as well as our internal processes. This competence provides our customers with the ultimate in security.

Demo and service devices

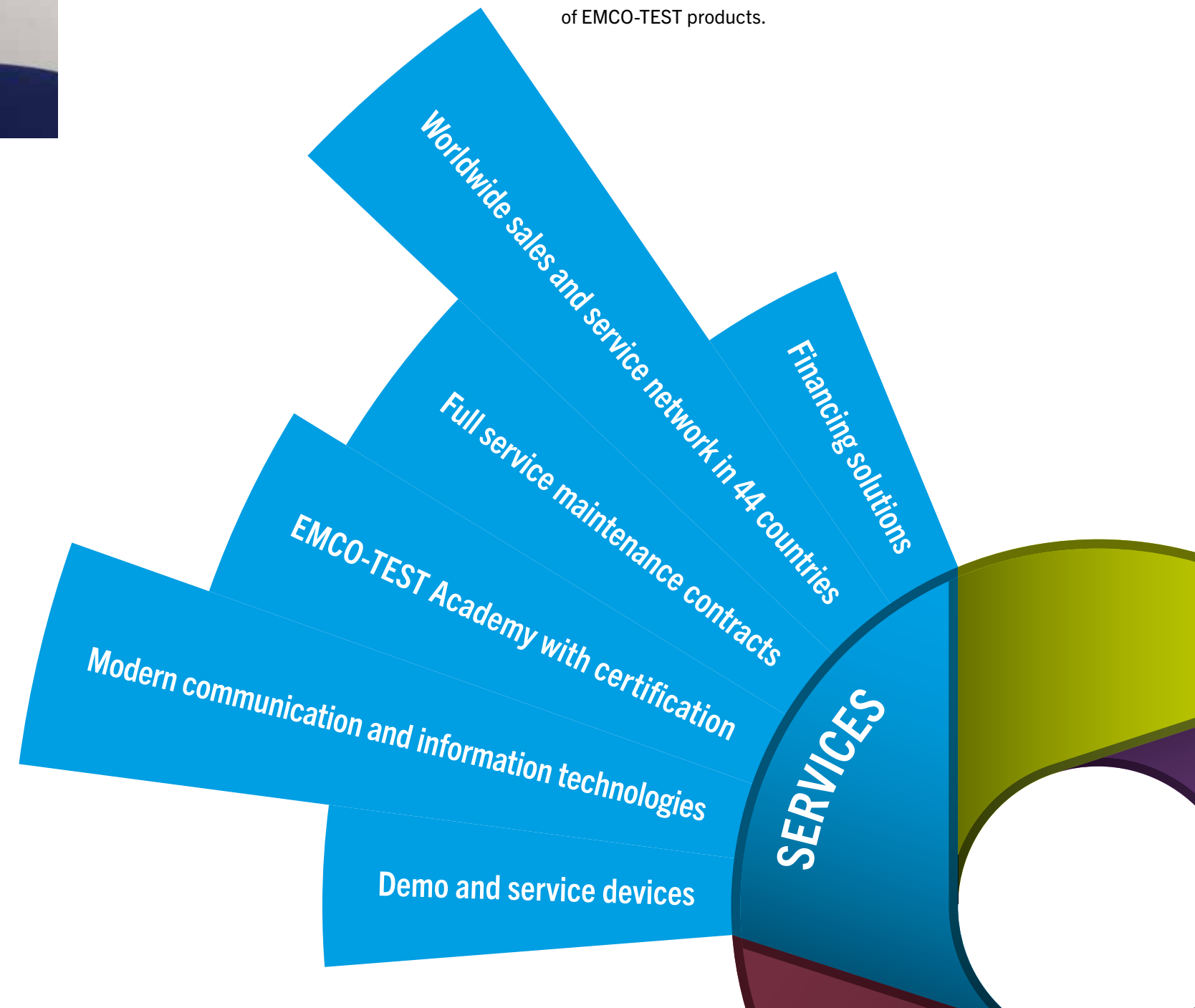
Our focus is on the highest degree of product quality. If, despite these demanding objectives, a hardness tester should nevertheless fail due to a defect, continual testing readiness is restored in the shortest time possible through online support, local service or a replacement device.

Worldwide sales and service network in 44 countries

Customer service has a lot to do with close contact. With us, this closeness is a daily occurrence. Which is why we rely on an exclusive, worldwide sales and service network present in 44 countries. Extensive schooling and regular ongoing training with EMCO-TEST certification safeguards the basis of this expertise for customers on site.

Financing solutions

Our product solutions should be available to all users. That's why we offer innovative financing solutions that enable the use of EMCO-TEST products.



Social responsibility



HTBL-Hallein

EMCO-TEST accepts responsibility for training young people. We therefore support selected technical schools with teaching materials and equipment related to hardness testing.

In connection with our 60th anniversary, EMCO-TEST is providing HTL Hallein with several hardness testers on long-term loan from the school year 2014/2015 for a newly equipped material test room at no charge. In addition, the cooperation will include regular lectures and material on industrial practice for teachers and students provided by EMCO-TEST to increase the practical relevance of the training at HTL even further. This training cooperation will benefit the HTBL, HTBL Machine Build-

ing and HTBL Industrial Engineer – Computer Science courses (which, amongst other things, deals with data and network integration of test machines) as well as the Technical School's machine building technology.

For this initiative, which isn't limited to us, we are working with suppliers and partners. Some of our premium partners who are sharing this commitment with us are shown on the following page.

Our suppliers



Congratulations on your anniversary and best wishes for the next 60 years. We're delighted to have been a supplier and partner for many years.

Training young people in technical professions is the engine that drives the future of metalworking industries. We are very pleased to support HTL Hallein and wish the future technicians all the best and plenty of enjoyment in their work!



Effective thinking and future-oriented working with a human, cheerful and friendly touch is the basis of EMCO-TEST's continual success over six decades. Pioneering achievements in hardness testing area, continuous development and outstanding sales of hardness testers are the marks of a significant market position with premium quality. At Vacuplast GmbH, we'd like to thank the entire team at EMCO-TEST for many years of trusting and faultless cooperation and wish them courage, energy and fortune for the future!

We believe strongly in supporting projects that primarily have a positive and sustainable influence on the character development of young people. Moreover, it enhances the incentive and motivation for advances and innovation for the environment and technology. For these reasons we decided to support EMCO-TEST's project in collaboration with HTL Hallein.



At Opto GmbH, the Bavarian optical specialists, we heartily congratulate EMCO-TEST on their 60th jubilee and look forward to continued success.

We are delighted to contribute to EMCO-TEST's success with innovative optics and microscopes. We are happy to support the commitment to promoting local training because Opto also invests heavily in sporting and educational training for young people. We look forward to many joint projects in future.



Our mission is to deliver "quality from a single stream". That covers not only our hand-moulded castings but all the other disciplines from the drawing to finished machine components. For over 30 years, EMCO-TEST has been an important and reliable partner. We wish the EMCO-TEST management and entire team many more successful years! We are absolutely sure that there will always be a market for EMCO-TEST's outstanding products.

Along with many other educational projects, we support the HTL project because contact with the machine builders of tomorrow is very important. With our high level of manufacturing the HTL project engineers have an almost unique opportunity to experience industrial machine manufacture close up – from casting to finished component. In particular, handling liquid iron at 1400° C, which is something that remains in your memory forever.



- Austrian head office
- Sales and distribution partners

EMCO-TEST Prüfmaschinen GmbH
Kellau 174, 5431 Kuchl-Salzburg/Austria
Tel. +43 6244 204 38 / Fax +43 6244 204 38-8
office@emcotest.com / www.emcotest.com

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