













Our customers' working environment is becoming increasingly complex and their market is becoming ever more demanding. This drives our motivation to do everything in our power to help our customers be successful. And to demonstrate that Hafele is the right partner in these challenging times, we want to accompany our customers throughout their entire business process and give them added strength in every phase of their business. We don't just want to sell our products, we also want to provide the highest level of service.

We have now divided our services into two categories: **Standard Services** which we provide to our customers as a matter of course when they choose our products. For example, a high availability of our goods and punctual delivery. And then there is **Service+** which constitutes of services that give our customers considerable added value in terms of building expertise, increasing productivity or providing individual customised solutions. These services require a considerable amount of time and effort

to develop and implement and are designed to enable our customers to regard them as worthwhile investments.

The aim is to create solid long-term foundations for our comprehensive service promise and to make Hafele an indispensable partner for our customers. The focus here lies not so much on us and on what we do – but rather, on the benefits derived by our customers. We want to *empower* them with opportunities to develop and expand their skills – both as masters of their trade and as entrepreneurs. We want to support them in the planning and realisation of their projects and relieve them of as much work as possible, thereby providing them with a *helping hand* to use their most valuable resource – time – as efficiently as possible. And we aim to give our customers *peace of mind* and the assurance that even after the end of a successful project completion, we will continue to be there for them as a reliable partner, shouldering responsibility.



In order to support you as comprehensively as possible, we have assigned the Plus Services to individual stages of your work process in a total of four themed pillars. We start with the transfer of knowledge and accompany you via planning and production to installation and maintenance.









Empowering customers with

Service+ Knowledge

Includes service offerings that provide inspiration and expertise to our customers about the Hafele product range. Through these, we enable our customers to use Hafele products profitably and at the same time remain at the cutting edge of technological development. One example of this is the Hafele Academy, which imparts knowledge about complex products and new technologies to our customers via seminars and trainings.

Providing a helping hand to customers with

Service+ Planning & Customised

Includes service offerings like space, design planning and customisations that make life easier for our customers and support their design vision. An example of this is Hafele's Lighting Design Service which helps our customers curate a lighting plan, following a customised approach, that enhances and brings out the true functionality of the interior space as per requirement.

Lending a "Peach-of-mind" experience through

Service+ Assist

Includes service offerings that provide support and assistance to our customers, whether digitally or on site. An example of this is the complete assembly and installation service for more complex and maintenance-intensive products done by our Meister certified and trained technicians.

terra » HAFELE



ServiceCustomised













Customization is the future and we at Hafele are not just aware of this fact but also ensure that every product or service offers a certain degree of customization be it in terms of finish or size. Taking a cue from this trend of customization, Hafele has deployed a number of initiatives under its Service+ Customized arm. One such service is offered for our Hafele Surfaces vertical for Offsite fabrication of its Quartz and Ultracompact surfaces by setting up state-of-theart "STONE MASTER EXCELLENCE CENTERS". The fabrication of the slabs is done completely offsite at these Centres with Computer Numerical Control (CNC) machines, post which the fabricated (cut-to-size) slabs are taken to the customer's site for installation.

This process has resulted in many benefits:

- The CNC cutting done off site helps in maintaining accurate dimensions of the slabs and reduces the chances of errors and slab wastages.
- Offsite fabrication makes the process swifter and faster, thereby saving a lot of time at site. The only work to be carried out at the site is installation of the cutto-size slabs which can be carried out within hours. (Earlier fabricators had to work for days on site to get this work done).
- Offsite fabrication results in a cleaner, dust free environment at the site, thus making the overall process hygienic for the customer.

Currently these services are offered through two centres set up in Bangalore and Delhi, respectively and more such centres are in the pipeline to increase reach in different parts of the country.







terra by HAFELE SURFACES

Every story reflects a personal style, unique thought and creative imagination. Whether they are narrated through a novel, visualized through a movie or simply executed through a piece of design, stories need the right expression that can truly bring out their unique facets. In the world of design, stories are expressed through colours, textures, style and functionality. It is these aspects that make every design unique and individualistic. But, quite often, a designer finds it challenging to find such colours, textures and styles that can express the strong story behind a design.

Breaking all these limitations is Terra – the latest addition to Hafele's Range of Engineered Stone Surfaces under the Hafele Surfaces brand. This new in-house premium range of surfaces brings with it the tradition, knowledge and expertise that Hafele has in the space of Kitchens and Kitchen products. The Terra Range is Quartz dominated and is composed together with colour pigments and binding agents to form a solution that is immensely strong, versatile and creatively workable for a wide array of home applications.

While kitchen countertops takes a prominent spot in this list of applications, Terra also creates possibilities in Wall-cladding, Kitchen backsplashes and Bathroom countertops across the home. This surface can also find an ideal space in Office reception counters, Restaurant bar counters or even backsplashes and wall-claddings in Hotel lobbies and rooms.

Owing to its composition and colour consistency, Terra offers uniform and seamless design possibilities. It comes with 14 elegant yet contemporary colours that add to the versatility of this range. Each colour has a soul and unique characteristic, of its own.







DEPENDABLE QUALITY: Terra surfaces are essentially made with quartz, a material that is known for its inherent strength and durability. Moreover, these surfaces are produced as per stringent quality standards and technical guidelines defined by Hafele. Terra surfaces are tested for their compressive strength and are certified to last. These virtues of strength, durability and consistent high quality make Terra the ideal surface for applications that have a high expectancy of long use.



HIGH COLOUR CONSISTENCY: Terra surfaces come with a high colour consistency across the entire slab owing to the patented Breton Technology used in its production. This gives uniform design results, even in case of larger applications like long kitchen countertops. As opposed natural stone where each tile may look different from the other, Terra gives exceptional consistency and a seamless look that redefines the entire design or application that has been executed.



STAIN AND ACID RESISTANT: Terra Surfaces are highly resistant to any kind of staining or damage due to exposure to household chemical or acidic cleaning agents. This makes the entire length and breadth of the surface look the same for years, with no patchy decolorization, fading or stains.



CRACK RESISTANT: Terra surfaces come with high flexural strength, protecting them from getting chipped or cracked in case a heavy object accidently falls on the surface. Flexural Strength defines the resistance of material from any kind of breakage or damage when an external force is exerted on it.



NON-POROUS & ANTI-BACTERIAL: Owing to the inherent properties of Quartz, Terra surfaces are non-porous which means that cleaning and maintaining the surfaces is extremely easy. The non-porous material of these surfaces also ensures that no germs penetrate it, giving them anti-bacterial properties that provide for a safe and hygienic solution.



SCRATCH RESISTANT: In addition to being non-porous, Terra surfaces are also scratch-resistant, giving you one reason less to worry about high maintenance and fuss over these surfaces. So accidental drops of sharp objects on these surfaces will cause no visible scratches which are otherwise extremely tiresome to get rid of.



TEMPERATURE RESISTANT: Terra surfaces are heat resistant which means that they do not decompose or change character when exposed to high temperatures. The surfaces are also unaffected by cold temperatures; so you need not worry if you have left that bag of frozen peas or chicken to thaw on the surface.



EASY TO CLEAN & MAINTAIN: Owing to their resistance to stains or water, Terra surfaces are very easy to clean; just take a damp cloth with a mild cleaning agent and wipe it across the surface to get them as good as new. The tested high flexural strength and premium quality of Terra Surfaces make them extremely easy to maintain for long periods of time without any chips, cracks or breakages.

THE TERRA EDGE

Terra – Hafele's in-house brand of premium surfaces –comes with a uniform and high colour consistency that runs throughout the surface owing to the patented Breton Technology. Terra surfaces are essentially made with quartz along with other compositions, giving it an eternal strength along with an innate flexibility to be designed to the tunes of your stories and imaginations.

Available in 20mm thickness, Terra surfaces are easy to fabricate and install in different interior applications. They are food-grade safe and extremely easy to clean, maintain and use. Owing to the inherent properties of quartz, Terra surfaces are non-porous as well as anti-bacterial, making them 100% safe, hygienic and long-lasting. They are also extremely immune to varying temperatures and do not decompose or change character when exposed to anything too hot or too cold.

With a host of stable and long-lasting advantages that Terra offers because of its inherent quartz properties, it can be a promising solution for a wide variety of applications ranging from kitchen countertops, kitchen backsplashes, bathroom counters and even wall cladding across the home interiors.





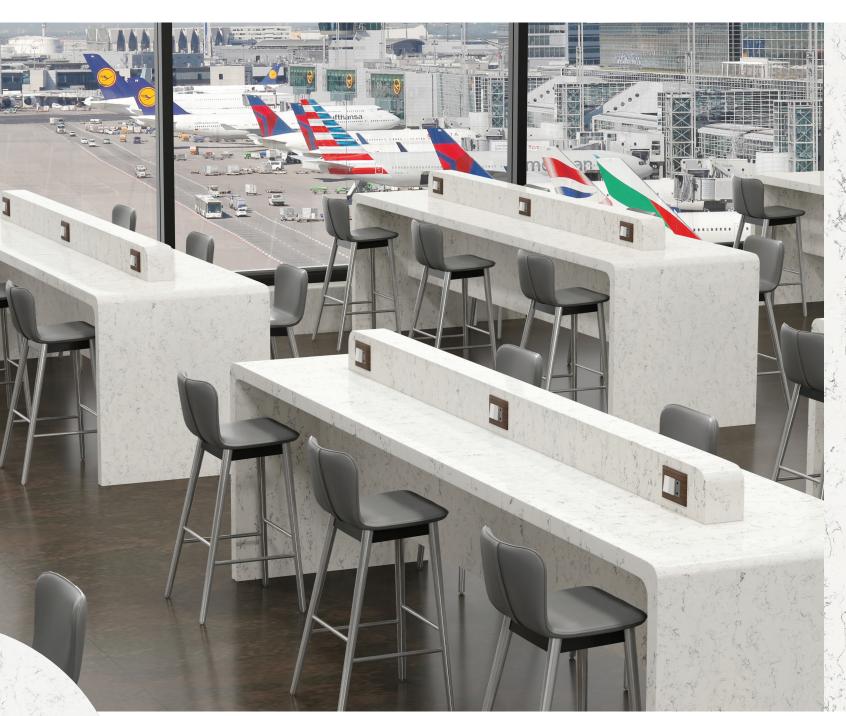
OLYMPIA GOLD

Terra's Olympia Gold exudes sheer extravagance and luxury. The pure white base with brown and golden veins brings elegance to any interior design. It's rich finish elevates the exuberance of the interior space and lends a classy zing to it.

Article Number: 564.42.083
Slab Dimension(L x W x T):
3030 x 1430 x 20 mm
Finish: Polished







NEBULA WHITE

Acing the interplay of dark and white in a sophisticated and elegant design is Terra's Nebula White. A pure white base that reflects soft shadows of greyish veins, this shade is probably the most unique among the many reflections of Terra.

Article Number: 562.57.083
Slab Dimension (L x W x T):
3100 x 1520 x 20mm
Finish: Polished







CEMENTO

A cotton-white soft base with a detailed grey texture can best define Terra's Cemento. The beauty about this shade is that it changes its hue with the changing throw of natural light as the day goes by – a vibrant white in the morning sun and a calming grey as the night settles in.

Article Number: 564.42.073

Slab Dimension (L x W x T):

3030 x 1430 x 20 mm

Finish: Polished







CREMA DOLCE

The beige base and creamy veins of Terra's Crema Dolce will definitely remind you of the calming hues of twilight where light cloudy threads cut across a brownish sky. This shade breaks the monotony of white-toned interiors by adding a splash of elegant drama and hue.

Article Number: 562.57.043
Slab Dimension (L x W x T):
3100 x 1520 x 20mm
Finish: Polished





CARBONITE

The dark matt finish of Terra's Carbonite lends an elegant Industrial look to any interior space. When you want rugged interiors that blend the light shades with the dark impeccably, Terra's Carbonite can be your perfect choice.

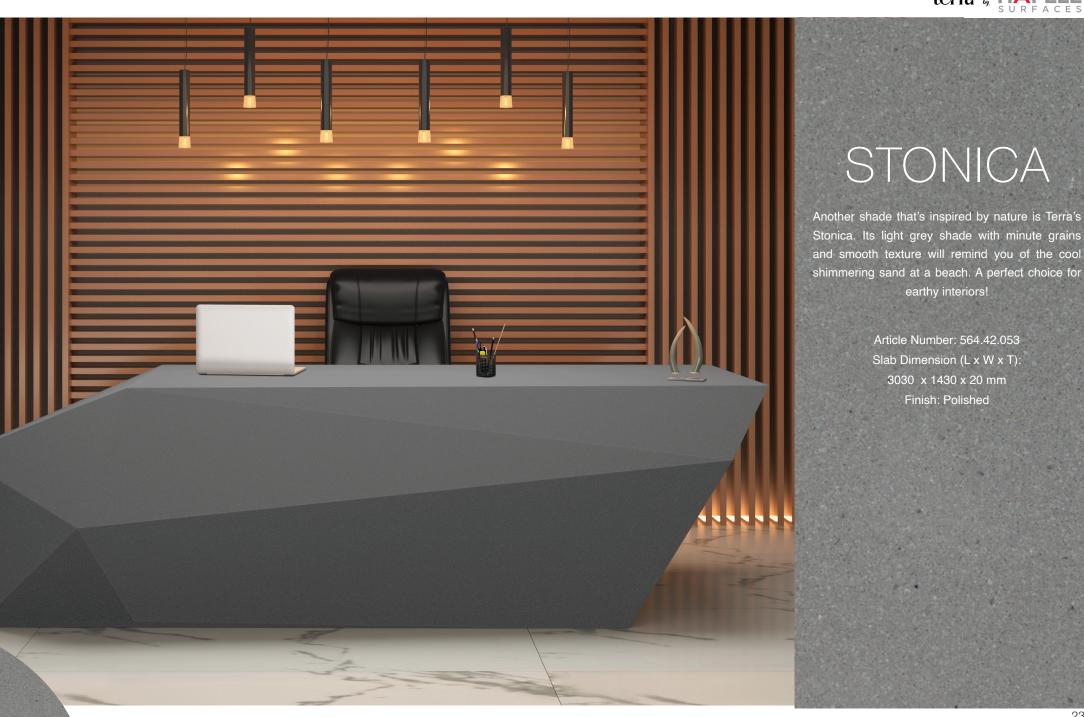
Article Number: 564.42.063

Slab Dimension (L x W x T):

3030 x 1430 x 20 mm

Finish: Polished





Stonica. Its light grey shade with minute grains and smooth texture will remind you of the cool shimmering sand at a beach. A perfect choice for

Slab Dimension (L x W x T):

























OLYMPIA GOLD

Article Number: 564.42.083 Slab Dimension: 3030 x 1430 x 20 mm (L x W x T)



CEMENTO

Article Number: 564.42.073 Slab Dimension: 3030 x 1430 x 20 mm (L x W x T)



NEBULA WHITE

Article Number: 562.57.083 Slab Dimension: 3100 x 1520 x 20mm (L x W x T)



CREMA DOLCE

Article Number: 562.57.043 Slab Dimension: 3100 x 1520 x 20mm (L x W x T)





CARBONITE Article Number: 564.42.063

Article Number: 564.42.063
Slab Dimension: 3030 x 1430 x 20 mm (L x W x T)



EGGNOG

Article Number: 564.42.013 Slab Dimension: 3030 X 1430 X 20 mm (L x W x T)



STONICA

Article Number: 564.42.053 Slab Dimension: 3030 x 1430 x 20 mm (L x W x T)

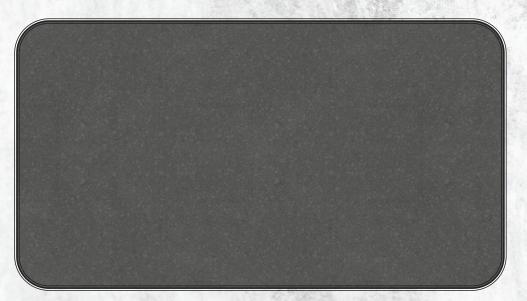
HIMALAYAN WHITE

Article Number: 562.57.064 Slab Dimension: 3300 X 1650 X 20 mm (L x W x T)





CINNAMON
Article Number: 564.42.033
Slab Dimension: 3030 X 1430 X 20 mm (L x W x T)



CINDER GREY
Article Number: 564.42.043
Slab Dimension: 3030 x 1430 x 20mm (L x W x T)



Article Number: 562.57.053
Slab Dimension: 3100 x 1520 x 20 mm (L x W x T)



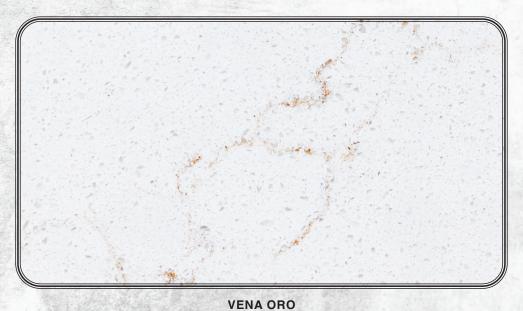
Article Number: 562.57.023
Slab Dimension: 3100 x 1520 x 20 mm (L x W x T)





MOON WHITE

Article Number: 562.57.073 Slab Dimension: 3100 x 1520 x 20 mm (L x W x T)



Article Number: 564.42.023
Slab Dimension: 3030 X 1430 X 20 mm (L x W x T)



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