



ESSENTIAL PIECES  
TO THE PUZZLE OF SUCCESS









# FAVOURABLE CONDITIONS FOR START AND GROWTH

*Happy combination of fortuitous circumstances at a start-up is half the battle. However, not less important is the choice of the right track for further development.*



• HEIKKI KOIVUNEN  
AS Hekotek Founder

20 years of my experience in the field of woodworking machinery in Finland provided a good basis for foundation of a machine building company in Estonia in 1992. The gained experience applied in the country that had just got independence combined with Estonia huge intention for rapid development resulted in colossal synergy effect.

I was a lucky one – from the very beginning of my activity in Hekotek I was surrounded by people that were not only highly qualified engineers, but goal-oriented people ready to learn further and go ahead. Later on these qualities became basic requirements for new members of our team.

Rather soon we realized that Estonian market is too small for us, that is why entering new markets was simply inevitable as well as our growth and technical development. New customers with their chal-



*In 2007 Hekotek was acquired by an industrial group of independent companies – Lifco Group (Sweden). The new owner encourages the Group members to take their own decisions, however, ensuring additional support in the name of Lifco.*

challenging tasks led us to new directions, appearance of new items in the range of our product line. As practice shows, normally the market itself prompts what is required, and it is important only to seize it.

The main value of Hekotek has always been its human resources – a team of like-minded people. Everyone – both those who work or ever worked here – have their contribution to Hekotek current status as one of the leaders in the world market.



• FREDRIK KARLSSON  
CEO, LIFCO GROUP

Lifco Group uniting over 100 independent enterprises is a reliable and long-term partner they can always fully rely on.

The basis of our interaction within Lifco Group is independence of every individual company combined with their high level of responsibility for the business decisions taken. We believe that people perform better and are more motivated if we do not put any restrictions upon them. We adopted this model only in 2001, having changed our approach and permitting the companies to independently choose business partners, take decisions, and work out strategies.

Lifco goal is not to totally control the companies by interfering in their daily operations, but help them develop, carry out all the taken obligations and – from customer's perspective – guarantee financial stability.



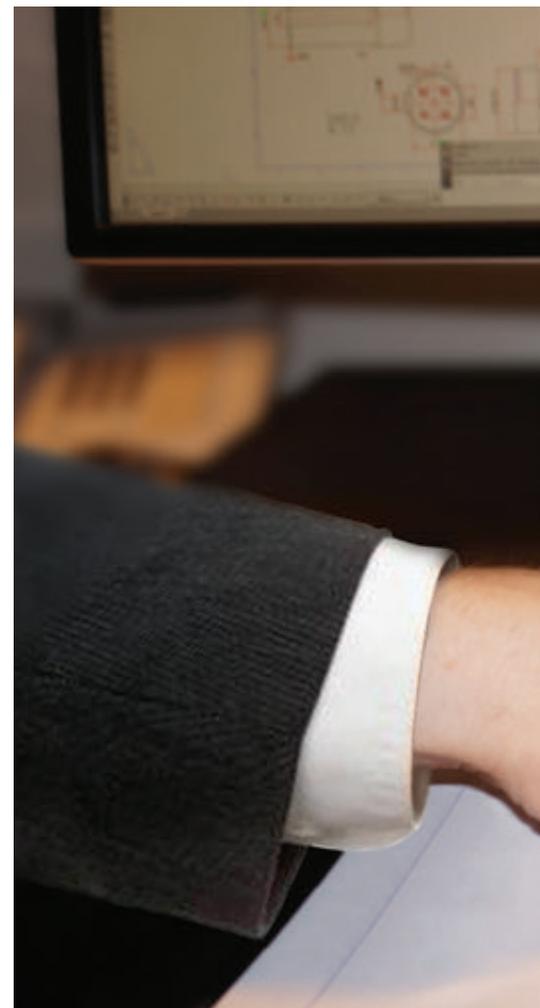
• HEIKI EINPAUL  
Managing Director, AS Hekotek

For us at Hekotek development lies mostly not in invention of drastically new concepts, but in adapting existing technical solutions and ideas to our possibilities, technologies and our customers' requirements that actually make us develop and move forward.

We have no doubt that proper development requires experience. The experience we gained at Hekotek is a solid foundation for easy and safe intergration of new ideas. The most important is that these ideas facilitate our customers' development. This is the way we and our customers contribute to each other's progress and success – which is, undoubtedly, a very sound result!

# DEVELOPMENT BY REASONABLE STEPS

*The secret of successful development lies in the right proportion of brand new and proven, time-tested solutions.*





• **ANDRES KOHA**  
Head of Design Engineering department,  
AS Hekotek

In our strive to develop expertise we stick to the classical correlation: 85% of solutions are proven and established and no more than 15% can be new. Just so – by small but solid steps – Hekotek is growing.

Moreover, the more challenging is the project, the more is the progress in our development and the new experience we gain. Thereby the range of our technical solutions gets extended with new ones, which we will be ready to offer to our customers in the following projects as alternatives to already proven solutions. As a result a customer has an opportunity to choose, which is always an additional benefit.

*Sustainable development has always been a cornerstone of success in the market. However, in pursuit of progress it is important to feel the happy medium – not to dwarf and at the same time not to turn your production into a test laboratory.*





COOPERATION



# COOPERATION AS A COMMON GOAL INSIGHT

*Effective cooperation can imply different tools, approaches and methods, but one common goal.*



• TÕNIS HALDNA  
Sales Director, AS Hekotek

To achieve a result beneficial for all the project participants, we should all move in one direction, which is often defined as mutual understanding or common language.

If in addition we can speak our customer's native language, it is a benefit indeed. However, working language, although extremely important, is only a tool contributing to efficient cooperation.

We also have strong support from our local agents – people having large experience in technical issues, deep knowledge of their countries' markets and customers confidence. Currently the market requires complex solutions, that is why some of our agents also cooperate with other suppliers – our partners, which is an extra proof of our coinciding goals.



• **ALEXEI KRASIKOV**  
Sales Manager, AS Hekotek

Close cooperation of all team members of Hekotek – our corporate structure – has always been vital for our success.

Each of us can feel support of the whole team whenever needed – in everyday work, during negotiations with customers, etc. This can be compared to an iceberg with its tremendous underwater part being invisible, but extremely powerful.

Among main values of Hekotek team are self-consistency, an ability to take decisions and be responsible for them. High level of trust to employees at Hekotek allows us not focusing on endless reports, approvals, footless conferences, but on our customers' needs, search for optimal solutions and their development – things that we call real work for the benefit of our customers.

*'Cooperation' is a broad meaning notion that unites a well-coordinated interaction between employees at Hekotek, an ability to go in the same direction with a customer and a joint search of complex solutions with other suppliers – our partners. The basis for effective cooperation lies in mutual understanding.*



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# QUALITY AS A CONTINUOUS PROCESS

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*An efficiently realized project starts with a quality approach, which in its turn is based on anticipating customer's needs and expectations.*



• **MARGO MUZAKKO**  
Head of Project department, AS Hekotek

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What stands behind 'quality equipment' for a customer? As a rule, it means that equipment meets certain requirements and solves the tasks set.

That is why for us as a machinery producer quality begins with the very first contact with a customer. This and all further processes at Hekotek related to project realization are regulated by our Quality Management System.

The system guarantees a quality result by minimizing the number of faults. However, we are never afraid to admit a mistake – moreover, it stimulates our progress. We recognize, admit and learn from it. Much more important is that our QMS ensures any errors to be detected at the earliest possible stage to prevent their impact on the final results of our work.



*Hekotek Quality Management System meeting ISO 9001 standard is an apparent advantage. In 2014 Hekotek already received its third certificate, which is to prove that our Quality Management System will not fail us and our customers.*



• **VAHUR EGGERT**  
Head of Production, AS Hekotek

To compete in the world market of advanced machinery it is absolutely necessary for us to keep our own production facilities updated. Recently Hekotek equipment stock has been replenished with a new laser cutting machine, a bending machine and new saws. We have also got our production workshop enlarged, which in the aggregate allowed significant improvement of our working environment.

Our adopted system of integrating new technical solutions is also a pledge of quality – any new unit developed by Hekotek engineers is in the first instance completely assembled and checked in our workshop – to prevent any errors at customer's.

Final product quality also heavily depends on the staff's skills. Therefore we regularly arrange advanced training for our employees to ensure the highest level of their expertise.



# EQUIPMENT FOR SAWMILLS

- Log sorting lines*
- Log infeed systems*
- Sawn timber sorting lines*
- Sticker-stackers and packaging systems*
- Waste removal conveyors*



• **PRIIT SAAREMÄGI**  
Sales Engineer, AS Hekotek

Each sawmill project realized by Hekotek represents an advanced, complex, but at the same time tailor-made solution.

Depending on the required capacity and the level of automation we offer different technical solutions – from semi- to highly automated lines. The principal point is that the designed concept should be optimal for a customer from technical and economical points of view.

We endeavour to create and keep long-term relations with each of our customers and support them at every stage of their development – from the very first investments to further production updates aimed at getting to new higher levels. We provide our customer with a tool of trade for his current stage of development, ensuring also a potential for further growth.



• UNO SÖÖT  
Project Manager, AS Hekotek

Aspiration is an essential component of technological processes/lines, where pneumatic suction of wastes (sawdust, chips, fine particles, etc.) is required.

As air flow required for aspiration process is rather huge, it is important to create the requisite conditions for its purification and reversing filtered air back to the workshop.

Our systems automatically solve these tasks. Moreover, it is possible to regulate the flow of warm filtered air to be reversed back to the workshop, depending on the weather conditions (if required, up to 100% in winter time).

All that ensures both smooth operation of the main machinery, clean working environment, as well as significant optimization of the production area heating costs.

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# ASPIRATION AND AIR FILTRATION SYSTEMS

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*Aspiration pipelines*  
*Fans*  
*Recirculation filters*  
*Storage silos*



# EQUIPMENT FOR BY-PRODUCTS PROCESSING

*Pellet plants  
Debarking and chipping lines  
for low-grade logs*



• **ALARI ROOSI**  
Project Manager, AS Hekotek

Hekotek has been delivering pellet plants for about 10 years already. Beside our own equipment, we integrate in our complex deliveries chippers and presses from leading producers. And then due to Hekotek control system the complex of machinery is united into a complete effectively operating plant.

Most of our plants are designed with respect to the possibility of further capacity increase – it is easier and cheaper to integrate a drier and a press into the operating line than construct a new production cycle from scratch.

Solving our customers' new challenges, we are developing and going ahead. Thus, today in addition to solutions for pellet production Hekotek also delivers ones for debarking and chipping of low-grade logs meant for effective processing of fuel wood into pellets.



• **AVO RAIGLA**  
Head of Electro-Automation department,  
AS Hekotek

Hekotek has been producing woodwaste-burning boiler houses since the very start of the company. Since the mid-2000s we have been actively developing a new direction – pellet-burning boiler houses.

Boilers and heat exchangers for our boiler houses are produced by leading European suppliers, while the rest of equipment, including combustors, feeding systems, silos, etc. is of our own production.

Automation is crucial for boiler house proper operation. We have developed the own control system that allows web-based controlling of boiler house operations. An operator can check the boiler house working parameters online on the intended web-page and – in case of any failure – size up a situation and necessary measures to be taken.

# BIOFUEL BOILER HOUSES

*Woodwaste-burning boiler houses*  
*Pellet-burning boiler houses*



# A VALUE OF WELL-TIMED SUPPORT

*New machinery shipment is just the beginning of a long way that Hekotek is to travel together with our customer, ready to provide all necessary support at every stage of our teamwork.*

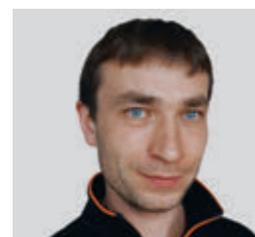


• **GERMAN KESA**  
Head of Logistics department, AS Hekotek

The issue of machinery delivery requires thorough considering as early as at the project planning stage. The means of transport to be used for the future delivery determines certain conditions for equipment manufacture, i.e. size of details that will be delivered nondemountable. To ensure smooth shipment we should consider dimension limits authorized for different transportation means.

Loading of goods is always carried out in compliance with the project manager requirements – either considering the fastest and easiest way of the machinery assembly on site, the stage of pre-works completion on site or any other factors significant for the particular project.

Resulting from the above-mentioned features and the fact that the equipment we produce is mostly non-standard, there exist no ready loading patterns and, consequently, our staff (not computers) develop a different pattern for each of the new projects.



• **SERGEI PIKULIN**  
Project Manager, AS Hekotek

If our customer is facing a problem, either related to some equipment failure, urgent spare parts and components requirement, or other similar issue, we are to propose a fast solution.

We strive to act in the most reasonable and customer-friendly way. If necessary, we involve the whole team (engineers, technologists, designers, pneumatics or hydraulics specialists). We do that, since it is our rule of the game – to take every effort to make our customer happy.



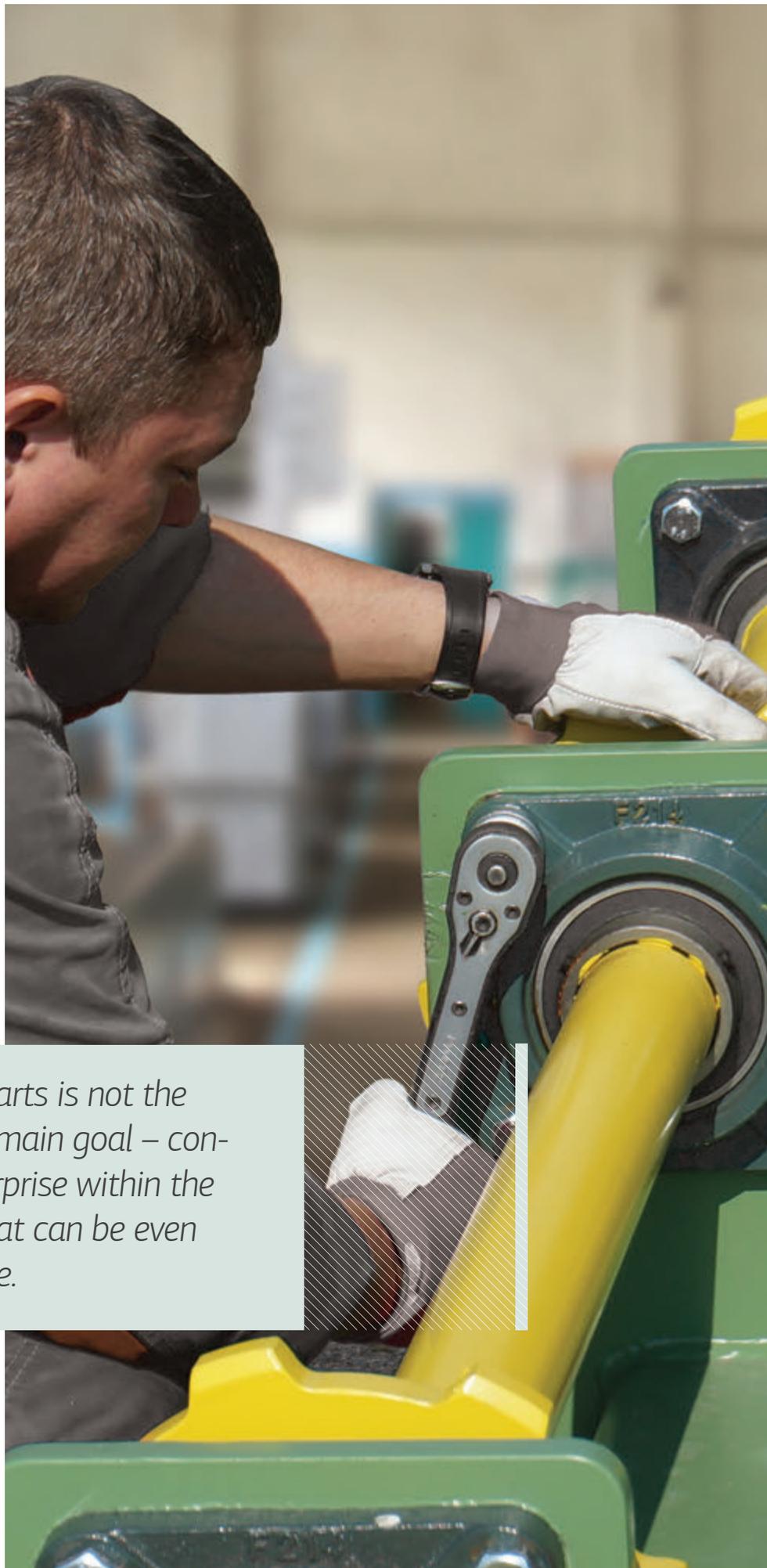
• **OLGA SIZEMOVA**  
Sorb Ltd., Russia (AS Hekotek subsidiary)

Any equipment requires maintenance. That is why aftersales, as well as spare parts and components delivery make up an integral part of our work. It is the support we offer throughout the whole life-time of the supplied equipment.

Any delivery set always includes the so-called service book – a document, which specifies expected consumables and components life-time, as well as recommendations on the fixed periods of preventive maintenance.

However, emergencies occur in our everyday life. In order to speed up the process of a required spare part remote detection, we have developed a system where each detail has its own identification code that allows a customer to find out the required spare part easily and, consequently, to get it quicker.

In general we work in order to listen to our customers' problems, requests and respond and facilitate as soon as possible. Customers feel our support today and must also feel it in the future – that is our team working philosophy.



*Timely delivery of spare parts is not the end in itself. It serves the main goal – continuous operation of enterprise within the life-time of equipment, that can be even prolonged with due service.*



**RELIABLE  
PARTNERS**



• **TEEMU TYNKKYNEN**  
VALON KONE OY, Finland

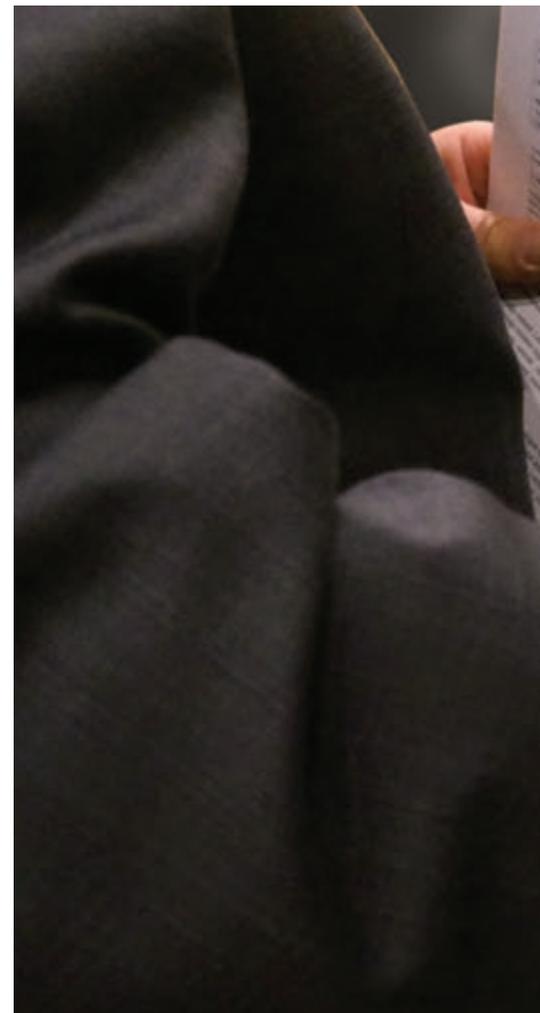
It is always a pleasure to work with Hekotek – the people are positive, optimistic, and well-motivated with the right attitude to hard-working. They understand special needs of sawmill industry and constantly take effort to meet the needs in a better way.

Hekotek has amazing amount of energy and flexibility to realize projects under extreme conditions, adapting to both partners' and customers' needs.

We at Valon Kone specially value that Hekotek handles challenges with creative thinking. Meanwhile their project management is very effective and straight forward. It is easy to create trustworthy relationships with a helpful partner proving words with proper actions.

# TEAM WORK WITH LEADING MACHINERY SUPPLIERS

*Exceptional reliability of each supplier and our well-coordinated joint actions – a pledge of complex solution high efficiency.*





• **PASI KENOLA**  
FINSCAN OY, Finland

Hekotek has been a good partner for FinScan since the very beginning of our cooperation started with joint construction of a timber sorting line for Onega Sawmill in Russia. Since then we have especially appreciated their skills of project realization in the Russian market.

During almost 10 years period passed by now we have successfully installed our scanners to several timber sorting lines supplied by Hekotek to the sawmills in Russia and the Baltic countries.

All the projects have been smoothly implemented for the great benefit of our customers, who received efficiently operating complex solutions.



• **INGEMAR SUND**  
BRUKS AB, Sweden

We are happy to have Hekotek as a partner. We believe in long-term relations and after more than 15 years of cooperation and many successful projects realized together we are very good friends.

For us this company is a reliable partner, the partner we can trust.

Among strong points of Hekotek I would specially stress their high competence and the experience they have in their business field. Good organization at Hekotek is another issue we appreciate.

We at BRUKS always look forward to starting new projects together with our partner Hekotek.



• **WIM VELDKAMP**  
CPM EUROPE, Netherlands

Our cooperation with Hekotek started with joint construction of a plant for wood pellets in 2010. Since then we have done a lot of business together without any major problems.

Technical staff of Hekotek are well acquainted with our machinery, which together with our short direct connections make projects realization easier.

Hekotek supplies proven turn-key solutions and carefully keeps given promises. Smooth and efficient operation of wood pellet plants built by Hekotek confirms the good reputation of CPM in the market. We appreciate such a partnership and will do our best to keep it for many years to come.





# HAPPY CUSTOMERS - OUR MAIN GOAL

*Established customers coming back with new ideas for further projects – the best evidence meaning that we keep on the right track.*



• **DMITRY KRYLOV**  
Managing Director, Sawmill 25, Russia

For the past 10 years of our cooperation Hekotek has become our long-term trustworthy partner.

Since our first experience of joint work we have developed and realized over 10 projects of different scale. Due to its flexibility and good understanding of the Russian market peculiarities, Hekotek always offers optimal and reasonable solutions for certain production tasks that are becoming more challenging year after year.

Obligations Hekotek faultlessly fulfil within the framework of every new project confirm again and again that we have made the right choice.



• **SIIM LIBLIK**  
Pellet Supply Chain Manager, Stora Enso

Started in middle 1990s in the field of sawmill business, cooperation of Stora Enso with Hekotek continued in pellet plants construction in 2008. Since then we have constructed together three pellet plants, all successfully operating now.

Initially our choice in favour of Hekotek as a supplier was based on their competitive offer and their history. Satisfied with the first results, we went ahead with further projects together. Naturally, it took us some time to find a common approach at the beginning, but it has been improving with every further project.

We know we can trust Hekotek – they always stick to agreements and solve challenges with an open mind. Flexibility and speed are other competitive advantages making Hekotek an easy-to-trust supplier.



• PEEDO PIHLAK,  
Investor, Estonia

We have closely worked with Hekotek since 1994 and our good cooperation continues today.

Our group of companies, having started in the field of deep woodworking, is now also developing sawmilling and pellet production businesses. That is why we very much appreciate Hekotek wide product range, including most of the devices used in sawmills and pellet plants. Due to that Hekotek can ensure complex deliveries, which is absolutely convenient for us.

Cooperation has always proceeded very smoothly because of Hekotek concern about timely delivery and quick and smooth start-up of equipment, which is essential for any successful project. We will certainly continue cooperation in the future.



*As stated in Hekotek Quality handbook (ISO 9001:2008), our continuous progress is aimed at steadily growing customers' satisfaction. Thus, the main target for us is to develop together with our customers.*



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