

## Hitachi Industrial Equipment & Solutions America Launches Mobile Service Center Model to Enhance Manufacturing Uptime

April 20, 2026

Hitachi Industrial Equipment & Solutions America (HIESA) today announced the expansion of its Marking & Coding service operations through the introduction of Hitachi Mobile Service Centers. This fully equipped, field-based service framework brings expert technical support directly to customer production environments.



A Hitachi Mobile Service Center is a fully outfitted service vehicle operated by certified, factory-trained technicians and equipped with genuine Hitachi components, diagnostic tools, firmware update capability, and preventive maintenance stock. These mobile units function as field-based service hubs, enabling technicians to respond quickly and perform a wide range of equipment service directly at customer facilities.

In modern manufacturing, downtime impacts throughput, compliance, and margin performance. The Mobile Service Center initiative reflects Hitachi's commitment to minimizing disruption and accelerating response across its industrial packaging installed base.

Services include:

- Preventive maintenance for primary & secondary packaging systems
- Software, firmware, and control system updates and optimization
- System troubleshooting, calibration, and optimization
- Mechanical and electrical component service and replacement
- Consumables assessment and equipment health checks

The mobile model is structured to increase first-visit resolution rates, reduce equipment transport requirements, and provide flexible scheduling aligned with customer production windows.

“Our focus is simple: maximize uptime for our customers,” said Luis Torres, President & CEO of Hitachi Industrial Equipment & Solutions America. “By evolving our service delivery into a mobile, integrated framework, we are strengthening responsiveness while maintaining the reliability, quality and expertise customers expect from Hitachi.”

The Mobile Service Center strategy also aligns with Hitachi's broader digital transformation initiatives. Future integration of remote diagnostics and performance monitoring will enable

proactive maintenance scheduling and runtime-based service planning, further reducing emergency service exposure.

The expanded mobile framework enhances regional coverage while maintaining consistent service standards, reinforcing Hitachi's position as a long-term partner in compliance, traceability, and operational continuity.

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#### **About Hitachi Industrial Equipment & Solutions America**

Hitachi Industrial Equipment & Solutions America delivers equipment and solutions for a wide range of industrial applications, including primary and secondary packaging. Its portfolio includes continuous inkjet printers, laser markers, variable frequency drives, and other marking and coding solutions designed to improve production efficiency, reduce downtime, and support reliable operations across various industries in the Americas. Learn more: <https://mc.hitachi-iesa.com/>

#### **About Hitachi Industrial Equipment Systems Co., Ltd.**

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HIES delivers mission-critical products and solutions—including air compressors, transformers, drive systems, and coding and marking equipment—to support uninterrupted operations across industries such as data centers, food, and pharmaceuticals. Through comprehensive lifecycle support from maintenance to recycling, and advanced digital technologies, HIES underpins customers' business foundations and contributes globally to transformations that create greater value. For more information, please visit the HIES website (<https://www.hitachi-ies.com/>).

#### **About Hitachi, Ltd.**

Hitachi drives Social Innovation Business, creating a sustainable society through the use of data and technology. We solve customers' and society's challenges with Lumada solutions leveraging IT, OT (Operational Technology) and products. Hitachi operates under the 3 business sectors of "Digital Systems & Services" - supporting our customers' digital transformation; "Green Energy & Mobility" - contributing to a decarbonized society through energy and railway systems, and "Connective Industries" - connecting products through digital technology to provide solutions in various industries. Driven by Digital, Green, and Innovation, we aim for growth through co-creation with our customers. The company's revenues as 3 sectors for fiscal year 2023 (ended March 31, 2024) totaled 8,564.3 billion yen, with 573 consolidated subsidiaries and approximately 270,000 employees worldwide. For more information on Hitachi, please visit the company's website at <https://www.hitachi.com>.

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