



Customer Service

Our Services

Fast and professional for maximum operational readiness



We provide
security.

www.ziegler.de



We are ZIEGLER

As a future-oriented group, the ZIEGLER Group focuses on long-term business based on performance, reliability and sustainability.

A firefighting vehicle is an investment in the future. To ensure that this investment pays off for our customers, we guarantee the highest level of quality and innovation. That means: perfect craftsmanship, outstanding stability, optimal corrosion protection and flexibility for individual customer requirements.

This is complemented by our extensive range of firefighting equipment and components, which also meet the highest quality standards.



We provide security.

Our brand promise makes clear what ZIEGLER stands for: We see the protection of public security as our ultimate objective. In order to accomplish this task, it is our motivation and our approach to offer the best and most competitive portfolio of firefighting and emergency management solutions. We assume responsibility with respect to customer requirements and their satisfaction.

Our Services

Fast response times guaranteed

Central coordination of cross-site service calls –
nationally and internationally

Since a ZIEGLER product is an investment that lasts for decades, we remain available at all times – even after delivery – to provide the best possible support for your product and ensure its maximum uptime.

Our service technicians have one goal in mind: the professional maintenance and inspection of your vehicles and equipment, as well as ensuring that they are back up and running quickly. Compliance with all statutory inspection and maintenance intervals is a matter of course for us.



Fast response times, to minimize downtime of your ZIEGLER product

Quick on-site repairs by our mobile service technicians – available nationwide in Germany

Full cost transparency thanks to clear flat-rate travel fees and predictable service costs with no surprises

A **digital service report** providing complete documentation of the service visit immediately upon completion

Thanks to our **central communication platform**, your inquiry is routed directly to the responsible contact person



Spare parts

With our guaranteed supply of replacement parts, you're in safe hands. We keep more than 10,000 spare parts permanently in stock – and can ship them within 24 hours upon request. We supply original spare parts for fire suppression systems, as well as pumps, nozzles and firefighting equipment. We ensure fast identification of the required parts high availability, short delivery times and flexible on-site installation.

Maintenance and Repair

If one of your products is defective or scheduled maintenance is due, we're here to help. You can also count on us completely in the event of an accident. Simply report the damage to your insurance company – we'll take care of the rest for you. From coordinating with experts and handling repairs to issuing invoices. Everything from a single source.

We offer these services flexibly at one of our service locations, at the service center, or through one of our mobile service technicians.



Maintenance Contract

Our maintenance contracts provide you with comprehensive service support. Our service technicians inspect your vehicles and equipment and perform professional maintenance and inspections on-site or at our service center or service locations. This ensures that you are always fully operational.



Rental vehicles

With our rental vehicles and equipment, we ensure your operational readiness – thanks to our wide range of vehicles and rapid availability, we can provide a fast and reliable replacement solution in the event of an emergency.



Inspections – GUV, UVV, DGUVV3 etc.

We offer safety inspections in accordance with GUV, UVV and DGUVV3 standards, not only at the ZIEGLER Service Center but also directly at your location. We perform safety inspections on hydraulic rescue equipment of all makes (Holmatro, Lukas, Weber, etc.), as well as inspections of lifting bags, high-performance fans, landing mats and generators.



Revitalization

Our refurbishment services adapt long-serving ZIEGLER vehicles to your current needs. By integrating technological upgrades and state-of-the-art systems as required, we bring even older vehicles up to the latest standards in terms of functionality, comfort and, of course, safety.



Performance Assessment

On the ZIEGLER test bench, the pump undergoes comprehensive performance testing: our entire range of high-performance ZIEGLER pumps is thoroughly tested using performance charts and state-of-the-art technology. This allows us to easily handle the full spectrum of testing, from a PFPN to a 10,000-liter pump.



Pickup and delivery service

If your vehicle needs to be transported to one of our service locations for repairs, we can handle that for you. Our driver will pick up the vehicle from your location and, if you wish, return it to you once the work is complete.

Always here for you

Connected – digitally and on-site

On-site expertise

Thanks to our extensive network of trained and qualified service technicians, we can address your service needs efficiently.

Immediate Report

Once the service visit at your location is complete, you don't have to wait for the accompanying documentation. You'll receive it digitally right away.



Central Communication Platform

To ensure prompt and effective communication, we use a central communication platform. If you have a service request, please send us a detailed description – including,

if possible, clear photos – along with the serial number of the affected product – for vehicles, this can be found on the nameplate in the driver's door and your contact information. We will get back to you as soon as possible.



Spare Parts Inquiries and Orders

ersatzteile@ziegler.de

Installer Requirements

service-national@ziegler.de

General Inquiries

kundendienst@ziegler.de

Full cost transparency

Our mobile service technicians ensure the safety of your vehicle – in the event of a repair, we're ready to respond immediately and provide on-site assistance. Complete cost transparency is important to us: Our 3-zone model, with each zone covering 75 km, allows you to easily estimate at any time,

based on your nearest ZIEGLER service location, what the flat-rate travel fee for a service call to your location would be.

Our flat-rate travel fee fully covers travel time, mileage and the technician's fee.

Z-Remote

Remote Service

- Remote service and **immediate troubleshooting** worldwide – without the need for an on-site visit
- **Retrofit** “on demand” with a mobile kit also available for older vehicle models
- **Functional modifications** can be implemented easily
- A future-proof, **cloud-based system**
- Extremely **prompt service** and fast shipment of replacement parts ensure that your vehicles remain operational



Developer, manufacturer,
trader and service provider –
all from one source.



Extinguishing technology



Control and Operation



Firefighting vehicles



Hoses and Equipment



Service



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