



SERVICE

SERVICECENTER



THE ZIEGLER SERVICE CENTER

Service 24 hours a day for even more security.





SERVICE PROVIDES SECURITY.



THE SERVICE CENTER.

We are there when we are needed:
24/7 – with our service hotline.



TESTED SECURITY: ZIEGLER TEST CENTER.

Security tests and maintenance according to
GUV, UVV and DGUVV3.



ORGANIZED WORLDWIDE – WITH ASSEMBLIES ON SITE.

We work 24 hours a day worldwide for your
security.



GUARANTEED SUPPLY WITH SPARE PARTS.

Our logistics centers: Availability of your
spare parts – guaranteed for 30 years!



REPAIR AND MAINTENANCE.

We carry out all repairs to vehicles, portable
pumps and installation pumps.



REVITALIZATION PROVIDES SECURITY FOR THE FUTURE.

We turn old into new: General overhauls of
long-serving vehicles.



THE ZIEGLER SERVICE PACKAGE.

One package – one comfortable solution.



RENTAL VEHICLES PROVIDE SECURITY.

In a serious case: Rental vehicles and devices!



YOUR ADDITIONAL GUARANTEE.

One thing is certain: A guarantee extension.



FURTHER TRAINING FOR YOUR SECURITY.

Specialist know-how and practical training
regarding pumps, hose expertise as well as the
DSB jumping cushion.



ORGANIZED WORLDWIDE – WITH ASSEMBLIES ON SITE.

ASSEMBLY AND ON-SITE SERVICE

Competent and reliable contacts will provide you support in our service center. Our well expanded service network ensures short travel routes to the location and the assembly directly on site in your company.

The centrally-coordinated control of cross -location service assignments enables fast response times. We guarantee fast help on a national and international level by our service fitters – one call is sufficient and we are on site.

SERVICE





THE SERVICE CENTER.

WE ARE THERE WHEN WE ARE NEEDED

The fire department can always rely on us as a partner everywhere – with two telephone numbers, 24 hours a day, 7 day a week.

Our services are designed to maintain the ability of our customers to operate in the long-term or to restore this quickly – albeit by preventive maintenance of the technology, by regular security checks, immediate repair in the event of any problems or also the general overhaul of long-serving vehicles. ZIEGLER quality has a very long useful life. Therefore, we do not count in years, not with the service time either, but in decades. We can cover all services in our service centers and this at one central location.

SERVICE HOTLINE

- Service hotline: +49 (0)7322 / 951 - 800**
Mon. – Fri. / 7.00 am – 4.00 pm
- Service hotline: +49 (0)1805 112 000**
Mon. – Fri. / 4.00 pm – 7.00 am and on weekends

- Pump maintenance
- Pump repair
- Spare parts warehouse
- Test center
- Painting section
- Training
- Vehicle maintenance
- Revitalization



REPAIR AND MAINTENANCE.

VEHICLE AND PUMP REPAIRS

Our mobile service partners ensure the security of your vehicle—in the event of a repair we are ready for operation immediately and will provide you further assistance on the spot. A global network of partners will be trained by ZIEGLER to ensure comprehensive support and to fulfill all requirements in terms of quality standards.



ZIEGLER-SERVICE-WORLDWIDE

- ZIEGLER has a worldwide service partner network
- comprehensive support from authorized technicians
- modern workshops for more extensive repairs



THE ZIEGLER SERVICE PACKAGE.

ONE PACKAGE – ONE COMFORTABLE SOLUTION

Through our service contracts the ZIEGLER service team offers you an all-round service. Reliable service technicians inspect your vehicles, devices and pumps – and carry out the expert maintenance and inspection either directly on site in your company or in our service center. This way, we ensure that you are always capable of full operation – no matter from which year of construction your technical devices stem.

Our service fitters have only one aim: The professional maintenance and inspection of your vehicles and devices as well as the certainty that these will be capable of functioning quickly once again. The compliance with statutory deadlines is a matter of course for us.

ONE SERVICE PACKAGE – FULL SECURITY

■ Maintenance of:

- Fire engine
- portable pumps and installation pumps of all makes
- technical fire service accessories
such as e.g. steel pipes
- hydraulic rescue devices of all makes
(Holmatro, Weber, Lukas, etc.)
- Maintenance of hose care systems
- foam proportioning systems



YOUR ADDITIONAL GUARANTEE.

ONE THING IS CERTAIN: AN EXTENSION TO THE GUARANTEE

One call is enough: With the conclusion of a maintenance agreement in case of a new procurement of a vehicle we do not only give you the security that your devices will work impeccably from a technical point of view, but we will also inform you of the next inspection interval. With our maintenance agreement an extension of the guarantee to up to five years is secured so that those persons can be definitely helped, who urgently require help. This is planning security as understood by us.





TESTED SECURITY: ZIEGLER TEST CENTER.

SERVICE DIAGNOSIS AND SECURITY CHECKS

On the ZIEGLER test center the pump undergoes a thorough inspection: the entire range of products of our efficient ZIEGLER pumps is given a thorough check by means of service diagrams and state-of-the-art technology. This way we can carry out the whole range from the inspection of a PFPN to a 10.000 l pump without any problems.

The ZIEGLER service team offers you the execution of security checks according to GUV, UVV and DGUVV3, not only in the ZIEGLER service center, but also directly on site in your company. We carry out security checks among others of hydraulic rescue devices of all makes (Holmatro, Lukas, Weber, etc.) as well as inspections of lifting cushions, high performance vents, jumping cushions and generators.





GUARANTEED SUPPLY WITH SPARE PARTS.

GUARANTEED FOR THREE DECADES

You are on the safe side with our guarantee of spare parts. In our modern logistics centers we permanently store more than 10.000 spare parts – upon request these can also be called within 24 hours.

ZIEGLER supplies you with original spare parts for the technical fire extinguishing set-up as well as for pumps, turrets and technical fire service devices. We guarantee you a fast identification of the required parts, high availability, short delivery times and flexible assembly on site. Best customer support by experienced and competent employees is our prerequisite. This is what we understand by service at the highest level for our customers and partners.





REVITALIZATION IS SECURITY FOR THE FUTURE.

WE TURN OLD INTO NEW

Long-serving ZIEGLER vehicles are adjusted to your current needs by our general overhaul. As demanding operations of the vehicles and devices leave their traces. However, we do not only carry out technical general overhauls and repairs to the vehicles and devices. By the fact that we install, if required, technological innovations and state-of-the art technology, we also bring older vehicles up to the newest standard once again with regard to functionality, comfort and, of course, security.

ALPAS – EVERYTHING FITS

Of course, our tried and tested ALPAS system also offers the possibility for our interior installations to adjust the technical operation conditions at all times. Flexibility, which is necessary, in order for current standards to facilitate the work and so that standards can be complied with.



RENTAL VEHICLES PROVIDE SECURITY.

IN A SERIOUS CASE: RENTAL VEHICLES AND DEVICES

Through our rental vehicle and devices we ensure the ability of our partners and fire services to act—with a broad range of vehicles as well as a reasonably-priced variant we create a solution in a serious case, which meets all requirements.



FURTHER TRAINING FOR YOUR SECURITY.

EXPERT KNOWLEDGE AND PRACTICAL EXERCISES

You do not only receive first class vehicles and components from ZIEGLER. We also teach on everything to you that you have to know about the functioning and operation of the technology. The aim of our training is to provide you the all-round ability for handling the ZIEGLER products. A theoretical part, in which we teach you valuable specialist know-how and many practical exercises, give you the security, which you subsequently need in the operation and with the maintenance.

PUMP TRAINING COURSES

In our extensive training you do not only learn principle information regarding the set-up of centrifugal fire pumps, but after theoretical instructions you will also be able to carry out smaller maintenance work and repairs by yourself.

HOSE COMPETENCE SEMINARS

After the introduction into the hose production, the quality stipulations and various hose care systems, practical exercises are carried out such as e.g. the repair and the integration of vulcanization of hoses.





SERVICE – MADE BY ZIEGLER

Prior to the commissioning of a fire engine, detailed instructions are given in the plant by our specialists of the various sectors. After the vehicle hand-over each of our customers can rely on the fact that in case of a problem the competent ZIEGLER service will be available.

- Guaranteed availability of our service team worldwide:
24 hours a day, 7 days a week
- Immediate assistance measures by remote diagnosis
- Qualified support by specialists after the initial contact
- Pump spare parts guarantee for over 30 years
- 12 years ALPAS quality guarantee
- As an option general guarantee extension up to 5 years in conjunction
with a maintenance agreement
- Revitalization guarantee
- Service partners on site – worldwide



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