

PRESS RELEASE

S-DEUTZ: SERVICE. SIMPLY SMART.

- S-DEUTZ stands for fully comprehensive service: flexible, customer-focused, digital
- The new DEUTZ service portal offers a wide range of innovative online services
- Registering engines offers benefits for customers and service partners of DEUTZ

Cologne, 26 July 2021 – With immediate effect, users of S-DEUTZ, the innovative new DEUTZ aftersales concept, can benefit from a comprehensive range of services that boost productivity and provide a reliable basis for planning. S-DEUTZ offers intelligent service solutions for all engines, old and new. The German drive specialist's completely revamped service portal has gone live today. On completion of a simple process to register their engine online, users can access original DEUTZ products, spare parts, and services in a quick and convenient way.

“We are taking our service to a new dimension by enhancing the digital offering, making it more interactive and, at the same time, easier for customers. Each user should receive the best service to meet their needs, at every stage of the engine lifecycle. Our S-DEUTZ service offering is simply smart,” says Michael Wellenzohn, member of the DEUTZ Board of Management responsible for sales, marketing, and service.

Among the portal's many highlights are a Lifetime Parts Warranty for repairs and a comprehensive Lifecycle Solutions portfolio. S-DEUTZ provides solutions for all service requirements. The service portal offers DEUTZ customers quick and convenient options for contacting their local service partner and accessing the digital service documentation for their engine.

“Our S-DEUTZ offering and the new service portal help us to strengthen our customer relationships and provide a modern sales channel that integrates our service partners. Regular updates and releases of new functions will make business easier and, most importantly, more efficient for our customers and partners,” explains Wellenzohn. The digitalization of processes and services means that aftersales support can be delivered faster and more efficiently. DEUTZ is therefore planning further automation steps in the second half of the year. Wellenzohn gives a little preview: “Going

The engine company.



forward, we will use intelligent software and hardware solutions to give our customers access to a whole host of new smart services relating to the Internet of Things (IoT), such as innovative telematics applications.”

The new service portal can be accessed here: www.deutz-serviceportal.com

Further information on S-DEUTZ can be found at: www.sdeutz.com



Caption 1: The new DEUTZ service portal is a central platform for all DEUTZ products and services. Simple illustrations convey information clearly and sum up the benefits.

Credit: DEUTZ



Caption 2: S-DEUTZ, the new service dimension from DEUTZ. The innovative offering now enables users to benefit from a comprehensive range of products and services that boost productivity and provide a more reliable basis for planning.

Credit: DEUTZ

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About DEUTZ AG

DEUTZ AG, a publicly traded company headquartered in Cologne, Germany, is one of the world's leading manufacturers of innovative drive systems. Its core competencies are the development, production, distribution, and servicing of diesel, gas, and electric drive systems for professional applications. It offers a broad range of engines delivering up to 620 kW that are used in construction equipment, agricultural machinery, material handling equipment, stationary equipment, commercial vehicles, rail vehicles, and other applications. DEUTZ has around 4,600 employees worldwide and over 800 sales and service partners in more than 130 countries. It generated revenue of almost €1.3 billion in 2020. Further information is available at www.deutz.com.