

DEUTZWORLD

THE CUSTOMER MAGAZINE OF THE DEUTZ GROUP



ISSUE

02 2021

FOCUS ON

SERVICE





Absolute excellence.

We are transforming our service business with S-DEUTZ.

S-DEUTZ offers our customers a future-oriented, holistic approach that combines the best product solutions with comprehensive all-round support throughout the lifecycle of an engine. And all of this on one platform that is innovative, flexible, and completely digital. After all, what counts is your business and your satisfaction.

That is why we have devoted this special edition of our customer magazine to our service business. I hope you enjoy reading it.

Sincerely,

A handwritten signature in black ink, appearing to read 'Frank Hiller', written in a cursive style.

Dr. Ing. Frank Hiller

Chairman of the DEUTZ Board of Management

S DEUTZ®

SERVICE. SIMPLY SMART

S-DEUTZ is the ideal solution for all service needs at any point in the engine lifecycle.

“S AS IN SUPER-EFFICIENT,
SUPER-FAST, AND
SUPER-SATISFIED.”



Michael Wellenzohn,
Board of Management member, responsible
for sales, marketing, and service

Efficiency and speed are essential in the service business. With S-DEUTZ, our service offering is now faster and more transparent, and we can provide made-to-measure solutions for engines of any age. S-DEUTZ gives our customers online access to a comprehensive range of hardware, software, and related services. It starts with the simple online registration of the engine, which – under our Lifetime Parts Warranty – automatically extends the warranty on repairs. There are many maintenance and repair solutions available, such as engine-specific repair kits or reconditioned Xchange replacement engines.

An **S-DEUTZ membership** offers greater reliability and ensures higher productivity. We are continuously expanding the range of our services, most recently with the Lifecycle Solutions portfolio, and further digital services will follow in the second half of the year.



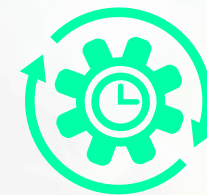
REGISTER. READY. RUN!



Customer satisfaction remains our top priority, and we are continuously working to increase it through innovative products and services, such as the Lifetime Parts Warranty introduced at the beginning of 2021. Any customers who have their engines repaired by a certified DEUTZ partner using genuine DEUTZ parts receive an extended warranty of five years or up to 5,000 operating hours, whichever comes first.

All it takes is three steps: register the engine online, document the repair online, and submit the original invoice. **Done.**

Andreas Schmidt,
Senior Vice President of Central Sales & Service



Always the ideal solution...

...for any stage of the equipment lifecycle

Countless construction machines, wheel loaders, cranes, and excavators are in use on construction sites around the world in response to the growing demand for housing, offices, and infrastructure. Their service needs vary depending on the age and condition of the equipment. If repairs are needed, a tailor-made and fast solution is crucial in order to save costs and minimize downtime.

As a customer, you have access to a service package tailored precisely to your requirements, from maintenance and repair to complete overhaul or replacement. We provide the right product in genuine DEUTZ quality for every stage in the equipment lifecycle. Our Lifecycle Solutions always take the useful life of your drive system into account to ensure that you benefit from the most appropriate maintenance and repair solution.

The **S-DEUTZ LIFECYCLE SOLUTIONS** product family comprises repair solutions, such as pre-assembled kits, and complete solutions, such as replacement with a brand new engine or retrofitting a DEUTZ engine with exhaust aftertreatment.

LIFECYCLE SOLUTIONS



Replacement engines

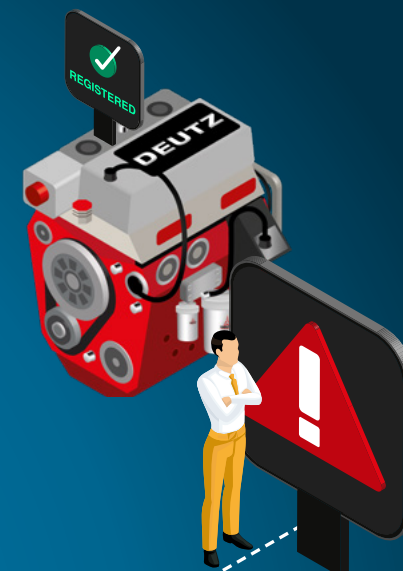
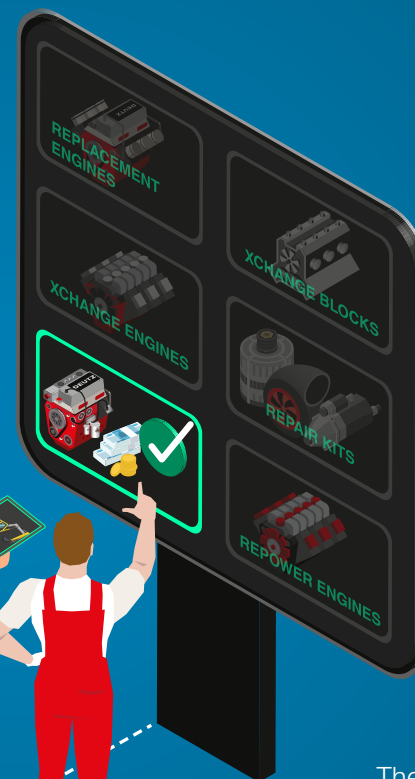
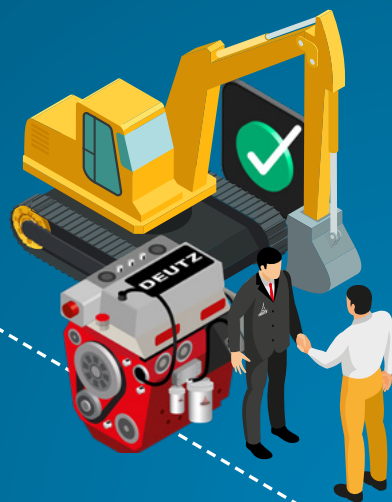
These brand-new engines are used when a replacement is required. The configuration and specification match those of the engine originally installed and, if needed, can be supplied with the EAT system and peripheral components.

Xchange engines

DEUTZ Xchange engines, which have been thoroughly overhauled, provide a rapid alternative to a new engine and reduce any potential downtime. All Xchange engines are covered by the same warranty as brand new products and are compliant with the latest emissions standard.

Xchange short and long blocks

Professionally reconditioned engine blocks offer a quick and affordable repair option instead of a complete Xchange engine and meet the same high quality standards that are applied in engine manufacturing.



Repair kits

DEUTZ repair kits contain all the parts needed for the specific repair job and can be tailored to the customer's specific requirements.

DEUTZ Repower engines

These engines constitute a cost-effective, comprehensive solution for customers wishing to install a different type of engine, or where an engine has to be replaced because the original engine type no longer meets emissions standards, can no longer be installed, or is no longer permitted to be installed.

> More information on S-DEUTZ and the related products and services can be found [here](#).

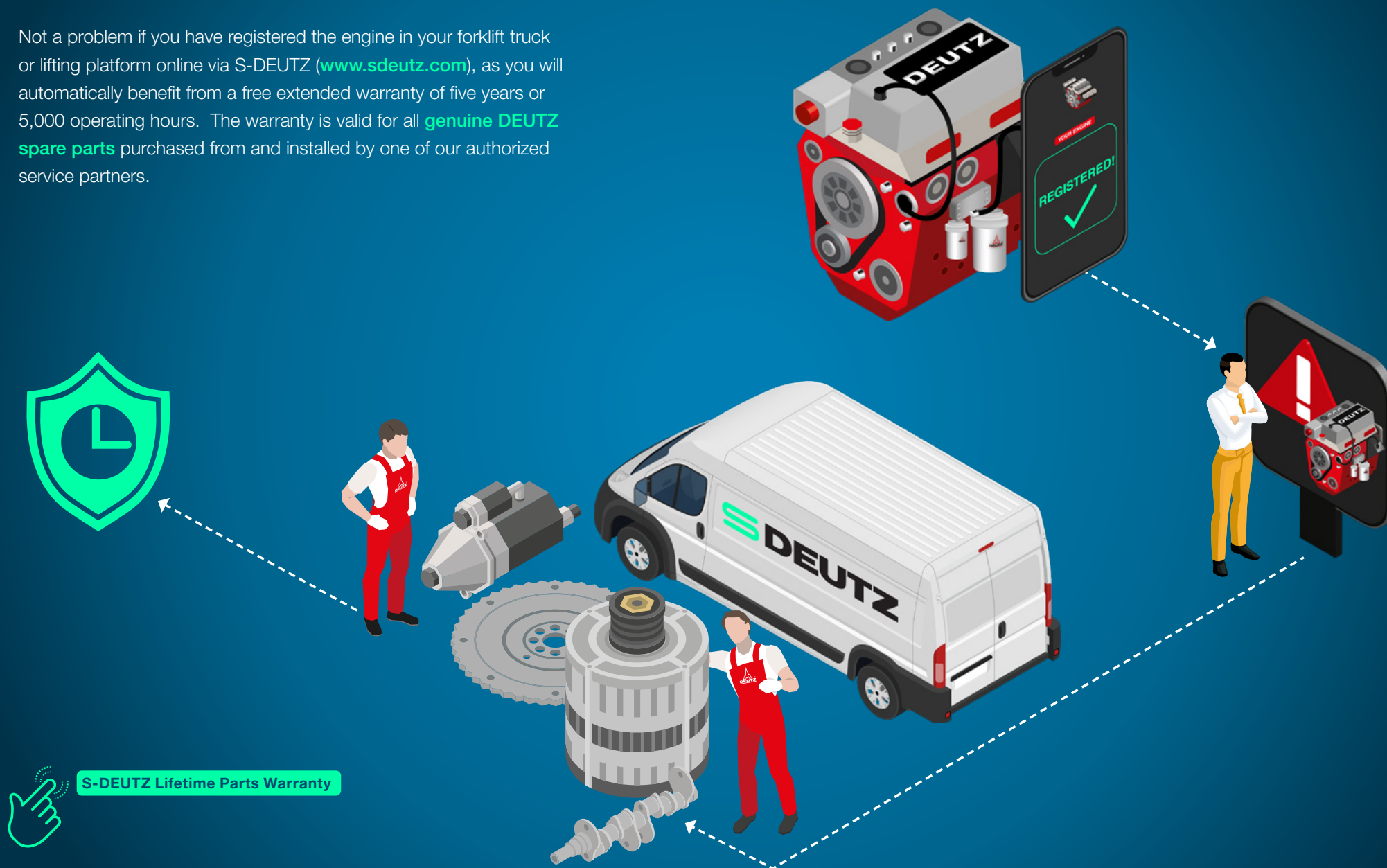
Covered at all times...

... with the S-DEUTZ Lifetime Parts Warranty

When it comes to warehouse operations, whether it be small parts storage or the management of shipping containers, reliability and a dependable basis for planning are mission-critical. That is why providing the right resources at the right time and in the right place is an absolute must. But even the best drive systems can deteriorate over time and require repair. Typically, this results in unplanned costs and downtime if it occurs once the standard warranty period has expired.



Not a problem if you have registered the engine in your forklift truck or lifting platform online via S-DEUTZ (www.sdeutz.com), as you will automatically benefit from a free extended warranty of five years or 5,000 operating hours. The warranty is valid for all **genuine DEUTZ spare parts** purchased from and installed by one of our authorized service partners.



When speed is of the essence...



...you need a professional and comprehensive service for your particulate filter

Things start to get busy in agriculture during the warmer months and at harvest time, in particular. If, usually after more than 4,000 hours of hard work, the diesel particulate filter has become full or clogged, the priority is to quickly find a solution that is straightforward, low-impact, and cost-effective. Because time is a precious commodity, and nowhere more so than in agriculture.

DEUTZ has the ideal solution in the shape of its comprehensive, three-stage service offering for your particulate filter. From good-as-new replacement filters to affordable filter cleaning for DEUTZ and third-party products, we ensure that your machine is operational again as quickly as possible.





S-DEUTZ DPF Cleaning

Professional DIESEL FILTER CLEANING



S-DEUTZ filter program options at a glance

- >> Purchase of a genuine DEUTZ part
– the high-quality option to protect
your engine
- >> Use of a professionally
reconditioned replacement filter –
the low-cost alternative
from the DEUTZ Xchange range
- >> Professional (dry)
cleaning service for your filters
of all makes

Martin Grosse is a B2B influencer with more than 30,000 followers. He has been voted a top social seller by over 660,000 users (linkedin.com/in/martingrosse) and runs the successful KÖNIGSKLASSE® B2B platform. Participants in, and viewers of, the KÖNIGSKLASSE® show include key decision-makers in some of the world's most successful companies.

Mr. Königsklasse

S-DEUTZ: Q&A with Martin Grosse

Mr. Königsklasse: What is 'S-DEUTZ Service. Simply Smart' all about?

Andreas Schmitt: S-DEUTZ is our new sub-brand and the communication platform for all of our services, service products, and future digital tools.

Mr. Königsklasse: What can S-DEUTZ customers expect going forward?

Andreas Schmitt: As a first step, it is essential that customers register their engine via the S-DEUTZ portal to ensure that they have immediate access to our complete service portfolio and digital services. Customers will then have access to the full history of their engine, provided that DEUTZ handled all of its maintenance and servicing. Based on this data, we will be able to provide our customers with a tailored, proactive, and predictive service featuring very attractive offers.

Martin Grosse interviewing
Andreas Schmitt,
Senior Vice President of
Central Sales & Service



WATCH THE FULL
INTERVIEW NOW!



Mr. Königsklasse: How will S-DEUTZ change and transform DEUTZ AG?

Michael Wellenzohn: The digital tools tell us how customers use our engines, and for how long. We can use this data to provide our customers with innovative, tailored, and comprehensive support to ensure that the engines in their machinery and applications always run with 100 per cent reliability.

Mr. Königsklasse: How do you propose to meet all of your objectives?

Michael Wellenzohn: We have tools that enable us to deliver the required parts to the right place at the right time. By registering their engines, our customers can access an overview of the entire maintenance, service, and repair history of their engines at any time. We also use telemetry to make an engine's operational data available via the cloud. This enables us to provide even better support for our customers in the areas of maintenance, repair, and damage prevention, and to increase customer satisfaction over the long term.

Mr. Königsklasse: Why should customers register with the S-DEUTZ portal?

Michael Wellenzohn: Because it gives our customers access to an unparalleled, proactive service. The clearly documented service history and the fact that we are the manufacturer means that we know the engines inside out. And thanks to telematics, we can quickly identify faults and avoid unscheduled downtime or major engine damage.

“ S-DEUTZ adds a new dimension to service that will revolutionize the off-highway service business.

Michael Wellenzohn

Martin Grosse interviewing

Michael Wellenzohn, member of the Board of Management responsible for sales, marketing, and service

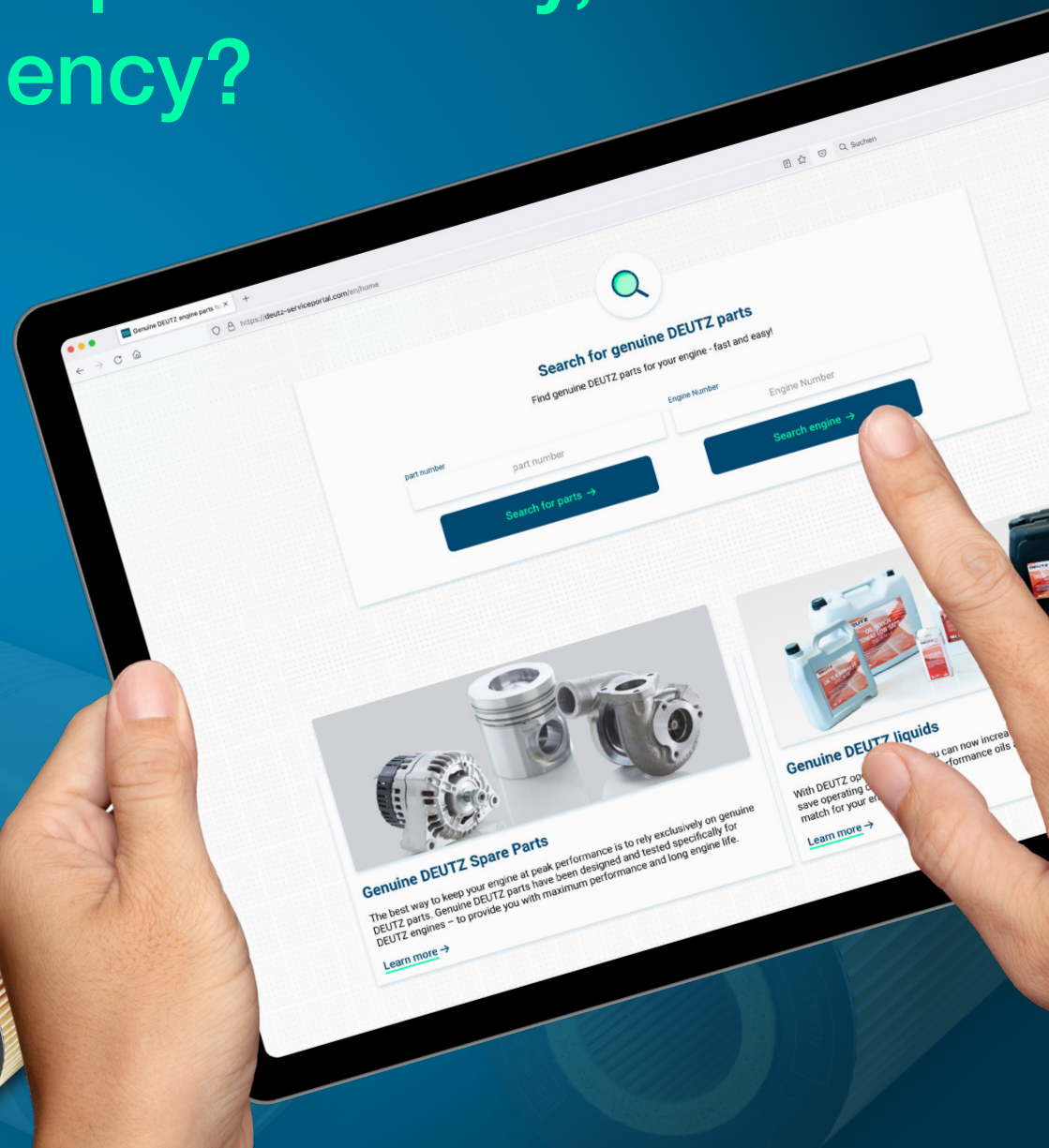


**WATCH THE FULL
INTERVIEW NOW!**

The DEUTZ service portal – are you ready for greater productivity, transparency, and efficiency?



Access the digital documentation for your DEUTZ engine. Order genuine DEUTZ spare parts quickly and securely. Contact your local DEUTZ service partner online or access a host of innovative online services that will streamline your processes and add real value. All this is possible with the DEUTZ service portal. Register for free at www.deutz-serviceportal.com and enjoy a wide range of digital services and benefits.



Service across borders for maximum performance



Customers benefit from our comprehensive network of distribution partners and DEUTZ service centers in over 130 countries offering 24/7 service support, local expertise, and rapid response times. For you, this means quick and easy availability, less coordination and thus greater time savings. This frees you up to concentrate on what matters most, namely your business.



**FIND A
DEUTZ PARTNER OR
DEUTZ SERVICE CENTER
NEAR YOU.**

Plenty to look forward to.

There'll be no rest for us over the summer. We will continue working on several innovations which will be launched in the autumn. You can read more about them in the next edition of our DEUTZ WORLD customer magazine.

Find out more about



>> the new **S-DEUTZ telematics** digital solution. At any time and from anywhere, it provides all the information you need, such as operating hours, location, and fuel consumption, to maximize the efficiency and reliability of your engines. Thanks to S-DEUTZ telematics, you will also benefit from lower fuel and administration costs.



>> our big **DEUTZ live customer event** at the Coreum in Stockstadt. You will be able to get up close to several innovations and try them out for yourself at this exclusive event running from November 17–20, 2021.

So make sure you don't miss the next issue with important information directly from DEUTZ.

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