

# Service

Service from Wanzl for all-round peace of mind



wanzl

INNOVATION  
MADE BY WANZL

# Editorial



Dear Readers,

■ **For decades, Wanzl has provided global bestsellers with its products** that are geared towards the toughest demands of daily use. Wanzl therefore pays maximum attention to its products from the outset.

We measure our service by the same yardstick: from initial customer contact through to after sales, our services are always tailored to your requirements and wishes. The choice is all yours, ranging from individual service modules to complete service packages, from advice to planning, from installation to maintenance and management, and from repairs to spare parts. We aren't happy until you are and we go by the philosophy that everything that Wanzl produces must be built for long-term application in daily use. That is sustainability and service – made by Wanzl.

Happy reading!

Gottfried Wanzl



# Service for shopping trolleys

Basic services – maintenance and coaching for high-performance trolleys



**WANZL SERVICE FORESTALLS PROBLEMS**, irons out defects and keeps everything running smoothly. Because only a fully functional shopping trolley can generate sales.



**WANZL ORIGINAL SPARE PARTS** – we only offer the best, to ensure your shopping trolleys function flawlessly and retain their value.



**HAVE YOUR SHOPPING TROLLEY** professionally cleaned to high environmental standards and benefit from the manufacturer's experience and expertise.

## Maintenance and repair service

■ **We prevent problems** from occurring. We understand that only a fully functional shopping trolley puts out a good image and brings in sales. Regular maintenance of all components and functions, combined with any necessary repairs guarantees maximum service performance and the greatest degree of product safety for customers, which will pay for itself.

## Spare part service

■ **The Wanzl name is synonymous with quality.** We also apply this standard to our original spare parts to ensure that your shopping trolleys function flawlessly and retain their value. Wanzl original spare parts protect you from potential liability claims in the event of product-related accidents. The dense international Wanzl service network and the efficient logistics processes ensure quick availability of parts worldwide as well as field assembly and installation.

## Cleaning service

■ **Spick and span:** shopping trolleys are a store's calling card. When they are well cared for, they stay looking new and fresh for longer. Wanzl takes a very environmentally friendly and professional approach to cleaning, handling each and every shopping trolley with care. For retailers, this service means food hygiene tested in accordance with applicable standards. Customers will always be happy to use a really clean trolley.



# Service for travelator shopping trolleys

## Safety from the very start



**WANZL IS HAPPY TO VISIT YOU ON-SITE** in order to take into account the environmental situation when selecting the right system for you.



**WANZL FORESTALLS PROBLEMS**, irons out defects and keeps everything running smoothly.



**ORIGINAL SPARE PARTS** from Wanzl guarantee the highest levels of safety, optimum function and a long service life.

## Advice service

■ **Ensuring the safety of shopping trolleys used on travelators** depends on the key factors of appropriate components and correct user behaviour. Here at Wanzl, with our experienced team of specialists, we offer professional advice to assist with the selection of suitable products, commissioning, usage, maintenance, repair, monitoring and the relevant documentation. When you opt for shopping trolleys and accessories from Wanzl you can rely on our tried-and-tested system for travelators.

## Function and comfort – every time

■ **Shopping trolleys used on travelators have to withstand very tough conditions.** According to the standard DIN EN 1929, daily visual inspections are required by the operator and professional maintenance must be carried out at least every six months. It is important to note that the responsibility for customer safety and for obtaining insurance cover lies with retailers. Why not let Wanzl take care of these responsibilities as a reliable partner for every aspect of shopping trolleys.

## Guaranteed performance and safety

■ **Original spare parts from Wanzl** are manufactured in accordance with strict quality guidelines and are perfectly coordinated with our shopping trolleys and with travelators. Using Wanzl original spare parts ensures fault-free operating processes and smooth customer traffic. They also protect you against claims for liability arising due to product-related accidents.



# Service contracts

From the maintenance contract to the comprehensive package for all-round peace of mind



**TOTAL TROLLEY MANAGEMENT** – efficient and sustainable management for large shopping trolley fleets.



**COMPLETE CONTRACTS** – individual complete solutions on request.



**MAINTENANCE CONTRACTS** – guarantee you shopping trolleys that always work perfectly and look great.

## Total Trolley Management\*

■ **We look after large shopping trolley fleets** with efficient and sustainable management and full cost control. A sale and lease-back model releases the capital that was previously tied up in your shopping trolleys and frees it up for new investments. In return, Wanzl takes over the entire management of the fleet, including central monitoring, maintenance, cleaning and repairs with original spare parts.

**In conclusion:** For retailers Total Trolley Management means streamlined organisation with full planning capability for all costs, coupled with a perfectly managed and maintained trolley fleet.

## Complete contracts\*\*

■ **Made to measure!** Wanzl offers custom complete solutions to order – from the provision of new shopping trolleys as part of an attractive leasing model through to regular upkeep for safety, functionality and cleanliness. All of this is available at fixed, calculable prices, without the need to strain your own investment budget. This comprehensive service for all-round peace of mind protects retailers from potential liability claims in the event of product-related accidents. At the end of their useful life, Wanzl will be happy to take back the trolleys and there is of course then the option of new trolleys to maximise revenue.

## Service agreements

■ **With individually tailored service agreements from Wanzl**, the retailer is always safe. The continuous maintenance service – also including cleaning – guarantees that the shopping trolleys always work perfectly and in a pleasing condition. Stores can thus always offer their customers an attractive shopping trolley and also protect themselves against product-related accidents. Service from Wanzl also reduces costs in the long term.

\* Service available in Germany

\*\* Available in Germany, Switzerland and EU countries with Wanzl subsidiaries



# Guidance systems and goods presentation

Professional store design for the perfect appearance



**AT WANZL, SERVICE** starts right from the planning stage. We work together with you to develop tailored solutions.



**PRECISE ANALYSIS OF THE LOCATION** during the planning phase provides a solid basis for decisions about how to implement your project and for ensuring it is delivered on time.

## Planning

■ **When it comes to store design, the service provided by Wanzl** begins with planning. Sales success can only be realised with brains! Wanzl cleverly and intelligently integrates its guidance and goods presentation systems into every store, uses them to steer customer flows, helps reduce stocktaking differences and ensures optimal goods presentation. Our planning is based on many years of experience working with the particular challenges of the retail sector.

## Project planning

■ **It starts with an exact detailed analysis of the site and its environment.** Even at this early phase, we provide you with a realistic overview of your project and we create the basis for deciding on the best solution. This procedure eliminates any potential sources of errors in advance. Based on the specifications you have decided on, we then plan how to implement your project professionally and on time.

# Guidance systems and goods presentation

Professional assembly to ensure successful use



**WANZL QUALITY PRODUCTS ARE ONLY INSTALLED AND COMMISSIONED** by qualified specialist personnel.



**EVEN ONCE INSTALLATION HAS BEEN SUCCESSFULLY COMPLETED**, Wanzl is still there for you. With our specialist, practical advice, your staff will always be equipped to use our products efficiently and correctly.

## Installation

■ **Wanzl challenges its products in demanding endurance tests**, for technical quality must be correct down to the finest detail. This means our products are continuously undergoing preliminary function testing. This claim also applies to installation and commissioning in the store. That's why installation is carried out only by authorised, qualified professional personnel from Wanzl. This ensures that all legal and official regulations are adhered to and documented. Later alterations? Wanzl has the right solutions in place for technical innovations in order to maintain the stability of value for your investments.

## Commissioning and training

■ **Following successful installation, Wanzl provides support to retailers** to assist with the commissioning of the products too. After all, quality products can only reach their full potential when they are used efficiently and correctly by the user. Your staff will therefore receive practical, specialist advice from us. The necessary documentation, such as operating manuals, is discussed and issued on site. This puts you in a position to be able to use the new products effectively immediately after commissioning is complete.

## Forward-looking service for optimum safety and reliability



**BY CARRYING OUT REGULAR CHECKS AND INSPECTIONS**, Wanzl ensures your products always function perfectly.



**SERVICE FROM WANZL MEANS FAULTS ARE RECTIFIED FAST** without any complications or inconvenience.



**WITH WANZL ORIGINAL SPARE PARTS**, the functionality of your guidance and goods presentation systems is ensured in the long term.

### Maintenance

■ **The best quality, high reliability and a long service life** – this is what the name Wanzl represents. But even the best product only works perfectly in the long term if it has proper, regular, preventive maintenance. By carrying out regular checks and inspections, failures at inconvenient times are reduced. At Wanzl, competent and specially trained service teams take care of professional inspection of the products used, down to the finest detail. Of course, this also includes providing advice!

### Repair

■ **The repair service team also gets straight to work wherever it is needed, with 100% customer commitment:** Wanzl eliminates any faults immediately, because guidance and goods presentation systems only represent effective investments for the retailer when they are fully functioning. In order to always reach the customer quickly, Wanzl has service centres worldwide: highly qualified staff are available here to answer all your questions. Whether for professional troubleshooting or repairs – with Wanzl you are in the best of hands.

### Spare parts

■ **To opt for Wanzl is to choose excellent quality.** We therefore want you to be just as happy with our spare parts. Only Wanzl original spare parts provide you with full warranty against product-related accidents and reliably protect you against potential liability claims. Thanks to the absolute fit of the Wanzl original spare parts, the functionality of the guidance and goods presentation systems is permanently ensured. Our forward-looking warehousing, supplemented with efficient logistics, guarantee prompt and reliable delivery and installation of Wanzl original spare parts, anywhere at any time. That is quality that you can rely on.



# Service network

On site for you around the globe



**WE OFFER OUR CUSTOMERS** competent and swift service – worldwide.



**WE OFFER A GLOBAL NETWORK** of service teams with specialist staff who have received first-class training.



**WANZL STANDS OUT THANKS TO ITS FAST REACTION TIMES**, professional customer service and uncomplicated processes.

## *Wanzl stands for first-class service*

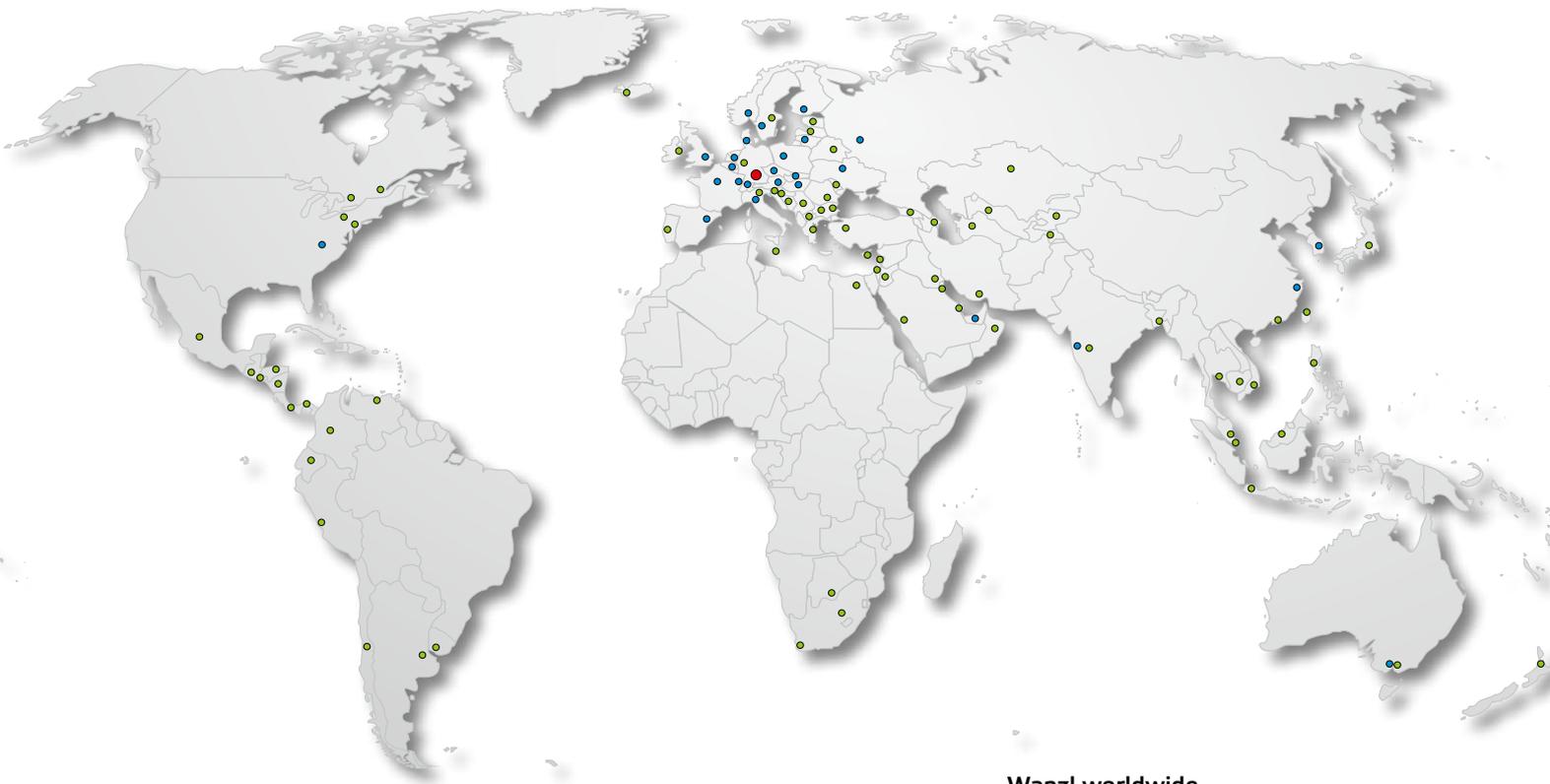
■ **You can benefit and rely upon our expertise throughout** the entire useful life of your Wanzl products. In order to always reach the customer's location quickly, Wanzl operates service centers around the world that work together to form a high-performance service network.

## *From initial customer contact through to after sales*

■ **Our highly qualified staff** are available here to answer all your questions. We offer complete, tailored services from a single source, that will ensure your Wanzl products have a high level of operational readiness. When you opt for us you benefit from our tried and tested Wanzl original spare parts with high availability and our fast reaction times. We would be very happy to look after your Wanzl products for you.

[www.wanzl.com](http://www.wanzl.com)

■ **Visit our website to locate your nearest service support point: [www.wanzl.com](http://www.wanzl.com)**



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