**Press Release**

**2024-153**

**Schmitz Cargobull AG**
**Fast identification and high spare parts availability**

**Fast and uncomplicated supply via the Schmitz Cargobull EPOS spare parts portal**

* **Spare Parts Lens app** – the new app for efficient and convenient identification of spare parts
* **Reliable Value Parts** – spare parts programme for the repair of used vehicles in accordance with their current value

September 2024 – The Schmitz Cargobull spare parts portal EPOS (Electronic Parts Documentation and Ordering System) is a comprehensive online platform featuring an impressive range encompassing around 80,000 spare parts items. Service partners and customers with their own workshops are offered everything they need for servicing the trailers and cooling units by this system. It functions as a convenient “one-stop shop”, providing access to all spare parts from Schmitz Cargobull as well as other brands. All common components, chassis, and wear parts are available from Schmitz Cargobull’s central warehouse and its 29 distribution centres throughout Europe.

The extensive spare parts database now contains more than 1.4 million documented vehicles. By entering the VIN (chassis number) the service partner can easily identify the required spare parts and order them via the online shop, regardless of opening hours or call centre availability. In the service portal, service partners can view service guides, watch videos on repair methods and process service orders. In addition to that, there is a separate download area for parameter data, such as brake parameters, software updates and downloads of vehicle documents (load securing certificates and operating instructions). Delivery from one of the regional spare parts warehouses takes place by standard or express delivery, ensuring that Schmitz Cargobull trailers are never in the workshop longer than necessary.

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**Spare Parts Lens app – the new app for efficient and convenient identification of spare parts**
The Spare Parts Lens app is an innovative license solution enabling vehicle spare parts to be identified and ordered directly on the vehicle by using a smartphone. The direct and convenient transfer to the shopping cart further increases efficiency in the After Sales Service, as it reduces search efforts and incorrect orders. The new Spare Parts Lens app will be presented to the public for the first time at IAA TRANSPORTATION 2024 at the Schmitz Cargobull stand in hall 27/stand F26.

**Reliable Value Parts**
Under the brand name “Reliable Value Parts”, Schmitz Cargobull now offers a special spare parts programme for the repair of used vehicles in accordance with their current value. With this portfolio expansion, Schmitz Cargobull is responding to the trend that trailers are being driven longer and longer and that customers expect a repair solution for these trailers that reflects their current value. As a result, workshops are now able to identify and order both OEM wear parts and the repair solution that reflects their current value via the EPOS spare parts portal. This means that older vehicles can also be made fit again, as the costs are under control. All Reliable Value Parts products are tested according to the usual Schmitz Cargobull quality criteria. In the upcoming months, customers will also be able to order Reliable Value Parts for trailers from other manufacturers via the spare parts portal.

**Service Partner network**

Currently, approximately 1,400 authorised Schmitz Cargobull service partners are available throughout Europe. They guarantee a high spare parts availability as well as reliable services for trailers, cooling units and digital components, therefore fulfilling the Schmitz Cargobull service promise of high trailer availability on a daily basis. Ongoing training and educational units ensure that the service partners are suitably qualified and specialised in Schmitz Cargobull products and services.

Schmitz Cargobull’s after-sales specialists are always working on developing the service portal. The key focus is on user-friendliness together with a modern and visually appealing design. Workshops can use the Schmitz Cargobull RemoteService app to network with Schmitz Cargobull specialists in real time via tablet or smartphone and obtain guidance and assistance via the Internet while performing repairs. This drastically reduces the time needed for troubleshooting and keeps downtimes to a minimum.

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**About Schmitz Cargobull**

Schmitz Cargobull is the leading manufacturer of semi-trailers for temperature-controlled freight, general cargo and bulk goods in Europe, and a pioneer in digital solutions for trailer services and improved connectivity. The company also manufactures transport cooling units for refrigerated box body semi-trailers for temperature-controlled freight transport. With a comprehensive range of services from financing, spare parts supply, service contracts and telematics solutions to used vehicle trading, Schmitz Cargobull supports its customers in optimising their total cost of ownership (TCO) and digital transformation.

Schmitz Cargobull was founded in 1892 in Münsterland, Germany. The family-run company produces around 60,000 vehicles per year with over 6,000 employees, and generated a turnover of around €2.6 billion in the 2022/23 financial year. The international production network currently comprises ten plants in Germany, Lithuania, Spain, England, Turkey, Slovakia and Australia.

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