**Press Release**

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**Schmitz Cargobull AG**
**High spare parts availability and fast service**

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

June 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. This system offers service partners and customers with their own workshops everything they need for servicing the trailer and cooling unit. 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 one million documented vehicles. Entering the VIN (chassis number) enables the service partner to easily identify the required spare parts and order them via the webshop, regardless of opening hours or call centre availability. In the service portal, service partners can view service guides, watch videos on repair methods and also process service orders. There is also a separate download area for parameter data, such as brake parameters, software updates and downloads of vehicle documents, such as load securing certificates and operating instructions. Changes of ownership are also displayed, as well as status information on vehicle production and provision. This facilitates efficient vehicle maintenance and repairs. Delivery takes place from one of the regional spare parts warehouses by standard or express delivery, ensuring that Schmitz Cargobull trailers are never in the workshop longer than necessary.

Currently, approximately 1,400 authorised Schmitz Cargobull service partners are available throughout Europe to guarantee service for trailers, cooling units and other digital components as well as high spare parts availability, and thus fulfilling the company’s service promise on a daily basis. Ongoing training and educational units always keep the service

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partners suitably qualified and specialised in Schmitz Cargobull products and services to safeguard the availability of spare parts close in their local market.

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.

**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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