

## ZF Micro Mobility lives service – optimized and wide range of services at the location Karlstein am Main

- **ZF Micro Mobility GmbH is expanding the service location Karlstein am Main and expanding its service capacities**
- **Dealer Service Portal (DSP) as the central interaction platform**
- **Additional range of individual dealer trainings**

**Karlstein am Main. Service is the focus when it comes to customer satisfaction. Since its foundation, ZF Micro Mobility has focused on the fast and high-quality fulfillment of dealer inquiries as a gateway to the end consumer.**

This philosophy is one of the success factors and is reflected in a constantly growing number of OEMs and dealers who access the range of services from ZF Micro Mobility.

In order to cope with this increasing number, ZF Micro Mobility has enlarged its location in Karlstein am Main. In addition to the expansion of its storage capacities, additional staff was hired in order to continue to meet the high service standards.

The heart of the service is the Dealer Service Portal, which serves as a single point of contact. All service-related inquiries and services can be processed via this online portal. These include the orders for spare parts for the Sachs RS Drive System, access to documents, manuals and instructions as well as the ticket system and notifications of service cases.

Every Sachs RS dealer has unrestricted access to the Dealer Service Portal. Additional, guaranteed services are the access to the Sachs RS service tool, responses to service cases within 24 hours as well as dispatch for spare parts on the same day for orders placed by 12.00 p.m.

This range of services ensures that the end consumers receives his e-bike from the dealer again in the shortest possible time. This avoids long waiting times.

In addition, ZF Micro Mobility offers training to become a certified Sachs RS dealer at its own premises or on the training roadshow. Dealers receive in-depth detailed knowledge and perspectives on the Sachs RS Drive System, thereby improving their expertise and the range of services they offer their customers.

Sebastian Ullrich, Head of Customer Service: "Service is at the heart of any corporate strategy. Personal contact and the digitalization of our range of services continuously drive this process forward."

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**About ZF**

ZF is a global technology company supplying systems for passenger cars, commercial vehicles and industrial technology, enabling the next generation of mobility. ZF allows vehicles to see, think and act. In the four technology domains of Vehicle Motion Control, Integrated Safety, Automated Driving, and Electric Mobility, ZF offers comprehensive product and software solutions for established vehicle manufacturers and newly emerging transport and mobility service providers. ZF electrifies a wide range of vehicle types. With its products, the company contributes to reducing emissions, protecting the climate and enhancing safe mobility. With some 157,500 employees worldwide, ZF reported sales of €38.3 billion in fiscal 2021. The company operates 188 production locations in 31 countries. For further press information and photos, please visit: [www.zf.com](http://www.zf.com)

**About ZF MICRO MOBILITY**

Since 2018, the Sachs brand has been back in the two-wheeler industry with ZF Micro Mobility GmbH. With a young team, innovative products and systems, ZF Micro Mobility offers comprehensive solutions for manufacturers in the e-bike segment and continues the successful mobility history of Sachs. Thanks to the shareholder ZF, years of expertise in the areas of mobility, engineering, supply chain and service can be drawn on. ZF Micro Mobility is characterized by maximum innovative power, speed,



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pronounced team play and personal responsibility, global automotive manufacturing expertise and professional sales and service know-how.

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