



SERVICE & SPARE PARTS

Know-how cannot be copied



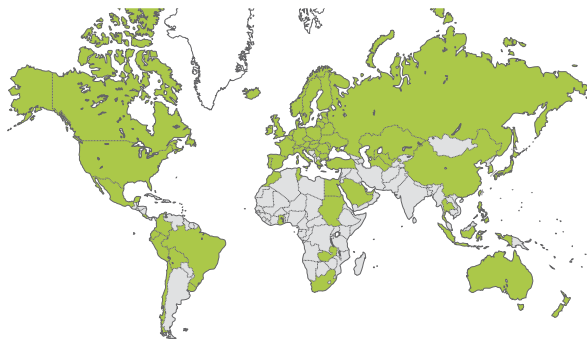
Original inside



If you need technical assistance, all you have to do is call and our service partner will be at your side, supported by one of our own service technicians if required - quickly, reliably and expertly. We offer a range of professional services for your machine in order to provide you and your dealership with the best possible support. At PÖTTINGER we work day and night to keep things running smoothly for you.

14 service centres with professional personnel supply you with know-how and original spare parts through our worldwide network of dealers.

At our central spare parts stores and service centres we have around 50,000 different parts in stock – from the smallest gasket to complete implement frames. It just takes one mouse-click to send them as fast as possible to anywhere in the world – 24 hours a day, seven days a week.



Benefit from the first class service and top product quality provided by PÖTTINGER's worldwide network and long-term availability of spares and wear parts.

Professional service partners

Top service for top machinery



Durability, reliability and maximum uptime are the key features of PÖTTINGER machines. If technical problems occur, however, our local dealership is available on-site. PÖTTINGER Customer Service provides support for special technical issues. PÖTTINGER service technicians are on the move for you worldwide.

Rapid troubleshooting – because time is money

Because machine downtime causes trouble, it is important for us to provide a rapid response to any problem. Together with our dealerships we will try to find a solution to get your machine running again as soon as possible. Many questions can be answered by a good instruction manual. That is why at PÖTTINGER you can download all instruction manuals free-of-charge from our website.

Our service partners – highly trained and informed

Our service partners need well-trained employees to ensure that your machine operates trouble-free. Our dealerships can find out from our online PartnerPortal about the latest training courses on offer and immediately register at any time. The portal also provides them with ongoing technical updates for our machines. As a result we can guarantee that you are assisted by highly trained service personnel on site.



High performance spare parts supply

We won't let you down



Proximity to our customers is important to us. That is why we are continually working on expanding our spare parts network so that you receive the best service in every situation.

Especially during the harvest season, farmers and contractors need to be able to rely on rapid availability of spare parts. The PÖTTINGER dealership network in 70 countries worldwide provides you not only with machinery, but also high quality original parts, driving a high performance spare parts supply service.

Availability – when you need it

A high level of service for our customers is our highest priority. For this reason, our dealerships have a comprehensive stock of spare parts on their premises. This means that you will receive the available spare parts directly from the dealership's stores. Any parts that are not available are sent by express delivery from our regional or central stores.

The basis for our worldwide spare parts logistics is the central spare parts store in Grieskirchen (Austria) with more than 50,000 different articles in stock. We also operate another 13 regional stores in the following countries: Germany (2), France, Great Britain, Ireland, Italy, Poland, Ukraine, Russia, USA (2), Canada and Australia.

PÖTTINGER spare parts logistics

The following data give you an insight into PÖTTINGER spare parts logistics:

- 6.000 m² storage area
- More than 50,000 different articles
- Up to 800 customer orders per day
- 95 % of the parts ordered leave our stores the same day
- 3.5 million articles shipped per year – adding up to more than 3,000 t

24 hour ordering

Your productivity is our priority



Spare parts are easily ordered using our online PartnerPortal. All dealerships have the capability to check availability and prices online and submit orders 24 hours a day, 7 days a week. Parts that are in stock and ordered during the season up to 1630 hrs will be dispatched from our stores the same day.

Fast and reliable

The following three types of delivery ensure optimum supply of ORIGINAL INSIDE spare parts from PÖTTINGER:

- Pick up parts from a PÖTTINGER location near you
- Same-day express
- Overnight express

Using the consignment tracking system on our PartnerPortal, our spare parts people always know where your parts are.

If you are looking for first-class spare parts service then you are in the right place. Long-term partnerships with our transport providers ensure that the goods you ordered will arrive quickly and on time. Our employees do everything possible to keep things running smoothly for you.

The quick way to the right spare part

You own a PÖTTINGER machine and need the right spare parts and wear parts? No problem: Simply quote the machine number to your dealership. Using the PÖTTINGER spare parts catalogue 'PÖTdoc' and the machine number, they will immediately be able to find the parts that were actually fitted to your machine at the time of shipment. This guarantees that the correct spare parts are ordered. This new development yet again underlines the importance of service quality at PÖTTINGER.

First-class component quality

Engineered to the last detail



Work quality, safety and technical perfection – these are the characteristics that make a PÖTTINGER machine what it is: world-class agricultural machinery. Our spare parts and wear parts are made to the same high standards to deliver a perfect and maximum durability.

Only our original parts are tuned precisely in terms of function and reliability to PÖTTINGER machines. As a result they significantly contribute to reducing costs over the service life of the machine. Original technology at a fair price always pays off. That is why you should choose ORIGINAL INSIDE spare and wear parts from PÖTTINGER.

You can rely on our know-how

At PÖTTINGER you benefit from top quality components, worldwide spare parts supply and long-term availability of all parts. PÖTTINGER also continuously researches in order to make improvements of materials. Each advancement immediately enters ongoing production so that when you buy PÖTTINGER ORIGINAL INSIDE parts you are always right up-to-date.

The advantages:

- Immediate and long-term availability
- Maximum durability thanks to highest quality materials
- Avoidance of malfunctions due to perfect fit
- Save time and costs thanks to extended service life
- Comprehensive quality testing
- Ongoing advancement through research and development
- High resale value of previously-owned machines

Worldwide service network

We are where you are



Our dealerships are available on-site as your service partner. In 70 countries worldwide we guarantee to provide the best possible service.

Each machine sold is the beginning to a long-term and sincere relationship between PÖTTINGER, our service partners and you.

With our service partners you always have a professional and reliable go-to person at your side. Thanks to ongoing training sessions hosted by PÖTTINGER, the people at our dealerships are experts at handling our machines and provide the basis for your success.

Professional machine handover by our service partner

When the machine is handed over it is optimised for your farming business:

- Presenting the instruction manual
- Connecting the machine to your tractor and finding the correct machine set up for high efficiency and work quality
- Checking all machine functions
- Explanation of maintenance and service inspections
- Safety instructions



Worldwide service network

- Worldwide service network in 70 countries

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