

BMZ customer service – your benefits at a glance

- BMZ offers pan-European service in many languages
- Fully equipped service center
- Trained professionals
- Long availability of original parts
- Free service hotline
- BMZ technical service online and by phone
- Ticket System
- Cost-effective repair through modular design
- Pool for rental batteries
- Spare parts available in 24 hours
- Cost-effective revision
- Individual adjustments to customer requirements
- Merchant support on site
- Free service and diagnostic tool
- No additional hardware costs. The dealer only needs his PC or laptop
- Central data management on the BMZ server
- Regular updates for operating instructions and firmware for battery and engine management
- Support for original equipment manufacturers and dealers
- Fast pickup and return
- Troubleshooting
- Installing new software
- Adaptation to individual travel profiles
- Process of Quality Improvement (CPI)
- Continuous product improvement
- Regular exchange of information with original equipment manufacturers and dealers