

Pressemitteilung

## **Vaillant's factory customer service receives excellent marks in TÜV test**



- **High level of customer satisfaction in all areas**
- **Factory customer service repairs faults quickly and sustainably**
- **Voluntary assessment confirms that Vaillant provides premium factory customer service**

**Remscheid, 22 July 2015** – The heating, ventilation and air-conditioning technology specialist Vaillant has received excellent marks for its factory customer service from the certification company TÜV Saarland. Vaillant was given the “very good” seal in this year's “TÜV Service tested” assessment. A representative, independent survey of Vaillant's customers showed that they are very satisfied. The assessment focussed on order processing and on-site service calls.

For the criterion “technical competence of the service technician”, which customers see as the most important marker of service quality, Vaillant was given an average score of 1.33. Other key criteria that contributed to Vaillant's positive result included the availability of customer representatives through the factory customer service hotline, service technicians who stick to appointments and the fast and sustainable repairs.

In its 2013 “TÜV Service tested” assessment Vaillant was also given the overall mark “Very good” and the corresponding TÜV seal. Eric Ebner, head of service management at Vaillant Germany, puts this positive result down to the fact that service quality is constantly being improved: “As in previous years, customer satisfaction is very high and it has increased again. Out of those surveyed, 90 per cent would recommend our service, which is even more than in 2013. This voluntary assessment once again confirms our position as a premium on-site service provider in Germany's plumbing, heating and air-conditioning sector.”

Get in touch with Vaillant Germany for more information: Berghauser Str. 40, 42859 Remscheid, Germany, [www.vaillant.de](http://www.vaillant.de), [info@vaillant.de](mailto:info@vaillant.de), phone: +49 2191 18-0.

#### About Vaillant

Vaillant provides its customers all around the world with environmentally friendly and energy-saving heating and ventilation systems which are increasingly using renewable energy sources. Its product portfolio encompasses solar thermal and photovoltaics installations, heat pumps, pellet boilers, ventilation installations for low-energy houses, combined heat and power systems, highly efficient heating systems based on fossil fuels, and intelligent control units.

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Vaillant's factory customer service has been awarded the quality seal "Very good" by the certification company TÜV Saarland. The most important criteria for the customers surveyed include the technical competence of the service technicians and the fast, sustainable repairs.

Photo: Vaillant  
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