

PRESS RELEASE

BMZ OPTIMIZES SERVICE LEAD TIMES FOR ENERGY STORAGE SYSTEMS

Karlstein am Main, Germany, January 9th, 2023 – BMZ Group, a globally recognized specialist in lithium-ion battery manufacturing, is pleased to announce an optimization of its service lead times for Energy Storage Systems.

Just in time for the start of the new business year, the battery pioneer from the Bavarian Lower Main announces a unique service: 24-hour availability and on-site repair within 48 hours or replacement of the device (with on-site technical installation support if required).

"Energy is expensive!" says Sven Bauer, CEO & Founder of BMZ Group. "We are responding to the customer and his needs."

Stefan Kilgenstein, Head of Central Service at BMZ, adds: "Service with spare parts can be lengthy under certain circumstances. We prevent this. Customer satisfaction is our top priority. That's why we respond with a replacement unit that remains with the customer. This shortens downtimes, equalizes the situation for all parties involved and saves the solar technician any additional trips to the customer. Best service, based on simple processes, is our most important maxim."

In the near future, BMZ will also offer various dealer training courses for solar technicians online. The trainings are designed to improve the repair competence of solar technicians and to provide them with various immediate help tools when it comes to the service for the BMZ home storage system HYPERION®.

Through the additional implementation of a ticket system for solar engineers, BMZ ensures immediate recording of all service requests and immediate response to them within a maximum of 24 hours. The ticket system can be reached by solar technicians at the e-mail address: cs.bigpack@bmz-group.com.

Further information on the BMZ Group is available at www.bmz-group.com.

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About BMZ Group:

BMZ Group is a global player in the development and production of cross-industry lithium-ion system solutions. It offers the complete value chain from the cell and the battery to second life and disposal. In addition to supplying markets such as medical, power- & gardentools as well as industrial applications, the BMZ Group sees itself primarily as THE GREEN ENERGY SYSTEM PROVIDER. With the production of home and industrial storage units for photovoltaic systems as well as batteries for electric mobility, BMZ manufactures the heart of the necessary infrastructure for the energy and transport turnaround. In view of the impending climate change and its consequences, the BMZ Group is thus fulfilling its social, economic and ecological responsibility. The Group is headquartered in Germany and has additional production facilities in China, Poland and the USA, as well as subsidiaries in Japan, the UK and France. In addition, there are research and development sites worldwide. More than 2,300 employees work for the BMZ Group.

Press Contact:

BMZ Germany GmbH
Christiane Landgraf
Marketing Referent & Press Officer
Zeche Gustav 1
63791 Karlstein am Main
Germany
Phone: +49 (0)6188-9956-7774
E-mail: christiane.landgraf@bmz-group.com
Web: www.bmz-group.com