

A JOHN DEERE COMPANY



**WIRTGEN GROUP**



WIRTGEN GROUP Customer Support  
**SERVICE YOU CAN RELY ON**

CLOSE TO OUR CUSTOMERS

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**WIRTGEN GROUP**



5

product  
brands

1

group of  
companies



# A PERFECT COMBINATION.

THE WIRTGEN GROUP IS A GROUP OF COMPANIES ACTIVE IN THE GLOBAL CONSTRUCTION MACHINERY INDUSTRY. OUR STRENGTH RESULTS FROM THE STRENGTH OF OUR FIVE LONG-ESTABLISHED PRODUCT BRANDS WIRTGEN, VÖGELE, HAMM, KLEEMANN, AND BENNINGHOVEN. WE OFFER INNOVATIVE AND RELIABLE SOLUTIONS IN OUR ROAD AND MINERAL TECHNOLOGIES BUSINESS SEGMENTS. ....

Our corporate group is at home all over the world. Five specialized production facilities in Germany; three local production facilities in Brazil, China, and India; 55 of our own sales and service companies; and a global dealer network make us successful around the globe. Despite our international alignment, we never lose sight of our roots. Our corporate culture is based on our history of delivering value – for the success of our customers on construction sites around the world. This is what motivates our employees to work together to develop innovative processes and manufacture high-quality products.

## ROAD AND MINERAL TECHNOLOGIES

We have established a successful position in our two business segments: with our innovative solutions for new road construction and road maintenance, we have become the market leader in the Road Technologies business segment.

Our cost-effective and reliable products for the Mineral Technologies business segment offer cutting-edge technology for extracting and processing useful minerals, recycling building materials, and producing asphalt.

Our premium product brands focus entirely on their respective areas of expertise, united in a common focus on the needs of our customers.

WIRTGEN is the market leader for milling machines and recyclers in road construction and offers slipform pavers and surface miners with best-in-class quality and technology.

VÖGELE is the global market leader and sets the trends in the industry with a complete range of road pavers, screeds, and feeders.

HAMM is the specialist for rollers and unrivaled in asphalt sealing.

KLEEMANN is a global technology leader in the market for mobile crushing and screening plants.

BENNINGHOVEN builds the world's leading asphalt mixing plants.

The WIRTGEN GROUP is proud to be a strong part of John Deere's Construction & Forestry Division.



# OUR GLOBAL SERVICE NETWORK.

OUR SALES AND SERVICE NETWORK STANDS OUT  
THANKS TO ITS EXPERT ON-SITE SUPPORT THAT  
ALWAYS OFFERS CUSTOMER-DRIVEN SOLUTIONS.  
WE PROVIDE THIS EXCEPTIONAL SERVICE THROUGH  
OUR OWN SALES AND SERVICE COMPANIES AS WELL  
AS THROUGH AUTHORIZED DEALERS.

► [www.wirtgen-group.com/salesandservice](http://www.wirtgen-group.com/salesandservice)

150

authorized  
dealers

5

brand  
headquarters  
in Germany

3

local production  
facilities in  
Brazil, China,  
and India

55

internal sales  
and service  
companies

100

of our  
locations

8,700

employees  
worldwide



WORKSHOP  
SERVICE



TRAINING



ON-SITE  
SERVICE

APPLICATIONS  
CONSULTING



SPARE PARTS  
SERVICE



SERVICE  
AGREEMENTS

# OUR RANGE OF SERVICES IN CUSTOMER SUPPORT.

YOU WILL RECEIVE RELIABLE, PERFECTLY TAILORED SUPPORT FOR THE ENTIRE LIFE OF YOUR MACHINE. WIRTGEN GROUP SERVICES ALWAYS OFFER THE FITTING SOLUTION - WHETHER IN THE PROFESSIONAL WORKSHOP, ON THE JOB SITE, WITH OUR SPARE PARTS SERVICE OR THROUGH OUR EXTENSIVE TRAINING PROGRAM.

WIRTGEN GROUP TECHNICAL SUPPORT

# RELIABLE SOLUTIONS.

TO US, MAINTAINING CLOSE, TRUST-BASED PARTNERSHIPS WITH OUR CUSTOMERS FOLLOWING THEIR PURCHASE OF A WIRTGEN GROUP MACHINE IS ALL PART OF THE SERVICE. DETAILED ADVICE AND A HIGH LEVEL OF TECHNICAL EXPERTISE ARE THE HALLMARKS OF OUR SERVICE OPERATIONS.



## WIRTGEN GROUP WORKSHOP SERVICE

# REPAIR, CARE AND MAINTENANCE FOR YOUR MACHINES.

The modern workshops of our 55 subsidiaries and over 150 dealers around the world enable us to provide a reliable workshop service in every respect: With regular, first-class training, our local specialists ensure a workshop service in factory quality.

The services offered by our workshops include inspection, maintenance and overhauls, as well as machine repairs. However, they are also expert at installing additional equipment based on the manufacturer's specifications. Continual modernization, high-quality special tools, diagnostic software for troubleshooting and optimum procedures mean that your WIRTGEN GROUP machine will be back on the road as soon as possible.

To ensure optimum performance and a long service life, wearing parts are exclusively replaced with WIRTGEN GROUP original parts.

WIRTGEN GROUP workshop service - fast and first class across the world.



> Regular workshop visits pay off in terms of high machine availability and lower operating costs

## WIRTGEN GROUP WORKSHOP SERVICE

> Valued by our customers - fast and reliable service in our workshops

> Use of original parts - expert installation by trained specialists





## HOW YOU BENEFIT

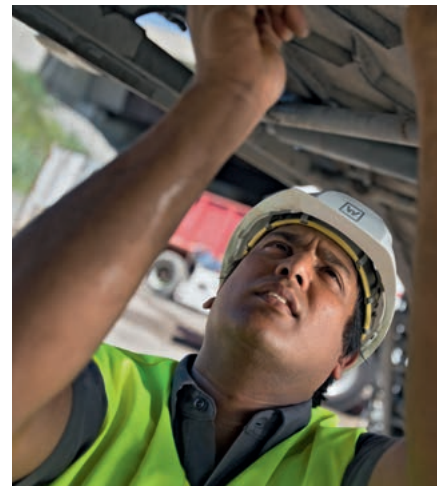
- > **CLOSE TO OUR CUSTOMERS:** *Ultramodern workshops wherever you are in the world*
- > **SPECIALIZATION:** *Qualified, regularly trained specialists*
- > **QUALITY:** *Factory-level workshop service*
- > **ADDITIONAL EQUIPMENT:** *Expert installation of upgrade packages*
- > **RELIABILITY:** *We use only original parts*



## WIRTGEN GROUP ON-SITE SERVICE

> Fast, professional assistance provides security in everyday job-site operations

> Tried and tested service engineers whose know-how you can rely on





## WIRTGEN GROUP ON-SITE SERVICE

# THERE FOR YOU, RIGHT WHERE YOU NEED US.

We uphold our service pledge – with fast, no-fuss help on site at any time. Even if the problems are complex!

With the aid of good equipment and the necessary special tools, our service engineers will get your machine straight back on the road or carry out preventative inspection to ensure reliability in operation. The convenient locations of our worldwide subsidiaries and dealers ensure short routes and speedy assistance whenever you need us. We provide comprehensive technical support and professional applications consulting. The local specialists can additionally call on the knowledge of the experts at our brand headquarters if need be.

Whether WIRTGEN, VÖGELE, HAMM, KLEEMANN, BENNINGHOVEN or the machines of our system partners, the regularly trained service engineers of the WIRTGEN GROUP know your machines inside out. That enables us to offer you the best possible support at all times.

WIRTGEN GROUP on-site service – on-the-spot service that checks all the boxes.

> Well equipped service vehicles for rapid on-site service



## HOW YOU BENEFIT

- > **CLOSE TO OUR CUSTOMERS:** Local service experts ensure rapid response times
- > **SUPERBLY EQUIPPED:** Rapid diagnosis and troubleshooting with special tools
- > **COMPREHENSIVE SERVICE:** Expert technical support and professional applications consulting
- > **WIDE GLOBAL NETWORK:** Support from brand headquarters for the on-site team
- > **IDEALLY PREPARED:** Service staff are given regular training in brand headquarters

> **Local solutions** – our service engineers will be happy to help – at any time, wherever you are





WIRTGEN GROUP SPARE PARTS

# FOR QUALITY AND LONG LIFE.





WIRTGEN GROUP ORIGINAL SPARE PARTS ARE  
SIMPLY IRREPLACEABLE: TAILORED OPTIMALLY TO  
THE REQUIREMENTS OF USERS AND MACHINES,  
THEY FEATURE A LONG SERVICE LIFE, OUTSTANDING  
QUALITY AND EASE OF ASSEMBLY.

WIRTGEN GROUP ORIGINAL PARTS

# ONLY ORIGINAL PARTS WILL MEET YOUR REQUIREMENTS.

## WIRTGEN GROUP ORIGINAL PARTS

The many years of practical experience we have accumulated on job sites across the world are channeled into the development of our WIRTGEN GROUP original spare parts. Tailored precisely to the requirements of our powerful machines, they optimally support maximum machine performance.

With WIRTGEN GROUP original parts, you can feel secure in the knowledge that you are doing the best thing for your machine fleet. Even a short machine breakdown costs time and money. That's why you should trust in the benefits that can only be delivered by original parts, manufactured using the very latest production methods: the best quality for maximum reliability and long life.

## PROMPT DELIVERY

Our local service specialists will give you comprehensive advice on your purchase and ensure that your order proceeds swiftly and smoothly. Our globally well organized spare parts store and our cleverly conceived logistics system enable us to ship the required original part promptly and reliably to anywhere in the world, even to countries with lengthy import procedures. The reliable WIRTGEN GROUP spare parts service will reach even the remotest of job sites.

WIRTGEN GROUP original parts – maximum reliability, long life and rapid availability.



> Always to hand - the large spare parts stores always have plenty of our original parts in stock

## WIRTGEN GROUP ORIGINAL PARTS

> Our original parts offer the highest quality for long life, meaning you are always on the safe side





## HOW YOU BENEFIT

- > **HIGHEST QUALITY:** For a long machine life
- > **IDEAL AVAILABILITY:** Rapid delivery thanks to high storage capacities and the very latest logistics
- > **EXPERT ADVICE:** Service specialists with sound technical knowledge
- > **FIRST-CLASS SUPPORT:** Fast, reliable order processing
- > **IDEALLY SORTED:** Extensive, thematically coordinated service and maintenance packages





## WIRTGEN GROUP PARTS AND MORE

> *The Parts and More catalogue is the ideal aid to ordering and provides helpful additional information about our original parts*



### HOW YOU BENEFIT

- > **COMPREHENSIVE:** Cross-brand parts and ordering information
- > **PRACTICAL:** Systematic, user-friendly ordering help
- > **ILLUSTRATIVE:** Helpful details on the design and function of our original parts
- > **INFORMATIVE:** Useful information about our original parts
- > **HELPFUL:** Maintenance tips and advice on assessing wear





> We will answer any question you may have related to our original parts

## WIRTGEN GROUP PARTS AND MORE

# MUCH MORE THAN AN ORDERING AID.

We offer a lot more than just original parts. With WIRTGEN GROUP Parts and More, you benefit from a comprehensive system that supports you in your day-to-day work with WIRTGEN GROUP machines.

### PARTS AND MORE CATALOGUE

When it comes to size and outstanding user-friendliness, it's the only tool of its kind in the industry. Offering an overview of the main WIRTGEN GROUP original parts, it is packed with invaluable additional information, making it the ideal aid to ordering.

### PARTS AND MORE COMPACT

These brochures provide all the essential information you need to know about WIRTGEN GROUP original parts. They focus primarily on the most important wear characteristics,

how damaged components affect one another and correct maintenance.

### PARTS AND MORE ONLINE

Available globally at all times via the website [www.partsandmore.net](http://www.partsandmore.net). At this location, the WIRTGEN GROUP original spare and wearing parts are set out in a clearly structured form. Again, you can use our online service to find the optimum product for your machine. Just a few steps will take you to a selection of suitable lubricants, filter and maintenance packages, all presented in an easy-to-view layout.

Parts and More - an indispensable aid for the optimum long-term maintenance of your WIRTGEN GROUP machine.

> [www.partsandmore.net](http://www.partsandmore.net)

> The Parts and More Compact series of brochures provides additional information concerning spare parts



> Available everywhere - [www.partsandmore.net](http://www.partsandmore.net) offers comprehensive background information about our original and wearing parts



WIRTGEN GROUP KNOW-HOW

# THE KEY TO SUCCESS.





THE PRODUCT BRANDS OF THE WIRTGEN GROUP ARE SPECIALISTS IN THEIR FIELD AND COME WITH DECADES OF APPLICATION EXPERIENCE. OUR CUSTOMERS ACROSS THE WORLD BENEFIT FROM THIS EXPERTISE. AND WE ARE HAPPY TO PASS IT ON TO YOU.

## WIRTGEN GROUP TRAINING

# WE PUT THEORY INTO PRACTICE.

Our wide array of training programs will give your employees sound training in the effective and profitable use of your WIRTGEN GROUP machines. After all, qualified training of the operator and the requisite specialist knowledge on maintenance and servicing are key to the optimum use of the machines over the long term.

At the Centres for Training and Technology – CTTs for short – in our brand headquarters and subsidiaries, or directly on site, our experts impart their technical knowledge to operators, site managers, service engineers and workshop personnel. Offering a wide selection of training programs tailored to day-to-day challenges on the job site, we train your employees in small groups in modern facilities and on site with practice-based units for optimum learning success.

In addition to the broad range of machine and specialist training courses as well as spare and wearing parts courses, we are also happy to provide customized training geared to your own requirements.

WIRTGEN GROUP training courses – professional training for the best qualified staff.

> [www.wirtgen-group.com/training](http://www.wirtgen-group.com/training)



> > Our CTTs offer the ideal learning environment for your individual training courses

## WIRTGEN GROUP TRAINING

> Enhanced effectiveness – the knowledge gained from our training courses will help you improve your machine's performance



> Closeness to our customers is important to us – as well as courses at our brand headquarters, we are happy to provide training directly on site





## HOW YOU BENEFIT

- > **CLOSE TO OUR CUSTOMERS:** Training on site or in our brand headquarters and subsidiaries
- > **PRODUCTIVITY:** Improve your machine availability
- > **TECHNICAL KNOWLEDGE:** Learn from WIRTGEN GROUP experts
- > **EFFECTIVENESS:** Enhance your machine's performance through professional application
- > **INDIVIDUALITY:** Tailored specifically to your requirements

> In our training courses you will always be taught by WIRTGEN GROUP experts - so you get first-hand knowledge





#### HOW YOU BENEFIT



- > *PERFECT: Ideal application of the machines ensures better work results*
- > *PROFESSIONAL: Advice ahead of the planned application and during execution on site*
- > *DIVERSE: Make efficient use of your machine's extended scope of application*
- > *SPECIALIZED: Make targeted use of special methods and processes*
- > *POWERFUL: Fully exploit your machine's performance*

WIRTGEN GROUP APPLICATIONS CONSULTING

# MORE KNOW-HOW, MORE PROFITABILITY.

Our applications consulting helps machine operators on job sites, in quarries or when producing asphalt to exploit the full potential of WIRTGEN GROUP machines, avoid user errors and ultimately produce a perfect result. On job sites or at recycling centers alike, qualified WIRTGEN GROUP engineers and site specialists are on the spot to provide professional advice, both in the runup to the planned application and during implementation. In this way, we help our customers to maximize the quality of their results. Application specialists from the WIRTGEN GROUP provide professional consulting on all our innovative processes, be it cold recycling, InLine Pave, oscillation, the processing of recycled material or asphalt production.

You too can reap the benefits of our expertise when it comes to additional equipment. We explain how to use this equipment in order to significantly expand the range of uses of your machine.

WIRTGEN GROUP applications consulting – our knowledge is your advantage.

► [www.wirtgen-group.com/manuals](http://www.wirtgen-group.com/manuals)

> Applications consulting on site – reap the benefits of our experience

## WIRTGEN GROUP APPLICATIONS CONSULTING

> Fully exploit the possibilities offered by your machine to achieve even better work results

> Optimize your use of our products in your day-to-day work



# COMPLETE DOCUMENTATION IN ONE SYSTEM.

WIDOS is the comprehensive electronic one-stop documentation system for all the WIRTGEN GROUP model series from WIRTGEN, VÖGELE, HAMM and KLEEMANN. With its regular updates, WIDOS will always keep you up to speed. This digital documentation contains the complete catalogue of spare parts, operating manual, hydraulic, electrical and hosing diagrams, machine data, safety manual and lots more.

WIDOS Basic, the entry-level version without a regular update service, is supplied for the respective series free of charge with your machine.

The system is very clearly structured and easy to use and contains all the information you need for daily work with your machines. You can identify any components needed quickly and easily and order your selection at the press of a button.

WIDOS – an indispensable tool of the WIRTGEN GROUP for workshop personnel, service engineers, purchasers and technical managers.

➤ [www.wirtgen-group.com/widos](http://www.wirtgen-group.com/widos)

➤ WIDOS – your employees will be thrilled with the complete machine documentation

## WIRTGEN GROUP WIDOS INFORMATION SYSTEM

➤ Detailed machine diagrams facilitate the repair and maintenance of WIRTGEN GROUP machines

➤ WIDOS – the cross-brand documentation software for WIRTGEN, VÖGELE, HAMM and KLEEMANN





## HOW YOU BENEFIT

- > **UP TO DATE:** Regular update service keeps you constantly up to speed
- > **HELPFUL:** Comprehensive operating, service and maintenance manuals
- > **SEAMLESS:** Detailed electrical, hydraulic and hosing diagrams
- > **COMPREHENSIVE:** All important data and dimensions for our model series
- > **CONVENIENT:** Identify components quickly and order at the press of a button

WIRTGEN GROUP SERVICE AGREEMENTS

# THE ALL-INCLUSIVE PACKAGE.





WITH OUR CUSTOMIZED SERVICE AGREEMENTS WE  
OFFER COMPREHENSIVE SERVICES FOR THE ENTIRE  
LIFETIME OF YOUR MACHINE, TAKING THE STRAIN  
OFF YOU IN YOUR DAY-TO-DAY OPERATIONS SO  
----- THAT YOU CAN FOCUS ON THE JOB IN HAND.



## WIRTGEN GROUP SMART SERVICE

> Regular inspection and maintenance ensures that your WIRTGEN GROUP machines are always in top form



### HOW YOU BENEFIT

- > **CONVENIENCE:** Constant availability of a perfectly serviced machine pool
- > **COST-EFFECTIVENESS:** Enhanced profitability thanks to lower operating costs
- > **VALUE RETENTION:** Higher resale value due to regularly documented servicing intervals
- > **SAFETY:** Regular checks for high safety standards of the machines
- > **RELIABILITY:** Use of original parts ensures long machine life



## WIRTGEN GROUP SMART SERVICE

# SERVICE AGREEMENTS: TAILORED TO YOU.

WIRTGEN GROUP SmartService allows you to ensure the continual availability of a perfectly serviced machine pool. You benefit from our package of services through cost-effectiveness, minimization of downtimes, value retention, convenience and safety. And the best thing? You don't need to worry about a thing. All services – including essential administrative and organizational tasks – are carried out automatically by us without you having to ask, which means that you'll never miss an inspection.

In combination with WITOS FleetView, we also offer a telematics system that sets new standards when it comes to prevention, speed of response and efficiency.

WIRTGEN GROUP SmartService – because service is smart.

▶ [www.wirtgen-group.com/smartservice](http://www.wirtgen-group.com/smartservice)

> Every SmartService check is documented in the check log

> SmartService – supporting your success with a comprehensive range of service agreements



> Maximum reliability and cost-effectiveness through the use of WIRTGEN GROUP original parts



# SAFETY AND PLANNING TOOL.

The WITOS FleetView telematics system of the WIRTGEN GROUP optimizes the fleet and service management of your WIRTGEN, VÖGELE and HAMM machines. System-based preprocessing, transmission, visualization and evaluation of machine and position data mean that your processes will become even more efficient.

The WITOS FleetView service portfolio ranges from targeted monitoring of the operating status of the machines in day-to-day operation to supporting maintenance and diagnostic processes. This minimizes response times and downtimes and optimizes maintenance work.

In addition, the WITOS FMI (Fleet Management Interface) allows you to import data from existing systems via a standardized server-2-server interface.

The machine-specific SmartService inspection and maintenance agreements ideally complement the possibilities of WITOS FleetView – such as qualified maintenance, services aimed at minimizing downtimes and targeted documentation of the measures implemented. This makes it possible to optimize costs and ensure the long-term value retention of your machines.

WITOS FleetView – the intelligent telematics solution from the WIRTGEN GROUP.

➤ [www.wirtgen-group.com/fleetview](http://www.wirtgen-group.com/fleetview)



➤ WITOS FleetView gives you an overview of your machine fleet at all times

## HOW YOU BENEFIT

- **FLEET OVERVIEW:** Time and location-independent information on the operating status
- **RELIEF:** Straightforward planning and scheduling processes, avoiding unnecessary transports
- **TRANSPARENCY:** Simplified maintenance through detailed analyses of the operating and usage patterns of the machines
- **FAST:** Rapid response times in the event of faults
- **EFFICIENCY:** Minimizes downtimes through optimized processing of service appointments





## WIRTGEN GROUP WITOS FLEET VIEW TELEMATICS SOLUTION

> Efficient fleet and service management in day-to-day operations – thanks to the system-based processing of machine and position data

> Optimum support for your scheduling helps keep transport to a minimum





# WIRTGEN GROUP



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