



Restructured customer service

Quality, speed and ease of use are promises that Interroll makes to customers not only for its products, but also its services. The company recently launched a separate service organization to provide its “Interroll Lifetime Service” to customers for the entire life cycle of its products.

Material-handling solutions have long been a business-critical operation in most industries. The rapid availability of replacement parts as well as the comprehensive servicing and maintenance of conveying and sorting systems is more important than ever. To meet customers’ growing requirements, Interroll has established a central service unit in Sinsheim, Germany, that is responsible for replacement parts and repairs management, maintenance and installation service and training measures across Europe.

At the heart of the organization is the new central warehouse for standard replacement parts in Ketsch near Heidelberg. It houses more than 90 percent of critical replacement parts for key products and conveyor modules for material-handling solutions based on Interroll’s modular platform solutions. European customers and users are guaranteed a fast supply of replacement parts thanks to the facility’s central location in Europe, its direct connection to major long-distance transport routes and proximity to Frankfurt Airport.

About 100 INTERROLL service experts and local certified partners throughout Europe

The new service organization, called “Global Lifetime Service,” encompasses the central service unit in Sinsheim, the central warehouse in Ketsch and the repair facilities. It also includes about 100 qualified Interroll service employees in the European branches and local certified partners who are responsible for performing the respective servicing, maintenance and installation services throughout Europe. The organization supports both new and existing customers with a range of replacements-part services. It also offers installation and maintenance services for system integrators and original equipment manufacturers. The services include on-site commissioning, maintenance, inspection, repair and optimization of existing solutions based on Interroll technologies as well as online support for preventive maintenance and training services. Following the launch in Europe, a respective new service organization will also be established to market the Interroll Lifetime Service in the Americas and Asia.

INTERROLL Lifetime Service

The customer service includes:

- Rapid delivery of replacement parts
- Customer-specific stocking of spare parts
- Repairs and general maintenance service of products in close proximity to the customer
- Needs-based service agreements
- Preventive maintenance measures
- Modernization of existing conveyor and sorting systems
- Training for customers’ service personnel

Get in contact



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