
Circular

Organisation Aftersales Designwerk Technologies AG

Translation of the original document

Editor

Designwerk Technologies AG

www.designwerk.com

Member of the Volvo Group

Validity

This is an internal document for Designwerk partners.

1 Introduction

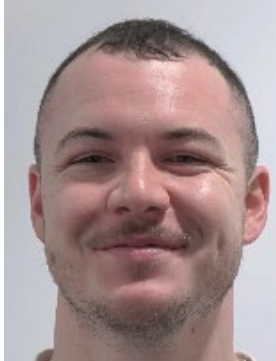
In the following, we will inform you about changes in the personnel organization in the aftersales team of Designwerk Technologies AG for the areas of electric-trucks, mobile charging stations (MDC) and high-voltage batteries (HVB), as well as about new telephone numbers.

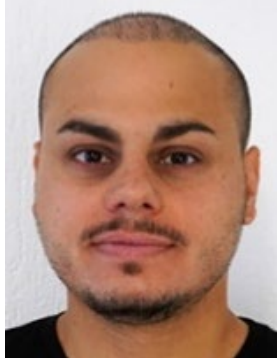
2 Aftersales Team

Customer service			
			
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• Leadership Customer Service • Customer service for ELKW, MDC, HVB • Job planning	• Customer service for E-TRUCKS, MDC, HVB • Job planning	• Customer service for E-TRUCKS, MDC, HVB • Job planning	• Administration Aftersales

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- Management of the service technicians for E-TRUCKS and HVB - Technical Support - Execution of diagnosis and repair work E-TRUCK	- Technical Support - Execution of diagnosis and repair work E-TRUCK	- Technical Support - Execution of diagnosis and repair work E-TRUCK	- Technical Support - Execution of diagnosis and repair work E-TRUCK

			
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• Technical Support • Execution of diagnosis and repair work E-TRUCK	• Technical Support • Execution of diagnosis and repair work E-TRUCK	• Technical Support • Execution of diagnosis and repair work E-TRUCK	
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• Aftersales Management	• Deputy to Head of Aftersales • Job planning		

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• Technical Trainer	• Training Development • Technical Trainer		

3 Contact points for Designwerk partners

3.1 Customer service

Monday to Friday 7:00 a.m. – 6:00 p.m.
Friday 7:00 a.m. – 5:00 p.m.

+41 44 956 50 05
support@designwerk.com

3.2 Technical Support E-TRUCK

Assistance for diagnosis and repair work.

Monday to Friday 7:00 a.m. – 5:00 p.m.

Technical support for technicians with DW training in D/E: +41 44 956 51 91

Technical support for technicians with DW training in D/F: +41 44 956 51 92

Emergency service support for technicians outside opening hours (24/7 on-call) +41 79 297 38 59

4 Spare parts supply

4.1 Switzerland

Orders for Designwerk spare parts can be placed through the "Volvo Truck Shop" or parts@designwerk.com.

4.2 Europe

Orders for Designwerk spare parts can be placed via the "Volvo Truck Shop" or designwerk-parts@at-nutzfahrzeuge.de.

Any questions about spare parts can also be asked via parts@designwerk.com, or by phone +41 44 956 55 95.

The parts are delivered directly or through a distributor.

Designwerk Technologies AG

Daniel Katzenmeier

Head of Aftersales Member of the Board