

Goldhofer



**SERVICE
TRANSPORT TECHNOLOGY**

ALWAYS WITHIN REACH, IN ACTION EVERYWHERE



MADE FOR YOUR MISSION



YOUR CHALLENGES ARE OUR DRIVING FORCE

Efficient transport essentially depends on two factors: the vehicle and the personnel. You must always be able to rely on both of them. With a unique combination based on service and training offers, Goldhofer contributes to ensuring that both vehicle and personnel will never let you down. Our service is at your side in all situations.

HIGHEST POSSIBLE VEHICLE AVAILABILITY

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Due to the fact that our vehicles are always produced with high-quality components from well-known manufacturers, they ensure high availability right from the start. To increase this even more, we can provide a wide range of services – around the clock and throughout the whole world. This reduces your downtimes to a minimum and significantly improves the efficiency of your transport tasks.



OPTIMALLY TRAINED PERSONNEL

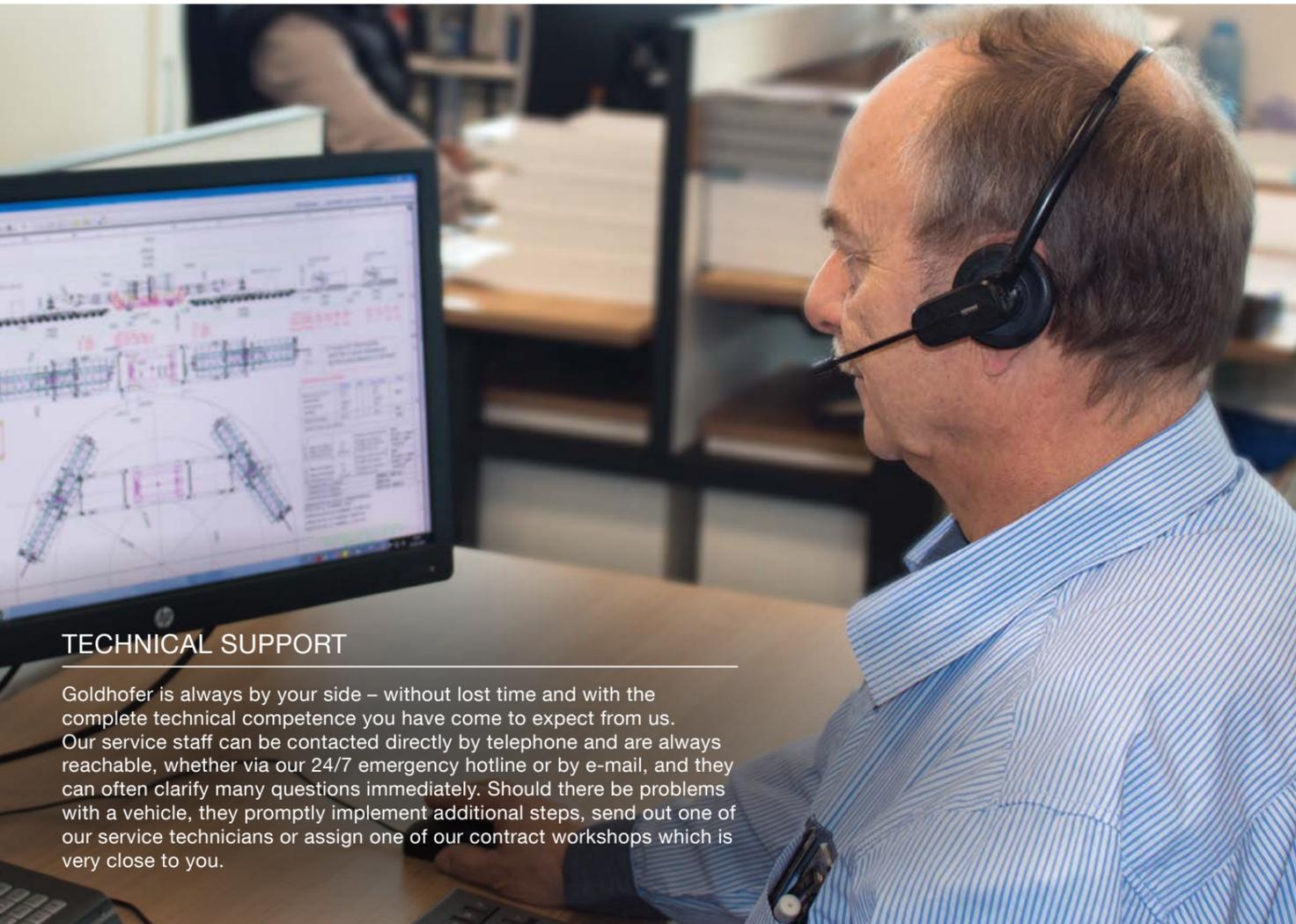
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Your staff are an essential basis for your success. Well-trained personnel strengthen your competitiveness and prevent costs which could arise, for example, from non-compliance with legal provisions and regulations. The Goldhofer Academy always supports you comprehensively in the training and further education of your staff and ensures that they are always up to date in terms of vehicle technology, safety and law.



PROFESSIONAL AND PERSONAL AROUND-THE-CLOCK SERVICE FOR HIGHEST POSSIBLE VEHICLE AVAILABILITY

Our Technical Support is always reachable – 24 hours a day and 7 days a week. In addition, we are also on the spot immediately in case of problems and can always support you in the fastest possible way due to our worldwide network.



TECHNICAL SUPPORT

Goldhofer is always by your side – without lost time and with the complete technical competence you have come to expect from us. Our service staff can be contacted directly by telephone and are always reachable, whether via our 24/7 emergency hotline or by e-mail, and they can often clarify many questions immediately. Should there be problems with a vehicle, they promptly implement additional steps, send out one of our service technicians or assign one of our contract workshops which is very close to you.

NEW VEHICLE HANDOVER

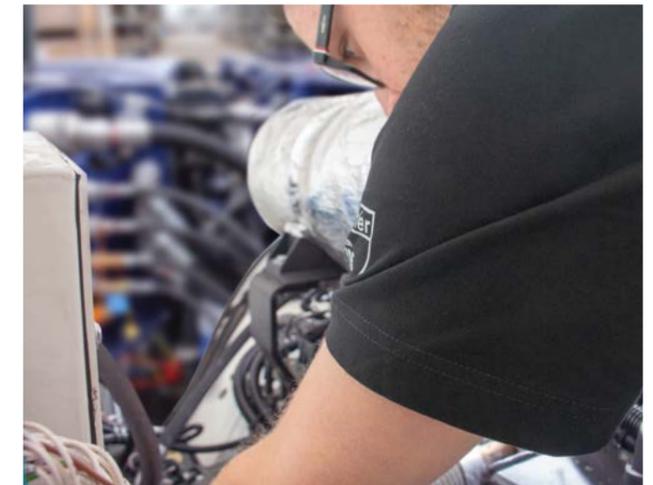
The Goldhofer service will accompany you throughout the entire life cycle of your vehicle. This service initially begins with the professional vehicle handover, where you learn everything which is worth knowing about your new vehicle. Our delivery department prepares your vehicle so that it is ready for collection or dispatch and has it approved by the German TÜV. When the vehicle is handed over, training for the driving and operating personnel will be offered if required – either at our factory or directly at your location.



CONTACT FOR YOUR FEEDBACK

As a market leader in technology and quality, it is self-explanatory that we always react immediately to the feedback of our customers. If there should be complaints, our staff will deal with your issue quickly, unbureaucratically and competently. On the basis of the information and details which you provide, we will develop tailor-made solutions so that your vehicles are available again as quickly as possible.

Your direct contact to us:
+49 8331 15-669



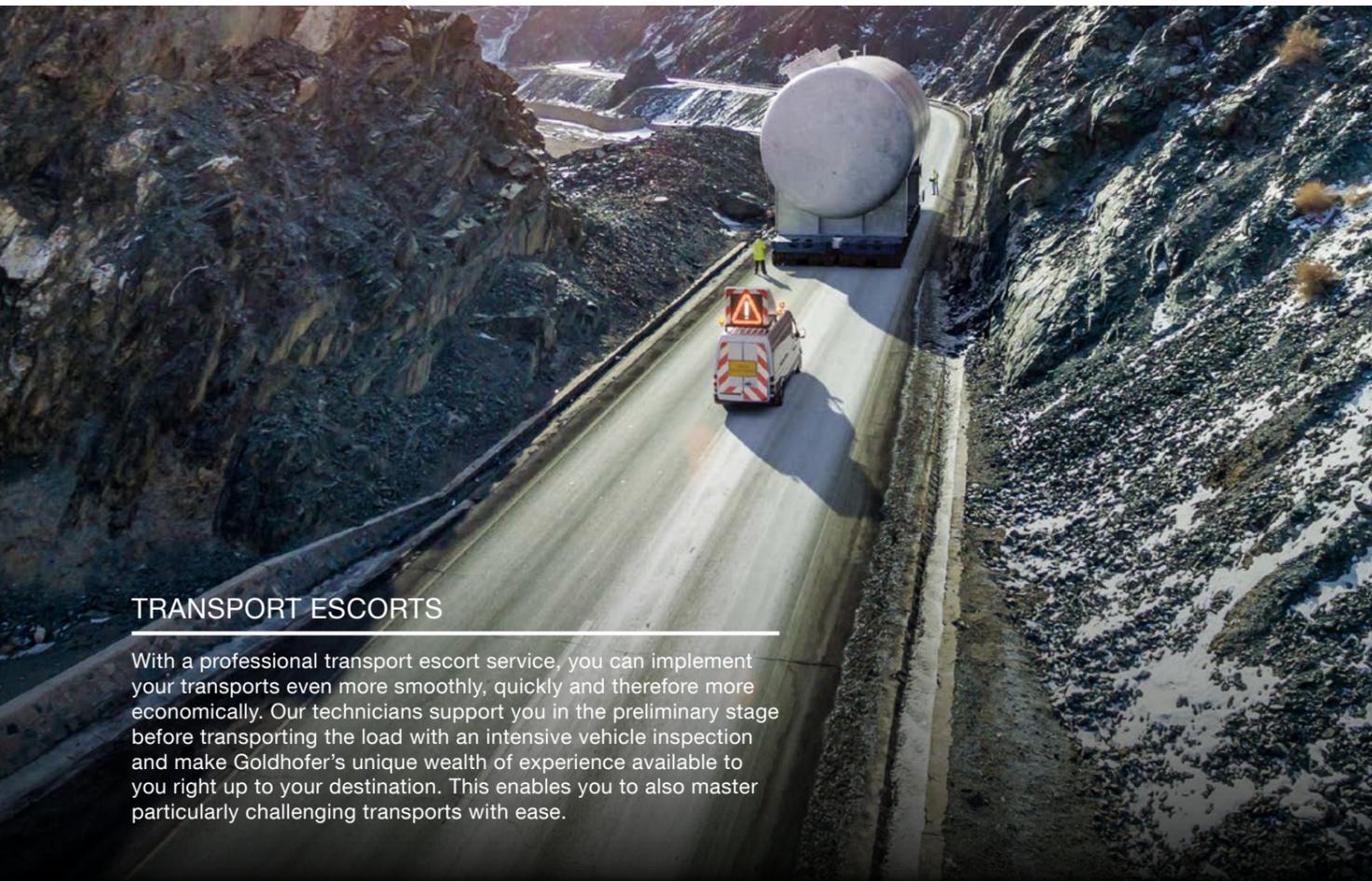
EXPERT ASSESSMENTS

You can still count on our expert and proactive advice even after your new vehicle has been handed over. Our service staff will support you with comprehensive inspections at your location and determine your repair and maintenance requirements. This always ensures that necessary measures are executed at a very early stage, major damage is prevented and vehicle availability is significantly increased.

ALWAYS BY YOUR SIDE

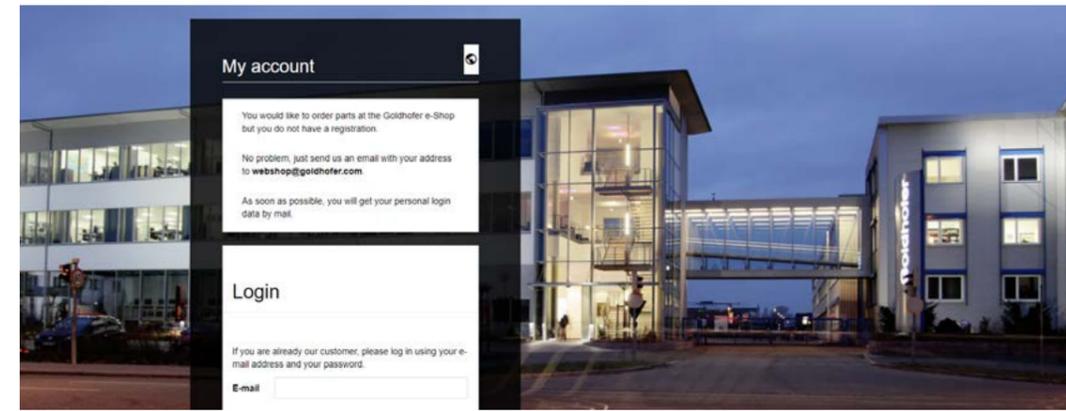
GLOBAL SERVICE WITH A WIDE RANGE OF OFFERS

The service technicians from Goldhofer are always on the road for you all over the world to execute diverse and complex tasks directly at your location, such as assembling and converting vehicles, escorting complicated transport loads, quickly supplying spare parts or carrying out on-site repairs.



TRANSPORT ESCORTS

With a professional transport escort service, you can implement your transports even more smoothly, quickly and therefore more economically. Our technicians support you in the preliminary stage before transporting the load with an intensive vehicle inspection and make Goldhofer's unique wealth of experience available to you right up to your destination. This enables you to also master particularly challenging transports with ease.



SPARE PARTS & GOLDHOFER ESHOP

In many cases, our vehicles are used under the most extreme conditions. Components designed for durability can nevertheless wear out under high loads.

We deliver high-quality original spare parts to your site as quickly as possible. Our Goldhofer eShop and »easyPARTS« online spare parts catalogue are available 24/7 to help you identify and easily order the spare parts you require.

With your access data, you can view your vehicle pool and place parts in the shopping cart from the bills of material lists. The eShop provides you with spare parts availability and customer-specific prices in the simplest way possible. Our service staff will also be happy to advise you on technical questions and concerns relating to the topic of „spare and wear parts”.



REPAIR WORK

Your vehicle's availability has the highest priority for Goldhofer. We therefore provide all the repair services for everything on your vehicle. Every repair, vehicle overhaul or modification is executed in our own repair workshop directly at our production site or by authorized, licensed workshops. We therefore have direct access to wear parts and spare parts and your vehicles are back on the road as quickly as possible.

GOLDHOFER ACADEMY

THE PROFESSIONAL INSTITUTE FOR FORGING OPTIMALLY TRAINED PERSONNEL

A heavy-duty or special vehicle is a well-thought-out product in which a great deal of engineering skill and the most innovative technology must mesh together. In order to ensure that this interaction functions smoothly at all times, the utmost care and professional competence are required. With our wide-ranging training program, we can provide you and your staff with the necessary knowledge to ensure that your transport tasks are always implemented flawlessly.



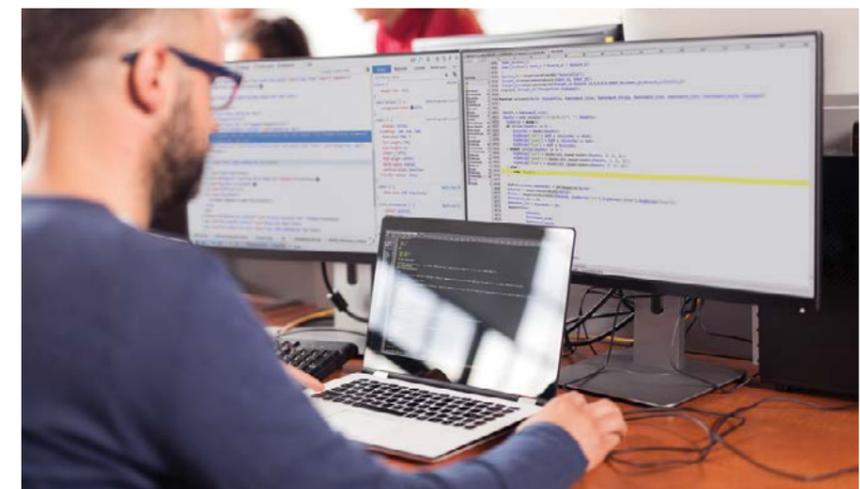
WORKSHOP TRAINING

Well-trained workshop personnel are indispensable for ensuring safe and correct maintenance and repair work. We impart the required knowledge in the areas of hydraulics, electrics, pneumatics and mechanics in our workshop training courses. Workshop managers, foremen and mechanics can learn here how Goldhofer vehicles are to be cared for, maintained, serviced and repaired.



VEHICLE TECHNOLOGY

We support you in your endeavor to always have your high-quality Goldhofer vehicles operated only by professionals. Our vehicle technology training serves to familiarize the driving and operating personnel with all the functions and technical backgrounds for the vehicle. All the knowledge necessary for safe and professional operation of the vehicle is additionally imparted.



SOFTWARE TRAINING

Executing large-volume or heavy-duty transport tasks is not easy – our software simplifies the daily work for you. We can offer training courses for the following computer programs:

- + »easyLOAD« for planning the vehicle loading process (4 hours)
- + »easyPARTs« for online spare parts ordering (3 hours)
- + »easyVERSION« for conversion measures (3 hours)

ON THE SAFE TRACK

COMPREHENSIVE KNOW-HOW FOR HIGHEST POSSIBLE SAFETY

Our training courses covering load securing, permissions and approvals, health and safety at work always ensure that you and your personnel are up to date with the current legal situations and legislation involved. We can organize all the training courses directly at our Goldhofer Academy as well as at your company location.



LOAD SECURING

A poorly secured load can have disastrous consequences. You can minimize this risk by training your employees accordingly. The focus of the training is placed on:

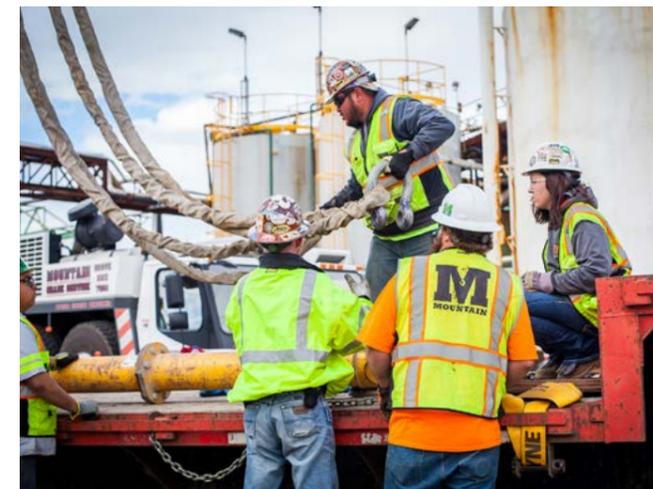
- + Legal provisions and regulations for load securing
- + Physical principles
- + Correct load distribution
- + Types of load securing
- + Practical exercises and tricks for individual loads

PERMISSIONS AND APPROVALS

We will also inform your staff about legal provisions and regulations when planning oversize, large-volume and heavy loads.

The training contents include:

- + Obligations of fleet managers and dispatchers – organizational requirements
- + Exceptional approval according to Article 70 StVZO (Road Traffic Licensing Ordinance)
- + Exceptional approval according to Article 46 as well as permission according to Article 29 Paragraph 3 (Road Traffic Ordinance)
- + Tasks for the driving personnel in dealing with the approval exemptions



SAFETY AT WORK

Your staff can learn safety regulations, rules and protective measures for vehicles at the Goldhofer Academy. The training course focuses on:

- + Industrial Safety Ordinance and DGUV (German Association of Accident Insurers) Provision 70
- + Correct utilization of vehicles
- + Loading and unloading
- + Hazardous areas on the vehicle
- + Maneuvering, reverse driving and re-steering



REGISTER NOW!
<https://www.goldhofer.com/goldhoferakademie>
Please note: All training courses are held in German. Other languages are in preparation.

CONTACT TRANSPORT TECHNOLOGY

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