

Press release

For a maximum useful life: Liebherr spare parts remain available for 15 years

Ochsenhausen (Deutschland), 29. November 2023 – Liebherr-Hausgeräte GmbH is taking the service life of its high-quality appliances one step further for its customers. Now, the spare parts availability will be extended from the current 10 years to 15 years from the end of production of the respective model. This applies to all functional parts and parts of the equipment that can be stored. Retrospectively, Liebherr-Hausgeräte also guarantees this service level for all appliances that have been produced since 1.1.2021.

“We offer our private and commercial customers this commitment to further bolster our promise of high quality”, explains Steffen Nagel, Managing Director Sales & Marketing, Liebherr-Hausgeräte GmbH. “By extending the spare parts availability to 15 years, we want to further strengthen not only our customer-oriented service, but also the longevity and resource efficiency of our products.”

Long service life and easy repairs for improved sustainability

The specialist in refrigeration and freezing aims to minimise the environmental impact of its high-quality products throughout their entire life cycle. Because fridges and freezers are in use around the clock, the biggest lever lies in their use phase. That is why Liebherr not only ensures the continuous improvement of the energy efficiency of its already high-quality products, saving electricity and conserving resources, it also ensures maximum service life and easy repairs, supported by fast and effective customer service.

Seamless customer service for high customer satisfaction

If an appliance has a defect, it is important to us to rectify it smoothly, quickly and effectively for consumers. In most cases, a repair is more resource-efficient than procuring a new appliance. For this purpose, original spare parts are constantly available for the uniquely wide range of the fridges and freezers offered by the specialist manufacturer. In addition, Liebherr’s worldwide and close-knit service network of authorised partner companies plays an important role. They can react quickly to resolve the defect: about 90 percent of cases are resolved on the first visit by the service employee, or often before a visit is even required. Regular and frequent training for service personnel also supports the fast, expert-led solutions.

The new extended availability regulation applies to all Liebherr-Hausgeräte spare parts warehouses worldwide, with the exception of the Indian market.

Find out more about Liebherr Service at home.liebherr.com.

About Liebherr-Hausgeräte GmbH

Liebherr-Hausgeräte GmbH is one of eleven divisional controlling companies of the Liebherr Group. The Domestic Appliances division employs more than 6,200 staff and develops and produces a wide range of high-quality refrigerators and freezers for the domestic and professional sectors at its headquarters in Ochsenhausen (Germany) and in Lienz (Austria), Marica (Bulgaria), Kluang (Malaysia) and Aurangabad (India).

About the Liebherr Group

The Liebherr Group is a family-run technology company with a broad and diverse range of products. The company is one of the largest manufacturers of construction equipment in the world. However, it also provides high-quality, user-oriented products and services to many other sectors. Today the group comprises over 140 companies from every continent. In 2020, it employed around 48,000 staff and generated a total revenue of over €10.3 billion. Liebherr was founded in 1949 in the southern German town of Kirchdorf an der Iller. Since then, its goal has been to win over its customers with sophisticated solutions and contribute to technological progress.

Contact

Maria Mack

Manager Customer & Trade Relations

Telephone: +49 151 21418878

Email: maria.mack@liebherr.com

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Ochsenhausen, Germany

home.liebherr.com