

## Viessmann continues to build up customer care

*Installers and end-users can rely on an ever-increasing commitment to service, as reflected in service team expansion, extended call centre opening hours and market-leading results.*

**Telford, UK** - Viessmann is continuing to make step changes to its customer service provision with the appointment of four new area service managers. The roles will support a field service engineer force that has grown by more than 25% over the past 18 months including five engineers recently recruited and trained. The first UK engineer apprentice will also begin his three-year training in September.

It follows an increase in the operational hours of Viessmann customer service, which is now available six days per week, for longer periods.

A [survey](#) of nine boiler manufacturers' aftersales care, conducted by theheatinghub.co.uk on a cold day in December 2017, found that Viessmann was the quickest call centre to get through to (to speak to a person) at just 21 seconds; it was one of only two manufacturers offering installers a route straight through to booking an engineer and it offered the quickest engineer attendance time (next day or the day after). Other customer-pleasing factors are Viessmann's use of a local rate phone number for its call centre as well as the option to send an email. Its engineers are all employed by the company.

"It's simply not true that only the biggest manufacturers in the market are equipped to service their customer and installer bases well," says Viessmann service director, Paul Lambert. "Relative to the size of our installed boiler population, we are

confident that Viessmann has the most service engineers per boiler installed in the market.

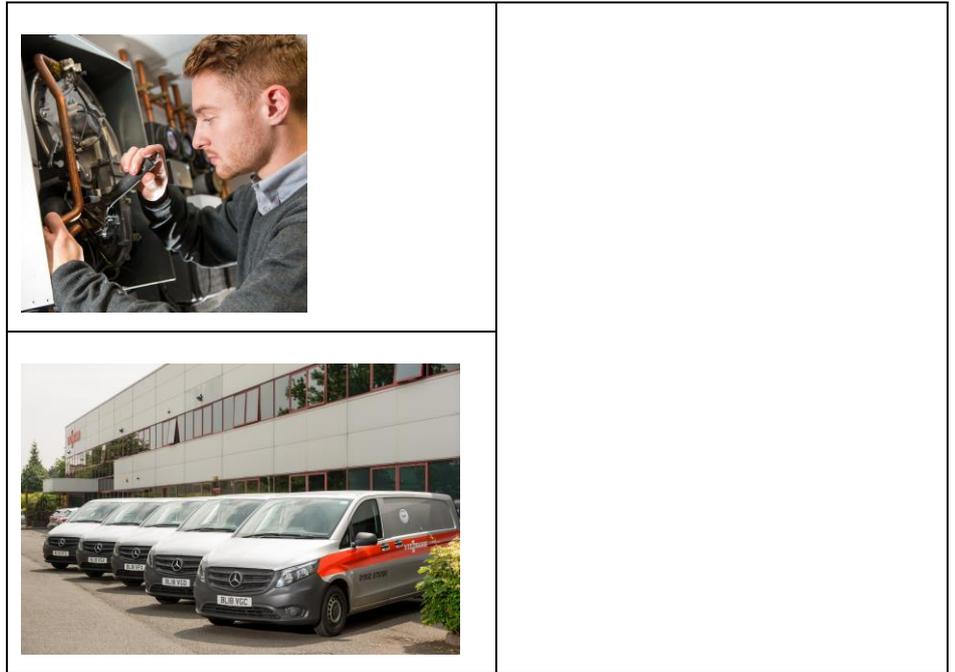
“Customers attracted to Viessmann because of its product quality, can be assured that we are committed to providing the best all-round ownership experience. Viessmann’s aim is to provide unrivalled service excellence, with best response times for call-outs and commissioning. With our increasing boiler sales and warranty lengths, we’re adding in-the-field resources to stay one step ahead of the game,” adds Lambert.

The four new area service manager posts have been filled through internal promotions. Primarily supporting the existing national service managers, Steven Kerswell and Shaun Stokes-Wigham will operate in the south of the UK, with Richard Hindmarsh and Andrew Lambert in the north. Each has responsibilities including field engineering support, sales support, complaint-response support, contractor management, and health and safety reviews.

## Images



Viessmann’s field service engineer force has grown by more than 25% over the past 18 months including five engineers recently recruited and trained.



## About Viessmann Ltd.

Viessmann Limited is part of the Viessmann Group of companies, which is one of the leading international manufacturers of heating systems, industrial systems and refrigeration systems. Founded in 1917, Viessmann remains a family-owned business and has over 12,100 employees across the world.

Viessmann has 23 production divisions in 12 countries, subsidiaries and representations in 74 countries and 120 sales offices around the world. The company's commitment to the highest standards of manufacturing has led to its systems being awarded a multitude of awards over the course of its history.

Viessmann's comprehensive product range of domestic and commercial heating systems has an output range of 1.5 to 120,000 kW. It offers oil and gas-fired boilers, solar thermal and photovoltaics, combined heat and power modules (CHP), ground, air and water sourced heat pumps, biomass boilers and fuel cell heating systems.

## Press Enquiries

Viessmann Limited  
Hortonwood 30, Telford  
Shropshire, TF1 7YP  
Tel: 01952 675000  
Fax: 01952 675040  
[www.viessmann.co.uk](http://www.viessmann.co.uk)

Claire Dumbreck, Propel Technology, Unit 4, Manor Farm Offices, Northend Road, Fenny Compton, Warwickshire, CV47 2YY. +44 (0)1295 770602.  
[claire@propel-technology.com](mailto:claire@propel-technology.com)