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More than 10,000 users in the spare parts shop

Service quality at its best

Werlte/ Herzlake, Germany, February 2021 – Since February 2021, the number of users of the Krone Spare Parts Shop has reached five figures: Krone registered the 10,000th user of the online shop at the beginning of the winter month. In the event of a claim, more and more customers and service partners from numerous countries, from Chile to Russia, rely on the fast and reliable availability of Krone spare parts, which are dispatched individually either by overnight shipment or within a defined time window, if required. The state-of-the-art distribution centre in Herzlake that opened exactly three years ago, in February 2018, also serves important Krone locations in Budapest, Lyon, Scandinavia and the Baltic States.

On 17,500 Euro pallets and in 16,000 small containers, every conceivable spare part is stocked for the countless Krone trailers that are on the road throughout Europe every day - from A for ABS sensor to Z for Z-profile. The portfolio of the Herzlake dispatch centre, which houses a covered 8,400 m² storage area with twelve levels on a 38,000 m² site, includes approximately 70,000 different spare parts for trailers, bodies, container chassis, platform and box semi-trailers, as well as for CEP vehicles and the in-house Krone trailer axles. To ensure that Krone vehicles always roll reliably, the 40 service employees dispatch more than 23,000 items per month in the shortest possible time - a successful interaction between the service department and the in-house IT department.

And registered users can order this quickly: simply scan the QR code on the vehicle's type plate. If you are already registered, you will be logged in automatically, taken directly to your vehicle catalogue and then you can place your order immediately.

Krone has now extended this very successful service concept for customers who also use other trailer brands. If it is questionable whether the installation of an expensive original spare part is still worthwhile, the new spare parts brand Krone Trusted has come into play since January 2021. Under

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this quality seal, tested brand-name spare parts are available throughout Europe, which can be up to 50 percent cheaper than the original spare part. Krone Managing Director Ralf Faust, who is responsible for the service area, sees further potential in this: "With Krone Trusted, we are now in a position to consistently expand our successful service and spare parts strategy and thus to be able to supply our customers even better in the tough everyday transport business."

If you have any questions, please do not hesitate to contact me.:
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