

# Press information



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The specialist in refrigeration compressors simplifies the search for spare parts

## **BITZER's new EPARTS spare parts software online**

- More services and convenience for customers
- Expanded functions for BITZER's direct customers
- Complements the BITZER Electronics Service Tool (BEST) and BITZER Software

*Sindelfingen, 06.12.2017. BITZER, the specialist in refrigeration compressors, is expanding its customer service and has therefore updated its tried-and-tested spare parts software. The new version of BITZER EPARTS has been online since early October.*

BITZER now makes it even easier for users to find the right spare parts for refrigeration systems. The compressor specialist has tailored its proven spare parts software to users' specific requirements. 'We've strengthened BITZER EPARTS and completely redesigned it, all the while making one thought the focus of our work: customer benefit,' says Philippe Maratuech, Director of Services and After-Sales at BITZER. 'Our customers should be able to quickly and easily find the spare part they need. That's part of BITZER's global quality standard, which is why we've incorporated lots of new functions and optimised existing ones, including regular updating of the integrated data. As a result, users can now always rest assured that current BITZER solutions are also represented in the system.' Stefan Rapp, Head of Spare Part Department at BITZER, adds: 'With the clear identification of the spare parts via EPARTS we shorten the time span between emergence of the need and delivery. We continue to expand our warehouses globally and thus ensure high availability. Besides that, our logistic partners allow for fast door-to-door deliveries. '

BITZER's new EPARTS spare parts software is available to all users free of charge – for the time being in German, English and French. BITZER EPARTS is thus the ideal complement to the BITZER Electronics Service Tool (BEST) software, which makes it possible to operate all BITZER IQ products, as well as BITZER software, which allows users to tailor systems and components to their individual needs.

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'Thanks to the exploded views and parts list entries in the EPARTS tool, users can quickly find the right parts with ease. Because all exploded views are also vectorised, all images can be enlarged, allowing users to examine even the smallest details online,' says Maratuech. BITZER's direct customers can also register at myBITZER and activate additional functions – and for example view prices online. In order to take advantage of the full range of services of BITZER EPARTS, customers simply apply for activation at [login@bitzer.de](mailto:login@bitzer.de) following registration, and thus obtain additional information on software operation alongside the expanded options. But the new version does not mean the end of development: BITZER will continue to improve the user-friendliness of EPARTS and integrate new useful functions.



The BITZER Group is the world's largest independent manufacturer of refrigeration compressors. BITZER is represented across the globe through distribution companies and production facilities for reciprocating, screw and scroll compressors, pressure vessels and heat exchangers. In 2016, 3,400 employees generated sales of €680 million.

## **Overview of images**

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The screenshot displays the BITZER EPARTS website interface. On the left, a navigation menu lists various compressor models under the '8-Zylinder' category, with 'Verdichter' (Compressor) selected. The main content area features a detailed 3D exploded view of a compressor assembly, with numerous parts labeled with numbers. Below the 3D view is a table listing the parts:

| ArtikeInr. | Benennung           | Pos.Nr. | Menge | Verwendung  | Änderungsstufe | ab Baujahr | Enthalten In | Information 1  |
|------------|---------------------|---------|-------|-------------|----------------|------------|--------------|--|
| 30101601   | Kurbelwelle         | 6       | 1     |             |                |            |              | Hub 60mm   |
| 36611201   | Verschluss-Schraube | 7       | 1     |             |                |            | 6            | konisch  |
| 38400703   | Passfeder           | 8       | 1     | Einbaumotor |                |            |              |  |
| 30228001   | Pleuel / Kolben     | 9       | 8     | komplett    |                |            |              | Stempelung des Standard-Kolbens. Ist ein anderer Dur |
| 30213602   | Pleuel              | 10      | 8     |             |                |            | 9            |  |
| 30229619   | Kolben              | 16      | 8     | komplett    |                |            | 9            | Stempelung des Standard-Kolbens. Ist ein anderer Dur |

At the bottom of the table, it indicates '138 Element(e)'. The footer of the page reads 'BITZER EPARTS | powered by CATALOGcreator®'.

Image: BITZER EPARTS simplifies the search for spare parts