



RCS

Rosenbauer Customer Service

Service & support worldwide.



A dramatic photograph of three fire trucks parked on a dark, gravelly surface under a heavy, grey sky. The truck on the left is a Mercedes-Benz with its long aerial ladder extended high into the air, reaching towards the top right corner of the frame. The ladder is illuminated with lights. The other two trucks, a MAN and another MAN, are parked to the right, also with their blue emergency lights on. The text 'Top service for maximum safety.' is overlaid in large white letters on the left side of the image.

Top service
for maximum
safety.

■ Consistent risk mitigation.

Rosenbauer's focus is on reliable functionality, a long service life, as well as the safety of vehicles and equipment. Rosenbauer Customer Service makes sure of that. Its services are based on a great deal of experience, strict adherence to maintenance regulations and intervals, and the exclusive use of high-quality original parts.

■ Maximum service quality.

Every fire department and every vehicle fleet has unique requirements. Rosenbauer offers tailor-made services to properly respond to this. Starting with 'Inspection Basic' up to 'Service ALL-IN' - for maximum operational readiness and fleet service life.

■ Support around the clock.

Only 100% will do during operations. Every detail has to be just right and the technology and equipment have to work perfectly. If technical problems do occur, Rosenbauer Customer Service is on hand 24/7 to provide advice and assistance.

■ Innovative partner.

Rosenbauer is constantly working on new solutions, services, and concepts to provide customers with reliable, first-class, and transparent service. For unrestricted operational readiness and continuous optimization.



■ Competent, efficient, reliable.

Competence, efficiency, and reliability - these are Rosenbauer Customer Service's three pillars that you can count on. From training to preventive maintenance to general overhauls, Rosenbauer offers first-class and transparent service. This means everything from a single source.

Everything for safety.

Service, spare parts, and training. Everything from a single source.

Few jobs are more important than firefighting. Rescue, recovery, extinguishing, and protection, are the main tasks. Personal safety is always the top priority. That is why Rosenbauer ensures optimal operational readiness of the firefighting vehicles and equipment with regular care, maintenance, and planned full service. Regardless of whether the equipment is new or has already seen years of reliable use, regular service will maximize operational safety.

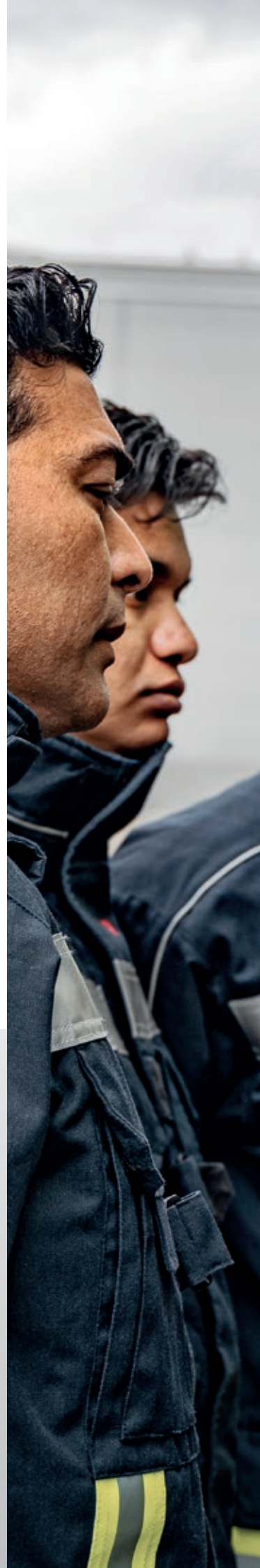


One name, one promise: Rosenbauer

For over 150 years, Rosenbauer has been a pioneer and a partner for emergency personnel. We are the only company to specialize in providing practical solutions for all decisive moments in fire and disaster protection.

From preventive fire protection to vehicles for every scenario, from digital applications to personal and technical equipment. Rosenbauer covers it all with its expertise and experience as a system provider.

For Rosenbauer, perfection means staying on the front foot. For example, we set new standards in fire and disaster protection with technologically advanced innovations. Through intensive discussions with our customers, we find exactly the right solution and are on location when needed. Worldwide. We do everything to ensure that you are optimally equipped when it matters.





Rosenbauer supplies complete solutions from a single source. The advantage: Fire departments benefit from integrated, powerful, and highly efficient concepts. And there is only one contact person for all matters related to maintenance, repair, and training.

SERVICE

All service packages and their scope of services	Inspection BASIC	Service PLUS	Service PRO*	Service ALL-IN
- Reminder about upcoming service - Visual check - Functional test - Detailed report, condition assessment, any repair and improvement recommendations	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■
- Complete maintenance according to manufacturer's specifications - Adjustment work		■ ■	■ ■	■ ■
- Calibration of the sensors - Lubrication service			■ ■	■ ■
- Repairs incl. spare and wear parts - Fleet management - Extended warranty				■ ■ ■

*for aerial rescue only



Service packages.

■ Inspection BASIC. Full information on the state of the fleet.

Regular inspections form the basis for maintaining the value and safe functionality of vehicles and equipment. Certified technicians check the fleet down to the smallest detail and inform customers personally and by means of a report on the condition of their vehicles. Any defects are immediately identified and communicated along with a recommendation for repair.

The tasks of fire departments are demanding and challenging. The same applies to vehicles, devices, and equipment. With the service packages Inspection BASIC, Service PLUS, Service PRO and Service ALL-IN, Rosenbauer's service teams take care of the timely execution of any service and, if necessary, repair measures that may be required, in accordance with the manufacturer's specifications. With planning reliability, risk minimization and the 'everything from a single source' concept, there are major advantages for fire departments.



Service packages.

■ Service PLUS. Ready for action.



To keep a vehicle in perfect condition, it is essential to rely on authorized and qualified technicians as well as original spare parts and accessories. So, with Service PLUS, Rosenbauer maintains vehicles and equipment strictly in accordance with the manufacturer's specifications and at the required service intervals, carries out any necessary adjustments, and thus delivers reliability and safety.

■ Service PRO. The performance package for aerial rescue devices.

As part of Service PRO, Customer Service maintains and calibrates the sensors of the aerial appliances and updates the software of the electronic system. Customers benefit from Rosenbauer's many years of experience and expertise in the aerial rescue sector.



■ Service ALL-IN. The "Peace of mind package."

The tasks of fire departments are becoming more and more demanding. It is not easy to take care of the technical and administrative aspects of the vehicle fleet.

With the ALL-IN service, fire departments can place these tasks in Rosenbauer's hands and thus concentrate on the essentials, namely protecting and saving lives.

360° service

Full service for customers, their fleet and equipment. Rosenbauer not only plans and implements all service and repair activities, but also takes vehicles under warranty. This relieves the maintenance department and saves costs for training as well as equipment.

Service ALL-IN provides all-round support for the vehicle fleet, devices, and equipment. And of course 24/7.





**Full service.
Everything from a
single source.**



Like new again.

Repairs, modifications, and general overhauls.

With a general technical overhaul from Rosenbauer, a used fire engine can quickly be brought back up to current standards. Both municipal and initial attack vehicles as well as industrial and aircraft rescue and fire fighting vehicles can be retrofitted with state-of-the-art extinguishing technology. Even individualized suggestions for modernization are possible. All installed modules come from the latest product lines and reflect Rosenbauer's renowned quality.

Repairs

It is not uncommon for equipment to get damaged during fire-fighting operations. Rosenbauer's close-knit service network offers rapid repair solutions for this at the customer's site or at one of our many service stations.



Refurbishment - old becomes new

Years of demanding use of the equipment leave their mark on the paint and bodywork. Rosenbauer therefore performs a wide range of refurbishment work on your vehicles and equipment. From body module to chassis, we have an optimal solution proposal for every refurbishment need.

Refurbishment services

- Inventory
- Consultation, planning, and calculation of the conversions
- Complete refurbishment



As a technology leader, it is important to Rosenbauer that all fire departments world-wide are always up to date with the latest technology. Only then are they best equipped to save lives, extinguish, rescue, and protect.



Before.



After.

Upgrading - New equipment for new requirements

Requirements change. Upgrading equipment on existing vehicles allows you to handle new challenges. Rosenbauer is also a competent partner in this area, retrofitting extinguishing and light mast systems, water turrets, proportioning systems, or holders for storing new equipment. Conversions are also possible. Rosenbauer can reorganize and optimize your stowage systems, such as rotating compartments, storage for SCBAs, or sliding trays with a more functional arrangement. Lockers can be custom-converted for new equipment.

Upgrading services

- Subsequent installation of the latest components
- Equipment retrofit
- Conversions of mounting and lighting systems
- Retrofitting of camera systems such as turn assist and Birdview

Refurbishment brings us back to our old strength.

General overhauls for aerial rescue.

Rosenbauer's center of excellence for aerials is located in Karlsruhe. The constant further development and optimization of aerial rescue platforms and turntable ladders ensures that Rosenbauer products are internationally renowned in the field of aerial rescue and have helped to save lives for decades.

Quality – know-how – experience

The refurbishment team has the experience and know-how to bring older firefighting vehicles back to top form with original parts. This virtually turns even a heavily used vehicle into a new one again – and at a reasonable price.

- General refurbishment
- Modernization and upgrading
- Complete conversions
- Perfect solution for small budgets



Used vehicle.



Body module after 20 years of service.



Completely new podium design (aluminum) with large toolbox behind the driving compartment.



Vehicle after refurbishment.

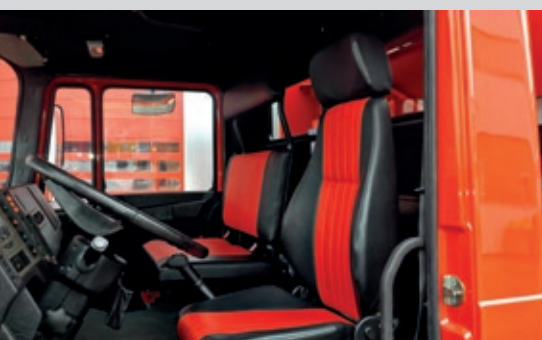
Refurbishment revitalizes older vehicles. When properly maintained, they are ready for many more years of reliable service and fulfill all the requirements of modern fire-fighting scenarios.



Used L32 driver's cab.

Update for the job of today and tomorrow

To ensure the success of this, the vehicle chassis is subjected to major revisions and inspected at the authorized workshop. We also replace key elements on the rescue cage, add practical features, and refurbish any remaining parts that can stay in service. The jacks and ladder are completely disassembled. Hoses, cables, and sensors are replaced.



Modernized L32 driver's cab.

The podium, operating elements, and hydraulic components are also replaced. The pivot mounting will also undergo a complete overhaul, hydraulic components will be renewed, and various parts will be repainted. When all is complete, the vehicle is at the latest state of technology and ready for years of continued service.

Simulators.

Just like reality.



Training without the risk of injury, damage, and other dangers – long a pipe dream, now finally a reality. With the help of simulators, Rosenbauer has succeeded in designing the training of tomorrow.

Rosenbauer emphasizes safety and zero risk, and therefore offers an ideal environment for optimal training and further education. Environmental protection also plays a major role: the use of simulators can minimize water, foam and fuel consumption, as well as wear and tear, especially on vehicles.

Training runs can be carried out in any weather conditions. Therefore, icy, foggy, or rainy scenarios can also be rehearsed in the hot summer months in order to be well-prepared for winter.

Rosenbauer simulators not only offer realistic training, but also maximum flexibility and adaptability: each exercise scenario can be created individually, so nothing can stand in the way of personalized training.

■ RCS Driving Simulator

Many unforeseen things can occur in traffic: a pedestrian crosses the road or a car swerves suddenly. This is when maximum concentration and lightning-fast reactions are needed.

With the RCS Simulator Driving, emergency crews can now train how to properly react in critical situations that cannot be simulated in reality.

The use of an original cockpit provides a particularly realistic training experience, which is supported by visualization using four high-quality screens.

The simulator can therefore be used to train for critical situations and gain experience, specialist knowledge, and self-confidence in dealing with them. The simulator is not just a milestone in emergency crew training, but also shows a commitment to environmental protection and cost efficiency – no emissions, no resource consumption, no vehicle wear and tear, and no accidents.

All data and parameters are recorded so that the exercise can be evaluated and analyzed. Emergency crews are trained using the Rosenbauer driving simulator to reach the scene of an emergency more safely and with minimal stress.



Simulators.

■ RCS Tactical Aerial Simulator

The RCS Tactical Aerial Simulator offers the ultimate training system for the safe and precise deployment of an aerial ladder in any environment. With the help of virtual reality technology and VR goggles, a realistic environment is created for the trainees.



The entire simulator consists of two powerful laptops, VR goggles, two joysticks and a real aerial ladder control console. The system can therefore be set up in any medium-sized room. The training preparations are quicker and easier to make than in a real-life situation, whereby the training is carried out realistically with the help of original parts and can also be used later on the actual vehicle.

Frequent training leads to a high level of knowledge and safe conduct in an emergency. The aerial ladder simulator allows the crew to gain valuable experience, which is of immense benefit during operations.





■ RCS PANTHER Tactical Simulator and desktop

Thankfully, aircraft accidents are extremely rare. But this also means that the emergency crews often lack the necessary experience. Training with the PANTHER simulator is the ideal solution to be prepared for any emergency.

The PANTHER simulator offers a training environment in which the tactical handling and operation of ARFF vehicles can be perfected. With an original PANTHER cockpit, five screens and an original control unit for the bumper and roof turrets, a comprehensive training experience is guaranteed.

This high-quality simulation system enables realistic scenarios that can never be recreated in real life due to the high risks and the extensive consumption of resources. The training is therefore environmentally friendly, cost-effective, and risk-free. In addition, exercising in extreme situations guarantees a high level of learning success. The trainees learn tactical mastery of the ARFF vehicle and perfect control of the extinguishing and control units of a PANTHER.



The desktop version provides a compact solution consisting of the control units for the bumper and roof turrets, a steering wheel and accelerator and brake pedals. With screens for visualization, the desktop version offers maximum flexibility, as it can be set up quickly and easily anywhere.



Rosenbauer keeps original spare parts in stock for many years in its modern logistics center. This means that repair work can be completed at all Rosenbauer service centers in the shortest possible time and vehicles can thus be quickly made ready for use again.

Quality. Quickly and permanently available.

Guaranteed Rosenbauer spare parts supply.

All Rosenbauer products offer quality and durability. But should a defect occur despite of this, or if parts of components, the body, or chassis show signs of wear after years of service, Rosenbauer guarantees that the correct original spare part is always available.

Rosenbauer Customer Service will be happy to prepare a quotation tailored to the individual product with a recommendation of parts that should be replaced after a certain product service life.

CRM customer portal

In Rosenbauer's customer portal, the existing technical documentation, such as the operating manual for your own vehicle fleet, can be accessed at any time.

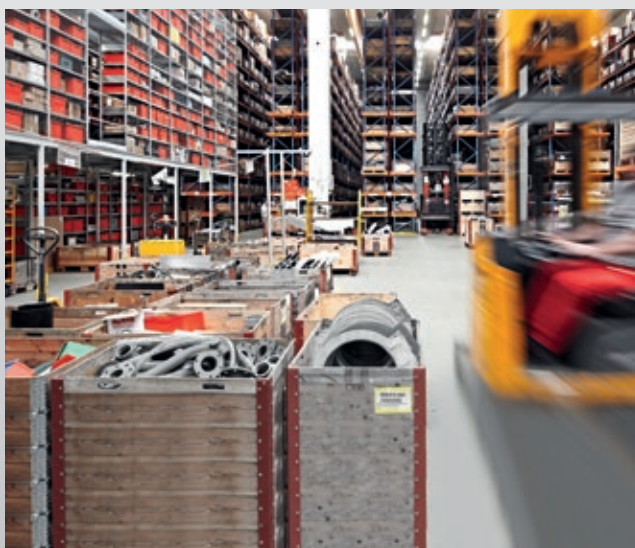
The interactive spare parts catalog helps you to find the right spare parts. From the customer portal, various applications can be used from a central point of access.



Buy spare parts online.



Rosenbauer keeps over a thousand parts in stock in its automated small parts warehouse.



Modern logistics center.

The safety of the original

- Maximum reliability
- Optimum product coordination
- Trouble-free installation
- Highest level of safety
- Fair price

Warranty maintenance

- Parts can be quickly identified
- High availability
- Optimum logistics
- Short delivery times
- Competent customer service
- Reliable and experienced contact partners

Knowledge creates security.

Optimally trained by Rosenbauer.

At Rosenbauer, we offer not only state-of-the-art emergency vehicles, but above all, as a partner to fire departments, we also offer knowledge and experience gained from many years of cooperation.

Target group oriented training program

This also includes an advanced, target group-oriented training program covering the entire product range. The primary training objectives include the optimal use and application of the equipment and the maintenance of operational readiness.

Certified knowledge

Experienced trainers accompany participants during the courses at the Rosenbauer Training Center or on-site with extensive explanations and background information about course content that is highly practical and methodical. In addition to traditional presentations, learning material also comes in the form of e-learning and practical examples. If you wish, the level of learning success and the level of knowledge attained can be checked at the end of each course and confirmed by a Rosenbauer certificate.

Operator training

The combination of modern equipment and well-trained operators is a factor of success in operations. In addition to hands-on operator training, Rosenbauer also offers refresher courses, driver training and train-the-trainer courses.

Technical training

In these units, you get to know the functionality and technology of your own equipment in detail. Experienced trainers teach the best methods for maintenance and repair.

E-Learning: Rosenbauer Training

With the help of the e-learning platform, Rosenbauer is even better able to support training courses and increase know-how. Thanks to the wide range of web-based training courses, customers and partners can find out about our products and continue their education regardless of time and place. The online training courses also serve as preparation and provide a basis for face-to-face events. In most cases, the training courses are combined and the different methods are used as so-called 'blended learning'.





Technology training

Rosenbauer's comprehensive, remedial training program includes:

- Intensive operator training
- Thorough technical training
- Practical tactical and operational training

Tactical and operational training

In order to be best prepared for an emergency, the students practice under the guidance of experienced firefighting professionals to master even critical situations under the most difficult conditions.und Train-the-Trainer-Ausbildungen an.

Individual training

Rosenbauer also offers tailored courses for special requirements:

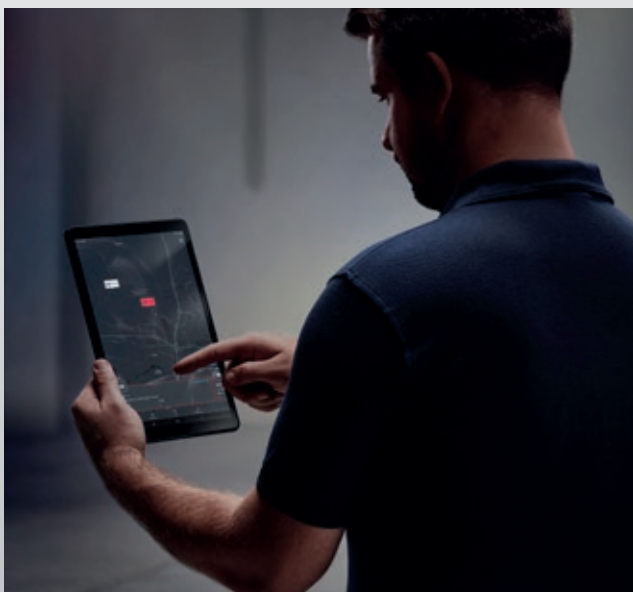
- Special training for industrial and airport fire-fighting vehicles
- Chassis courses for PANTHER or COMMANDER
- Combinations of individual training courses
- Train-the-trainer courses



Aerial rescue training



Whether a lease vehicle is needed quickly or a high-quality used emergency vehicle at a reasonable price - Rosenbauer is on hand. This applies to every situation.



■ RDS Connected Fleet. Rosenbauer fleet management.

RDS Connected Fleet provides an optimal overview of the status of all vehicles and components up to the live display of operating resources and an intelligent message management.

Optimal evaluation

RDS Connected Fleet offers the possibility of extensive, detailed signal evaluation with simple help for self-help.

Additional services for more benefits.

■ Buy and lease used vehicles and equipment.

Even as operational demands increase for fire departments, expectations for cost- and energy-efficiency also continue to rise. These days, all successful fire departments need more than high-performance, dependable, and economical firefighting vehicles, instruments, and equipment. They also need a professional partner at their side.

Rosenbauer supports the economic optimization of operations with intelligent services. By cleverly combining and balancing the relevant services, Rosenbauer customers gain the greatest possible advantage and can respond more flexibly in the crucial situation.



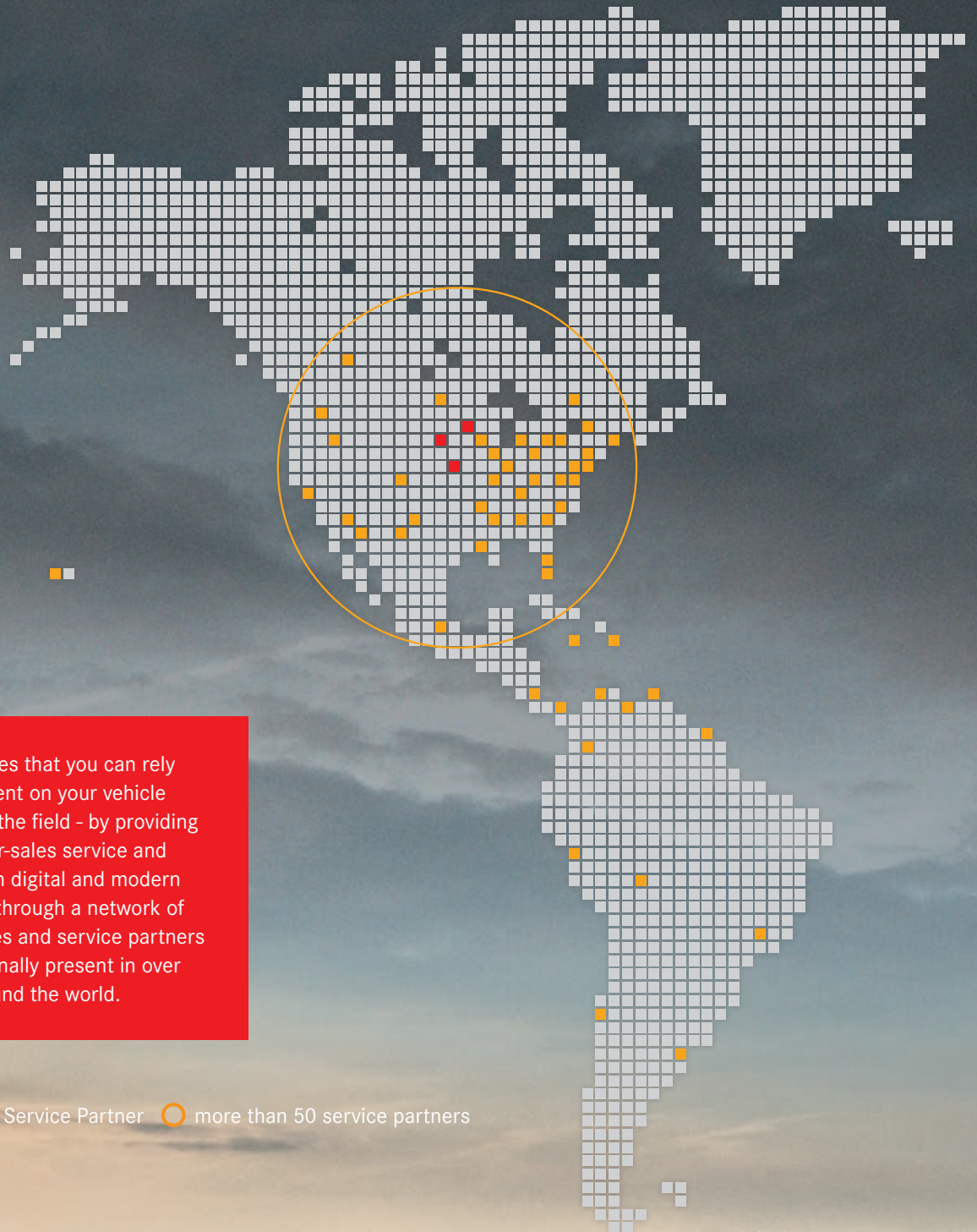
Leased vehicles

Accidents and repairs can take fire-fighting vehicles and equipment out of service for an undetermined length of time. To ensure that fire departments remain ready for action in such a situation, Rosenbauer provides quick and individual assistance with rental vehicles and equipment.

Used vehicles and equipment

When the need to change vehicles and equipment arises due to changing requirements and new situations, they do not always have to be purchased new. Rosenbauer also offers used firefighting vehicles and equipment that have already proven themselves in service and are still in very good condition.

Global service network



Rosenbauer ensures that you can rely one hundred percent on your vehicle and equipment in the field - by providing maintenance, after-sales service and refurbishment with digital and modern incident planning through a network of its own subsidiaries and service partners that are internationally present in over 100 countries around the world.

■ Service Center ■ Service Partner ○ more than 50 service partners



