# ZF Aftermarket – The Forward-Thinking Partner for the Chinese Construction Machinery Industry

- **Innovative products and well-founded technical support**
- **Remanufacturing for ecological and economic reasons**
- **Remote diagnosis and online customer service**

**The construction site 4.0 is highly efficient, flexible and networked. ZF Aftermarket with its innovative products and individual service concepts is the right partner for its customers in the construction industry – now and in the future. With a nationwide service network, ZF Aftermarket also ensures fast and well-founded technical support, such as remote diagnostics and overhaul for off-highway vehicles in China.**

Chinese key players in the construction machinery industry rely on ZF Aftermarket's decades of system competence and broad range of products and services. Based on the principle "Right People, Right Time, Right Expertise, Right Part", the after-sales division of the leading automotive supplier ZF Friedrichshafen AG offers a modern product portfolio in OEM quality that can be delivered quickly and on demand. With a nationwide service network, ZF Aftermarket also ensures fast and well-founded technical support, such as preventive diagnostics and overhaul, maintenance, retrofitting for more efficiency, comfort, and safety for off-highway vehicles in China. The quick diagnosis and elimination of errors as well as a wide range of ZF exchange units, provide for reduced down-times.

**Remanufacturing – both sustainable and economic**

Green is the new black in the world of construction. Also ZF Aftermarket actively pursues its set course of sustainable economizing with its remanufacturing activities. For Helmut Ernst, Head of ZF Aftermarket, remanufacturing used vehicle parts is not just an “ecological necessity” but also a “sign of economic reason”. Today, ZF

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Aftermarket operates 15 global remanufacturing facilities producing products ranging from steering systems for passenger cars to construction machinery transmissions. One of these locations is in Shanghai. The advantages of remanufacturing are clear: Compared to newly manufactured products, remanufacturing requires between 50 and 90 percent less raw materials. At the same time, it saves around 90 percent of energy. In addition, replacing entire units can be more efficient than repairing individual parts within the component. This leads to significantly shorter vehicle downtime, and is more cost-efficient leading to higher customer satisfaction. (fig. 27)

**Digital solution for optimized customer service**

Customers in the construction machinery industry require digitized complete solutions that increases work efficiency and decreases costs. Based on WeChat, ZF Aftermarket developed a back-end solution which combines remote diagnosis, warranty claim, and many other relevant services for the customers. The service can be easily approached and a prompt reply of the technical service team is only natural. Helmut Ernst, Head of the ZF Aftermarket Division, summarizes: "Our customers benefit from the innovative strength of ZF, the world leader in driveline and chassis technology as well as active and passive safety technology and at the same time the right partner for the digital future."

Caption:

27.) Remanufacturing leads to significantly shorter vehicle downtime.

Image: ZF

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**ZF Friedrichshafen AG**
ZF is a global leader in driveline and chassis technology as well as active and passive safety technology. The company has a global workforce of 146,000 with approximately 230 locations in some 40 countries. In 2017, ZF achieved sales of €36.4 billion and as such, is one of the largest automotive suppliers worldwide.

ZF enables vehicles to see, think and act. The company invests more than six percent of its sales in research and development annually – in particular for the development of efficient and electric drivelines and also in striving for a world without accidents. With its broad portfolio, ZF is advancing mobility and services for passenger cars, commercial vehicles and industrial technology applications.

The Division Aftermarket of ZF Friedrichshafen AG guarantees the performance and efficiency of vehicles throughout their life cycle. Its combination of established product brands, digital innovations, customized products and services, and a worldwide service network has made ZF a sought-after partner and number two in the global automotive aftermarket.

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