

Press

Viessmann Climate Solutions' service offensive celebrates success

- More than 30 new service technicians joining the company
- New seminar opportunities at the company's academy

Allendorf, 31.10.2024 — In March, [Viessmann Climate Solutions](#) announced the launch of a diverse service campaign. The reasons for this were diverse: On the one hand, user requirements for modern energy systems are constantly growing, not only in terms of climate compatibility, but also in terms of ease of use and cost transparency. On the other hand, a quick solution is expected when system functions are impaired. At the same time, capacity utilization in the trade is higher than ever before, making it almost impossible to keep up with orders. Six months later, the company is taking stock of the service offensive it has launched and, in addition to numerous new training opportunities, is also announcing the recruitment of more than 30 service technicians at its headquarters in Allendorf (Eder) in northern Hesse. Viessmann Climate Solutions is part of Carrier Global Corporation (NYSE: CARR), global leader in intelligent climate and energy solutions.

Comprehensive online and on-site seminar program for installer partners

The demands on the qualifications of all market partners in the heating market are increasing enormously. This is because the technical spectrum is becoming increasingly complex and the product range ever broader. Heating systems for heat pumps, bioenergy, solar thermal energy, photovoltaics, power-heat coupling and air conditioning technology require individual solutions in all areas of application. In addition, there are topics such as networking, intelligent management and digital services. This is where our Academy comes in with comprehensive seminars. For example, installers already have access to a multi-level, target group-specific range of online and face-to-face seminars. In addition, short service videos are regularly published on the online channel

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viessmann.live in the “[Academy & Service](#)” section. The installer partners also receive great support with Service Plus and the permanent inspection via ViGuide Pro.

Viessmann Climate Solutions is actively supporting the transformation in the trade from fossil fuels to renewable energy systems.

Recruitment of 34 technicians for an even better service

Another focus of the broad-based service offensive was also the effort to significantly increase the number of in-house technical service employees - with internal reassignments and external recruitment. In October, 34 new service technicians were welcomed to the company headquarters in Allendorf (Eder). An exciting mix of teamwork and specialist knowledge was on the agenda during onboarding. The practice-oriented preparation for customer deployment ranged from initial contact to technical support. There were also initial insights into processes and important tools that the new colleagues will use in their day-to-day work - e.g. the Viessmann Service App. During a factory tour, the technicians were able to take a look behind the scenes and experience first-hand how Viessmann Climate Solutions are created in the technical center and in production. In the coming weeks, further training courses are on the agenda and, of course, the first customer deployments.

Viessmann Climate Solutions has always provided its partners and users with comprehensive service and focuses on their needs. With the service offensive, the company offers its partners even more opportunities to be active themselves and supports them in the best possible way with well-qualified service technicians.

About Viessmann Climate Solutions

Founded in 1917 as a heating technology manufacturer, today Viessmann Climate Solutions is a leading global provider of sustainable climate (heating, cooling, water and air quality) and renewable energy solutions. The Integrated Viessmann Climate

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Solutions portfolio seamlessly connects products and systems via digital platforms and services, creating an individualized feel-good climate for users. Viessmann Climate Solutions is part of Carrier Global Corporation, global leader in intelligent climate and energy solutions that matter for people and our planet for generations to come. For more information, visit <https://www.viessmann-climatesolutions.com/en.html>.

Image:



Viessmann Climate Solutions supports its specialist partners with a comprehensive service offering. © Viessmann Climate Solutions