



Kieback&Peter

CUSTOMER SERVICE

PARTNERS BY YOUR SIDE

Real-time customer dialog for better service and greater sustainability.

HERE FOR YOU

WHENEVER AND WHEREEVER YOU NEED US

Founded as a family company that has practiced sustainability since 1927, we have grown into a Smart Building Solutioneer for intelligent and sustainable building technology. We do not just protect and increase the value of buildings and business models – time and again, we also contribute to climate protection. Sustainability is a holistic issue that requires service as well as evolutionary technology. Our customers and their needs are at the core of everything we do. We develop customized and forward-looking solutions for you.

Tailored customer service – your satisfaction is our duty!

Accessibility and flexibility

We provide customer service in real time. Whether it's through Call&Mail or a report form, the rapid response time and high availability of our experienced staff means you do not have to wait long for a reply.

Expert consulting

We know what we're talking about! Whether it's planning and implementation, operation and maintenance or optimization and training, our experts work with you to find your optimal solution.

Reliability

When it comes to reliability, we practice what we preach. Our maintenance documentation lets us precisely track our work steps and results. We keep our promises!

Efficiency

We keep the entire building lifecycle in view. And with that, we ensure efficient preparations for the on-site service calls by our customer service team. The elimination of the flat-rate travel costs thanks to remote access is just one example of the savings you benefit from.



You can find the contact form here.

In summary: maintenance contract-based customer service

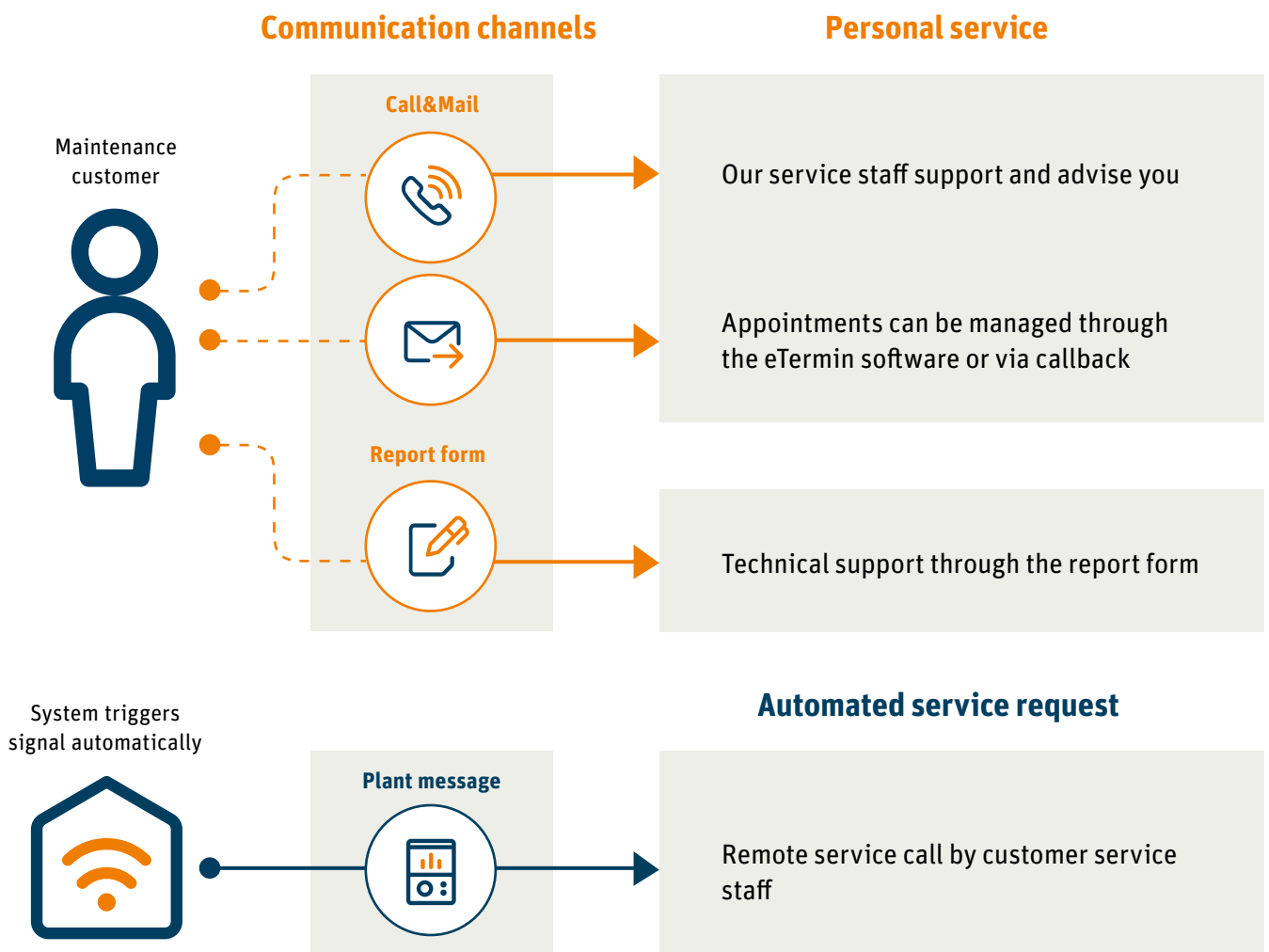
- The perfect addition to a maintenance contract to ensure optimal support for your system
- Rapid response time and high availability of qualified and excellently trained staff
- Direct expert assistance with questions about the plant, troubleshooting and operation
- Reduced costs thanks to efficient preparation for on-site service calls
- Quick authorized service thanks to targeted plant messages by e-mail
- Reduced service costs (for instance, travel costs due to remote service)

DIVERSIFIED ACCESSIBILITY

FOR MAXIMUM SYSTEM AVAILABILITY

Best service on every channel

We use cutting-edge communication tools and technology to provide our customers with excellent service. Speed, reliability and professionalism are the crucial factors for efficient operational support and sustainable workflows, even when unexpected problems occur.



Feedback from our customers

“With his extensive knowledge of our plant technology and familiarity with our site, our collaboration with the Kieback&Peter technician is indispensable to us. Whenever he isn’t available directly, Kieback&Peter’s Customer Service Call&Mail is the ideal solution for getting quick and uncomplicated help. We value not just the time and travel savings, but also the excellent support, which never fails to impress.”

Michael Acker, Building Services/Supply Technology Department, Eppendorf SE

OUR SERVICE EXPERTISE

TAILORED TO YOUR REQUIREMENTS

High-quality service is vital to providing smooth and flexible operational support for your plant. We provide consultancy throughout the entire building life cycle, with performance levels adapted to meet your needs – that creates the basis for high levels of plant availability. Following the installation and once your online access is set up, we define the plant messages that automatically activate the service for you. If any unexpected problems occur, our service staff are there to provide you with quick and flexible expert support with Call&Mail.

I am interested in Call&Mail

My contact details

Company

Contact person

Street

Telephone

ZIP code, city

E-mail

My location information (if there are several locations, please enter them in a supplementary document)

Name of the property

Address of the property

Type of use

Remarks

Request a quote or agree a consulting appointment



Submit a request here: +49 (0) 30 600 95 - 0

I also want a quote:



callandmail@kieback-peter.de

for a maintenance agreement

Any other questions?

Talk to your supporting branch

<https://www.kieback-peter.com/en/contact/>

for secure remote access

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