

PRESS RELEASE



BMZ Central Service with new service point in Benelux

Karlstein am Main, 16/04/2019 – The BMZ Group, a leading manufacturer of battery systems based on lithium ion technology, is further expanding its service network and thus fulfilling its high quality standards. As of April 1, 2019, Twindis, which belongs to the Dutch company group "MyMicro", will be responsible for servicing the E-bike segment in the Benelux countries. MMG specializes in extending the life of electronic equipment including spare parts and accessories availability.

Comprehensive service network

With the Central Service in Germany and the already established service points throughout Europe, BMZ covers a large part of the after-sales needs. With a few exceptions, i.e. countries in which the e-bike market is not yet in high demand, the network of the BMZ Group is already well established.

The new service partner Twindis will take over centralized service cases in the Netherlands, Belgium and Luxembourg from the Netherlands. This avoids language barriers, shortens delivery times and delivery ways, and results in cost advantages for both the retailer and the end customer. Twindis will strengthen the brand BMZ with marketing activities in the Benelux and highlight it locally in the market. As an extension of the BMZ Group, Twindis will provide local language training as an additional service.

About BMZ Group:

The BMZ Group is a global player in the production of lithium-ion system solutions. The group is headquartered in Germany and has production facilities in China, Poland and the US, as well as offices in Japan and France. In addition, there are research and development sites worldwide. Around 3,000 employees work for the BMZ Group worldwide.

The BMZ Central Service offers a Europe-wide service with on-site support for the dealer, a globally accessible 24-hour hotline as well as a digital ticket system with which the service process is documented and made transparent to the customer. The customer benefits from a long availability of original parts, a spare part supply within 24 hours, as well as a large selection of rental batteries for the e-bike. The product range in the Central Service also includes motors, displays and cable harnesses. With the service tool, BMZ also offers a free interface with which the dealer can independently read the first diagnoses. In addition, BMZ also provides services to large batteries from 48V, such as Energy storage systems.

The name BMZ stands for maximum sustainability with innovative, high-quality products and after-sales service. Customer satisfaction is clearly in focus - BMZ accompanies the customer throughout the entire useful life of a product.

About MyMicro Group:

MyMicro Group (MMG) is a Dutch company specialised in prolonging the life of electronic devices with spare parts, accessories, service and expert advice. They offer consumers, retailers and repair shops in six countries online access to over 1.000.000 products, whilst via smart distribution and powerful logistics they cover 95% of their market with 20.000 parts and accessories. MyMicro Group is an e-commerce trading house on a mission. Their e-commerce platforms provide all the clients with the simplest end to end repair solution creating less e-waste, leading to industry sustainability and providing the clients with a better repair service.

My Micro Group's online distribution channel, Twindis, services our business customers and resellers with quality products, fruitful advice, logistic excellence and a seamless platform. Twindis pro-actively accelerates your business by managing your inventory and working out the kinks in your process.

Contact:

BMZ GmbH
Christian Adamczyk
CMO/Press Spokesman
Am Sportplatz 28
63791 Karlstein am Main
Phone: 06188/9956-770
christian.adamczyk@bmz-group.com
www.bmz-group.com | www.bmz-central-service.com