



**New challenges,
new chances.**

We are Riedel Kooling.



Mastery starts with challenges.

Ready to start?

Regardless if whether machine, industrial, medical or process cooling, we develop the right cooling solution for your individual application. Markets are constantly changing, and we know your industry is facing major challenges. You have to respond quickly and dynamically. But trust us, with more than 50 years of experience in cooling technology, we have what it takes to master every challenge together with you. We develop and produce cooling solutions tailored to your specific requirements: from single units to small or large series.

Challenge accepted!



What does it take to master challenges?

A really strong base.

Every company faces different challenges. With more than 50 years of experience, we have found our key to success: Mastering challenges requires a strong foundation. Basic principles according to which we act as a company.

To master challenges it takes trustworthy partnerships.

We think of our customers first and foremost. The trusted relationship with them is the foundation of our success. This is why our most important task is to offer the best system solutions and the best service.

To master challenges it takes passionate people.

People are at the center of everything we do. Whether customer, partner or employees – without people who are passionate about challenges nothing would work. That makes it all the more important to understand their needs.

To master challenges it takes smart innovations.

Since our foundation, we have been dealing with innovations on a daily basis. Our intelligent systems make processes more efficient and thus more economical. Our great advantage is the ability to adapt to a rapidly changing world.

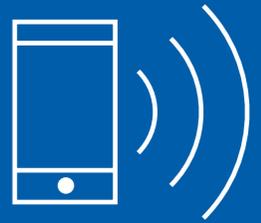
To master challenges it takes pure simplicity.

Over the years, our company has changed and grown. But despite ever new challenges, we always keep an eye on the essentials. This is why we keep things simple.



24 / 7

global support.
No matter when, no matter where: Our competent team is here for you.



3

international locations.
This means that we are particularly close to our international customers.



Multiple

awards
in the areas of quality, delivery reliability, collaboration, technology & innovation. We have been repeatedly awarded the title "Premium Supplier". This makes us proud and drives us forward.



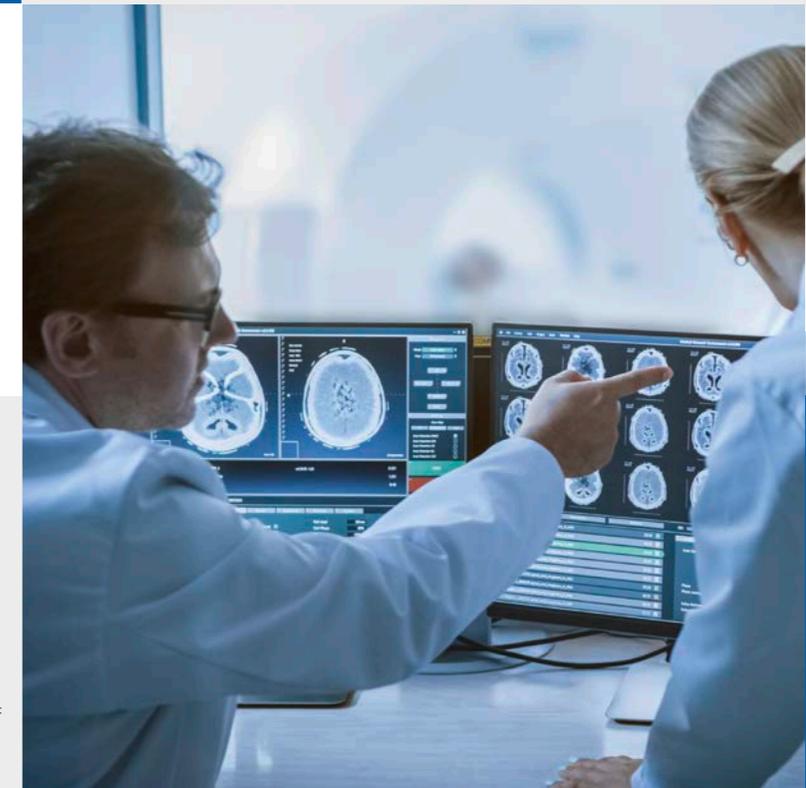
Kulmbach – Germany
Kalamazoo – USA
Shenyang – China

50

years of cooling expertise.
For more than 50 years we have been a reliable partner for every cooling task.

1,000

Glen Dimplex Deutschland employees worldwide.
We are part of the international Glen Dimplex Group and a brand of Glen Dimplex Deutschland GmbH.



Up to 10

year guarantee.
Because we believe in the quality of our products.



Customer specific cooling solutions.

Our challenge for a better tomorrow!

Sascha Paulus is Business Unit Director Cooling at Glen Dimplex Deutschland GmbH. He has been involved in sustainable cooling and heatpump solutions for more than 16 years and has spent many years at international level in sales and project engineering as well as in development and product management. Together with his team, he now wants to develop the cooling division of Glen Dimplex Deutschland GmbH from a pure product provider to a solution provider for customer-specific process cooling.



Our motivation.

Never before the topic of climate change has been as controversial as it is today – and never before this debate has been so necessary. The cooling industry can also make a key contribution to a better future in connection with decarbonization. The demand for cooling solutions is growing by an average of 4 to 5 percent every year. At the same time, more than 15 percent of the world's total primary energy is already used for cooling. This corresponds to more than 8 percent of global CO₂ emissions. If we superimpose these two trends, it becomes clear what a great responsibility we have for future generations.

What is the right refrigerant? What is the most energy-efficient drive technology? What is the most environmentally friendly type of cooling? As one of the leading companies in process cooling technology, we gladly accept these challenges and take on the responsibility to use our decades of know-how to create a better future for subsequent generations. Together with our customers and technology partners, we develop sustainable solutions for a wide variety of cooling applications and make a key contribution to a better future!

Our philosophy - why do we do what we do?

We know that almost every process in the industry needs to be cooled and we believe that we can use our expertise to help our customers reduce operating costs and protect the environment. We do this by working closely with our customers, listening to them, identifying the needs and wishes of our target groups and selecting the most energy-efficient and environmentally friendly technologies for the respective applications. In the end, this creates a solution for sustainable cooling that is tailored precisely to the customer's needs and improves their overall product.

Our aspiration.

We have set ourselves the goal of becoming the international technology and quality leader for sustainable customer solutions in the field of cooling technology in a wide variety of application areas. This is why we see ourselves not only as a pure product provider, but we are increasingly transforming ourselves into a solution provider who develops and produces large series and small series as well as individual project solutions for its customers and looks after them professionally and internationally with a worldwide service network.

Customer focus.

We start with the customer benefit first and then work backwards to get to the technology. This means that we first listen to our customers to understand their needs. We understand our clients' various applications and identify with their challenges. We put our decades of know-how into the complete solution and use our expertise to help customers generate unique added value for the end product, which they can then pass on to their end customers as a benefit of their complete solution.

Innovation.

In order to remain resilient and to be able to respond flexibly to changing conditions, we are constantly dealing with new ideas and are always looking for ways to offer our customers unique added value. We work together with experienced and established manufacturers and rely on innovative and high-quality components. A lot has happened, especially in the area of drives and heat exchangers, but also with regard to cooling, sensor and control technology. Together with our global technology partners, we are constantly researching and developing new solutions for the most varied and complex cooling tasks. This is how we solve even the most complex cooling tasks. In addition to the various cooling options themselves, we are also increasingly concerned with the possibilities of being able to offer our customers added value outside of our products. In addition to worldwide service availability 24/7 and preventive maintenance, we also offer customer specific packaging and logistics concepts as well as flexible financing models.

“We see ourselves not only as a pure product provider, but more as a solution provider who develops and produces large series and small series as well as individual project solutions for its customers and looks after them professionally and internationally with a worldwide service network.”

10,000 We have already been able to convince customers of the quality of our products. And we are not stopping here.

30 We already supply various market segments with our cooling solutions: From small tradesmen and end customers to major corporations.

20,000 Every year we develop cooling solutions for our customers: from customer-specific individual projects to small series and large series.

Internationalization.

A very special advantage for us and our customers arises from the global presence of the Glen Dimplex Group. In addition to our plant in Kulmbach, we also have plants in Kalamazoo (USA) and Shenyang (China); three sites where we can develop and produce sustainable and innovative cooling solutions locally for our customers. This not only increases the global availability of our products and services, but also reduces the cost, time and logistics expenditure for our local customers.

Bandwidth and challenge.

Over 10,000 customers from more than 30 different market segments already work with us worldwide and are convinced of the quality of our work! The spectrum ranges from resellers and end customers to large corporations – from laser machines to MRIs and 3D printers – from customer-specific individual projects and small series to large series with several 20,000 cooling solutions per year.

Whether small or large – we love to take on the thermal challenge of our customers – challenge us too!



To become an expert you need a beginner's mindset. Every single time.

For our customers, we develop and produce reliable and efficient system solutions for the cooling of lasers, MRIs, machine tools and many other applications. In addition to our standardized products, we offer tailor-made cooling systems that precisely meet your individual requirements.

We don't just offer standard products from an existing catalog. We also develop tailor-made cooling solutions together with our customers and always have the benefit of the overall system in mind.

Sascha Paulus, Business Unit Director Cooling

In these segments, we already provide high precision cooling:

Medical

- MRI
- CT
- Medical storage
- Cyclotron
- Patient cooling
- X-ray

Laboratory

Pharma

Extraction

Laser

- 3D
- Cutting
- Welding
- Additive manufacturing

Machine cooling

- Filtration
- Plastics
- Surfaces
- Printing
- Packaging
- Welding - without laser

Food & beverages

Process cooling

- Electronics
- Semiconductors
- Hydrogen
- E-Mobility
- Heat generation
- Data / IT, facilities

and many more...

Service.

Ready for all (emergency) cases thanks to diagnostic, monitoring and maintenance systems.

Flexible:

Thanks to continuous performance regulation.

Market leaders.

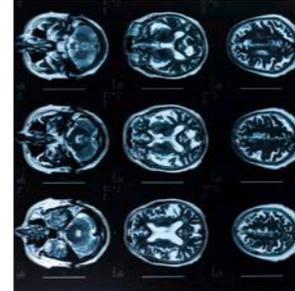
Leading manufacturers worldwide rely on cooling systems from Riedel Kooling. Worldwide, we are the No 1 in system separators in MRI technology.

Strong partner.

Riedel Kooling accompanies projects from planning to implementation – with experienced experts.

Certified.

Product certifications according to international standards such as UL, CSA or IEC 60601 (certified for system separators and ACS control cabinet cooling)



Integrated.

Through integration of standardized interfaces.

Highest quality.

Developed and produced to the highest quality standards.

Max. uptime.

High reliability and stability up to 100%. Guaranteed!

-37 to +55 °C.

The MC series is particularly suitable for harsh climatic conditions.

Efficient.

With energy-saving free cooling systems.

You save lives. Let us save your devices.

The world's leading manufacturers of medical technology rely on our innovative cooling systems. Our areas of expertise include imaging diagnostics, laboratory and analysis as well as medical storage of medicines, blood or other samples. We offer our customers various cooling and air conditioning components, water cooling sets and dehumidifiers for almost every medical device.

Nothing works in modern imaging diagnostics without a functioning cooling system. This is because highly complex diagnostic devices in particular produce a large amount of waste heat. For trouble-free operation and to maximize performance, powerful cooling from Riedel Kooling is indispensable.

For MRI applications for example. A completely coordinated cooling system with the MC chiller and system separator as a basis.

The MC series is particularly energy-efficient and reliable. Four models with cooling capacities of 40 to 70 kW and optional energy saving module ensure ideal operating conditions for modern diagnostic devices in medical facilities. During development, a high level of reliability and cooling within narrow tolerance limits was used. The selected components and the design principle were precisely tailored to the high requirements of continuous clinical operations.

We help you to stay ahead.

The future is now.

The challenges facing industry are constantly changing. To be prepared for the future, efficient processes are more than necessary. Riedel Kooling is at your side as an innovative and reliable partner. We supply precision cooling for processes and applications for machine tools and other industrial applications. The industrial cooling systems of the modular series from Riedel Kooling have a cooling capacity of 0,3 to 250kW. This allows you to achieve maximum output quality and uptime. On request, we can also develop solutions for heat recovery to make your overall system even more efficient.

Predictive maintenance.

With predictive maintenance, we prevent a failure from occurring in the first place.

Flexible cooling capacity.

Application limits are defined in the development process.

Industry 4.0

Integrated and remotely monitored thanks to intelligent interfaces.



Adaptable.

Systems manage a wide range of cooling water temperatures.

Highest quality.

Developed and produced to the highest quality standards.

Put through its paces.

In our own laboratories and climate chambers.

Compact.

High performance despite small dimensions. A perfect fit for the overall system.

Smart.

From free-standing chillers to integrated slide-in elements – Riedel Kooling will find the right solution for every system.

<2h fast and flexible.

The cooling circuit on our modules can be replaced in less than 2 hours.

Experienced partner.

Riedel Kooling brings decades of expertise to the project and is constantly developing.

High precision.

Maximum target value tolerance +/- 0.1K.

Even industry giants have challenges – and we solve them.

How? Let's take a look.

Global market leaders must always be one step ahead of their time. This is why industry giants have started looking at Industry 4.0 years ago. In order to implement this industrial revolution, new ideas and interfaces are needed.

The challenge:

We had the privilege of supporting one of the leading manufacturers of machine tools, lasers and electronics for industrial applications steering into Industry 4.0. Our customer has already implemented this industrial revolution to a large extent: Machines in the plant are learning to talk, so to speak. High-performance laser and machine tools independently perform system analyses and sound the alarm at an early stage. And what the entire machine promises, the individual components have to deliver. All modules think and help to optimize the production process fully automatically and intelligently. Such productive integration can only succeed if basic processes are optimized. All machine tools produce heat and require constant and precise cooling in order to run trouble-free.

Riedel Kooling solution:

For 30 years, we have been supplying the world market leader for machine tools, lasers and electronics with high-performance and, above all, reliable cooling devices. Even in the age of Industry 4.0, no laser works without suitable cooling. That is why our Riedel cooling systems also have to communicate with each other. Our cooling units can be connected to all relevant components with which they work. In this way, our customers can connect to their in-house remote services.

Our success:

With the reliable support of our cooling experts, our customer has already leaped into Industry 4.0 and is perfectly positioned for the future. Our cooling module is able to provide preventive and fully automatic replacement for wear parts.



Sometimes we build something bigger than ourselves.

How? Let's take a look.

Modern medical technology saves lives. Diagnostic procedures such as magnetic resonance tomography provide fascinating insights into the body. Provided the magnetic resonance tomograph is cooled safely and precisely.

The challenge:

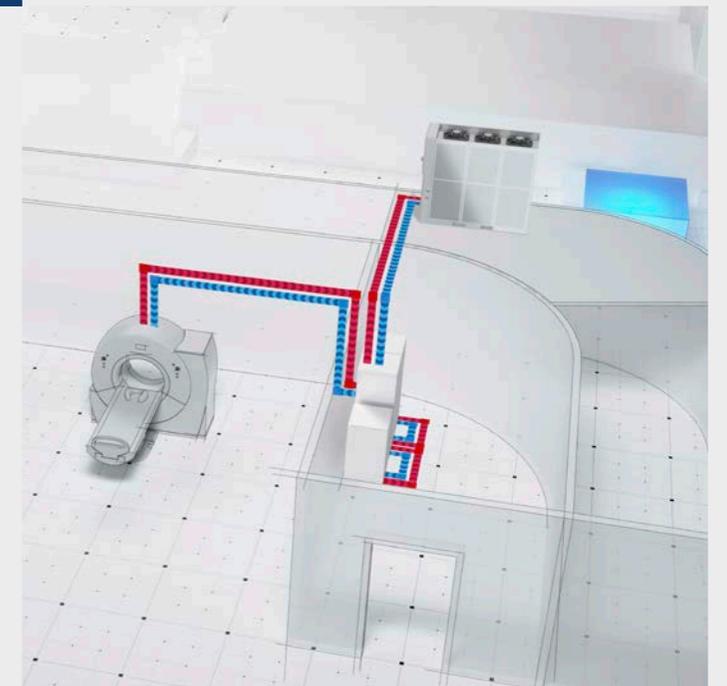
If a customer has sold cooling systems from different manufacturers in the past. The installation was carried out by local service providers. The service was again provided by another partner. For customers this meant frequent downtimes, repairs and, above all, hassle. The inadequate cooling not only affected the MRI system, but also the company's national reputation.

Riedel Kooling solution:

Contact was established through one of our premium service partner. The complexity of the situation was explained. Solution: A tailor made high-end cooling system that was optimally developed for the customer-specific applications. All components of the MC chiller are perfectly matched to each other, and the superconducting MRI systems. They cool their helium compressor, which cools the core of the system down to minus 269 degrees.

Our success:

The MC chillers from Riedel Kooling, which have now been installed at our customer's premises, are particularly energy-efficient and reliable. They are available in four variants with cooling capacities of 40 to 70 kW. An ESS unit for free cooling at low ambient temperatures ensures maximum energy efficiency and ideal operating conditions. It uses the cool ambient air, which reduces operating costs. Our developers also attached particular importance to high reliability and cooling within narrow tolerance limits.



We take our part in creating a new standard. How? Let's take a look.

KHS Corpoplast, Hamburg

The challenge:

KHS Corpoplast manufactures PET blow-molding machines in Hamburg for packaging. 2018 saw the start of development of the next generation of systems for the production of plastic bottles, the Blowmax Series IV. The Blowmax blow-molding machines consist of 13 performance types. In the past, up to 39 different chillers were available for these machines depending on the ambient temperature. KHS Corpoplast wanted to optimize this process and increase its competitiveness through standardization.

Riedel Kooling solution:

A cooling system for a defined pool of blow molding machines. Each chiller should cover a certain cooling capacity depending on the volume flow and pump pressure at an ambient temperature of 45°C. Based on this requirement, Riedel Kooling developed four chiller platforms with a capacity of 25, 40, 60 or 90 kW.

Our success:

The new platform solution has positive effects for both sides. KHS has reduced its technical, business and logistical costs. The efficiency of the systems was also increased and the number of peripheral devices was drastically reduced.



European Organization for Astronomical Research (ESO), a Paranal Observatory in Chile

The challenge:

In the middle of the Atacama Desert, four 22-watt lasers generate artificial guide stars. This is intended to compensate for optical blur caused by the Earth's atmosphere – for sharp images with the telescope. The laser sources need externally temperature-neutral and low-vibration cooling, which requires as little maintenance as possible.

Riedel Kooling solution:

A cooling system that is safe and low-maintenance. In this part of South America, earthquake and frost resistance are mandatory. This is why our system has leakage monitoring.

Our success:

Precise cooling: The temperature inside the device does not deviate from the ambient temperature by more than +/-1K. In addition, the cooling system can run unattended for two years – a great advantage in an area far away from the main traffic routes.



ThermoTEC, Weilburg

Our partnership:

ThermoTEC specialist for the sales and service of air conditioning testing technology. ThermoTEC has been a customer of Riedel Kooling since 2011. PC series chillers and heat exchangers provide high-precision cooling for climatic test chambers, thermal shock test chambers, HAST systems, and other environmental simulation equipment and systems. But also climatic chambers and plant growth chambers for botanical investigations, test cabinets and chambers for stability testing on medication in the pharmaceuticals industry, as well as test chambers for battery tests are reliably and permanently cooled.

"The quality of the cold water set with heat exchanger is characterized by its high level of reliability. There has been no failure to date since the installation. The system works perfectly even at high outside temperatures. The high level of competence of the employees also stands out when it comes to inquiries about new acquisitions."

Arnd Böcher, holder of a general commercial power of attorney of ThermoTEC

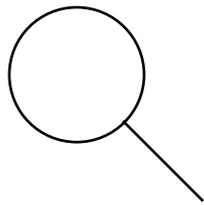
A variety of questions result in a variety of innovations

You dream it. We build it.

Really efficient cooling.

In close cooperation and coordination with our customers, we develop tailor-made cooling solutions. This is how machines deliver top performance. The best thing is that when we develop our cooling solutions, we always keep an eye on energy efficiency and life cycle costs.

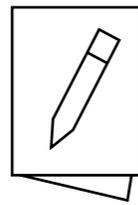
1.



What's the challenge?

At Riedel Kooling, the customer comes first. This is why we want to understand your challenge in detail right from the start. Only in this way can we create the optimal solution for you.

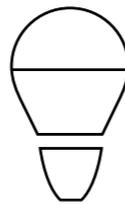
2.



How can we master this challenge?

We don't give misunderstandings a chance. Because your satisfaction is most important to us. That is why we define together with our customers the concrete task.

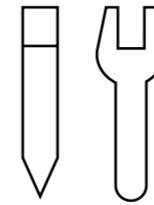
3.



What innovation does it take?

Solving new tasks requires brand new ideas. To provide you with best possible result, we develop completely new cooling solutions.

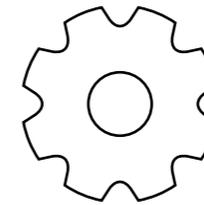
4.



Developing a prototype.

For each new solution, we build a prototype. The accompanying tests ensure that our high technical requirements and standards are met.

5.



Testing the prototype.

In order to release the prototype, every detail is checked by all departments involved – from production to materials management.

6.



Producing the final product.

Implementation only begins after a successful test run – it goes into production. We are convinced about our quality that we give you a guarantee of up to ten years*.

What does it take to turn ideas into incredible innovation, Rolf Sebastian?

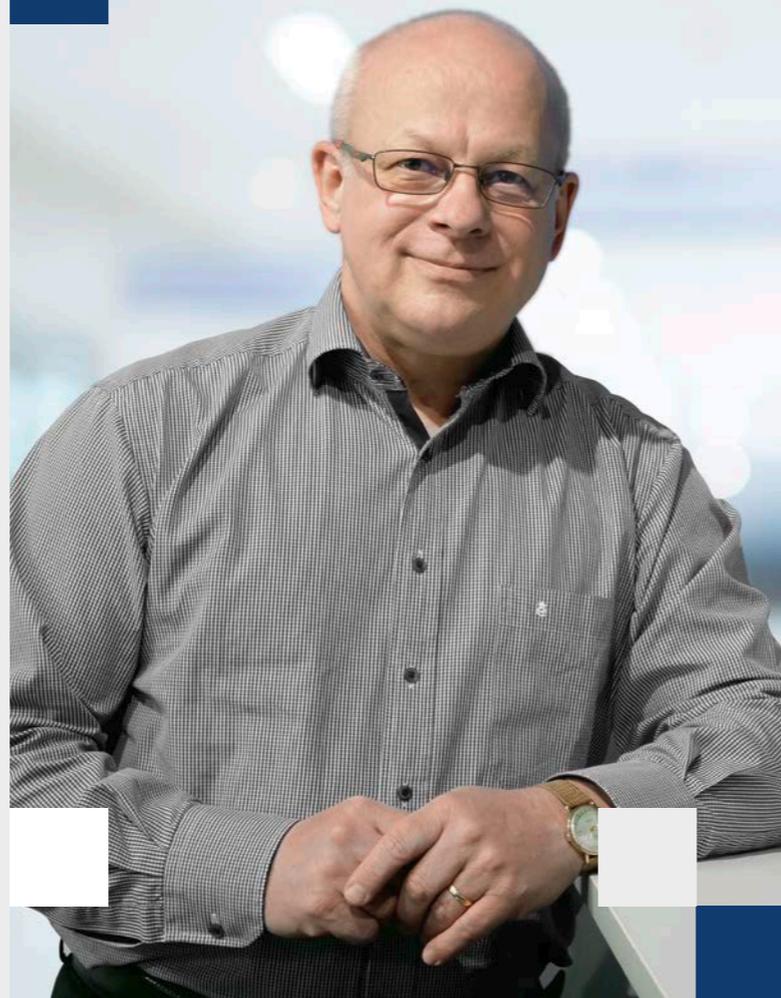
Rolf Sebastian is Head of Global Product Management Cooling at Glen Dimplex Deutschland GmbH. For over 17 years, he has been the interface between sales, development and marketing. His main task is to understand the customer's challenges and to find a solution for them. We talked to him about how Riedel Kooling turns ideas into real innovations.

Mr. Sebastian, you are Head of Global Product Management at Riedel Kooling. How do you deal with the topic of innovation in your daily work?

For me, innovation is about transforming creativity into a concrete benefit, an added value for our customers. Whether it is a simple facelift or a completely new cooling solution: whenever we approach a new task, we have to ask ourselves: what additional benefit does this bring to our customer? How do we create these benefits with as little impact as possible on our environment? And what does the communication between man and machine look like? Are we working within budget? Innovative capacity is always in demand everywhere.

A customer is facing a cooling challenge in his company and comes to you. How do you develop solutions for such brand new challenges?

We do not develop devices for the catalog, but individual cooling solutions. Our customer always comes to us with a specific job. First, we need to understand the specific cooling application and process. Only then can we develop a cooling solution that perfectly fits the customer's requirements based on existing modules and our proven technological platform. But first, we focus on the challenge faced by the customer.



Reinventing the wheel again and again must be exhausting. Why is it so important to be not only involved in new technologies, but to be right in the center of it?

We do not always have to reinvent the wheel. The basic cooling technology through the cooling circuit is unlikely to change. The question is how do we continue to build on what is good in a continuous improvement process? And how do we develop this in a targeted manner and in a way that brings added value and benefits to our customers? The main topics are the reliability of the system and the human-machine interface. Intelligent sensors record many parameters and effectively prevent failures. The plant operator can also monitor the electricity consumption or the carbon footprint of their plant at any time.

For a company, the economy plays a major role. How do you reconcile efficient processes with the important topic of sustainability?

In addition to longevity and reliability, our customer wants an economical cooling solution. Our main challenge is, therefore, to meet the individual requirements. In the economic interests of the customer, we usually produce individual cooling solutions based on the assemblies of our proven technological platform. A configurator establishes the ideal connection to industrial production, which reduces costs. At the customer's premises, the system has to run for a long time, cost-effectively and sustainably. Tested components, networked monitoring and efficient service give us the confidence to offer a guarantee of up to ten years.

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“With the progressive mindset in the USA, we also get access to innovative, young companies. Our Chinese engineers bring speed to the processes and in Germany we work very thoroughly and with staying power. Everyone learns from each other's cultures, from technological and methodological perspectives.”

Thanks to your location in Kulmbach, your products are Made in Germany. This quality feature is very important to Riedel Kooling. But how do you combine Made in (conservative) Germany with the "think outside the box" spirit?

With our three locations in Kulmbach, Shenyang and Kalamazoo, we have a huge advantage within the Group. We can leverage the positive qualities of the three cultures in our work. With the progressive mindset in the USA, we also get access to innovative, young companies. Our Chinese engineers bring speed to the processes and in Germany we work very thoroughly and with staying power. Everyone learns from each other's cultures, from technological and methodological perspectives. We practice this in everyday life, in international teams that work together in a thematic and continuous manner. In other words, we are thorough, analytical, structured: Yes. But always open to the influences of other worlds.

Spill the beans: what innovation is currently presenting you with challenges?

Our greatest challenge is not so much a technological one, but rather that of finding a common understanding of the requirements of the future in our international teams. Two examples: How do we combine customer-specific solutions with industrial processes? What solutions can we offer with increasing networking? There are certainly cultural differences here, but they make us stronger overall. The goal is always to offer our customers sustainable, economical, efficient and reliable cooling solutions.

What qualities do you need in technology to overcome challenges?

We have to be curious and think again and again about whether what we are doing is right now and going forward. What is more, we need a basic affinity, an inner passion for technology. It must have been placed in our cradle, as it were. It makes you proud when you have designed something and it works well in real life.

We stand by your side, no matter what.

Supporting you every step of the way.

Our service doesn't stop with the delivery and commissioning of your new product. With our special maintenance packages, we ensure that our cooling systems run smoothly even after many years. We believe in the quality of our products. That is why we offer a **guarantee of up to ten years** on selected cooling systems from Riedel Kooling.



Highly qualified service team.

Our experts from the service center or our field technicians will always find a solution for you.



Start-up & instruction.

Our service technician not only carries out the commissioning, but also gives instructions to the system operator.



Spare parts management.

Original spare parts with manufacturer quality meet the high quality standards and are always available quickly.

Preventive maintenance.

We increase your operational safety through early detection and functional checks. Up to 100% uptime. At the same time, all legal requirements (e.g. leak test) are complied with.



Service agreements and guarantee extensions.

Service packages tailored to your specific requirements, whether full service with response time or extended guarantee.



24 / 7 Service hotline.

Our service specialists are available to you 24/7 and will help you with any questions and issues you may have.



How do you keep your service excellent in the face of tough challenges, Dominik Sandler?

Dominik Sandler works in service at Riedel Kooling. He has been working with and on the Riedel cooling systems for over ten years and is a true expert in this field. This is why Dominik Sandler is the central point of contact for all national and international service topics. We talked to him about the service of the future.

You are so convinced of the quality of your products that you even give your customers a 10-year guarantee. What makes this special quality of Riedel Kooling so special?

We don't produce quick and cheap. We build long-life chiller based on our decades of experience. Our quality indicators speak for themselves. If a chiller is maintained regularly, then there will be no surprises for the customer. And if a component does wear out, our highly qualified service technicians and premium partners often detect it before it fails. They are supported by our innovative digital remote maintenance solutions, which indicate well in advance when something is wrong.

Your cooling systems are adapted to the individual needs of your customers. What challenges does this pose for you in terms of service?

Individual products and individual customers also need individual service solutions. A major challenge is spare parts management. All parts must be in stock for quick support. In addition there are country specific requirements. There are countries where customers would like to take over a part of the service by themselves. On the other hand, there are countries where the customers want an all-in-one service solution. We therefore need people who are real service all-rounders and can respond to the specific needs of our customers, know our very different cooling systems and are capable of developing solutions independently. That is why Riedel Kooling takes on every challenge in service.



Industry 4.0 has long been a reality. Does this development simplify your tasks or does it only create new challenges?

Basically, digitalization simplifies our tasks. While in the past, there was only the message "fault / alarm", today you can get a detailed error message online. With online access to the chiller, you can see in advance what the problem is. The service technician is then immediately provided with all the necessary information and can arrive with the right spare parts. In the best case scenario, the error can also be rectified online. The big challenge here is to equip the chiller with modern monitoring technology that is constantly evolving. Digital technology has made enormous progress here in recent years. All you have to do is look at your mobile phone and compare it to the model from three years ago! At the same time, we only develop solutions that are relevant and meaningful for our customers. A car can no longer be repaired without using software, for example. Our cooling solutions, on the other hand, have to be smarter and offer our customers real added value. Only then can we maximize customer satisfaction in the long term.

Everyone is talking about AI and machine learning. How will this development affect your work in service in the future?

Machine learning is a very exciting topic. In the future, the chiller will be able to communicate that something is not running optimally and identify what needs to be improved or the chiller will improve it itself. The topic of AI will have a major impact on customer support in the future. Chat robots are already standard in other areas. However, this gives rise to a question how an individual service can still be provided here. These are all challenges that we are already working on intensively.

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➔ **Flexibility,**
to reconcile different requirements.

➔ **Creativity,**
to constantly develop new ideas for the future.

➔ **Resilience,**
to tackle different challenges with determination.

Riedel Kooling has a strong presence on the international market. Do remote diagnosis and remote maintenance already play a role in service?

Remote diagnosis and remote maintenance already play a major role in the international sector. This is expected as standard, especially by our customers from the Arabian and Asian regions. At the same time, this raises the question: How can one communicate with the customer or the technicians on site? A quick phone call is no longer enough. While video telephony is a big topic, services such as WhatsApp, Teams or WeChat are also actively being used. A picture or a video often explains a fact better and faster than a thousand words.

Let's take a virtual journey into the future: what will the service at Riedel Kooling look like in 2035?

Our customer base has become even more international and our service network has expanded to include even more countries. Before each application, we look at the chiller online or talk to the customer using video call or 3D call with hologram. Phone calls with the customer or partner are automatically translated so that everyone can speak in their own language and still be understood. We have already implemented some of these things, and we are currently working on others.

Which 3 features do you need in service to overcome challenges?

I need the flexibility to reconcile the various requirements, whether they come from the customer, the partner, other departments and colleagues or the products themselves. And then creativity: We must constantly develop new ideas for the future and design and develop innovative, customer-specific solutions. And also resilience: When it comes to service, customers come to us with different challenges, which we have to tackle in an agile and determined manner.

The challenges may seem big. Just imagine how huge the chances could be.

What's your challenge?

An ever-changing market challenges you. It challenges you to see it as an opportunity: High-precision cooling systems from Riedel Kooling with maximum reliability bring stability and efficiency to your business.

Do you have questions about products? Quotations, Or technical information?

Our sales team will be happy to assist you.

Telephone: +49 9221 709-555

Email: info@riedel-kooling.com

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