

NEWS

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Technical Support – Customer Service

Dear Sir or Madam,

In order to improve the quality of the technical support we would like to inform you that the responsibilities of the central customer service are being reorganized starting January 1st 2020.

The product range **Citymaster 2200** and **Multicar** will be supported by **Karsten Schudlik** and **Sven Lüdke**. Mr Schudlik and Mr Lüdke will represent each other during absence.

Christian Büsing and **André Meier** will be responsible for the product line **Citymaster 600 – 1650**. I am pleased that Mr Büsing is taking on the task to improve the quality of the technical service trainings and the technical support for the product line Citymaster. He will be supported by Mr André Meier who worked a lot of years in our subsidiary Rhein-Ruhr. Mr Büsing and Mr Meier will represent each other during absence.

The product range **Scrubmaster** will be supported by Mr **Friedhelm Fechtner** as in the past.

Markus Toigo is responsible for the products of the series **Sweepmaster** and the models of **Power Boss**. He will update the service documents and the support for these products and extend the offering of service trainings.

Mr Fechtner and Mr Toigo will represent each other during absence.

Please consider these new responsibilities if you place a question to the customer service.

Hako GmbH

Axel Jensen
Interim head customer service