



Premium Refrigeration Specialist Liebherr Partners with PlusOne Solutions to Enhance Nationwide Customer Experience

May 1st, 2014 – [Liebherr](#), the worldwide leader in premium refrigeration for more than 60 years, has selected [PlusOne Solutions, Inc.](#) to provide enriched warranty administration, repairs and parts handling for all residential Liebherr products in the United States, effective June 5th.

“Outstanding product quality and high customer satisfaction is a central pillar of Liebherr’s approach to market,” said Josef Steigmiller, Vice President, Liebherr Refrigeration, The Americas. “We aligned with PlusOne Solutions’ extensive network of independent service providers to expand upon our best-in-class field service organization, taking Liebherr’s customer experience to the next level.”

By joining forces, this new service network, offering real-time updates, will enable Liebherr to provide a fast, high-quality customer service experience. “With this new process in place, Liebherr will not only meet, but exceed the highest standards for service,” said Steigmiller.

Liebherr will be able to extend their service coverage with a high quality consumer-focused network and premium customer service center. “The combination of an extensive network and professional service team will result in a highly responsive field service solution that will enable us to immediately expand our service channel and enhance timely customer care resolutions, giving Liebherr a competitive edge in today’s market,” said Steigmiller.

About Liebherr

Liebherr has been a worldwide specialist in refrigeration for more than sixty years. Driven by innovation and characterized by sophisticated, elegant design, Germany-based Liebherr; a family owned company brings the best of Europe to the refrigeration category in North America. Visit www.liebherr-appliances.com to view Liebherr's full product line of freestanding, built-in and fully integrated refrigeration and wine and humidor cigar storage units.

About PlusOne Solutions

[PlusOne Solutions](#)® is located in Orlando, Florida, has been in business since 2005, and provides services which are well known throughout the service industry. Our services begin with credentialing service contractors, vendors and other service professionals to managing service events from the initial customer contact, performing frontline support with an experienced technical support team, to working with a service provider using ServiceBench (an online warranty service and claims management application) to capture the service event from start to finish.

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