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QUANTRON

# QUANTRON CUSTOMER CARE

The europe-wide workshop network  
for all commercial vehicles

**ALLTRUCKS**  
TRUCK & TRAILER SERVICE



KNORR-BREMSE



BOSCH



Empower the Future



## **Quantron AG**

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Dear customers,

Quantron AG offers you innovative and emission-free e-mobility solutions for everyday use. Whether purchasing a new electric vehicle or converting your existing vehicle from a combustion engine – with our Quantron-as-a-service ecosystem, we offer you an all-round service package from individual consulting on a vehicle tailored to your personal needs to the installation of the appropriate charging infrastructure and the servicing of your fleet.

To guarantee the best service possible in case of need for service, Quantron AG has been a partner of Alltrucks since 2019. Alltrucks is a Europe-wide network for cross-brand service, maintenance, and repair of light to heavy commercial vehicles created by the cooperation of Bosch, ZF and Knorr-Bremse. Become part of this network and benefit from its advantages as a QUANTRON service partner.

Contact us, we will be happy to advise you.

Best regards

A handwritten signature in blue ink, appearing to read 'Andreas Haller'.

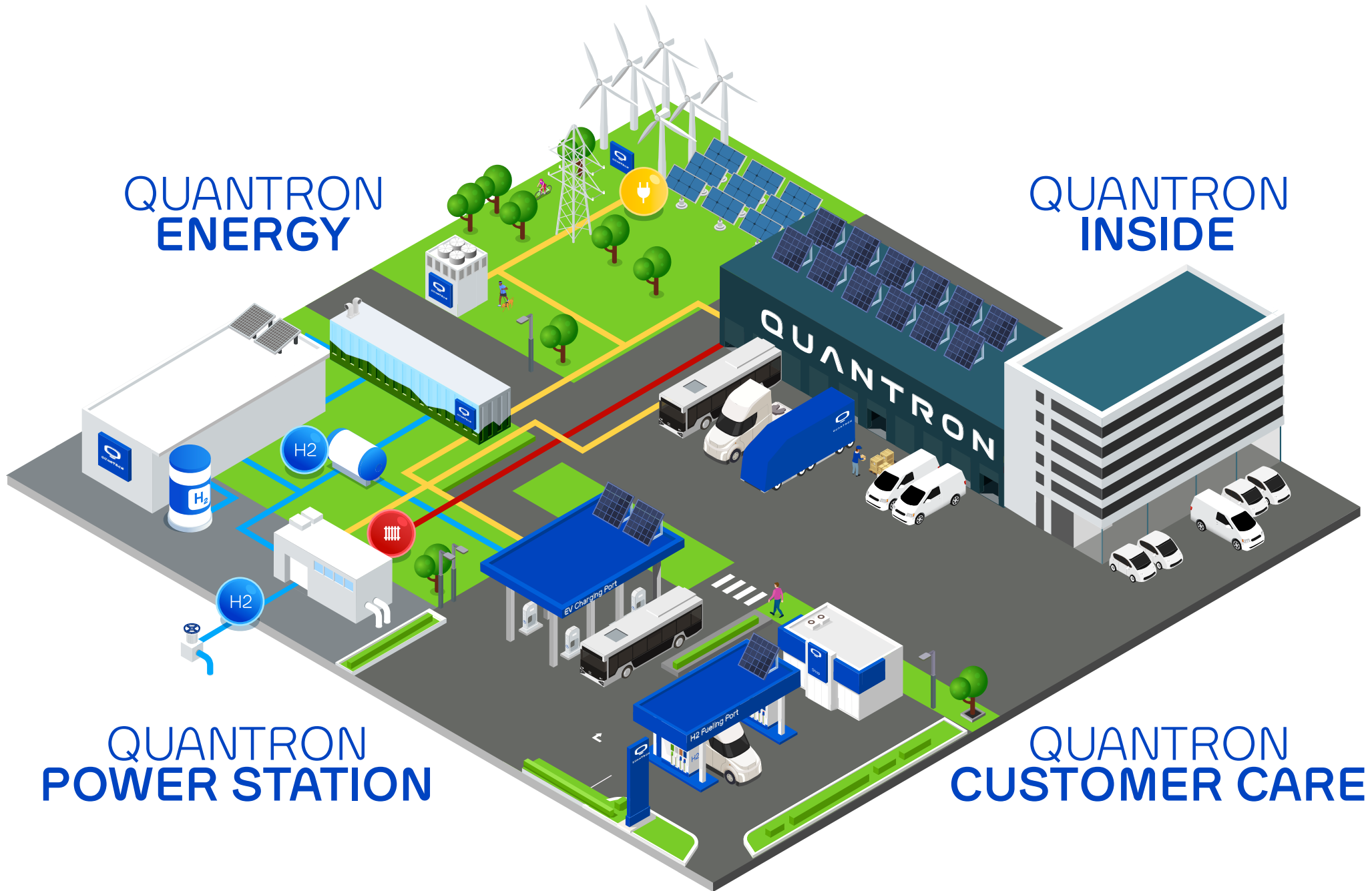
Yours, Andreas Haller  
Founder and Chairman of the Board of Quantron AG

**QUANTRON  
ENERGY**

**QUANTRON  
INSIDE**

**QUANTRON  
POWER STATION**

**QUANTRON  
CUSTOMER CARE**



# QUANTRON 360° Platform Solution – Quantron-as-a-Service

With QUANTRON-as-a-Service we are aiming for a 360° Zero Emission product & solution ecosystem. This means: QUANTRON is a solution provider offering an “asset-light” solution that encompasses all facets of the mobility value chain, such as the e-vehicle, service & maintenance, insurance, leasing, financing, infrastructure as well as green electricity and hydrogen.

The result: providing comprehensive zero-emission transport solutions on a per-kilometre basis.

This Q-Ecosystem consists of four central areas: QUANTRON ENERGY, QUANTRON INSIDE, QUANTRON CUSTOMER CARE and QUANTRON POWER STATION.

## QUANTRON ENERGY

As a central player in a rapidly developing ecosystem, QUANTRON coordinates resources and partners to realise the production of green energy / green hydrogen and the associated supply to customers at competitive prices in the future as a platform.

## QUANTRON INSIDE

QUANTRON already supplies working, practical e-commercial vehicles with battery and hydrogen-electric drives based on the highly innovative QUANTRON INSIDE technology. The wide range of products includes new vehicles as well as the resource-saving electrification of used and existing vehicles with diesel engines (Q-retrofit).

## QUANTRON POWER STATION

In this area, we cover the topics of charging and hydrogen refuelling. Together with our partners, we are able to offer turnkey solutions for the development of the necessary green charging/fuelling infrastructure for BEVs and FCEVs (own and in cooperation), both at customer depots and along motorways.

## QUANTRON CUSTOMER CARE

We offer comprehensive consulting services for the operation of your climate-neutral fleet. This includes, for example, topics such as the appropriate charging infrastructure, rental, financing and leasing options, as well as an all-encompassing aftersales service network with 700 locations. In addition, there are telematics and in-cloud solutions for remote diagnosis and fleet management.

# Have you heard about the new normal?

Zero Emission. Full Power. Better Future.









# QUANTRON CUSTOMER CARE BE A QUANTRON SERVICE-PARTNER

Become an e-mobility workshop.  
New customers in your area are already waiting for you.



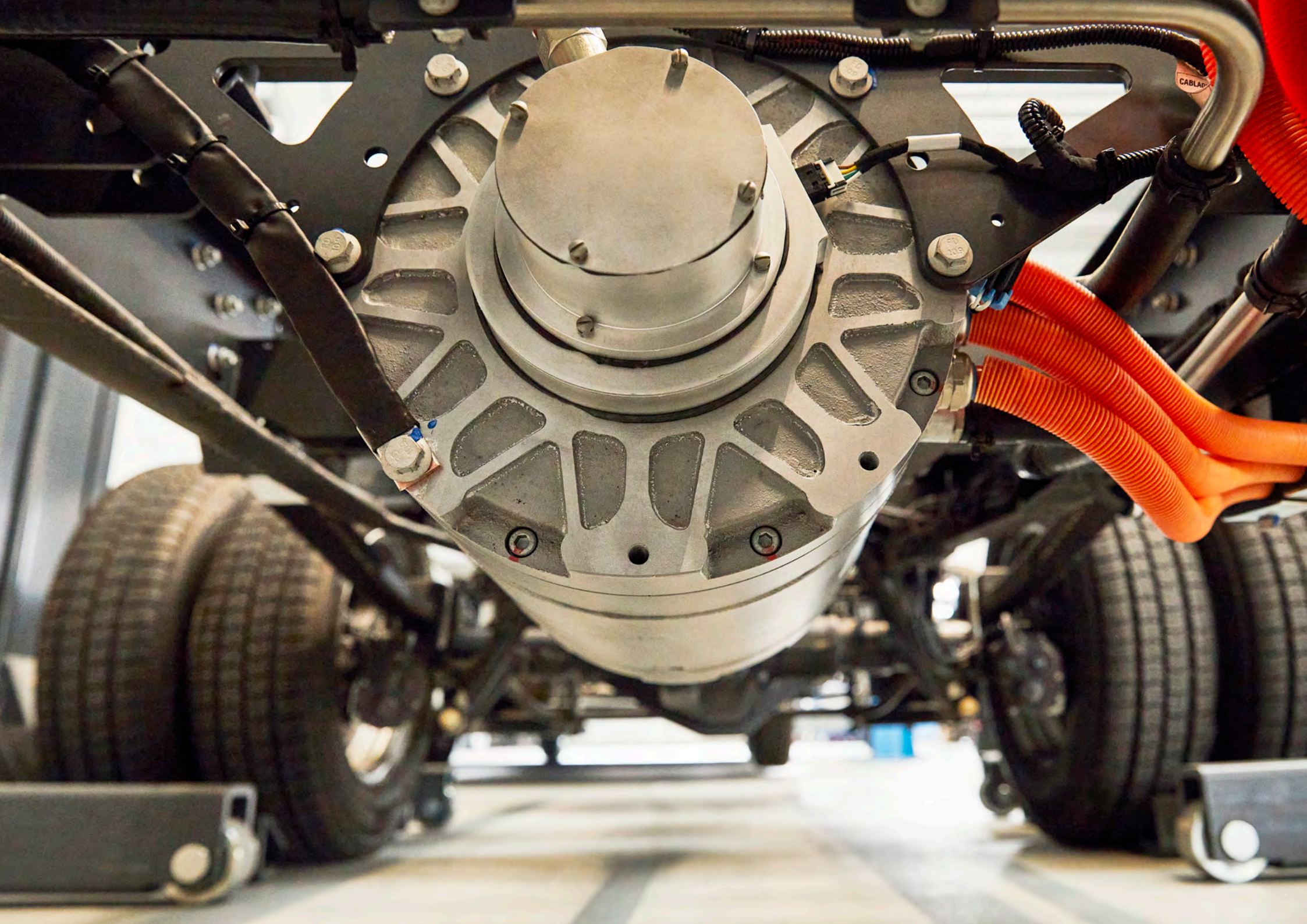
As a QUANTRON service-partner, you are part of a European network of qualified specialists in electromobility.



Since QUANTRON activates workshops where its products have already been (or are going to be) sold, you jump immediately into an innovative and profitable business.



With our support in all matters relating to the maintenance and repair of electric vehicles, you can expand your technical know-how and win new customers (or keep your current ones) in an environmentally-friendly, sustainable and rapidly-growing market.



# What we offer:

## Trainings

- Professional trainings and certifications on electromobility
- Free of charge participation to introductory product webinars
- Individual (repair & product) training courses available on request

## Technical assistance

- Remote support by telephone and web
- On-site support (flying doctors)
- Online access to technical documentation, product information, workshop & user's manuals, and software updates

## Warranty repairs & parts-purchase conditions

- Authorisation to carry out warranty repairs on our products
- Privileged purchase conditions for spare parts
- Possibility of a consignment stock for expensive parts

## Commercial provisions

- Commercial support by phone from our sales team for product quotations
- Commission on new-customers sales



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# What we require:

## Registration

Registration to our e-Club is free of charge. Once the Quantron service agreement is signed and after checking that the below minimum requirements (standards) are fulfilled, each service-partner receives access to our systems (tech. documentation), helpdesk-hotline and training-offer.

## Our standards

### Workshop:

- Minimum 1 High-Voltage (HV) working station

### Equipment:

- HV-safety equipment: (mostly already available in every workshop)
- HV-charging/discharging tool (possibility to lease over 3 years)
- Diagnostic-laptop & software licence (possibility to lease over 3 years)

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Interested in working with us?

Please get in touch with us at:  
info@quantron.net or +49 (0) 821 789840 - 0

### Training:

- participation to compulsory courses by min. 2 technicians

### Service acceptance:

- minimum 4sqm area with Quantron product-brochures & banner provided free of charge (flatscreen is optional)

### Warehouse:

- minimum 20sqm closed warehousing ability (for stocking consignment stock and defective parts).



## Our way to a better future

### QUANTRON Infrastructure

Regardless whether it is a charging station or wallbox, a conventional charging unit or fast charger, we support you with the necessary infrastructure according to your requirements. For easy handling, modern payment systems are integrated into our Q-Charging models.

### New, stock or used

We focus on your requirements: Quantron AG supplies zero-emission new vehicles, electrifies your existing vehicles or converts used vehicles to environmentally-friendly electric drive versions for you.

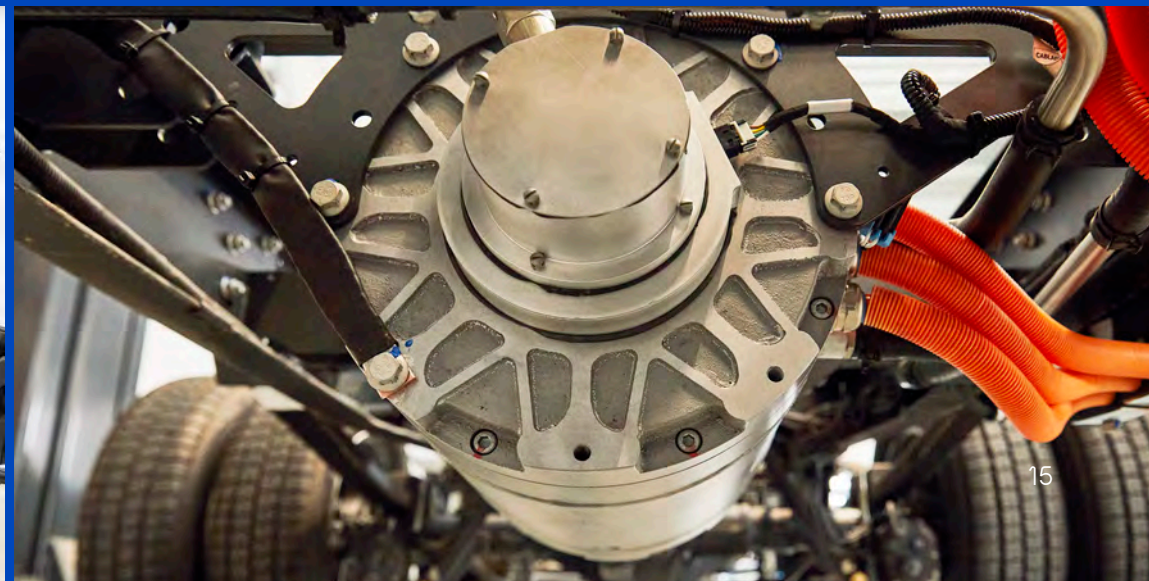
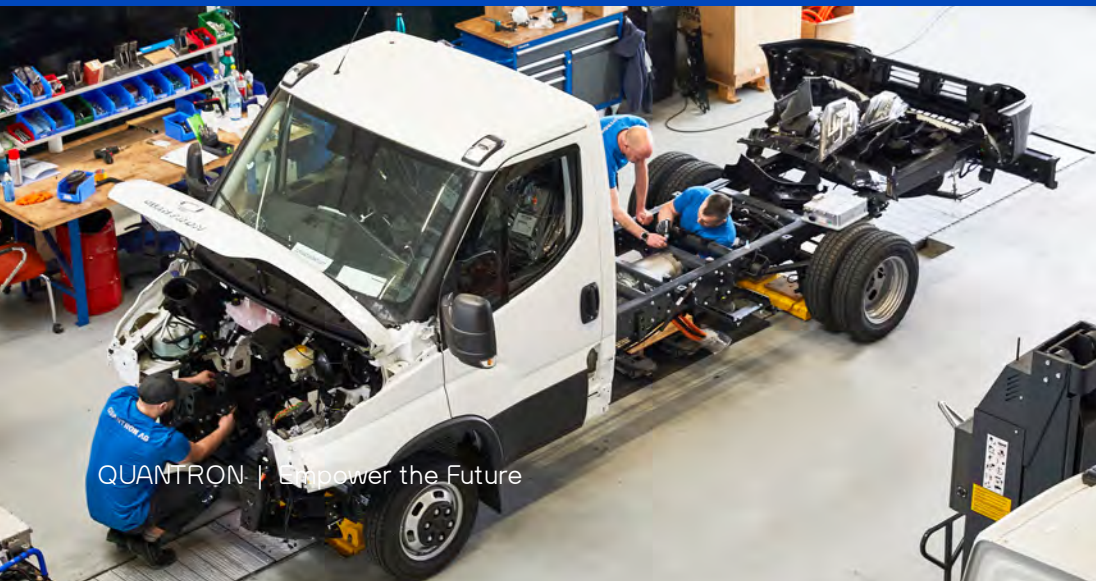
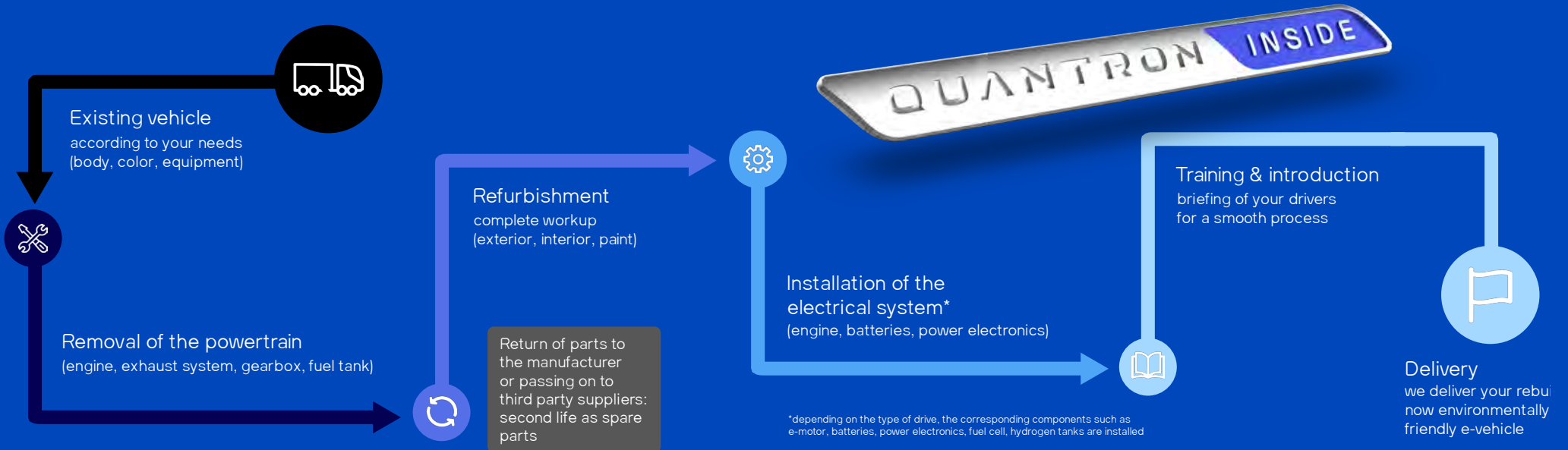
### Think Green – Second Life Vehicle

We give used commercial vehicles and buses a second, environmentally-friendly life - great potential for climate protection and resource management.

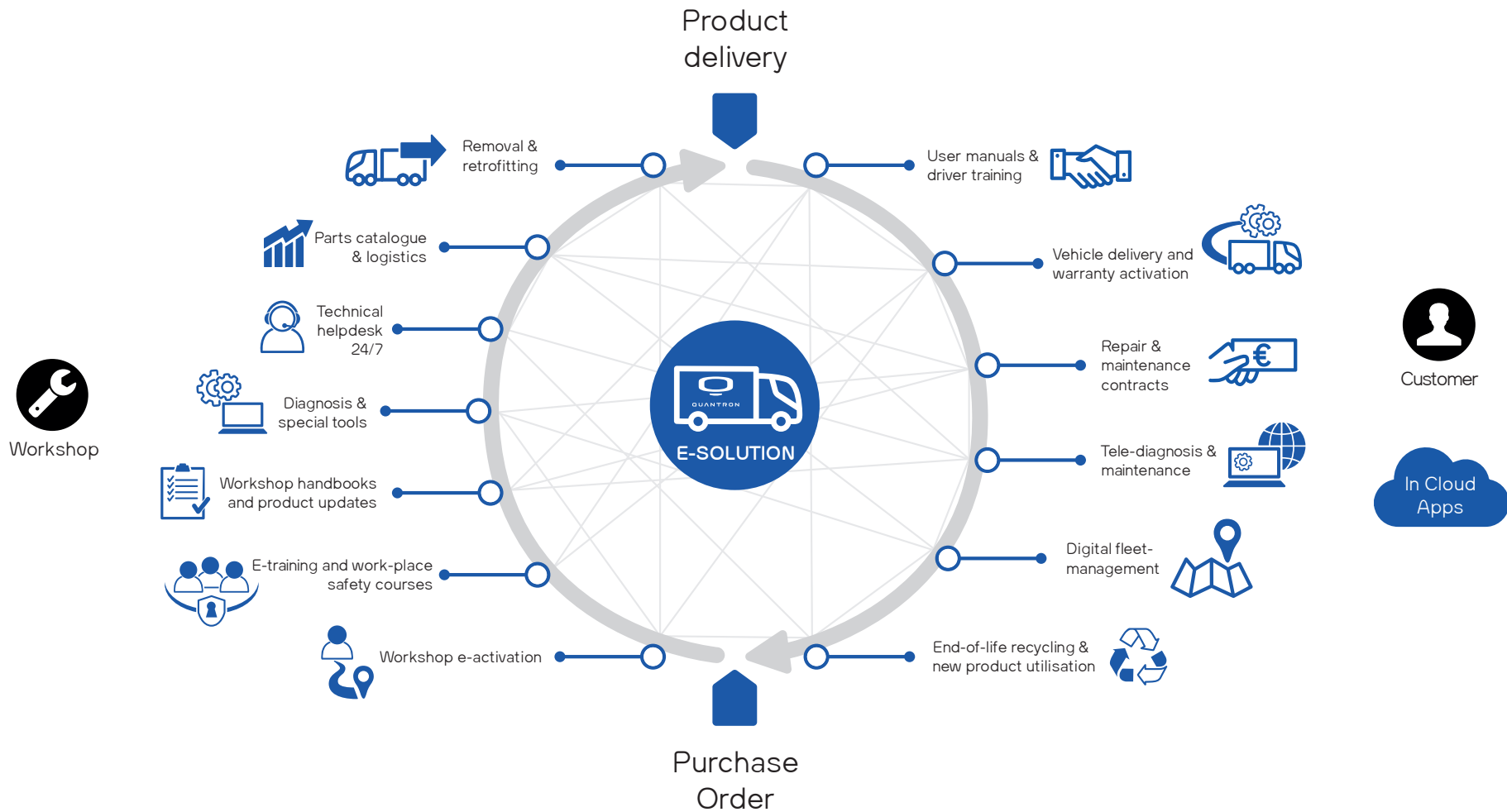
### Second Life Battery

After 6-8 years, the used batteries enter their second life in the stationary area (e.g. in connection with photovoltaics as energy storage devices, for charging e-vehicles and absorbing peak currents).

# The QUANTRON sustainability concept – Q-Retrofit



# The QUANTRON CUSTOMER CARE Aftersales service circle



Combining product, organizational, digital and commercial know-how, QUANTRON-Aftersales offers a full package of e-mobility services to both, workshops and customers.





QUANTRON

QUANTRON  
Lease Your Equipment

Finanzierung  
Vermietung  
www.hams

Wir sind  
Leasing

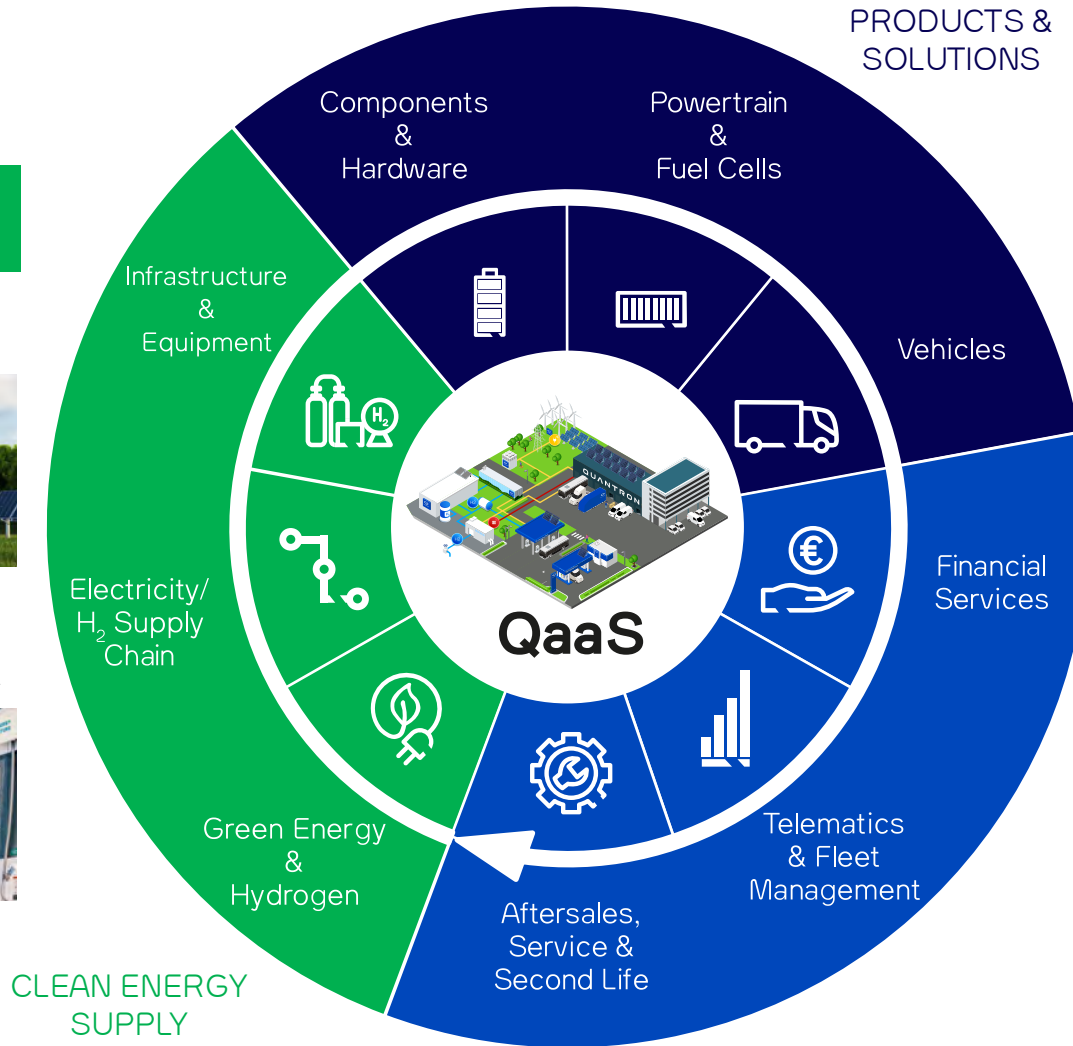
# QUANTRON 360° Platform – Quantron-as-a-Service Zero Emission Solutions

## QUANTRON ENERGY & POWER STATION

Production and distribution of green energy and hydrogen



H<sub>2</sub> refilling & electricity charging infrastructure network and equipment



## QUANTRON INSIDE

Fuel cell and battery electric commercial vehicles and components

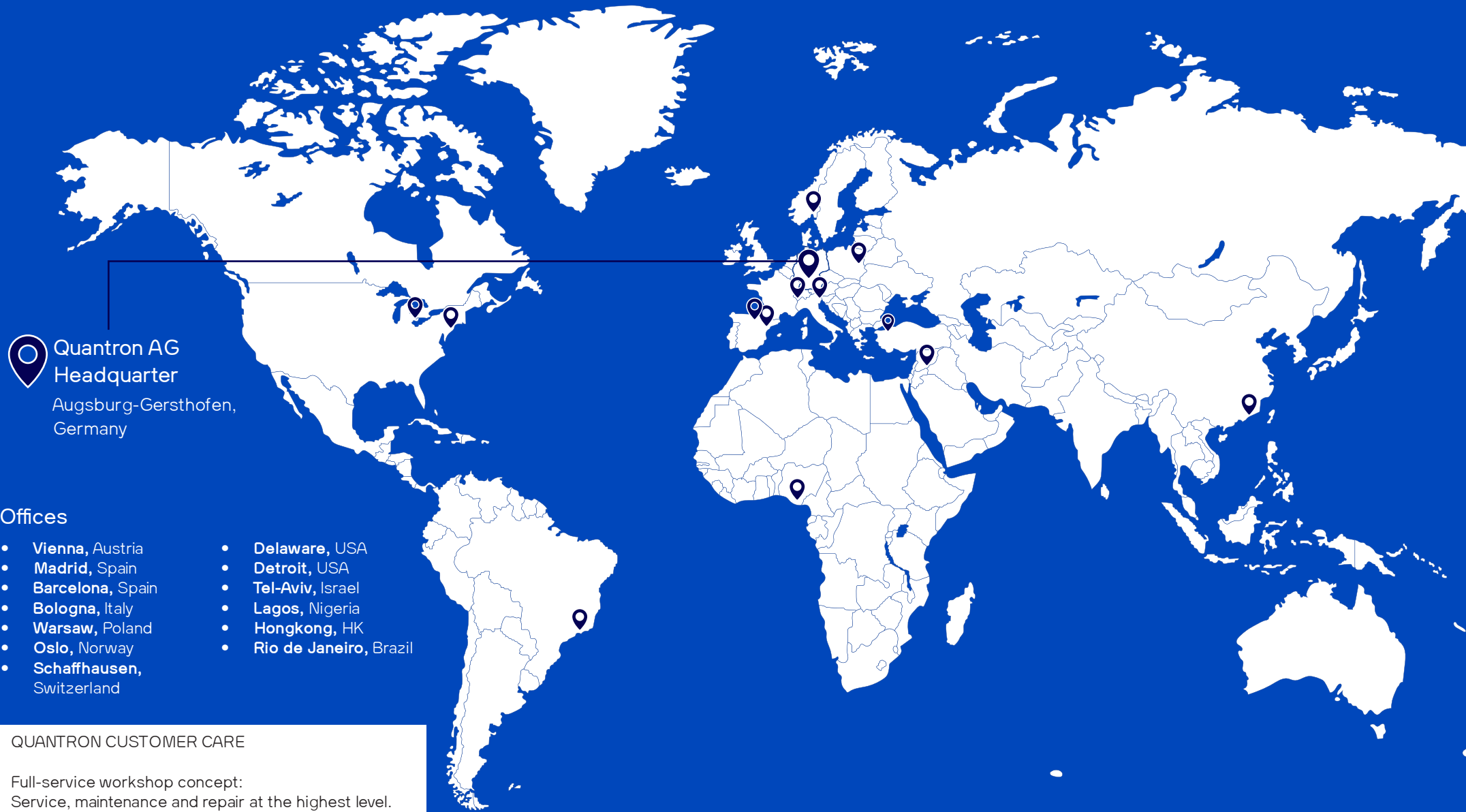



## QUANTRON CUSTOMER CARE

Physical and digital solutions for sales aftersales, financing and 2<sup>nd</sup> life



# Global availability with a strong network of QUANTRON offices and 700 service partners



 **Quantron AG  
Headquarter**  
Augsburg-Gersthofen,  
Germany

## Offices

- **Vienna**, Austria
- **Madrid**, Spain
- **Barcelona**, Spain
- **Bologna**, Italy
- **Warsaw**, Poland
- **Oslo**, Norway
- **Schaffhausen**, Switzerland
- **Delaware**, USA
- **Detroit**, USA
- **Tel-Aviv**, Israel
- **Lagos**, Nigeria
- **Hongkong**, HK
- **Rio de Janeiro**, Brazil

QUANTRON CUSTOMER CARE

Full-service workshop concept:  
Service, maintenance and repair at the highest level.  
No matter if transporter, bus or truck. For all manufacturers.



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QUANTRON reserves the right to change the technical characteristics  
and specifications of its products without prior notice.