



Mehr Komfort für unterwegs

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Press release

Truma Service turns 50

The camping community and Truma go hand in hand

As the founder of the company set up his mobile service organisation in 1972, he was completely unaware of how important this special customer service would be in terms of making travel safer and more comfortable for the camping community.

It is a very special occasion for a company to celebrate a 50th anniversary. Truma is the only company in the caravanning industry to offer this kind of special service.

A particular highlight for campers

Working with customers has always been essential to Truma. Indeed, customers rest assured even after purchasing a product, knowing they are supported by Truma and will be provided with extensive support services. Regardless of whether it is maintenance or repair of products and gas systems or support by phone or e-mail.

Truma constantly maintains close contact with its customers. This plays an important role in improving its services over time and increasing the attractiveness of its products for campers.

Quick help in the case of service issues

Truma has a close-knit partner network, meaning that swift help is on hand whenever servicing is required. 2000 service points and 1500 certified Truma Partners are available to Truma customers across the globe.

Truma Service takes home the LUPO award

The Association of German Caravan and Motor Home Manufacturers awarded Truma for its continually increasing self-service range. Truma provides online support to customers to help them solve minor issues and problems themselves, if necessary. In doing so, Truma is taking exemplary steps towards relieving the workload of the service team, who are involved in processing straightforward, yet sometimes time-consuming requests.

Truma Assist is another integral part of the award, which Truma uses to provide online productive support to service staff in the workshops in the case of analysing faults, offering valuable tips for swiftly eliminating malfunctions.

Equipped with service hotlines, a qualified Truma field service and the option of being able to submit warranty claims digitally in a simple manner, Truma is making significant contributions towards supporting specialist dealers.”

“This award confirms that we are heading in the right direction by providing campers with such a sophisticated and comprehensive service infrastructure. We want to make travelling safer, with increased comfort and digital channels in future. This goes hand in hand with offering excellent customer service”, adds Michael Roither, Head of International Service & Sales.

“Maintenance and immediately eliminating faults even without being on site – digitalisation makes this possible. Systems such as Truma iNet X report their status and malfunctions in real time, which means that service engineers only need to head out to customers as and when it is absolutely necessary”, says Roither.

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Photo credit: Truma.

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About the company: Almost every camper in Europe knows Truma. We have been marketing accessories for caravans and motor homes since Philipp Kreis established the company in 1949. In 72 years, Truma has developed into a successful international company that is still family-owned.

It all started with a gas lamp, which the company founder assembled himself in his living room. These days, Truma is a system supplier of heaters, air conditioning systems, hot water generators, manoeuvring assistants and gas supply for caravans. With the Truma iNet System and the Truma iNet X System, digital networking is also increasingly finding its way into everyday camping – and the search for innovative ideas continues every day. It also helps that many of our employees are also passionate campers: they not only develop products, they use them too. It is precisely this passion and identification that makes Truma successful.

Truma develops and manufactures products at its site in Putzbrunn near Munich and has branches in the UK, Italy, Sweden, the USA, China and Australia. Every day, 800 Truma employees around the world do their best so that we can offer our customers reliable premium products and excellent service. Truma is a top employer and a Top 100 company – one of Germany’s most innovative small and medium-sized enterprises. (www.topjob.de and www.top100.de).