



KÖB powered
by

SCHMID
energy solutions

Services for KÖB boilers

For optimum operation
of your boiler



Schmid energy solutions is a Swiss family business, that has specialised in wood energy solutions since 1936.

As the largest Swiss manufacturer of wood combustion systems, we have been at the forefront of technological development for decades. Today, we are one of the world's leading companies in the industry. Schmid boilers are in use all over the world.

- Service and quality for more than 85 years
- Experienced and professionally trained service team
- Fast and comprehensive on-site support
- Worldwide service partner network
- Personal advice, whether by phone or on site throughout the life of the product

Customer Service for köb boilers

The new location in Hohenems (AT) is managed by former employees of KÖB* Holzheizsysteme GmbH with more than 80 years of collective experience.

Thus, a safe operation of Schmid GmbH energy solutions for the product types PYROT* / PYROTEC* / VITOFLEX-300 (RF/UF)* is guaranteed.

Thanks to our many years of experience, we are your strong partner for services for KÖB* / Viessmann* boilers. Our offer includes the supply of spare parts, maintenance, troubleshooting and optimisation of operations.



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We reserve the right to make technical changes based on product development. All of the figures are intended as examples.

01.01.2025

Our services

- Telephone technical support
- Repair and troubleshooting on site
- Boiler service and maintenance
- Worldwide spare parts service for KÖB* / Viessmann* systems (system types: Pyrot*, Pyrotec*)
- Maintenance contracts for a long service life of the boiler
- Optimisation of system operation for optimal operation
- Retrofit of Pyrot* Ecotronic / Ökotronic control unit to the latest Schmid AC3 generation with longer spare parts availability
- Retrofit of Pyrotec* systems to the latest Schmid PersonalTouch generation with longer spare parts availability



comprehensive support - to maintain your investment

Short response times and a fast, sustainable elimination of a fault are among the most important factors in the service business. To keep downtimes as low as possible, our experienced specialists are at your disposal.



Contact us

AT Hotline: +43 (0)5576 20310-0

DE Hotline: +49 (0)711 70 956 50

E-Mail: koeb.service@schmid-energy.com



Visit our webshop

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Spare parts service

Thanks to the high availability of spare parts at our new location in Hohenems (AT) and our spare parts warehouses in Switzerland and Germany, we can supply the necessary parts worldwide.

To increase the operational safety and availability of your system even further, we will be glad to advise you about assembling customised spare parts packages.

Your benefits:

- Fast availability of spare parts thanks to spare parts warehouses
- Spare parts packages tailored to your needs
- Increased operational safety and system availability
- Competent advice thanks to qualified technical personnel
- Web shop for spare parts



Maintenance package

With the conclusion of a maintenance package you achieve the maximum availability of your system. A maintenance contract concluded with us ensures regular inspection and maintenance of your KÖB* / Viessmann* boiler. At the same time, you have the opportunity to proactively plan upcoming repairs, thus reducing unwanted downtime to a minimum.

Our services:

- Free telephone support (during business hours)
- Unlimited contract period (minimum term 1 year, can be terminated at any time)
- Start of contract possible at any time (up to any system age)
- Regular inspection and maintenance (1x per year) included
- Inspection and maintenance according to inspection and maintenance checklist

Your benefits:

- High operational safety and system availability
- Highest possible status of technology and safety-related standards
- Efficient and careful operating behaviour to extend the system service life
- Proactive resource planning and scheduling of the arranged maintenance
- Reduced planning and monitoring effort for the system operator

Retrofit control and operational optimisations

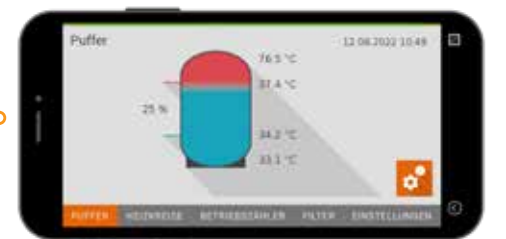
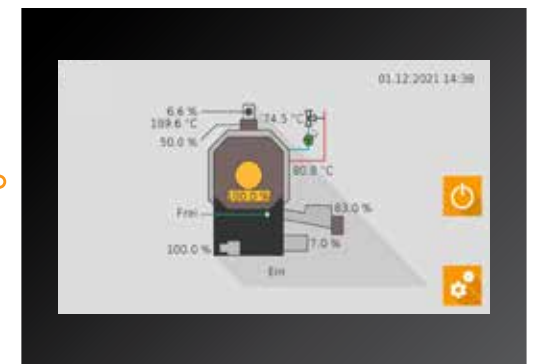
An upgrade of the control system brings your boiler up to the latest technological standard - and at a fraction of the cost of a new purchase.

Our services:

- Advice on the upgrade and possibilities of the new control system
- Scheduling of the planned upgrade
- Retrofit of the system to the latest control generation
- Adaptation of the performance and control parameters
- User support and training for operation

Your benefits:

- Notification in case of malfunction
- Better monitoring of the system thanks to remote access and remote maintenance
- Large data memory for all relevant system information such as faults, warnings, operating data and much more
- Availability of control and electrical components
- Multilingual user interface
- Online Support



These controls can be modified:





www.schmid-energy.com

for more information

Service hotline for KÖB boilers

Hohenems (AT)

Hotline: +43 (0)5576 20310-0

Filderstadt (DE)

Hotline: +49 711 70 956 50



Schmid gmbh energy solutions

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07.25/E - Subject to changes

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