

CLAAS bring forward launch of online PartsDoc catalogue in response to Coronavirus pandemic

In order to minimise human contact and still provide a high level of service to customers, CLAAS UK has launched its Parts Doc electronic parts catalogue on its website for customers.

Available to users throughout the UK and Ireland, Parts Doc enables customers to quickly and easily identify any parts they require, which can then be ordered through their local dealership.

Parts Doc can be accessed either via the www.claas.co.uk or www.claas.ie websites where it can be found under the 'Service + Parts' – 'Applications' heading or directly via 'www.claas.co.uk/service_new/applications/spare-parts-catalogue'.

From here, having selected the machine type and model, the customer then needs to enter their machine's serial number to bring up the appropriate machine sections, from which they can then identify the parts they require. For simplicity, instead of a long parts number, each part is given a simple drawing number.

Once they have found the parts they require, to order the parts required, the customer simply needs to contact their local CLAAS dealer and give them the machine model or serial number and appropriate drawing number for the part, which the dealer can then cross-reference to the full part number and advise on price and availability.

Once ordered by the dealer, the part will be dispatched from the central CLAAS UK Parts warehouse at Saxham for next day delivery to the dealership for collection by the customer. For parts that have to be dispatched from the CLAAS Parts Logistics Centre in Hamm, Germany, again the majority of these items will be delivered overnight direct to the dealership for next day collection.

www.claas.co.uk

www.claas.ie

https://www.claas.co.uk/service_new/applications/spare-parts-catalogue

CLAAS



Service + Parts > Applications > Parts Doc spare parts catalogue

Accessing the electronic spare parts catalogue.

Parts Doc Online is the CLAAS electronic spare parts catalogue. It contains spare parts for CLAAS harvesting machines and CLAAS tractors. The version available here gives you access to all current machine details.

Spare parts cannot be ordered online – please talk to your local CLAAS partner.



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Dealer locator



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