

Press release

Liebherr strengthens supply chain services with Encompass partnership

- **The leading provider of replacement parts will support Liebherr’s luxury household refrigeration and freezer products**

Liebherr shows commitment to customer service through partnership with industry-leading replacement part supplier Encompass.

Miami, FL (USA), August 7, 2021 - To meet the goal of both improving performance throughout the supply chain and increase customer satisfaction, Liebherr has partnered with Encompass Supply Chain Solutions, Inc., a leading provider of replacement parts and supply chain services for a diverse range of product brands. The three-year partnership provides Liebherr with repair parts support for its residential and commercial refrigerators and freezers.

Under the agreement, Encompass will manage the parts supply chain for Liebherr’s home refrigeration line, which includes the signature Monolith line of luxury freestanding refrigerators, column and under-counter units, commercial freezers, and wine storage — all customizable for small to large kitchens.

More than a partnership

“Encompass shares our commitment to excellence in service and customer support,” said Robert Marriott, Liebherr Head of Customer Service. “This partnership strengthens our supply chain, allowing us to better achieve our goal of consistently providing the quality service experience expected from the Liebherr brand.”

Started in 1953, Encompass is an industry leader for supply chain services currently working with and representing world-leading manufacturer brands. In this relationship with Liebherr, Encompass’s services will include parts forecasting, procurement, warehousing, distribution and call center support. The program will be managed through Encompass’ Georgia, Florida, Nevada, and New York facilities to expedite delivery throughout the U.S.

“Encompass has extensive experience implementing and managing parts supply chain programs for specialty high-end appliance brands like Liebherr,” said Encompass Senior Vice President, Joe Hurley. “As such, we’re able to leverage the best practices and procedures we’ve developed over time to deliver a superior after-sales experience to Liebherr customers.”

The three-year contract is designed to support Liebherr’s focus on exceptional ongoing service while the company continues to provide innovative and energy-efficient products.

“Our goal is to provide service for Liebherr products in a way that will increase customer satisfaction,” continued Marriott. “We’re confident in Encompass’ ability to maintain a strong, reliable parts supply chain and keep our customers satisfied with the Liebherr brand beyond the initial sale.”

For more information on Liebherr, please visit home.liebherr.com.

About Liebherr USA, Co.

[Liebherr USA, Co.](http://LiebherrUSA.com) based in Newport News, VA provides sales and service on behalf of ten different Liebherr product segments: earthmoving, material handling, mining, mobile and crawler cranes, tower cranes, concrete technology, deep foundation machines, maritime cranes; components, and refrigeration and freezing.

About the Liebherr Group

The [Liebherr Group](http://LiebherrGroup.com) is a family-run technology company with a highly diversified product portfolio. The company is one of the largest construction equipment manufacturers in the world. It also provides high-quality and user-oriented products and services in a wide range of other areas. The Liebherr Group includes over 140 companies across all continents. In 2021, it employed more than 49,000 staff and achieved combined revenues of over 11.6 billion euros. Liebherr was founded in Kirchdorf an der Iller in Southern Germany in 1949. Since then, the employees have been pursuing the goal of achieving continuous technological innovation, and bringing industry-leading solutions to its customers.

Images



Teaser liebherr-PowerCooling-filter-replacement-310x207.png
Filter replacement on a Liebherr refrigerator

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