



After Service Support

TranzX
inspiring your ride





History

1986: Founding of JD in Chang Hua (Taiwan)

1992: Establishment of TranzX brand for bike components

2007: Launch of TranzX e-bike system

2008: JD Europe service center in Bad Nauheim

2013: New JD Europe service center in Bad Nauheim

2014: Benelux service point

2015: JD USA service center

JD Group: global presence





Service items

- Service hotline
- Repair support for bikes/parts
- Dealer training
- Spare parts supply
- Remote online service support (via Teamviewer)

Service center coverage

German office

➤ JDE (Since 2008)

- JD Europe service headquarter
- German speaking area
- Central location in Germany
- 30 minutes to Frankfurt international airport
- 10 minutes to A5



Service center coverage

Netherlands

JDB

- JD Benelux service center
- Central position in the Benelux
- 30 minutes to airport Weeze
- 5 minutes to A73



Service center coverage

USA

▶ JDUS (2015)

- JD United state service headquarter
- California area
- US OEM/dealer service



JDE in 2014

New office

- 3,000 m² service headquarter
- E-bike OEM/dealer service
- Total 30 employees
- Seminar room for 20~25 people
- Product management
- Hotline center
- Repair workshop



JDE in 2014

Warehouse

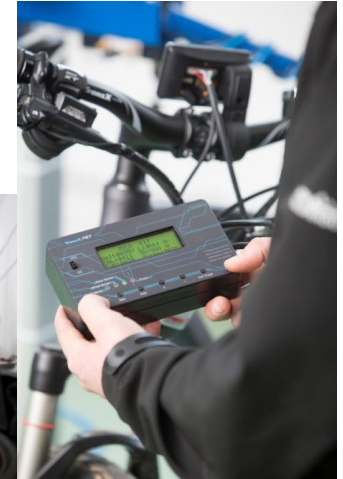
- Logistic center for Europe
- 1600 m²



JDE in 2014

Repair workshop

- Large workshop
- 7 experienced technicians
- Bikes & parts analysis



Dealer training

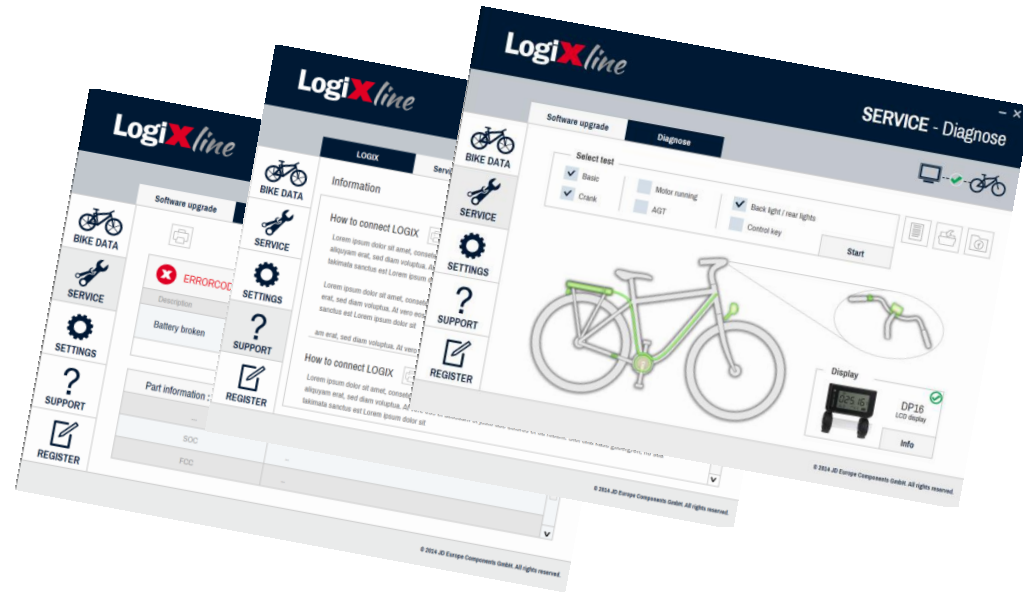
Content

- General TranzX training
 - Basic electronics introduction
 - E-bike architecture
 - Basic TranzX E-bike system
 - Advanced TranzX E-bike system
 - Alternative TranzX system
- Specify system training
 - OEM house show integrated
 - OEM road show integrated
 - Important dealer visiting



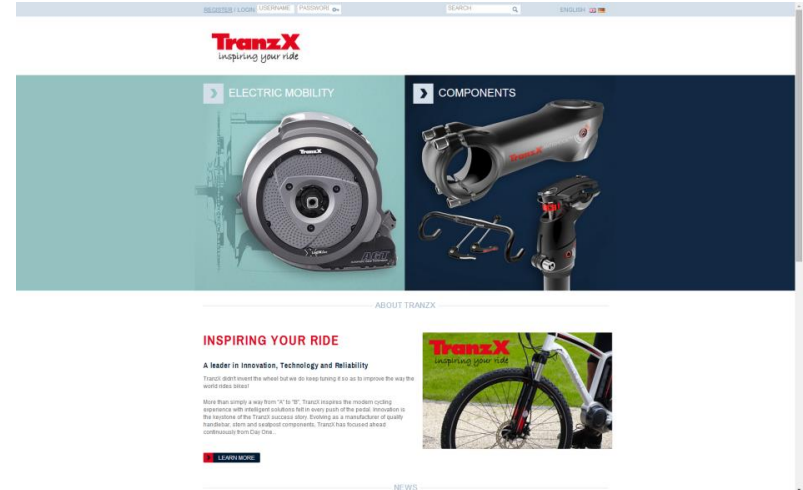
LogiX possibilities

- Diagnostics
- Dealer service report
- Repair history
- Bike search function
- Statistic function (coming soon)
- OEM/dealer registration
- Multi-lingual
- Bike parameter tuning



Service website Content

- Product news
- Technical material
- Tips
- Software download
- Dealer news letter
- Dealer registration
- Web-shop integration (coming soon)





Vielen Dank

Bei Rückfragen wenden Sie sich an:
+49-6032-92671-30

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