

BUCHER
municipal

Customer service,
supporting
optimum
performance



Better on every

- Service Network
- Parts
- Training & Support
- Maintenance Packages
- Bucher Connect
- Sustainability

Our experienced customer service team is ready to assist with technical support, parts enquiries, service scheduling, and any questions about your fleet operations.

Parts and accessories

spares.uk@buchermunicipal.com
01306 874606

Sales enquiries

enquiries.uk@buchermunicipal.com
01306 884722

Training

training.uk@buchermunicipal.com
01306 884722



level

Our customer support service is designed to maximise your equipment uptime and minimise operational costs. From our extensive nationwide service network, to our next-day delivery parts warehouse, every element is engineered to support your needs and keep you on the road.



"When our customers talk about service experience, they are not just looking at the quality of the field service engineer or the response time anymore. They expect a service experience that provides, timely and accurate information all the way through the process."

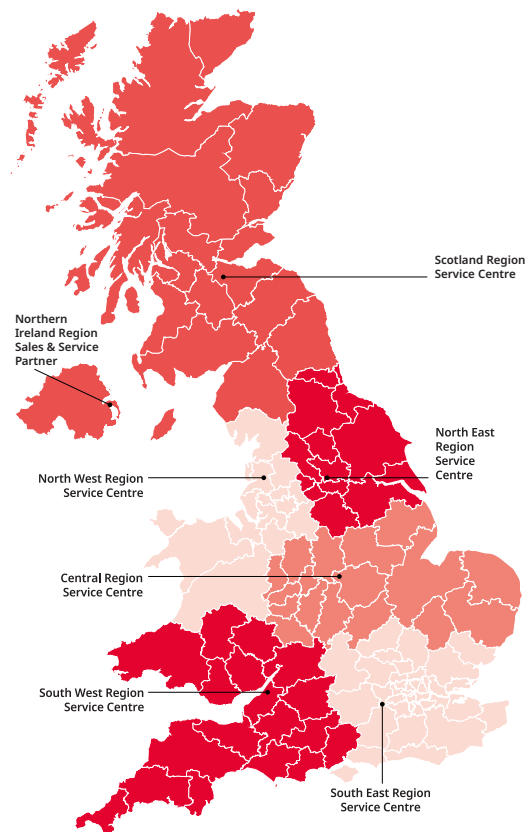
7 strategic service locations

We continually invest and take steps to enhance our service network and manufacturing operations to ensure you receive the most reliable support in the industry. From vehicle build to lifetime care, every part of our operation is engineered to keep your fleet moving, minimise disruption, and give you complete confidence 24/7.

Through strategic positioning and advanced manufacturing processes, we deliver excellence at every level. Our expanding service network ensures faster, more efficient support for customers; we've more than doubled the number of service engineers over the last 5 years and are upgrading key sites to large purpose built facilities.

Enhanced Capability and Coverage

Our upgraded Avonmouth Service Centre, doubled its floorspace and facilitates more advanced workshop repairs. The expanded site supports our customers across the South West, from Cornwall to Hampshire, and allows for faster turnaround times and increased technician capacity.



Europe's Flagship Centre in the Midlands

In the Midlands, our largest and most advanced European Customer Service Centre at Castle Donington has become our new central hub and will house our demonstration fleet, training academy, and ready-to-go vehicle stock, all in one location. Equipped with overhead cranes, wash bays, and EV charging, the facility sets new standards for service capability and sustainability.



Our nationwide service network is designed to maximise uptime, reduce delays, and keep your fleet operating at its best. From faster response times to expanded regional coverage, we are focused on helping you stay productive, wherever you are. Whether it's regular maintenance, urgent support or vehicle delivery, we're always within reach.



Our engineers' vans are stocked with essential wear parts, so most issues can be fixed on the first visit, minimising downtime and getting you back up and running faster.



Parts when you need them, where you need them

We pride ourselves on providing next-level customer service, going above and beyond to ensure we keep your machines running efficiently and delivering optimum performance all year round.

24/7 e-shop

Our 24/7 e-shop system enables round-the-clock ordering with real-time stock visibility and pricing. Technical parts advisors provide expert guidance to ensure accurate component selection, while our digital platform makes ordering fast and simple with access to online catalogues and expert support whenever you need it.

Delivery & Availability

We maintain over £13m worth of parts across 30,000 line items with 95% availability to minimise downtime. Our centralised warehouse and nationwide network of service centres supports same-day processing and next-day delivery for orders placed before 5pm (UK mainland), ensuring you're never left waiting for the parts you need.

Quality & Warranty

As the original manufacturer, Bucher Municipal supplies genuine spare parts with comprehensive 12-month warranty coverage. We guarantee a first-time fix every time, ensuring top performance and reliability while maintaining your machine's residual value for higher resale returns.

Performance & Reliability

Choosing genuine parts directly from us ensures the highest performance standards and long operational lifespan for your machine. We stand by our commitment to quality, offering the peace of mind that only genuine parts can provide, with parts availability guaranteed for the life of the machine.



- £13m+ stock holding 30,000 items in barcoded global warehouses for fast dispatch.
- 24/7 e-shop parts ordering with real-time availability and pricing.
- Expert parts advisors ensure correct part identification and ordering.
- Rapid dispatch delivery with next-day service.
- All genuine Bucher parts include a comprehensive 12 month warranty.
- Long-term parts support guaranteed throughout equipment life.

As the OEM, we only supply quality genuine parts in order to maintain peak performance, ensuring a higher residual value and guaranteed 'first time fit'. Our industry-leading parts supply system is designed for easy online ordering and rapid delivery. This is supported by a hassle-free returns policy.



Power up your team with expert **training**

At Bucher Municipal, we believe that well-trained operators and engineers are key to maximising equipment performance, reducing downtime, and extending product life. Every purchase includes free familiarisation training and we continue to support your team with additional certificated training courses.*

Operator Training	C.A.S.T is Certificated Application Specific Training	For the Trainer
A one-day, on-site course using your own vehicle, suitable for operators of any experience level. It covers core controls, sweeping techniques, maintenance routines, machine cleaning and relevant health & safety. • Boosts operator confidence and performance. • Reduces wear and maintenance costs. • Minimises downtime. • Improves health & safety awareness.	Half-day sessions incorporating up to four subjects which will be covered in detail, including relevant health & safety. Beneficial to previously trained operators to boost their knowledge. • Personalised, practical training. • Small group attention. • Certification in selected procedures. • Immediate on-the-job impact.	An intensive course for selected experienced staff to become certified in-house trainers, covering machine knowledge and teaching techniques. • Enables internal training delivery. • Promotes consistency across teams. • Builds leadership and teaching skills. • Reduces long-term running costs.

On-site, or at one of our six service centres, or at our Dorking head office.

* Contact us to find out which courses are specific to your sector

For more information contact Bucher's training team training.uk@buchermunicipal.com 01306 884722



Our certified operator training courses ensure that your staff are confident, compliant, and safe in the use of equipment, while our comprehensive technician training courses provide in-depth technical knowledge to support effective maintenance and servicing.

Technicians trained through our programmes also gain ongoing access to our technical support experts, ensuring they're never without assistance when challenges arise. We also offer structured refresher training to keep skills sharp and knowledge current.

Support doesn't stop after the initial training and delivery. Our team is available for troubleshooting, guidance, and additional training.

Investing in proper training doesn't just improve performance, it reduces downtime, extends equipment life, and creates a more empowered, capable workforce.

"Our long-term commitment to customers is what sets us apart. We're here to help them maintain optimum performance and avoid disruption, year after year."



Maximise your fleet

Bucher Municipal provides complete maintenance and repair solutions for your fleet, combining preventative care, expert repairs, and genuine parts to keep your vehicles operating at their best.

As a key partner in the municipal space, we recognise vehicle downtime is your biggest cost. We have made significant investments in our after-sales support network to ensure our market-leading offering gives you the support you need.

It's a smarter, more efficient way to manage your operation and keep your fleet performing at its peak.

- Servicing and maintenance carried out by specialist Bucher Municipal factory trained engineers.
- Accurately forecast expenditure on planned maintenance over five years or a tailored period.
- Maintenance managed via regional service centres, for convenient, local support whenever it's needed.
- Proactive servicing and rapid response to minimise unplanned downtime.
- Regular maintenance with genuine parts helping to retain performance and protect the long-term residual value of each vehicle.



For more information on our service packages please visit our website or call 01306 884722



performance

Our support packages are built around your specific operational needs. Whether you manage a large fleet or a single machine, we'll work closely with you to deliver a tailored solution that ensures optimal maintenance, maximised uptime, and long-term reliability.

Service Maintenance	Full Maintenance
Scheduled, proactive fleet care that prevents breakdowns and maximises uptime. We identify issues and report on worn or defective components.	In addition to the routine package we provide servicing, repairs, parts and emergency support.
• Dependable regular intervals. • Factory-trained servicing to manufacturer's standards. • Servicing on-site or from a Bucher Service Centre.	• Breakdown repairs through genuine wear and tear. • Call out repairs x 2 per year (chargeable thereafter). • Vehicle replacement. • Fleet management reports.
• Reduces unexpected costs while extending vehicle life and maintaining warranty coverage. • Recorded proof of service and inspection.	• Fixed pricing structure, no unexpected costs. • KPIs show response times, uptime and fleet availability. • Maximise uptime. • Expert technicians to handle all fleet maintenance. • Tailored KPI review meetings based on individual requirements.
Optional add-ons	• Tailored fleet management packages. • Dedicated call handler for multiple locations. • Bucher Connect digital platform (providing data and insights). • Tyres for compact sweepers. • Vehicle recovery (additional charge). • 24/7 emergency callout option for the winter sector (additional charge).

Our maintenance packages include a full planning and service record, helping to manage your fleet.



Connecting tomorrow, today



"Using Bucher Connect, we can diagnose a machine remotely by seeing any fault raised. It saves time as the service pod can order a spare part (if needed), and the engineer can respond to the job with the part for a first-time fix. We can see the machine location and hours/miles, and ensure the software is up to date. This data is invaluable in reducing machine downtime and extending the reliability of our key customers' fleets."

Bucher Connect is your comprehensive digital fleet management solution that bridges tomorrow's technology with today's operational demands. This platform streamlines vehicle use and maintenance planning while minimising downtime and reducing costs. With intelligent predictive maintenance, your equipment stays connected to unparalleled service.

Simplified Operations. Maximum Uptime. Smarter Cost Control.

Bucher Connect is an intelligent centralised fleet management platform. It delivers real-time monitoring, predictive maintenance alerts, and remote diagnostics to help you stay ahead of issues, reduce unplanned downtime, and keep essential services running smoothly.

By streamlining maintenance planning and parts ordering, the platform helps control costs and improve operational efficiency. Flexible warranty extensions and 24/7 technical support give you

added confidence and budget control. With tailored training programmes, your team stays fully equipped to get the most from your machines.

Sustainable Operations

Bucher Connect optimises routes and reduces emissions through intelligent planning, while our advanced winter assistance system ensures precise material spreading. This reduces infrastructure damage and environmental impact while maintaining the safety standards your community expects.

Manage your **operations**

Improve your **productivity**

Find your **support**



**GOLD AWARD WINNER 2025
THE BEST OF SWISS WEB 2025**

*a powerful endorsement of our effort
not just to follow digital
transformation, but to lead it.*

The Bucher Connect Dashboard

gives you instant access to your fleet's operational performance, anytime, anywhere. With real-time status updates, remote diagnostics, and digital spare parts sourcing, it helps you reduce downtime, improve planning, and keep your vehicles running at peak efficiency.

Bucher Connect's Fleet Function

gives you real-time access to productivity data across your entire fleet. With clear route visualisation, KPI dashboards, and energy consumption insights, it helps you optimise planning, prove work completed, and lower both operating costs and CO₂ emissions.

Bucher Connect offers flexible, customisable fleet management packages tailored to your specific operational needs and budget. Our approach allows you to select only the connectivity features, monitoring tools, and analytics capabilities that deliver real value to your business.

For more information about Bucher Connect info.uk@buchermunicipal.com 01306 884722

Cleaner, smarter, more **sustainable**

At Bucher Municipal, sustainability is built into everything we do, so you can meet your targets without compromising on performance.

Sustainability is a core principle that shapes how we design, build, and deliver our equipment. We continually invest in innovative technologies and responsible manufacturing practices that help reduce emissions, energy use, and environmental impact. Whether it's solar-powered production sites or energy management certifications like ISO 14001 and ISO 50001, we're working every day to lower our footprint, so that you can lower yours.

From reducing emissions and energy use to cutting noise and water consumption, our technology and support services are designed to help you operate more efficiently and responsibly. Whether you're working towards net zero goals, reducing operating costs, or

complying with new regulations, we're here to support your journey.

We offer a growing range of electric and alternative fuel vehicles, backed by intelligent digital platforms like Bucher Connect, which helps reduce unnecessary mileage, plan efficient routes, and manage your fleet's environmental impact.

We're continually reducing CO₂ emissions without compromising on productivity or reliability. Whether it's helping you meet emissions regulations, reduce operating costs, or improve the safety and well-being of your operators, Bucher Municipal provides solutions that work, for your business and the environment.





Environmental management measures and projects implemented since 2021:

- **Dorking truck-mounted sweeper manufacturing site is 'HVO Only,' saving up to 93% carbon compared with regular fossil diesel.**
- **Upgrade of brake presses.**
- **Insulation improvements for old welding building.**
- **Installation of water meters to measure water consumption for metal treatment plant.**
- **Change of wet paint product to reduce time spent in oven curing.**
- **Latest manufacturing facilities fitted with roof-mounted photovoltaic solar arrays producing carbon-neutral electricity.**
- **Introduction of new upgraded laser cutting equipment has significantly reduced the energy consumption for steel profiling.**

The annual carbon emission reduction achieved by these schemes equates to 124 tCO₂.

Innovation awards include:

Master of Swiss Web 2025: for Bucher Connect

German Innovation Award (2023):

Innovation Award (2022):

German Innovation Award (2021):

Demopark Gold Medal: for sustainable approach to emission-free urban cleaning.



"It's incredibly rewarding to see drivers gain confidence"

Darren Mitchell,
Demonstration & Training Supervisor

"I'm passionate about our machines and services, but what keeps me motivated is seeing customers getting a real return from their investment"

Marc Rapson, UK Sales Manager

"I love the challenge of solving complex issues and learning something new every day. The tech world never stands still, and neither do we"

Andy Barnard,
Key Accounts Service Manager



"We empower societies to improve quality of life with sustainable and better technologies, solutions, and services for a cleaner, safer tomorrow"

Driven by better



For local contact and support, please scan the QR code or visit

buchermunicipal.com

At Bucher Municipal, we innovate and engineer better cleaning and clearing solutions, helping our customers grow and maintain efficient and profitable businesses. Leveraging the over 200-year-old heritage of Bucher, we are committed to helping you achieve more using less. Taking pride in being seen as a reliable partner, we work locally with you in realising the possibilities for a smarter, cleaner and more efficient tomorrow. Today.

