

SMARTservices

One concept. Efficient services.



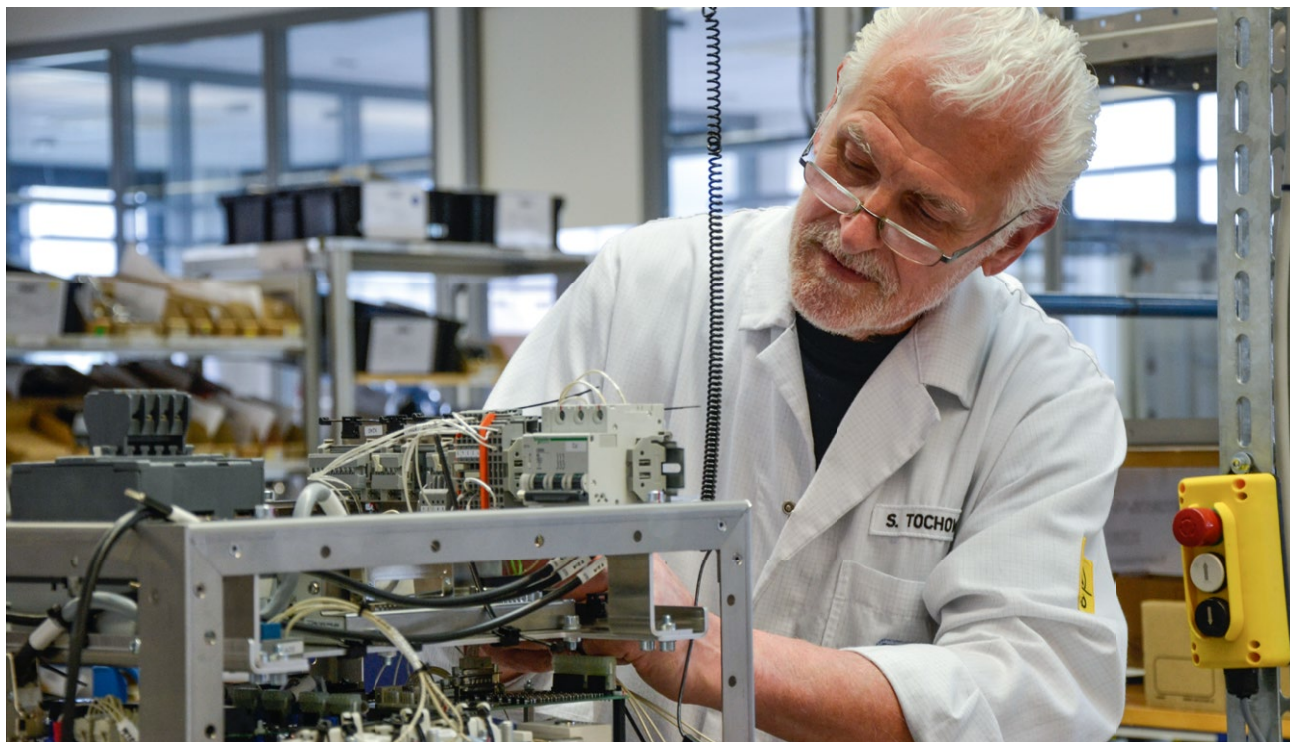
SMARTservices has one goal: increasing the availability of your train with quality, schedules and cost in mind.

Advantages

- > Repairs using original spare parts
- > Fast availability of original spare parts
- > Obsolescence management
- > Support for preventive maintenance
- > Telephone customer service
- > Basic and advanced trainings
- > Analytics
- > Return options and environmentally friendly disposal

SMARTservices

To ensure the continuous availability of your train.



Optimum familiarity with equipment ensures swift and competent repairs to SMA products.

Our over 30 years' experience in railway technology has equipped us for your challenges: passengers require smooth operations without waiting times and high travel comfort at affordable prices. For you as the operator this means fore and foremost the best possible availability of your train at low life-cycle cost.

Our concept SMARTservices

With SMARTservices we have developed a service package with your transport performance at its core. SMARTservices is a tailored service package that comes into play after we have delivered our products.

Our range of services covers obsolescence management and warehouse-stored original spare parts right up to predictive maintenance. For decades we have been manu-

facturing auxiliary power converters, battery chargers and customized power electronics solutions.

If SMA products need repairs, we will carry them out in a timely manner. We supply spare parts over the entire service life of your product and organize obsolescence management for components. Through original spare parts and an in-house test field we ensure optimum quality and high availability for your product.

Over the last few decades SMA Railway has become the go-to expert and problem solver in the market in terms of repairs and spare parts. Our team will assist you competently should unforeseen issues occur to ensure swift troubleshooting. We use the data stored in your auxiliary power converter to analyze the fault. And we are there to help you on-site if and when required.

We aim to view the SMA Railway-supplied product not in isolation, and in the event of a fault we consider the entire on-board power supply in order to find an optimum solution.

Downtime prevention

For initial assistance, contact our telephone customer service to try and remedy faults immediately to ensure continuous train operations. We have downtime prevention in mind while trying to lower the life-cycle cost of the vehicle. To support you with preventive maintenance and overhauls we offer technical assistance in the form of data analytics to determine and proactively prevent any susceptibility to failure.

Targeted trainings, tailored to the tasks and fields of application relevant to your staff, are also part



On-site measurements.



Testing in our own test environment.



SMARTservices ensures technical support to avoid downtime.

of the SMARTservices offering. Our customized basic or advanced training options can help you prevent downtimes – simply by increasing knowledge. Because optimum familiarity with equipment ensures the safety of your employees and smooth operations.

To help minimize the impact of unavoidable stoppages, we provide you with a short-term replacement unit. This spare parts supply system achieves a high degree of timetable compliance and helps lower your cost through rapid availability.

Green mobility

We have the return and disposal of your SMA product covered – in accordance with environmental regulations.

We are there for you, and our commitment does not end with your warranty period – we will continue to be your expert partner.

SMARTservices is a standard service package that has your needs and expectations in mind. Talk to us!



We work with care to ensure smooth railway operations.

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