

Liebherr-Transportation Systems Customer Service

Experience Lifecycle Support



LIEBHERR

The Liebherr Group

Liebherr-Transportation Systems GmbH & Co KG is part of the Liebherr Group of Companies, a family-owned enterprise, which offers a wide range of products and services in various areas. Since its foundation in 1949, the enterprise has steadily grown to a group with more than 130 companies and over 41,000 employees located on all continents. The Liebherr Group of Companies is a decentralized organization comprising

eleven divisions. This decentralized structure, flat hierarchies and long-term commitments are key factors of our success in developing products, markets and customer relationships according to specific demands. Liebherr-Transportation Systems is part of the Liebherr-Aerospace and Transportation division which employs around 5,200 people.



Liebherr -Transportation Systems

Liebherr-Transportation Systems is a leading manufacturer of equipment for rail vehicles. We develop, test, manufacture, supply and service heating, ventilation and air conditioning (HVAC) systems as well as hydraulic actuation systems for railway vehicles.

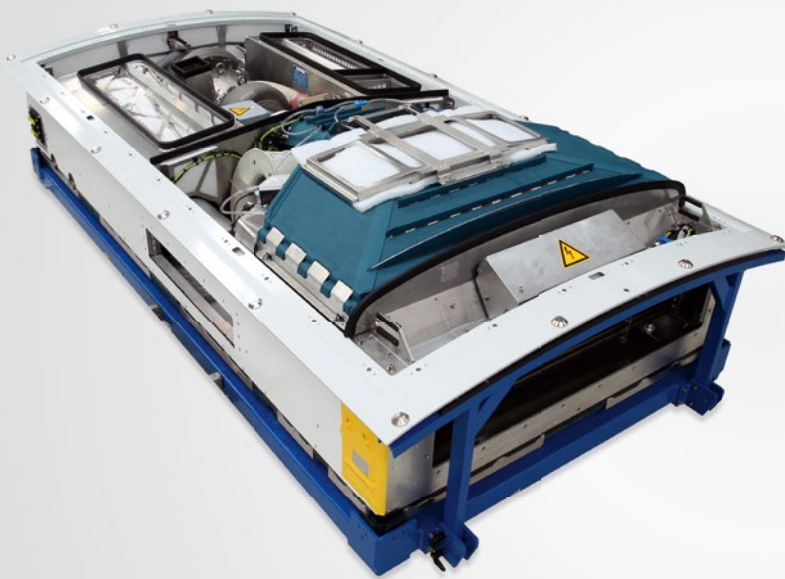
Our worldwide service network enables us to anticipate and understand individual customer needs with quick response times, wherever required.

The wide range of our customer portfolio and services grants us a comprehensive overview of the Railway Market and its local specifics. This diversity allows us to remain independent and to take decisions rapidly and autonomously.

To ensure that we are one step ahead, we continuously invest in our services portfolio, innovative technologies and facilities.

We base our relationships on loyalty and fair play, through long-term close cooperation with you, our customers and partners.

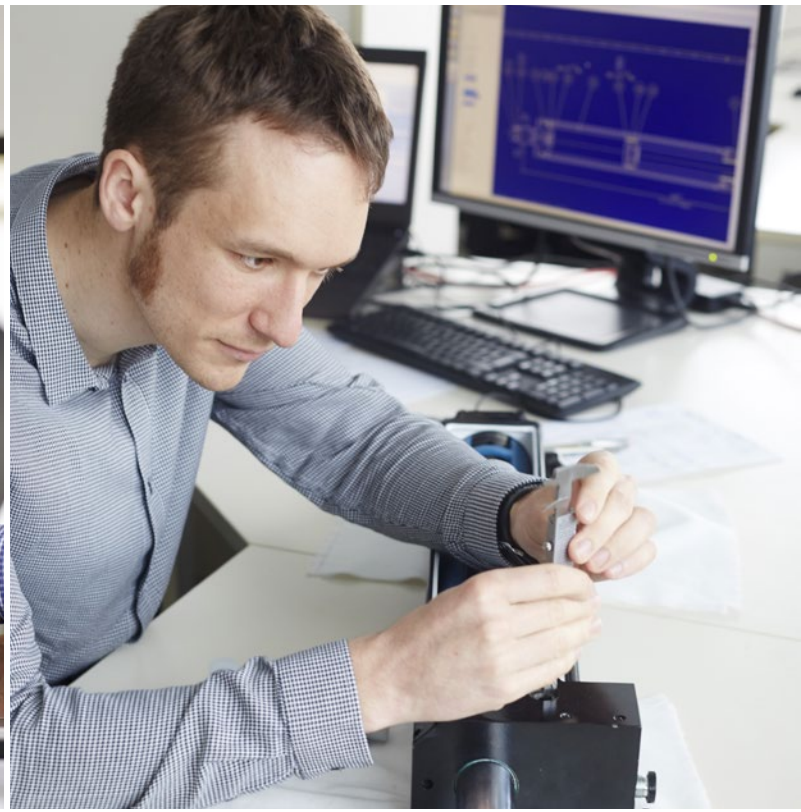
Our success is founded on the degree to which our employees identify with our services, products, and the values from a family owned business.



Design & Development

At Liebherr-Transportation Systems we strive to design the next generation of services for you, our customers, and our equipment. Using our system knowledge, gathered through millions of hours of real life data, we create equipment that is easy to test and maintain, reliable, and exceeds your expect-

tations. Customer support and engineering design teams are paired to combine innovative ideas with field experience to develop a cost optimized system that meets your demands and the competitive environment.



Manufacturing

We expand and improve our manufacture and production methods for the future while maintaining necessary machinery, tools, means, and skills to be able to support railway operations long after production has stopped. In our manufacturing process, characteristics such as flexibility, efficiency, quality, reactivity and also sustainability are mandatory: each site commits to ambitious targets of reducing environmental impact.

Having close ties with you, our customer, allows us to plan and anticipate your needs and to deliver services where you require them.



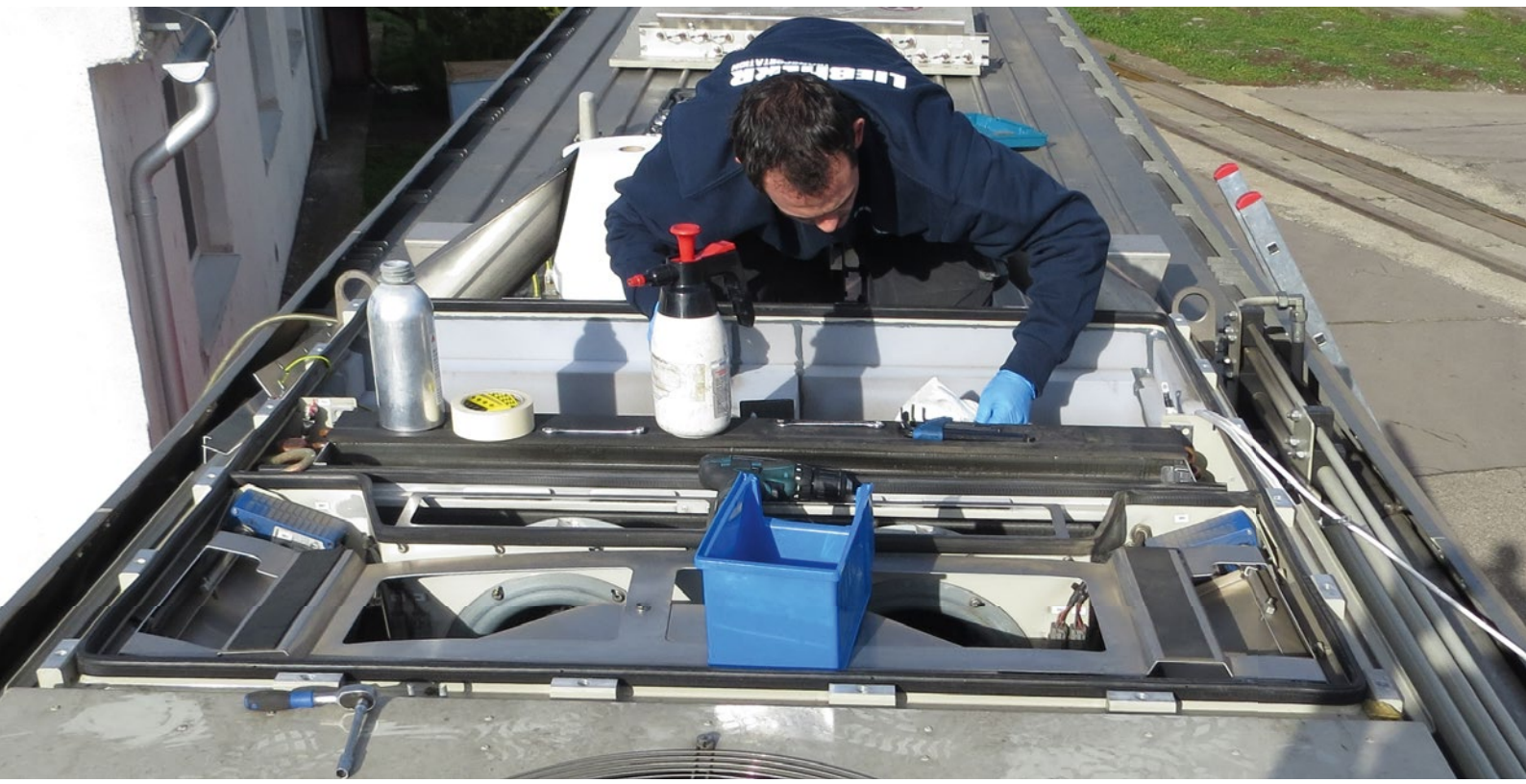
Entry into Service

Entry into Service is commonly considered as the transfer from the end of development to the first delivery to an operator. However, we understand that the first time you will operate a train, regardless of its age, you will experience an Entry into Service.

All of these initial steps are part of a structured and mature framework, overseen by frequent and direct contact with you.

Our Entry into Service Package consists of:

- Training sessions to familiarize and prepare your maintenance personal and our global field service network
- Distributing technical documentation
- Providing recommendations for initial provisioning
- Suggesting tools and parts to maintain our systems
- Monitoring the component behavior while in operation



Training

We believe that product and service training is paramount to the connection with you. Our dedicated training staff provides individual product and service training both, inhouse and at your facility. This multi-cultural team leads customer workshops per region to share expertise and establish a wide knowledge base on our products. These seminars offer an open forum for you and us to share experience and best practices.



Operations

Well trained and highly skilled experts in our global customer service network are dedicated to support you locally.

The stations, offering a wide range of services, are your regional focal points and your first point of contact for whatever your need.

Each station is able to provide local support to you concerning:

- Spare parts management
- Service solutions
- Technical support

Our services stations are located close to you in:

- Austria
- Canada
- China
- France
- Germany
- United Kingdom
- USA



Spare parts management

We understand that each of our customers' needs is different and unique. We always seek to prepare a tailored care package which is ideally suited to any prevailing circumstances.

Therefore we adapt our solution to your need for example with spare parts supply

- On demand
- According to managed fixed price spares lists
- With strategic stocking also at customer site
- Available on short and long term
- In packages at a fixed annual cost

These services are examples which can be mixed and matched for specific applications.

By finding the best package for each application we can ensure the most effective product support and the best performance at lowest cost.



Service solutions

We adopt a cradle to grave approach to customer care and support to ensure that our systems perform at the highest levels wherever and whenever they are deployed in passenger service.

Our policy is to work closely with suppliers, customers and operators to understand their needs and to shape our services accordingly.

Therefore we can offer depending on our customers' needs:

- Field technician service on demand
- Fixed rate agreements
- Route to market arrangements
- Assured response times
- On car / off car arrangements
- Full service at a fixed annual cost

Technical support

As a system designer, our technical support is a commitment to you, based on the original design criteria, to assist our equipment through its lifecycle.

Dedicated experts answer your questions directly and provide guidance to determine sustainable operation solutions.

In addition, we also provide extensive repair and overhaul solutions through our service network.

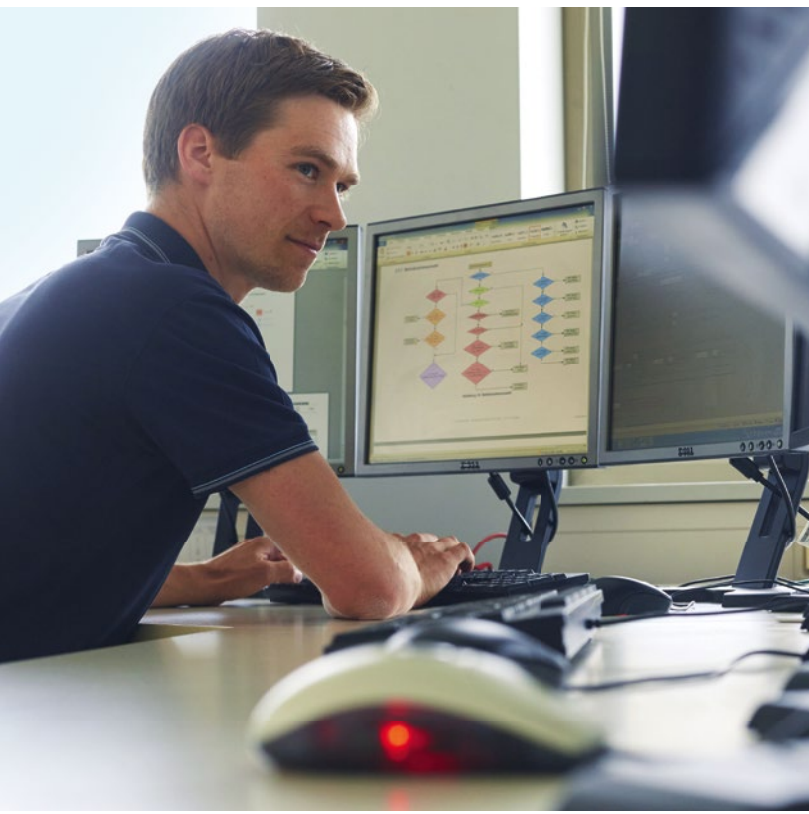
To predict operational trends and develop best practice methods, we collect and evaluate data, to provide tools to communicate in-service recommendations.



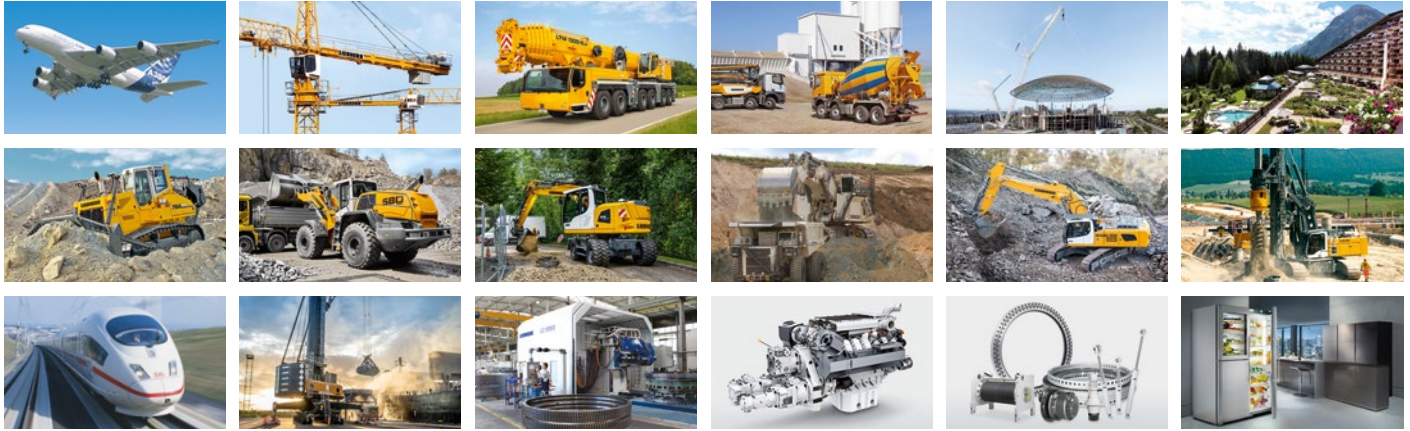
Enhancement

Our in-service engineers work continuously on innovative repair solutions and product enhancements to reduce your maintenance costs, respond to your expectations, and meet new requirements.

Our dedicated, experienced teams will help you to implement any enhancement with tools for planning and services, to minimize impact on your operations.



The Liebherr Group of Companies



Wide Product Range

The Liebherr Group is one of the largest construction equipment manufacturers in the world. Liebherr's high-value products and services enjoy a high reputation in many other fields. The wide range includes domestic appliances, aerospace and transportation systems, machine tools and maritime cranes.

Exceptional Customer Benefit

Every product line provides a complete range of models in many different versions. With both their technical excellence and acknowledged quality, Liebherr products offer a maximum of customer benefits in practical applications.

State-of-the-art Technology

To provide consistent, top quality products, Liebherr attaches great importance to each product area, its components and core technologies. Important modules and components are developed and manufactured in-house, for instance the entire drive and control technology for construction equipment.

Worldwide and Independent

Hans Liebherr founded the Liebherr family company in 1949. Since that time, the enterprise has steadily grown to a group of more than 130 companies with over 41,000 employees located on all continents. The corporate headquarters of the Group is Liebherr-International AG in Bulle, Switzerland. The Liebherr family is the sole owner of the company.

www.liebherr.com