

The **LEITNER** Service



The LEITNER Service

A partnership for your service needs

In order to be successful in the long run, a passenger ropeway must function properly at all times and must meet all safety standards during its entire service life.

This is why we offer ropeway operators a complete, customized maintenance service solution, along with the support of a broad range of services across the entire life cycle of your installation: from assembling, commissioning and trainings to modernization and revision.

An intelligent combination of preventive, condition-oriented and corrective servicing allows for optimal results in terms of system availability, economy and service life. An intelligent maintenance strategy, if planned in sufficient time and then professionally carried out, will increase safety, will minimize costs and will help to avoid shutdowns.

Complaint management

For us, customer feedback – which is incorporated into all relevant processes within the value chain – is very important; it gives us a chance to intensify our communication and to improve the quality of our products and services.

Through frequent customer interviews, we are aware of and open to our customers' requests and improvement suggestions, which we consider to be a vital part of our joint success strategy.

Your advantages

- The availability of a broad range of innovative and solution-oriented services – around the clock and around the globe
- Our attention to your feedback, which also gives us a chance to prove our effectiveness and flexibility
- The acknowledgement of your input and comments, which play a vital role in sensitizing and motivating our employees so that we can support our customers even better
- The consideration of your suggestions, which in turn enable us to improve our products, processes and communication flow
- Our attention to your comments, which help us to identify causes of error and enable us to avoid them in the future





Mechanical/hydraulic components

Inspection and maintenance

The LEITNER service program supports the availability of your system and significantly contributes to the conservation of your system's value during its entire service life. Our qualified and experienced employees carry out efficient and systematic inspections of the mechanical and hydraulic components, which enables us to identify failures early on, before defects can occur. Our employees are also available if you would like to learn more about the possibilities of process optimization.

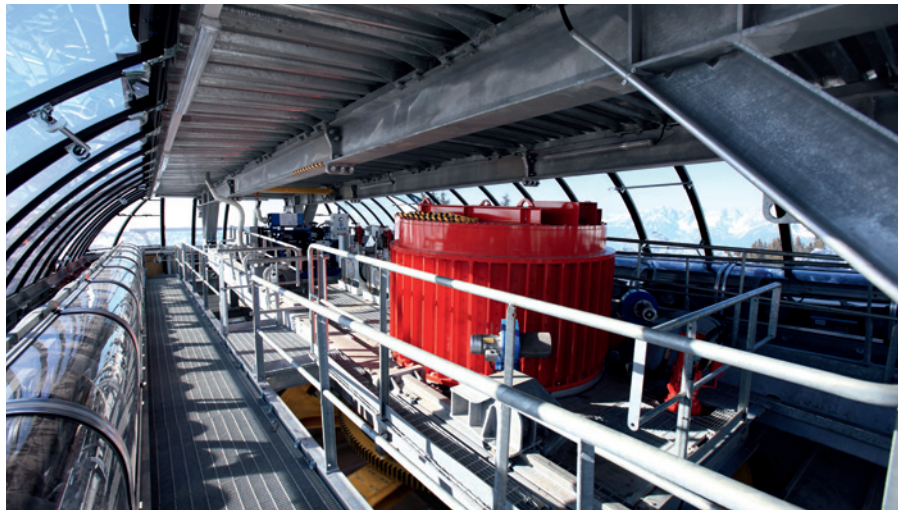
We compile and adjust our joint projects individually according to your requirements, thus, allowing for a transparent cooperation with the objective of ensuring the optimal operation and long-term safety of your installation, while keeping costs manageable.

Our service technicians carry out tests of entire systems as well as functional tests and single-component revisions by applying high-quality measuring technology.

Our tight network of sister companies, offices and partners enables us to employ service technicians on short notice and around the globe.

Your advantages

- One experienced service partner for the complete range of your installation
- Our service modules increase the reliability, economy and service life of your installation
- Optimization of the system's availability through planned downtimes
- Service available 24 hours/365 days per year for rapid troubleshooting in case of need
- Early-on identification of defects through efficient and systematic inspections
- Clear documentation and expert assessment of measuring data
- Support in communication with authorities



Inspections, checks, maintenance and servicing agreements

- Joint preparation of a servicing plan, specially adjusted to the customer's requirements
- Regular examinations carried out by a service technician in order to identify possible shutdown causes at an early stage and to take the necessary preventive measures
- Documentation of the inspections in a final work report

Repairs and troubleshooting

- Complete system examinations and functional examinations of single components carried out with high-quality measuring technology by a service technician
- Localization of possible faults and efficient solution of problems

Inspection of the drive components

- Checking and revision of the drive group, couplings, gearbox, drive and return sheaves
- Operations carried out by a mechanical technician according to the current servicing plan and servicing interval

Inspection of the structural, line and vehicle components

- Checking and revision of all mechanical components, e.g. grips, roller batteries, rope deviations
- Operations carried out by a mechanical technician according to the current servicing plan and servicing interval

Inspection of the hydraulic components

- Checking, setting and adjustment of brakes, braking unit, pressure storage and oil filter
- Checking and setting of the tensioning unit and the tensioning cylinder
- Replacement of filter elements
- Operations carried out by a hydraulics technician according to the current servicing plan and servicing interval



Electrotechnical components

Inspection and maintenance

Defects in electric installations and equipment pose a high safety and accident risk. By frequently testing your electrical equipment and machinery, you increase the availability of your system and the safety of your customers and employees while also reducing the risk of considerable property damage and meeting the corresponding safety regulations.

LEITNER recommends comprehensive inspections of the electrotechnical equipment at regular intervals and a testing of its optimal interaction with the mechanical components.

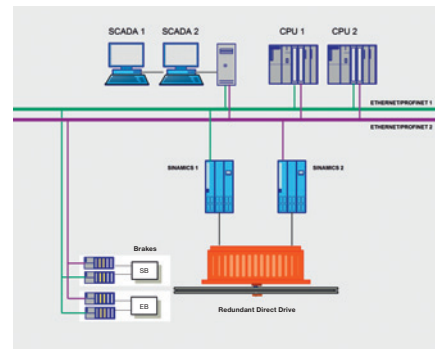
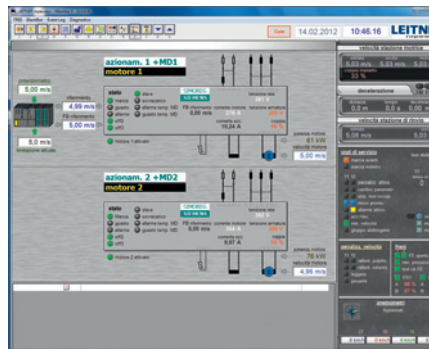
The wide range of our measuring and analysis options enables us to identify and neutralize defects which are becoming apparent in your machinery and installations at an early stage. This improves the safety and reliability of your installation.

LEITNER has already set standards for remote monitoring and remote diagnosis in the ropeway industry. If required, our customers – while staying in control of the access to their machinery and installations – have the opportunity to rapidly and efficiently analyze major parameters online, via our remote maintenance system.

Our tight network of sister companies, offices and partners enables us to employ service technicians on short notice and around the globe.

Your advantages

- One partner for the inspection and maintenance of your system's electronics
- Fast processing from quote to recommissioning ensures increased availability
- Exclusive use of original spare parts in order to meet your high safety and quality standards
- If repairs turn out to be uneconomic, your electronic drive unit can be disposed of in a professional and eco-friendly manner
- Checkup documentation and creation of a report including a representation of the current system status
- The conservation of the investment's value remains safe across the expected lifetime



Inspections, checks and services

- General inspection of the AC/DC electric motor, including vibration measurements and bearing check
- Inspection of the switching system, the field devices, sensors and actors, uninterrupted power supplies (24 volts)
- Inspection of the installation's batteries
- Thermographic check of the switching system's temperature behavior
- Check of all safety functions which are operatively not regularly tested (e.g. monitoring of power converters and drive motors)
- Analysis of the operational reliability by diagnosis assessment in the SCADA system, corrective measures in the control and monitoring system
- Testing of important system functions such as distance control, grip force control, brake controller, tensioning hydraulics
- Corrections and optimizations in the control and monitoring system
- Emergency operation function check
- Quick training, information about current questions from the operating and servicing personnel
- Opportunity to replace your electronic drive unit with a corresponding unit from the current LEITNER series
- Repair service



Spare parts service

Fast, reliable, worldwide

We ensure a very high availability of current spare and wear parts. In case of emergencies, we will do our best to cut through the red tape and get help through to you as quickly as possible – due to our experience, we know how critical your situation can be.

Thanks to their continuous technological advancement, LEITNER original parts meet the highest quality standards and safety requirements and can be adapted to any installation with utmost accuracy.

In our large spare parts storage, we keep spare parts and components from the current line of production, as well as from the lines that have gone out of production many years ago, in stock. This allows for an extended use of your system.

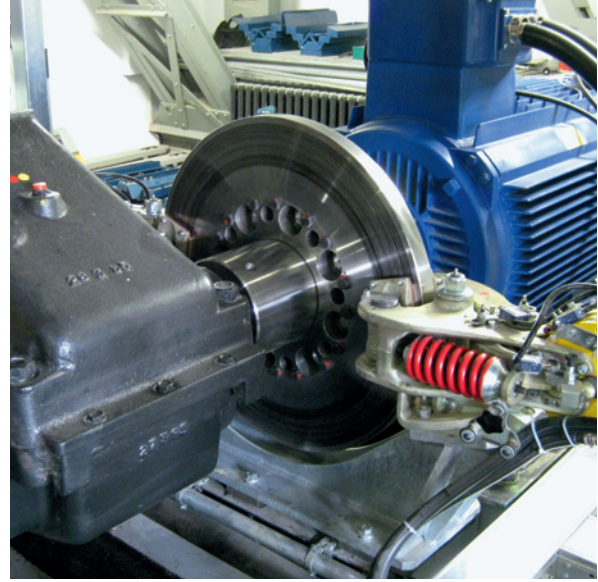
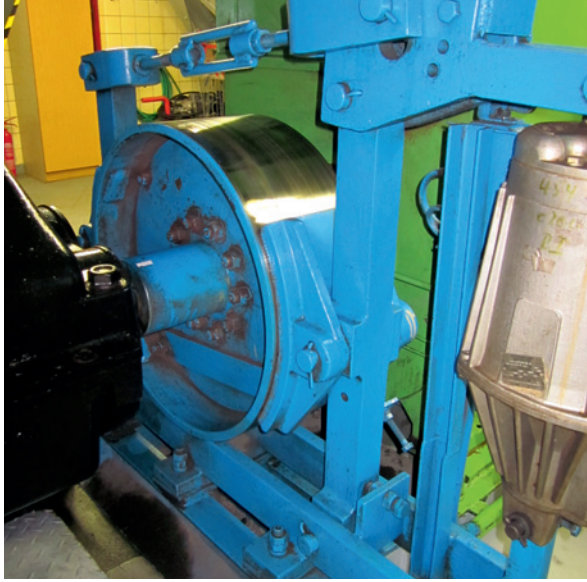
Through our international network, we ensure that the required parts are delivered as fast as possible – no matter when or where they are needed.

If requested, we can also compile individual spare parts packages specially adjusted to your requirements. Taking into account your purchasing history and your plans for the future, our experienced employees will gladly consult you in the selection of all components so that you always receive the right article.

Your advantages

- Global, on-time delivery of required parts
- Thanks to their high quality, LEITNER original parts also meet high safety standards
- In order to support an increased availability of your system, we keep essential spare parts of our delivered systems in stock for many years
- Customer-specific stock keeping according to your requirements
- Sale and rental of specialized tools and equipment

LEITNER[®]



Upgrading

Tailor-made solutions for your existing installation

With a modification or a revision of your mechanical or electrotechnical components, you can – while keeping costs manageable – achieve a fast optimization of your existing installation, including – among other things – an increase of capacity, the improvement of the ride comfort, the adjustment to altered regulations and the improvement of the installation's visual appearance.

We retrofit existing installations with state-of-the-art control, drive and brake systems as well as with new control cabinets and operating interfaces so that your system is swiftly and safely up and running again. The revision of components such as grips and roller batteries is complemented by a document for the responsible authorities.

By upgrading your existing installation architecture, you not only improve the safety, reliability and flexibility of your installation, but you also enhance its efficiency and economy.

The integration of new parts into existing ropeway components requires the expertise of an experienced ropeway manufacturer.

By working with LEITNER, you are offered an advantage; the mechanical and electrotechnical components come from one manufacturer and there is one contact person, which means that the amount of interfaces is minimized.

Your advantages

- Increase in productivity and efficiency due to long experience with modifications of existing installations
- One-stop service: We take care of the entire project handling
- Extension of your installation's service life through long-term availability of components
- Increased availability of your system by diminished probability of shutdowns
- Safety improvement due to the use of state-of-the-art technology
- Enhancement of energy efficiency through modern, economical drive systems that lower your operating costs

LEITNER[®]



Basic and advanced trainings

Staying up to date with the state of the art

According to your specific requirements, we can offer training both at our manufacturing site in Sterzing and directly at your installation. Additional intensive training can also be arranged.

Hydraulic brake and tension systems

- Basics of hydraulics
- Design, function and servicing of mechanical brake systems
- Design, function and servicing of hydraulic braking units
- Design, function and servicing of the tensioning cylinder
- Design, function and servicing of the hydraulic tensioning unit
- General servicing and defect location within the installation's components

General drive and mechanical components

- Demonstration of service work with the appropriate servicing equipment
- Execution of specific servicing and checking operations for daily, weekly and monthly checks and servicing
- Drive group checks and servicing

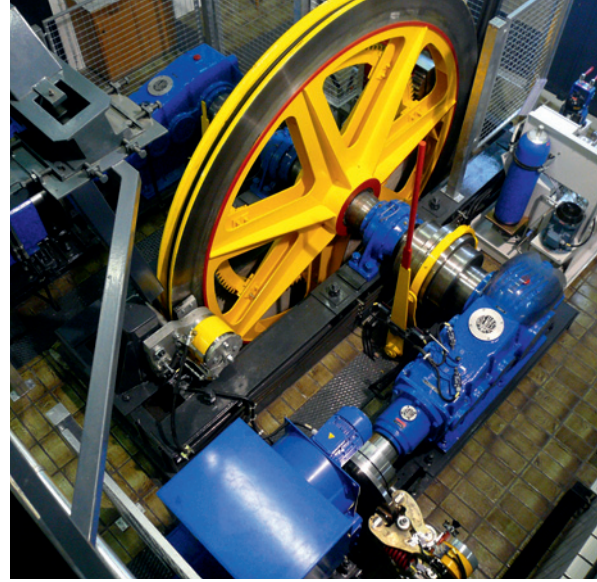
Electronic controls

- Design and functionality of LEITNER electronic controls
- Monitoring systems, measuring und regulation cycles with adjustment of the components
- Functionality of the monitoring devices and the installation's main systems
- Design and application of the visualizing systems
- Checking and measuring of the electronic motors
- Error analysis and use of measuring equipment
- Servicing and recommended spare parts

Your advantages

- Continuous employee training supports your installation's safety and conserves its value
- Thanks to our training, your employees stay up to date with the state of the art
- Meeting operators of other LEITNER installations allows for an exchange of experiences and thus promotes knowledge building
- The trainings can be adjusted to your individual requirements and to the questions relevant for your installation

LEITNER[®]



Our benchmark:

Technical service and LEITNER quality

As a LEITNER customer, you have access to a broad selection of services, which we offer throughout the complete life cycle of your installation. Our professional and experienced employees, as well as the use of high-quality products, state-of-the-art processes and the latest technology, make sure that the quality of our services stays as high as it is.

We make it a priority to define quality not only in terms of performance figures, but also as a result of satisfied customers, employees and business relationships that are successful in the long run.

By taking preventive measures – such as inspection, servicing, repair, revision, modification or remote diagnosis – we ensure the maximum possible safety, cost effectiveness and availability of your installations. In addition, if needed, you can rely on our flexibility and preparedness, as we are available around the clock, seven days a week, in order to solve problems efficiently and professionally.

As our customer, you also profit from the global presence of our network of qualified offices and partners, who will take care of your needs immediately, individually and comprehensively.

Our services

- Express delivery of spare parts
- 24 h/365 days of hotline assistance
- 24 h/365 days of on-call service for mechanics and electrical engineering
- Installation and commissioning
- Inspection and checking
- Maintenance
- Repairs and troubleshooting
- Service work and examinations
- Servicing and service contracts
- Revisions and modifications
- Trainings, consulting by phone and support for communication with authorities
- Sale and rental of specialized tools/components
- State-of-the-art technology
- Expert knowledge

We look forward to submitting an offer for a first inspection of your installation.

Further information about our extensive services can be requested via:

Phone: +39 0472 779 711
Fax: +39 0472 779 739
customer.service@leitner.com
www.leitner.com/service

In case of emergencies

SERVICE HOTLINE (365/24):
Mechanical: +39 335 6156 050
Electrical: +39 335 6514 386

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