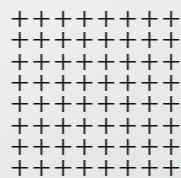


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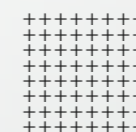
Photos: Faiveley Transport - Christophe Recoura - sxc.hu - Thourisie - Myles Davidson

CUSTOMER SERVICE



TOMORROW'S SOLUTIONS TODAY

CUSTOMER SERVICE



ENGINEERING SERVICES

TOMORROW'S SOLUTIONS TODAY



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OTC.fr

Faiveley Transport

CUSTOMER SERVICE

Wherever you are, this WORLDWIDE NETWORK

ensures a rapid intervention, with a whole world of expertise focused on your specific situation.

The skills you need, when & where you need them.

Who better than Faiveley Transport to maintain your equipment?

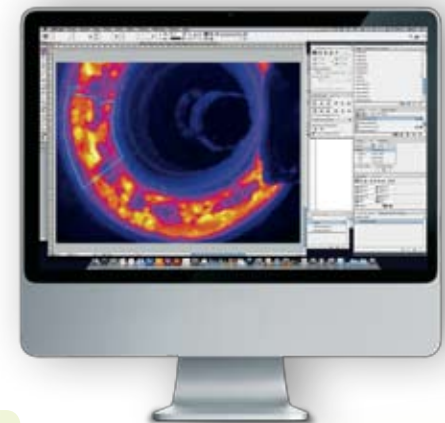
MORE THAN JUST A SUPPLIER

Faiveley Transport is a **hands-on, long-term partner** for installation, commissioning and long-term maintenance contracts with clear, inclusive guarantees.

“At Faiveley Transport continuous improvement and customer satisfaction are not aims, but an everyday reality...”

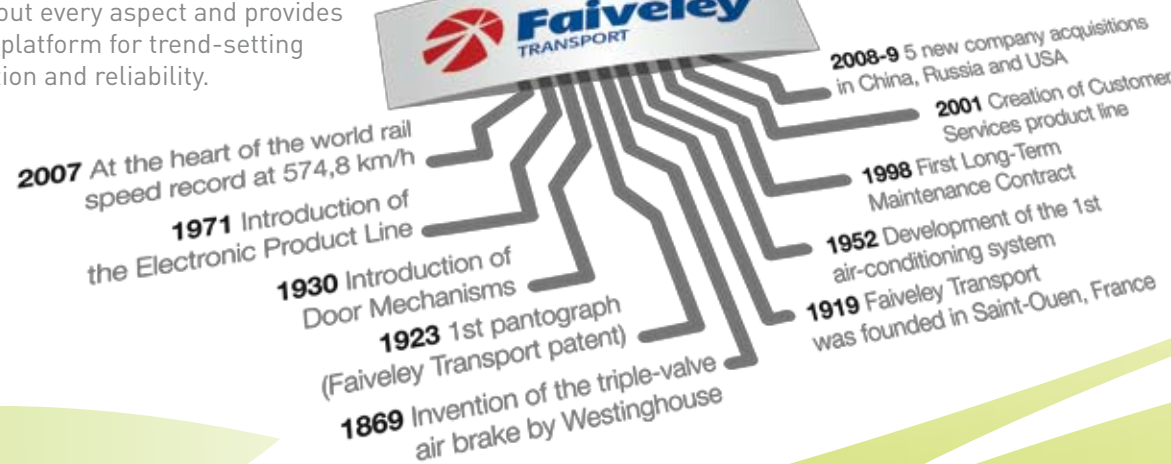
Continuous feedback from customers & engineers in all fields and operating conditions across the globe translates into real progress.

Greater availability, longer intervals between maintenance & overhauls, decreasing labour costs & parts and – in all situations – a faster return to revenue service.



• THE ROOTS OF OUR EXPERTISE

go back to the beginnings of the Railway Industry. Faiveley Transport's long, wide and enviable experience covers just about every aspect and provides a solid platform for trend-setting innovation and reliability.



- Passenger Access Systems
- Spare parts & logistic
- Electronics
- Brakes & Couplers
- Pantographs
- HVAC
- Friction Pairs

Faiveley Transport keeps your equipment

FIT FOR THE FUTURE

UPGRADES

As safety standards and passenger expectations rise, more pressure is put on margins and running costs, Faiveley Transport keeps your equipment fit for the future. Meeting -

- new safety standards: EN 50126
- new comfort levels: Passenger access and comfort: air quality, acoustic insulation...
- new economies in running costs: greater availability & longer intervals between maintenance times.
- new environmental concerns: ozone-friendly HVAC systems, Nickel free brake pads, High precision energy counters...
- reduced energy consumption

Customised solutions for specific situations



LONG TERM MAINTENANCE SUPPORT

Global expertise & local presence, with clear, inclusive guarantees.

Long-term preventive, corrective and overhaul maintenance support.

With overhauls, a new lease of life for all railway equipment!

Fleet condition assessment, analysis & diagnosis for overhaul optimization

Value Added Repairs, even up to obsolescence management.

FUTURE NEEDS

Research & Development dedicated to extending the working life of existing trains & equipment is already supplying technical innovations including energy saving technologies and new materials to extend the active working lifespan of existing equipment.

HUMAN VALUES

With an active presence on every continent, wherever you are, Faiveley Transport remains close to hand. Comprehensive, user-friendly manuals, on-site training, Faiveley Transport resident reliability engineers, your experts on the spot!

INSTALLATION & COMMISSIONING

More than simply supplying equipment, Faiveley Transport offers a dedicated, specialized and responsible workforce who mount, set up & adjust... leaving you with a fully working system.



EXPERIENCE - TECHNOLOGY - COMMITMENT

Behind every reference
is a story of flexibility and adaptability

Hong Kong

Doors - MTRC
Upgrade for noise reduction - 2009

United Kingdom
HVAC
Overhaul - 2010-2012

Brazil
Doors - Metro Sao Paulo
Overhaul - 2010

USA

Brakes - NICTD
Rework of BFC Tread Brake - 2009-2011

Greece

HVAC - Metro Attiko
Installation & commissioning
2007-2008

Germany

HVAC - DB
Maintenance - 2010

Brazil

Brakes - CPTM
Overhaul of 52000 Brake Controls

Germany

Brakes - AAE
Services Agreement for freight brakes - 2010-2015

France

Obsolescence
Electronics - SNCF
management - 2009

France

CCTV - SNCF
Maintenance - 2010

Spain

Brakes - Renfe
UT446/447 - On site maintenance
Since 2007

France

ATESS - SNCF
Overhaul - 2009

Taiwan

Brakes - TRTC
Upgrade of Hydraulic Callipers
2010-2013

Netherlands

HVAC - NS
Modification /upgrade - 2006

France

Doors - Bombardier
Door installation
Since 2007

Customised solutions

Germany

Overhaul management simplified

AAE, a leading freight car leasing company, with depots & maintenance workshops spread all across Europe, needed to overhaul the brake equipment on their freight cars. A Europe-wide supply & logistics concept was required, which would ensure availability of the products when & where they were needed. Customer Service Germany developed a new concept: developing a forecast system to allow accurate planning and resources allocation, plus centralizing the overhauls at the new service centre in Schkeuditz Germany, picking up products for overhaul at the various depots through Europe and - at the same time - replacing them with freshly overhauled equipment. Not only has this ensured a high quality level of maintenance and improved reliability, but also significant time savings for AAE, further enhanced by the forecast system which improves planning, turn around time & availability... Plus the cost optimisation and transparency guaranteed for a period of 5 years, which simplifies long term planning.



Customised solutions

Hong Kong

Passenger comfort upgrade

Mass transit operators have to anticipate evolving customer expectations, to keep abreast of what the customers want. Anticipating the need, Faiveley Transport were asked to reduce potential noise levels on the Hong Kong Metro by 6dB with minimal modifications to the existing doors. A proven Faiveley Transport solution was proposed: upgrade of the door, providing a proper seal at the front, back, top & bottom of the sliding doors. Thus, with minimum modification to the existing door, over 7dB noise reduction, a quiet ride & satisfied passengers for the future...

Faiveley Transport fit tomorrow's solutions today.



Customised solutions

Netherlands

Green HVAC Upgrade

Original HVAC fitted to NS ICR coaches used electrical heating.

Faiveley Transport were asked to reduce energy consumption. Faiveley Transport engineers modified the equipment for a reverse-cycle heat pump operation. This required the addition of extra control valves to the refrigerant circuit and modification of the control system and software.

40% reduction in energy usage was shown over a 12 month trial period with no compromise on comfort.

Faiveley Transport, simple solutions to complex situations!

FAIVELEY TRANSPORT
CUSTOMER SERVICE
HELP YOU
FACE THE
FUTURE
WITH CONFIDENCE

FOR THE LATEST INFO



SEE CLEARER
WITH FAIVELEY
TRANSPORT...