To keep you on the track
Rail Service
As individual as our customers
Customized to your requirements
We develop customized service concepts for preventive and corrective maintenance of both individual components and entire rail vehicles. In doing so, we consider the special operating conditions of each individual vehicle. These conditions form the basis of our services.

In-house specialists for key components and systems of rail vehicles are a quality feature of our service for rail vehicles. For maintenance and service, we deploy our specialists individually to your workshops, even if only briefly.

Because the original is always the safest option
As a customer, you benefit from our long-term experience in developing and producing key components for rail vehicles. Our service covers maintenance, system upgrades and spare parts supply. As an OEM, we provide maximum safety by using tested original parts. These parts also mean a longer lifetime and higher availability for the complete driveline. We can guarantee a premium service from a single source because of the systems competency we have.

Worldwide network of workshops
Our service utilizes the Voith Group’s extensive network of locations worldwide, each with its own as well as partner workshops and trained personnel. As a result, we can perform all the services and work necessary on your vehicle wherever you need us – throughout the world!

OTIF – Measurable service quality
Four letters, one claim: OTIF stands for “on time in full”, the yardstick for top-class service. This most important external key index reflects the percentage of the orders against which supplies were made to the customer in time and completely.

For our customers, OTIF means that we supply everything that is needed precisely at the desired time point. We meet the stringent OTIF criteria at the highest level. We have reached our goals only once you are fully satisfied.

Why Voith pays off for you
+ Customized service by tailor-made concepts
+ System competence: Service for key components and systems of rail vehicles from a single source
+ Higher availability by condition monitoring
+ Shorter down times after accidents by faster reaction times
+ Tested original parts for maximum safety
Rail Service portfolio

As specialists in components and systems for rail vehicles, we ensure safe operation, highest availability and long service life.
Retrofit and Modernization
- Updates in OEM quality
- Longer part availability
- Lower operating costs
- Verbesserung und Upgrade bestehender Assets
- Improvement and upgrade of existing assets

Inhouse MRO
- Worldwide service network
- Voith know-how
- Individual consultation

Field Service MRO
- One-site service
- Fast reaction times
- Field experience across all products
- Individual consultation

Spare Parts
- From the smallest exchangeable components to complete units
- Spare-part kits benefits
- Newest technology
- OEM quality
- Fast delivery time

Contracts
- Individual contractual concepts
- Voith know-how
- Fast reaction times
- One central contact

Spare Units
- 1:1 replaceable unit in the event of damage
- Can be used with identical interfaces
- Reduced downtimes
- Fast delivery capability
- OEM quality
**Education and Training**
- Customer focused training concept
- Adjusted educational content
- Voith know-how

**Technical Support**
- Customized delivery and scope of supply
- Wide range of engineering services
- Experience across all products

**Exchange Program**
- Replacement concept for complete Voith and non-Voith products
- Replacement pool allows for reduced process times
- Schedule certainty

**Non-Voith Units**
- Voith quality
- Individual consultation
- 1:1 replacement of components and units

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Minimized downtimes

24/7 Maximized availability
Specialist for every component

Service for transmissions and complete wheelsets

Service for complete wheelsets – fast and transparent
Everything goes hand in hand for the maintenance of complete wheelsets: Root cause analysis by our service technicians at the customer’s premises, report of damage and offer. Since we have most of the spare parts in stock, the work commences immediately with the release of the order and before receipt of the dismantled wheelset at Voith. All assembled parts are tested on the test rig and certified. Detailed reports as well as continuous exchange of information with the customer ensure maximum transparency.

Service for gear units – test run up to completion
The overhaul of a gear unit begins with tests and accurate wear diagnosis. Based on this, the Voith specialist decides in consultation with the customer whether worn-out parts are refurbished or replaced. The service technician grinds parallel shafts and shafts to the target dimension, and all adjustment and control dimensions are checked after assembly of the complete transmission. A customized solution with considerable cost benefits!

Exchange transmission – the convenient solution
Fast, convenient and efficient: During maintenance of gear units, we supply generally overhauled transmissions in advance. The old transmission is disassembled, the exchange transmission is integrated immediately – this is how the down time of your rail vehicle is reduced to the absolute minimum. We offer this service for all vehicle types of different manufacturers and, in doing so, fall back on stocks of exchange transmissions available worldwide. The number of customers convinced of this is an ever increasing one:
“By the close coordination with Voith, we could carry out the refurbishment of our transmission seamlessly. The exchange model helped us to save six to eight weeks of down time and plenty of coordination effort.”

Heinz Moser
Light Rail Vehicle Manager of the transport company Bernmobil of the city of Bern
Service for couplers

Service – that pays off
With a unique maintenance concept, the lifetime of your couplers gets extended. Voith quality standards with certified processes and test reports form the basis for this. Maintenance and repair of Scharfenberg couplers are also possible in the exchange service. We deploy flexible teams of specialists for fast maintenance. In this way, your vehicle gets back on track and the lifetime of your couplers gets extended.

Overhaul – with comprehensive safety test
We recommend comprehensive refurbishment of all train couplers at specific intervals. In doing so, we dismantle the couplers completely and test the safety-related or highly stressed parts comprehensively. Overhauled couplers are equivalent to the condition of the new ones at the time of initial delivery and receive the Voith warranty from us. Our own workshops for refurbishment meet the stringent quality requirements of the rail vehicles industry in terms of their hierarchy and equipment.
Maintenance – with the Voith warranty
As a result of their exposed position in the train, train couplers and front systems are damaged frequently. Professional and prompt maintenance gets the trains back in service. You get the Voith warranty for all maintenance work. Our specialists work depending on the type and scope of the maintenance directly at your premises or in one of our local subsidiaries worldwide.

Spare parts – from our in-house production facilities
For all work, you benefit from fast and reliable supply of spare parts by a closely knit network of agencies and affiliated workshops. We produce all spare parts in our factory in accordance with Voith quality standards. This is applicable both to the original Scharfenberg coupler and to couplers of other manufacturers.
Specialist in complex systems

Engineering

As a former developer and manufacturer of rail vehicles, Voith has the system and expert competence necessary for developing railway-specific systems and associated software solutions. Voith covers the entire development process from concept creation through system engineering, diverse simulation techniques and design to approval of components, systems or complex overall systems. We can therefore supply even prototypes or series production from one source.

Customer benefit is at the core of everything we do, whether for new developments, modernizations, retrofitting of subsystems for increasing efficiency and improvements in eco-friendliness or occupational safety.

Bogie overhaul

Whether an entire train in our one-stop shop or a single component is delivered, with Voith you can have your whole bogie overhauled. Voith offers work on wheelsets, wheelset gear units, brake systems and all further components from one source - the complete range for the undercarriage of your rail vehicle. With its optimized, holistic approach to bogie overhauls, Voith can offer reliable process procedures at the shortest possible throughput times and the highest quality standards you have come to expect. The final verification on the modern pressure rig is of course included.
Servicing of rolling stock
As a component and subsystem manufacturer, Voith has a particular affinity with rail vehicles. Outstanding system competence as well as the expertise of its qualified staff are today utilized in the manufacturer-independent and high-quality servicing of rail vehicles and cooling systems. Maintenance, repair, major inspections or modernizations – our services are customized to suit your vehicles. Our infrastructure includes all necessary equipment to process locomotives and multiple units of a length of up to 120 m comprehensively. Servicing of cooling systems is done by Voith with the required system and integration know-how. Thanks to its high vertical integration and replacement part availability, including the option of putting in replacement components, Voith acts with great flexibility.

Mobile Service
With its 3 main locations and 7 service sites, plus around 40 service technicians, Voith’s service network covers all of Germany. Short distances, fast response times and servicing done directly on the vehicle – truly mobile service to your specifications and at your own site. The mobile service organized to ECM structures offers a broad range of services, from immediate corrective actions 24/7 to full-service packages. Do you want to optimize your servicing? We also gladly take on higher-level ECM functions for you and develop an optimized service program.
Represented directly in all markets
Only those who know the typical national characteristics of rail traffic from their own experience are near the customer, understands his requirements and can offer optimal service. This is why Voith is represented in all important markets worldwide with its own subsidiaries or sales companies. Comprehensive competence and prompt response speak for us.

Your partner before and after the purchase
You will find the competent service partner in us before and after the purchase of your rail vehicles. We carry out service work even on third-party brands on request. A 24-hour Hotline, the best trained and experienced employees not only solve the most difficult problems within a short period of time – but they also eliminate the root cause.

Holistic solutions for maintenance
The better the research for the root cause in case of damage, the better is the solution. As an OEM for key components and systems of rail vehicles, we always have the entire system in sight. This creates synergies for optimal, fast and economic solutions for maintenance. Our customers benefit from considerably higher lifetime and availability of their vehicles.
Rail Service at a glance

1. Product-oriented
   • Spare parts kits
   • Diagnoses
   • Repairs
   • Main overhauls
   • Special tools
   • Product modernizations
   • Electronic spare parts catalogs
   • Maintenance, repair and overhaul training
   • Commissioning of new vehicles
   • Inspection of vehicles in stock

2. Availability-oriented
   • Installation & Handling of diagnostics software for troubleshooting and fault rectification
   • On-site service
   • Proactive maintenance
   • 24-hour Hotline & Support Center
   • E-Qualification platform
   • Use of RFID and QR technology
   • Material planning and stocking
   • Framework and delivery contracts
   • Exchange program

3. Result-oriented
   • Planning and procurement of workshop equipment
   • Customized service agreements
   • Manufacturer-independent service for rail vehicle components
   • Advice and implementation of
     – Damage assessments
     – Assessment of the condition
     – Product improvements
   • Customized stock management
   • Customized training
   • Seminars on safety-related topics