

LOCATIONS NORTH AMERICA

Alpharetta, Georgia, USA
Vancouver, Canada

Rail Vehicles & Buses

Sales & Service
Production

LOCATIONS EUROPE

Dusseldorf, Germany
Birmingham, UK
Milan, Italy
Niederbuchsiten, Switzerland
Vienna, Austria

Rail Vehicles & Buses; Heating, air conditioning, ventilation

Sales & Service, Production,
Components, development,
Engineering

LOCATION AFRICA

Woodstock, South Africa

Heating, air conditioning, ventilation

Sales & Service



Woodstock



Kiepe After Sales Service

FOR RAIL VEHICLES AND ELECTRIC BUSES

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COMPANY PROFILE AND SERVICE PHILOSOPHY

The Knorr-Bremse subsidiary Kiepe Electric, which has its headquarters in Düsseldorf, supplies electrical systems to the leading manufacturers of rail vehicles and buses all over the world. The company offers efficient solutions and ecologically sustainable concepts for emission-reduced public transport in the form of environment-friendly electrical equipment for tramcars, metro vehicles, regional passenger trains and special-purpose trains as well as for battery buses, trolleybuses and in-motion charging (IMC®) buses. It has also specialised in the modernisation of old vehicles and it offers preventive and corrective maintenance of vehicles.

To be able to offer the operators and maintainers fast and extensive support, Kiepe Electric offers a broad range of services.

Thus, the operators are supported in all maintenance issues, also on site. User-friendly systems have been developed to see the current vehicle status via remote diagnosis, which makes it possible to react fast on events. A service technician can advise on the basis of the vehicle data available via these systems (or be on site in no time) and act flexibly due to the extensive spare parts stock.

AFTER SALES AND THE AFTER-SALES STAFF

Kiepe Electric produces electrical equipment for rail vehicles and electric buses to the whole world. Our aftersales service team supports you extensively during and after the delivery of the vehicles in and after the warranty period. This support by far exceeds the classic activities like spare parts management, logistic services, provision of consignment stocks etc.

Our after sales team and our technical hotline experts work effectively and always with the solution in mind. Thus, e.g. staff trained especially for the spare parts service can offer fast support. Precise remote diagnoses can be made by way of the Kiepe vehicle data management and individual solutions can be found quickly. We can also provide necessary software and support tools up to partial and complete test systems, e.g. the automatic test system ATS. If necessary, we reach you fast on site with our mobile service vehicles for air conditioning and hybrid technology and develop flexible solutions tailor-made for you. Moreover, we offer internal and external training of your employees and advise you on further services.

ENSURING THE AVAILABILITY OF VEHICLES

Kiepe Electric has many well-trained after-sales experts, who ensure the technical availability of a fleet and react extensively and fast to a request from a customer, also if the matter is complex.

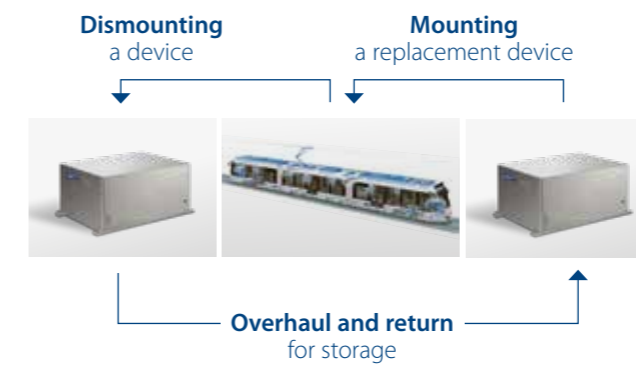
Kiepe Electric's spare parts management is coordinated with the customer and therefore a great support. The dismantled device is maintained or repaired by specialists in Düsseldorf in a workshop equipped for this purpose.

Moreover, our service hotline is always manned with an expert, who can help you with all kinds of problems.

Call us: **Tel: +49 211 7497-275**

or write an e-mail:
service.kiepe@knorr-bremse.com

ENSURING THE AVAILABILITY OF VEHICLES



Three steps ensure the availability of your vehicles

1. The device on the vehicle is dismantled and a replacement device mounted.
2. The dismantled device is sent to Vossloh Kiepe for overhaul.
3. The overhauled device is returned to you for storage.

Result: High availability of the vehicle

VEHICLE DATA MANAGEMENT

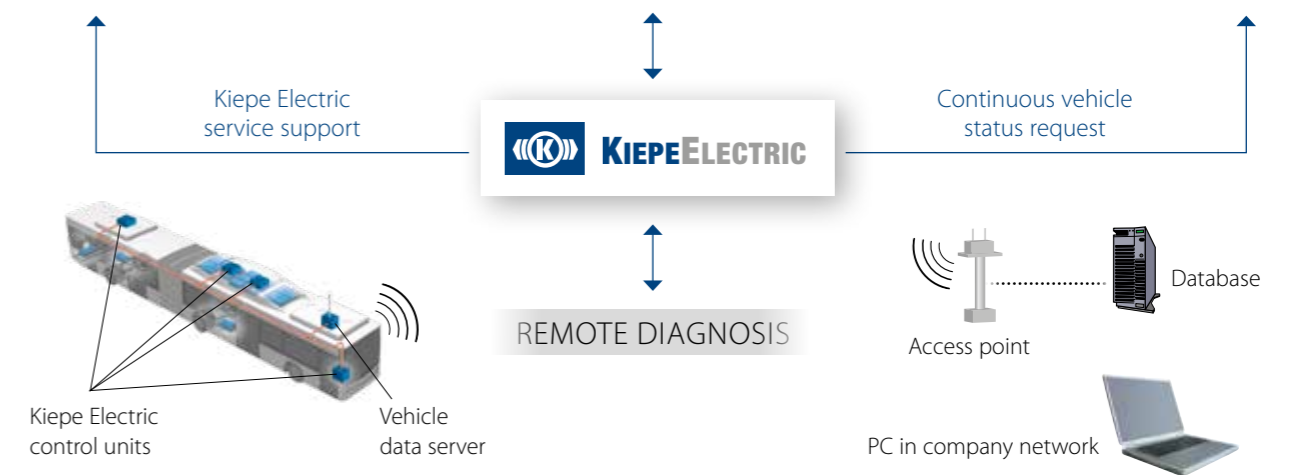
Online measures

- Support
- Spare parts service

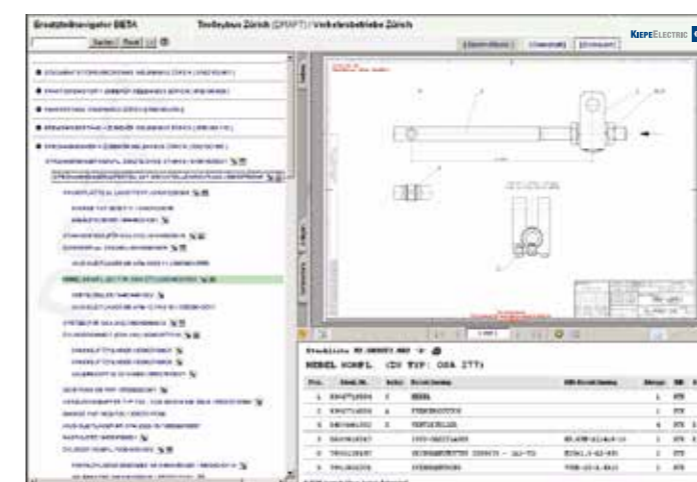
CUSTOMER

Service vehicle

- Maintenance, repair, service
- Mobile test and service devices



SPARE PARTS MANAGEMENT



Find the suitable spare part fast

The suitable spare part is found quickly by way of the spare parts navigator of Kiepe Electric. Thus, it:

- finds the spare part suited for your vehicle
- comprises all relevant information
- informs of the number of pieces needed
- finds the drawings
- finds the data sheets etc.

