

## AFTER SALES SERVICES & TECHNICAL SUPPORT

When you become a Customer  
**our job has only just begun**

### OUR SERVICES

#### **Railway vehicles and systems**

- On site and remote assistance
- training on the use of the products
- corrective and evolutionary maintenance (repairs and servicing, updates)
- provisions of materials and/or spare parts
- extension of warranties for replacements in case of damage or defects

#### **Software platforms (RAMSYS, TRACKWARE)**

- On site and remote assistance
- training on the use of the products
- corrective and evolutionary maintenance (updates, migration, custom function development)
- extension of warranties for remedial support in case of failures.

A dedicated point of contact (DPOC) is assigned to every customer with an active maintenance/support program to provide a fast and efficient service.

If you still haven't received name, email and phone of your DPOC please contact MERMEC at:  
[support.mermec@mermecgroup.com](mailto:support.mermec@mermecgroup.com) or **+39 080 9171**.