

Doppelmayr Customer Support

Reliable, fast, global



Contents

Your benefits at a glance	6
Technical customer support	8
Spare parts sales and advice	9
Tool sales and advice	10
Training	11
Service and maintenance	15
Station inspection	16
Grip opening/closing line service	18
Hydraulic service	19
Motor inspection	20
Gear unit inspection	21
Gear unit general overhaul	22
Bullwheel bearings	23
Sheave assembly service	24
Rope shortening, new rope installation, splice repair	26
Track rope repositioning	27
Detachable grip inspection	28
Cabin carriage inspection	31
Funicular carriage inspection	32
Cabin inspection	33
Cabin window replacement	34
Cabin modernization	35
Ropeway inspection	37
Converter service	38
Control system inspection	39
Retrofits	40

Welcome to Doppelmayr customer support

Our goal is to optimize the availability of your ropeway installation. To this end, the Doppelmayr customer service team covers the entire spectrum of services for rope-propelled transport systems.



Your success is our success

That's why we focus on your specific requirements and find solutions, either over the phone or directly on site.

Our customer support team reacts quickly, thinks long-term and ensures the optimal availability, operational safety and reliability of your ropeway installations so that you can concentrate on your core business.

If you have any queries, please contact our local office in your country. The person to contact can be found on our website: **[doppelmayr.com](https://www.doppelmayr.com)**.



Scan the QR code to
find your contact

In particularly urgent cases, our customer support can be reached 24 hours a day, 365 days a year. The hotline number can be found on our website: **[service.doppelmayr.com](https://www.service.doppelmayr.com)**.



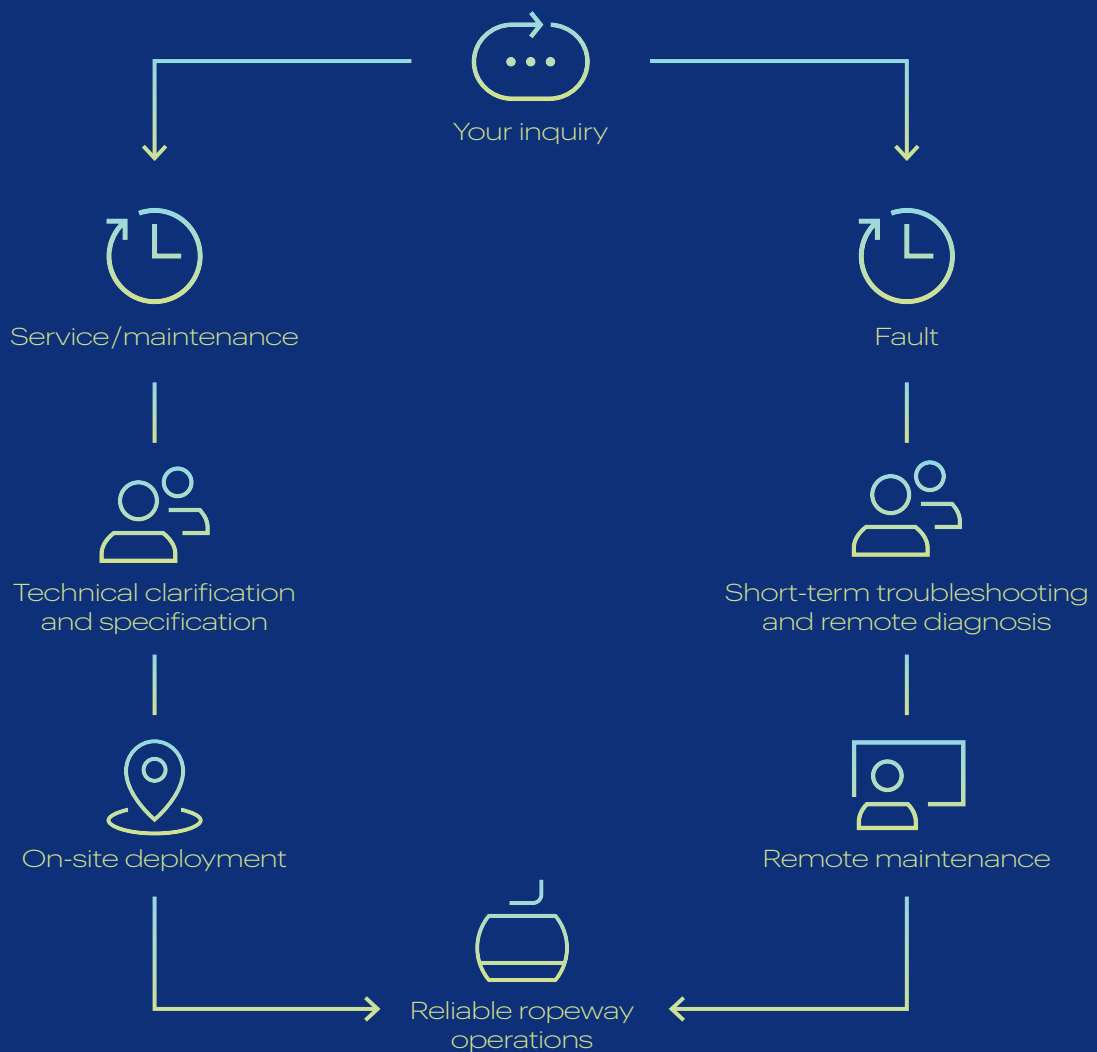
Scan the QR code for
our customer service

Your benefits at a glance



We guarantee fast and professional support

- Detailed visual and written documentation of inspected components
- Original spare parts with top safety and quality standards
- Warranty for work performed
- On request, transport, logistics and export handling by Doppelmayr
- Special tool hire
- Optimized planning and cost control through prevention
- Enhanced availability through the avoidance of unscheduled operational shutdowns
- Dependable support for every installation irrespective of age and location





The ideal solution to your problem

Doppelmayr service engineers
ensure fast, individual solutions.

Over the phone, by remote maintenance or through flexible deployment on site. As well as offering you optimal technical processing, our specialists also take charge of the entire organizational handling and implementation.

Please visit our website to find the right person to contact:
service.doppelmayr.com

Quality and reliability available worldwide

Doppelmayr original spare parts guarantee you an optimally functioning ropeway installation.

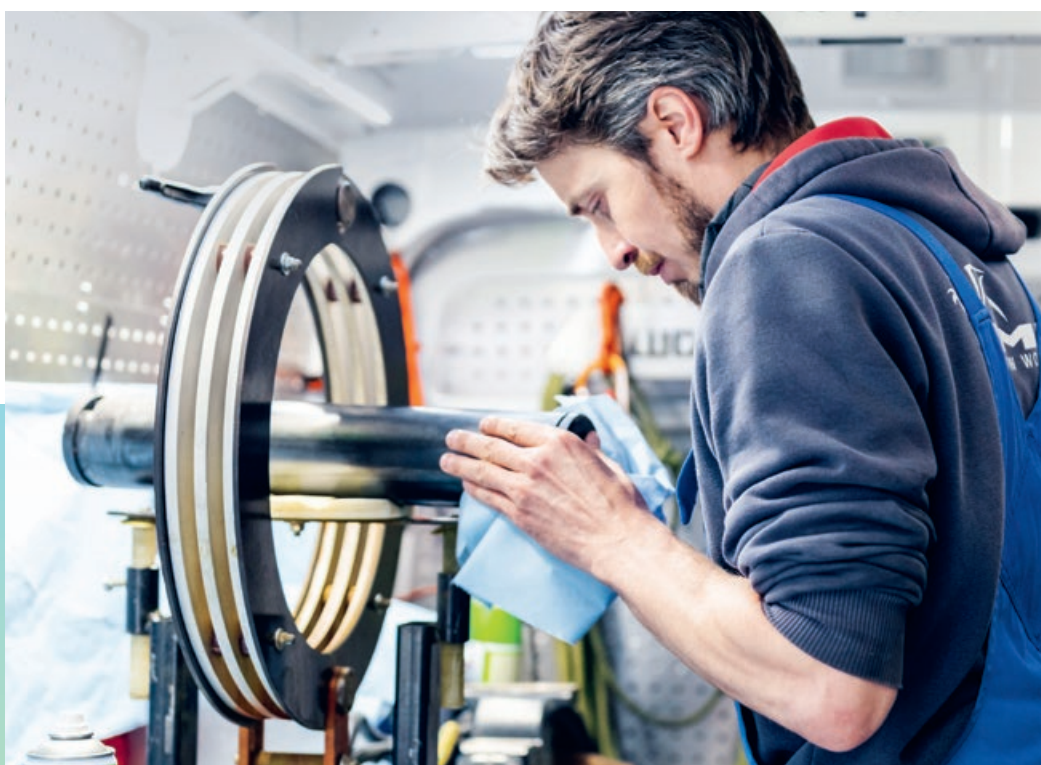


We have a warehouse containing over 25,500 spare parts and also take care of logistics on request. In addition, we offer you professional advice on your

requirements for spare parts, tools and equipment. Our customer support team guarantees prompt and professional assistance for all system types and a wide range of ages.

Tools for professionals made by professionals

Doppelmayr customer support personnel assist you in the day-to-day work on your ropeway installations – worldwide.



We offer you the right tools that will enable you to carry out all the work professionally and safely. The special tools and equipment that have been specifically developed for use on your ropeway can be found in our tool catalog, which contains almost 300 articles, from anchor pretensioning devices to lifting gear.

Download our free tool catalog using the QR code or visit our website:
service.doppelmayr.com





Customer training at our plant, on site and digitally

Lower running costs with skilled personnel.

Top safety and availability plus optimal comfort are the hallmarks of ropeways from the Doppelmayr Group. When it comes to operations and maintenance, properly skilled personnel are a must.

For our in-house training courses at the Doppelmayr Group's Ropeway Training Centers as well as for on-site training on your ropeway, we have drawn up a comprehensive training program in collaboration with our partner firms, which covers the essential areas of ropeway technology.

The combination of in-house, on-site and digital training courses provides your employees – from entry level to experts – with a wide-ranging platform to ensure your ropeway operations are even more efficient.

As part of an in-house training course at one of our Ropeway Training Centers, we also welcome your visit on request to the competence center for continuous-movement systems in Wolfurt (AUT) or for special ropeways in Goldau (CHE).

Digital training courses

Digital training courses provide the ideal addition to our offer. They enable users to

book and complete courses, document their learning progress, and manage their own profile. That means maximum flexibility in terms of time and place as well as reducing organizational and travel costs.

Scan the QR code for further information on our latest courses and dates, or take a look at our website: service.doppelmayr.com





First-class service –
for an entire
product lifetime





A service visit from the manufacturer for enhanced efficiency

We think outside the box for you:
Benefit from decades of experience
from the global market leader.

Rely on professional service and perfect maintenance throughout the lifetime of your ropeway while simultaneously saving your most valuable resource: time.

To ensure that your installation functions perfectly and your guests can be offered top comfort and quality at all times, we

give you flexible assistance in the form of component maintenance or an individual no-worries package.

Experienced service engineers guarantee fast and professional service in all areas. Following the visit, you receive the documentation in compliance with the applicable standards and regulations. Take advantage of our experience in dealing with the authorities.

Unique to Doppelmayr:
When necessary, we carry out non-destructive testing as part of our service; no need for additional testing by an accredited test center.





Professional service increases component lifetime.

Where it all comes together

Take advantage of the synergy effects in your stations.



Minimize costs with preventive maintenance

With the station inspection, we offer you a package of different services that play a decisive role in minimizing future maintenance costs.

This includes, for instance, checking the contact pressure on the tire conveyors and the alignment of the V-belt pulleys, any readjustments required and the replacement of worn parts. The result: increased component lifetime thanks to professional service.



Grip opening and closing lines are checked along with station entrance and exit areas.

For the smoothest transitions

The correct tracking of the rope is crucial for the safety of the ropeway installation.

For this reason, the interaction between rope grip and haul rope should be checked and adjusted by the manufacturer at regular intervals. The service encompasses professional inspection from the entrance tower to the station. The grip

opening and closing lines and the station entrance and exit areas are also checked. This helps to minimize wear on the haul rope and the grips as well as prolonging service life. If required, inspection of the grip force testing device can also be integrated into the grip opening/closing line service.

The right pressure

A regular hydraulic service is key to ensuring the availability of the installation for the long term.

When it comes to preventing shutdowns and costly repairs, the replacement of wear parts is indispensable. If required, replacement of the hydraulic oil and gear

oil, and a complete function check are included in the hydraulic service. Our Doppelmayr experts involve the customer's personnel in the work. The service then simultaneously becomes a training event.



A powerful drive

Reduce the risk of downtime

The driving force behind a ropeway is the motor. This has to undergo regular maintenance in order to meet the highest requirements in terms of reliability and service life.

Together with our service engineers and authorized partner firms, we guarantee a detailed inspection and overhaul of your motor and ensure that the risk of cost-intensive downtime is reduced.





Error-free transmission

Preventive maintenance of the gear unit enables you to increase the availability of your installation and improve operational efficiency.

Our engineers and authorized partner firms possess a wealth of in-depth experience in early-stage damage detection. They work with proven test programs

and perform all measuring and testing operations with cutting-edge equipment. From visual inspection and endoscopy to structure-borne sound measurement and oil analysis, preventive maintenance makes unplanned investments a thing of the past.

Leaving nothing to chance

The gear unit has a major influence on the availability, smooth running and noise development of a ropeway installation.



All the power in the world serves no useful purpose if it's not correctly transmitted.

To maintain optimal functionality, even after many hours of operation, a general overhaul of the gear unit is the right choice. After removal, we send the gear unit to an authorized service partner who will clean the relevant parts and subject them to non-destructive testing.

Both the overhaul and manufacture of new parts as well as the regrinding of gears are performed in accordance with original drawings. The repaired gear unit is tested to the most rigorous quality criteria on a test bench prior to delivery. Our inspection services, which vary in scope, enable you to benefit from our expertise, speed and sophisticated global logistics.



Know your
running form

Precise and smooth-running

Minor change, major impact.

The condition of bullwheel bearings is dependent on many influencing factors. Analyzing the lubricating grease and measuring vibration can provide information about bearing condition.

Parameters like the number of hours and years in operation are also taken into account in order to accurately determine the current condition of bearings on an individual basis. Our experienced customer support team is pleased to advise and will help you to make the right decision for every installation.

On, not off track

Precision prevents unnecessary wear.

The first task of the sheave assembly service is to jointly identify with the customer which sheave assemblies on their installation are exposed to the greatest stress and strain. Our experts have maximum flexibility for the job. Different installation methods can be used depending on local conditions.

After dismantling, the individual sheave assembly components are subjected to non-destructive testing and wear parts are replaced. Once the sheave assembly has been reinstalled, it is aligned for correct tracking and the rope position checked. Properly aligned sheave assemblies ensure that the haul rope is perfectly positioned in the sheave groove, which is essential to maximum rope safety.







Proper maintenance is essential to ensure maximum rope lifetime.

All things related to the rope

Just like anything that is meant to last, a rope has to be professionally maintained.

A series of measures are necessary to ensure a long service life. But there's no need to worry because, with us, your rope will be in the best possible hands. Rope shortening, splice repairs and new rope installations are all part of the daily work for our experts. We will be pleased to arrange for magnetic particle testing of the

rope and measurement of the rope splice with our certified partner firms. Proper rope maintenance is also indispensable to ensure a long service life. That's why we perform splice work and any repairs – for example, following lightning damage – in collaboration with the rope manufacturer. Worth knowing: On request, we can also carry out all the necessary rope detensioning work for you when these operations are performed.

Optimal tension

The safety, reliability and lifetime of a ropeway are dependent in no small measure on the professional installation and maintenance of the ropes.



Good preparation is essential. Our experienced team is pleased to take on these responsible tasks for you – no matter whether they involve positioning the rope-pulling machine, relieving the counterweight, technical and structural

clarification of the required rigging points, or installing protective structures in the case of obstacles such as roads and rivers. The repertoire of our experts also includes installing the new rope, rope pulling, rope cleaning, fitting and checking rope end attachments or pouring rope sockets as well as track rope repositioning and tension rope replacement.



Grip inspections can be performed on site, depending on grip type and inspection scope.

A strong connection

The rope grip is one of the most important components on a ropeway and requires special attention.

Detachable Grip Inspection



Time and personnel resources are always in short supply. That's why this Doppelmayr service is a welcome form of assistance for our customers. Depending on grip type and inspection scope, the grip inspection can either be performed on site, or at a Doppelmayr or Garaventa plant.

The grip is completely stripped down to its constituent parts and inspected in accordance with the applicable inspection specifications. After reassembly, the grip force is checked and documented by means of a pull test. During this work, the carriers are parked using suspension carriers. These can be provided on request. We ensure maximum planning security by giving you a fixed price.



Friction-free guidance

When it comes to the full inspection of carriages on aerial tramways and 3S ropeways – irrespective of type, manufacturer and age – look no further.

Our experts carry out the work you require reliably and conscientiously, either on site or at the Garaventa plant. Our services include, among other things, professional dismantling of the

carriages, cleaning, non-destructive testing, repainting the parts, any necessary repairs, reassembly of the carriages, testing and final inspection, plus documentation. To reduce downtime in the case of bogies, we can also provide replacement parts on request.

Reliable and conscientious:
on site or at our plant



Comfortable and smooth-running

Full inspections of carriages and bogies on funicular railways also belong to our area of expertise.



Either on site or at the Garaventa plant, our experts take care of the professional dismantling of the carriages and bogies, cleaning, non-destructive testing,

repainting the parts, any necessary repairs, reassembly, testing and final inspection, plus documentation, including all regulatory proofs. To minimize downtime, we can also provide replacement bogies on request.



Classic cabins have a special appeal all of their own.



Full body checkup

Cabin inspection increases the availability and lifetime of the carrier.

Regular maintenance also reduces the costs spent on spare parts. Overhauling the door mechanism prevents unscheduled interruptions, and cabin doors can

be optimally adjusted by measuring the door closing force. As part of the mandatory special inspection, our certified specialists check the load-bearing structure and the remaining cabin components, and replace any elements if necessary.

Cabin Window Replacement



Professional replacement of individual window panes or the complete glazing.

Maintaining a clear view

Sooner or later, cabin windows become tarnished, depending on the length and intensity of use.

At the same time, spectacular vistas of the far distance frequently play a major role for your guests as part of an unforgettable ride experience. When it comes to restoring an unhindered

all-round view during the trip, we're the right people to contact. No matter whether individual window panes need replacing or the complete glazing, our trained adhesives experts guarantee the professional replacement of damaged or faulty windows.

Turning old into new

On average, the lifetime of a ropeway installation is between 30 and 45 years.



That's a long time span in which some individual parts wear faster than others and passenger needs can change. But it's not always necessary to replace the complete installation. Modernizing the cabins can work wonders.

A stunning visual upgrade can be achieved with a new paint finish or by replacing protection films, windows, seats and paneling. In addition, the load-bearing structure is also inspected and any corrosion damage removed. Depending on the scope of the work involved, cabin modernization is carried out on site or at our plant.



Always one step ahead

Clarity on the technical status of an installation is a must in order to maintain smooth operations.



That way, any shortcomings can be identified and eliminated before they develop into major problems. Ropeway inspections are performed by experienced Doppelmayr specialists who check the mechanical or electrical components on your ropeway and draw up a professional status report containing recommendations for optimization and maintenance.

You can rely on our many decades of experience in the different installation types. Meticulous inspection not only reduces wear and increases the lifetime of the installation, but also brings clarity regarding any service work that will be necessary in the future.



Always on the pulse

Invisible but indispensable:
They are essential for the electrical
power in the drive system.

Frequency and power converters are the neuralgic elements of your installation. A regular service is essential to prevent unexpected malfunctions of these important components. This is the only way to identify worn parts in the converters and replace them as a preventive measure. Depending on the number of operating hours, this service is either provided by qualified engineers from the Doppelmayr Group or by the manufacturer direct.

All systems go for the next season

The »brain« of the installation should not be neglected.

The annual control system inspection is important in order to safeguard the availability of your installation. Our experienced service engineers carry out extensive measurements, inspections and function tests on the control system and sensors.

Deviating values are reset and any worn components replaced. Device configurations and error memories are checked and cleared.

Our in-depth experience with many different generations of control systems enables us to provide a consistently efficient and reliable inspection of your ropeway control system.





Small measures can achieve a big impact.

Retaining the charm

Long-serving ropeways often have a charm all of their own. Modernizations of existing installations can be designed to retain that charm.

As well as upgrading the look of a ropeway, its availability and longevity are improved along with its quality and efficiency. Even minimal measures can often have a big impact, such as by replacing

the station enclosures. The replacement of specific components not only improves visual appeal and increases efficiency, but also offers another advantage: It makes the supply situation with spare parts that much easier.

Doppelmayr Customer Service

Reliable,
fast,
global...

