

# Service Information

## How to contact us



Hitachi Rail GTS Deutschland GmbH

# Service Information

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- » Spares Parts & OBU I60R
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# Incident Report



For incidents and technical queries contact us online by e-mail or phone.

With a corresponding service contract, even around the clock via our 24-hour incident hotline.

**To ensure a quick recording of your incident, please have the following information ready:**

- » Equipment, location and contact person
- » Detailed description of incident
- » Impact of the failure (operational & technical)
- » What has happened prior to that event? (operational or maintenance activity)
- » Your expectation towards us

A generated ticket number will be assigned to each fault message, it serves as a reference for further ticket processing and contact.

# How to contact us

Incidents and  
technical queries



**Online:** <https://myproducts.app>  
(Services → Support → Incident Report)



**E-mail:** [DE-Rail.Service@urbanandmainlines.com](mailto:DE-Rail.Service@urbanandmainlines.com)



**Service-Phone:** +49 (0) 7156 353 30199  
(Monday to Friday from 8:00 a.m. to 4:00 p.m)



**Fax:** +49 (0) 7156 353 36166



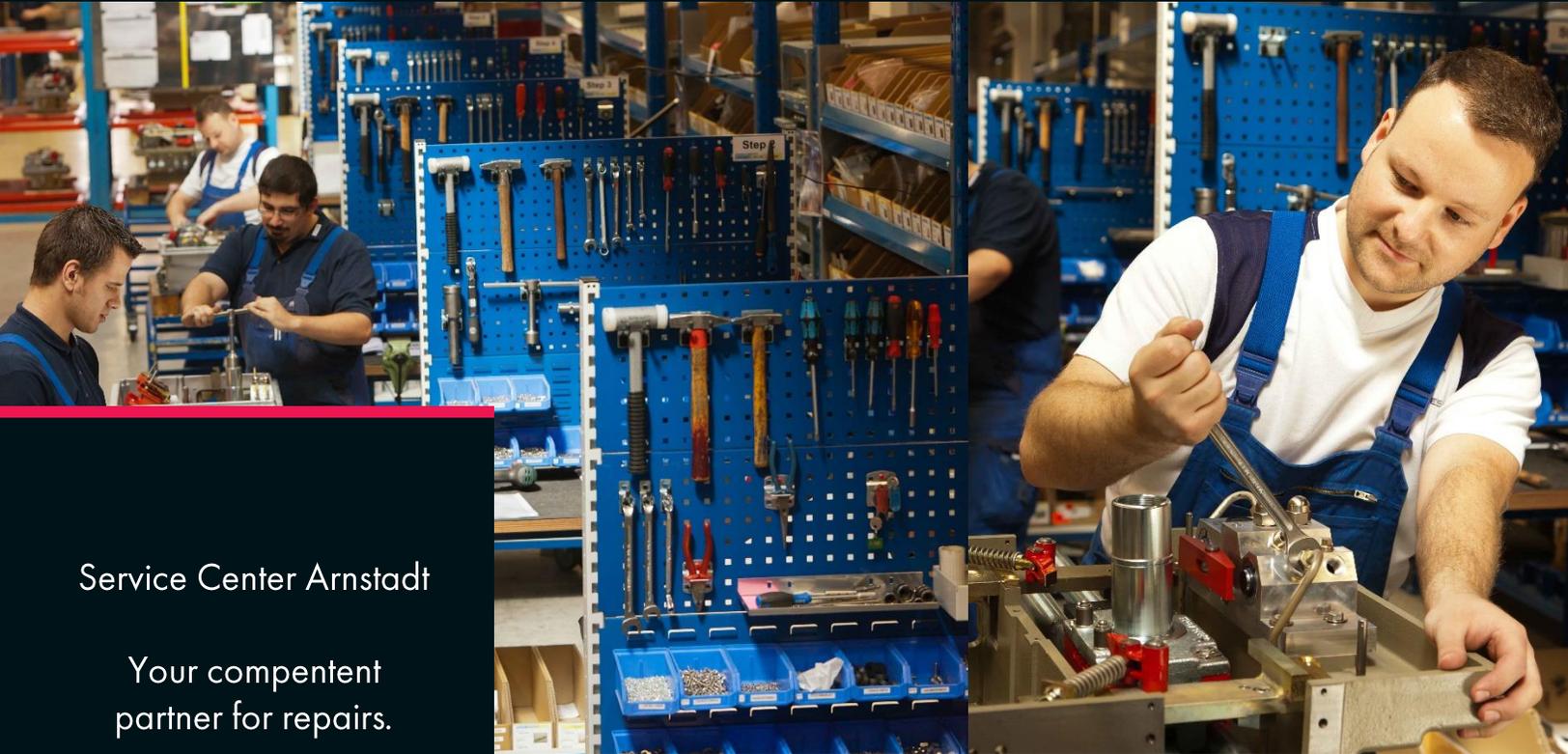
**Mailing address:**  
Hitachi Rail GTS Deutschland GmbH  
Customer Service  
Thalesplatz 1  
71254 Ditzingen  
Germany



+49 (0) 7156 353 30199

**HITACHI**  
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# Repairs



## Service Center Arnstadt

Your competent partner for repairs.

Check the status of your repairs at any time online in myProducts, in our ReturnIT App or simply subscribe to status notifications by e-mail.

**Please generate a RMA transaction for each part which shall be repaired via our customer portal myProducts.**

- » RMA (Return Material Authorisation) enables a clear assignment of the repair material and a fast processing of your order.
- » Visit <https://myproducts.app> or use our ReturnIT App to scan the barcodes of the components. This saves your time and the right data is automatically recorded.
- » Please always return the assemblies in their original or equivalent packaging and enclose the printed document.

If you do not have suitable packaging available, we will be happy to help out. We are also offering a chargeable pick-up service. In case of interest, please contact us.

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# How to contact us



Repairs and  
Return requests

**myPRODUCTS**



App: ReturnIT (Google Playstore)



Online: <https://myproducts.app>  
(Services → RMA)



E-mail: [arn.tsarepair@urbanandmainlines.com](mailto:arn.tsarepair@urbanandmainlines.com)



Service-Phone: +49 (0) 3628 71 1400  
(Monday to Thursday: from 8:00 a.m. to 4:00 p.m.,  
Friday: from 8:00 a.m. to 2:00 p.m.)



Fax: +49 (0) 3628 71 1693

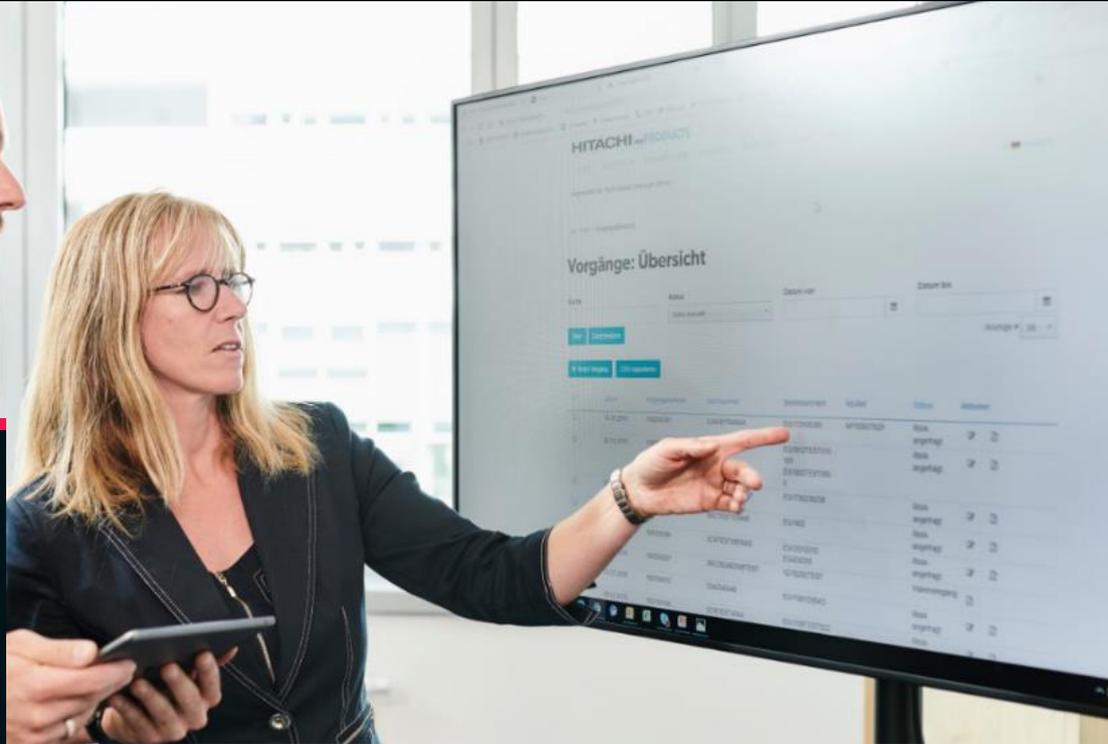


**Mailing address:**  
Hitachi Rail GTS Deutschland GmbH  
Servicecenter  
Bierweg 2  
99310 Arnstadt  
Germany



# RMA Return a product in five easy steps

myProducts RMA (Return Material Authorisation) is the process for returning a product to the manufacturer in order to have it repaired, upgraded or replaced. on [myproducts.app](https://myproducts.app)



1

Scan QR-Code or visit <https://myproducts.app> and select **Services > RMA > New transaction**

2

Continue with login or registration and fill required fields (marked with \*)

3

Check your mailbox for your login credentials. Login with username and password.

4

Choose **Services > RMA > New transaction** from menu and follow instructions step by step.

5

Your return note will be generated immediately. Print and enclose document to packet.

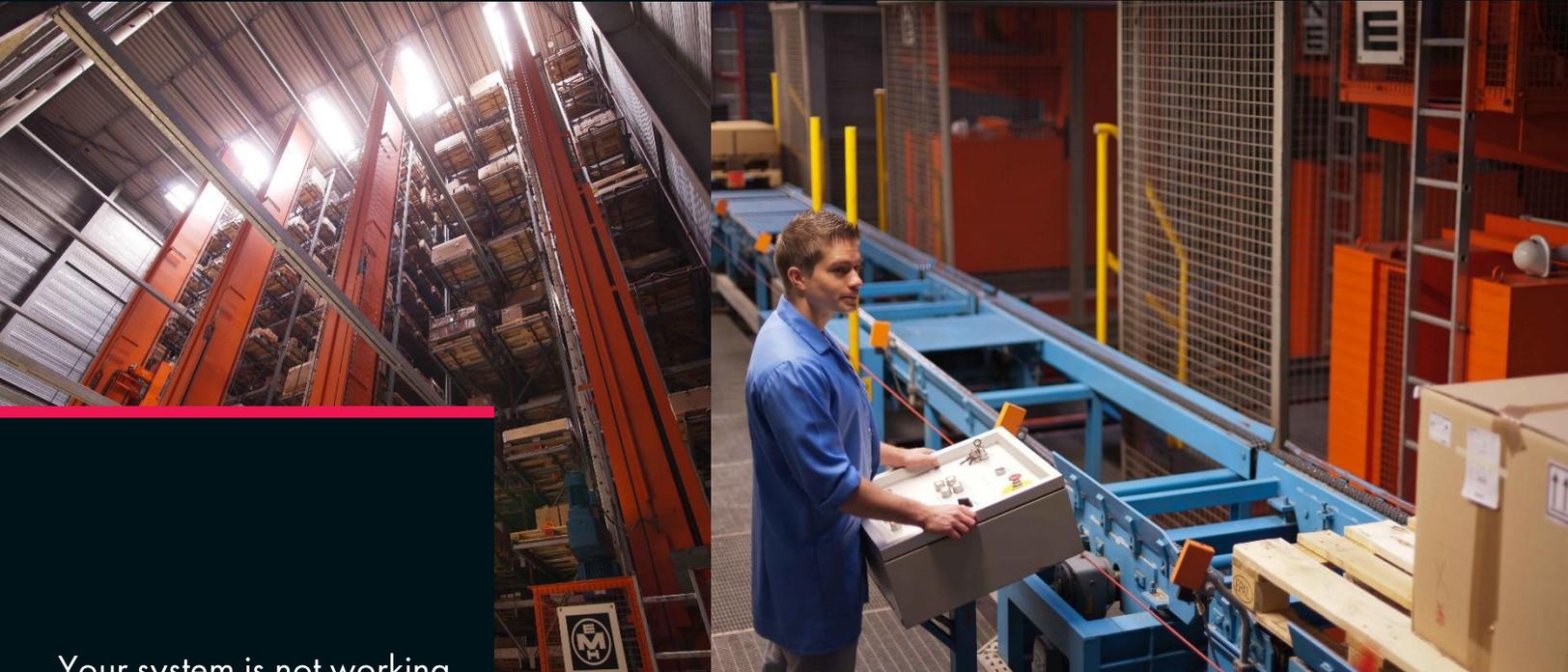
?!)

To keep an eye at your transactions: Select **Services > RMA > Overview** after login to myProducts. In case of further questions have a look at **Services > RMA > FAQ** or send a message to [info@myproducts.app](mailto:info@myproducts.app)

**myPRODUCTS**

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# Spare Parts



Your system is not working properly and you need a spare part?

Contact us, we will be happy to prepare an offer for you.

## To obtain a spare part for you, we need following:

- » item number (our components are identified with a barcode label)
- » planned location and delivery address

After success order, we will inform you of a corresponding delivery date.

## Please send inquiries to:

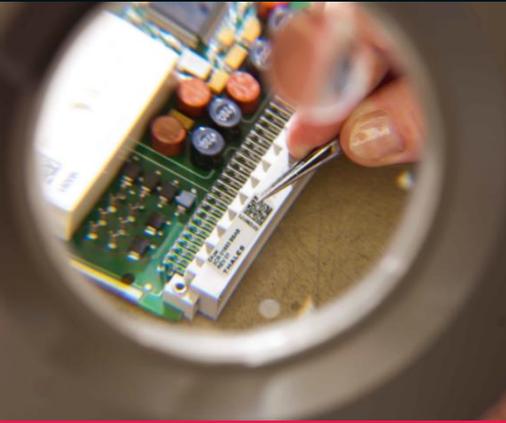


E-mail: [de-export@urbanandmainlines.com](mailto:de-export@urbanandmainlines.com)



Address: Hitachi Rail GTS Deutschland GmbH  
Order Management Export  
Thalesplatz 1  
71254 Ditzingen  
Germany

# Spare Parts OBU I60R



Your system is not working properly and you need a spare part for your OBU I60R?

Contact us, we will be happy to help you!

## To obtain a spare part for you, we need following:

- » item number, serial number or photo of type with data matrix code
- » associated vehicle number and manufacturer
- » contract number of your ordered OBU I60R
- » planned location and delivery address

We will prepare an offer for you with quantities, prices and delivery date and we are looking forward to receive your order.

## Please send inquiries to:



E-mail: [de-export@urbanandmainlines.com](mailto:de-export@urbanandmainlines.com)



Address: Hitachi Rail GTS Deutschland GmbH  
Order Management Export  
Thalesplatz 1  
71254 Ditzingen  
Germany

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# Rental Devices



Do you have a technical failure in your control and safety system and no replacement device ready?

We will help you with a rental device.

To maintain redundancy or to bridge the delivery time of the replacement device, we are happy to prepare an offer for you.

Please contact our Customer Service:



**Online:** <https://myproducts.app>  
(Services → Support → Incident Report)



**E-mail:** [DE-Rail.Service@urbanandmainlines.com](mailto:DE-Rail.Service@urbanandmainlines.com)



**Service-Phone:** +49 (0) 7156 353 35606  
(Monday to Friday from 8:00 a.m. to 4:00 p.m.)

# Interlocking Health Check



How is your interlocking system doing?

Inspection of indoor equipment and control of operation systems.



## HEALTH CHECK

- » Provides health status of your equipment
- » Considers interaction of various components
- » Detects ageing trends and prevents failures
- » Recommends preventive measures
- » Supports your employees



## INTERESTED?

Please contact us +49 (0) 7156 3533 5606  
or [DE-Rail.service@urbanandmainlines.com](mailto:DE-Rail.service@urbanandmainlines.com)

## WE CHECK . . .

- » Operational and control system components:
  - » Server
  - » Switch, Media Converter
  - » HDD
  - » Spares ...
- » Interlocking indoor equipment:
  - » IM
  - » DCA, FEC, AZA
  - » Switch, Media Converter
  - » Spares ...
- » After joint planning and execution, results are documented in a detailed assessment report including recommendations for action

# Service Portfolio



Please find an overview of our broad range of custom-made and modular service solutions.

Based on these we can offer our customers solutions that are tailored to their individual needs.

## INTERESTED?

Please contact us:  
+49 (0) 7156 3533 5606

or

DE-Rail.Service@urbanandmainlines.com

Maintenance & Spares

Lifecycle Support

Competence & Consultancy

Cyber Security

Operation Support

# Service Portfolio - overview



We assure highest system availability and minimize downtimes:

- » Remote and onsite incident resolution support
- » Spares and Repairs



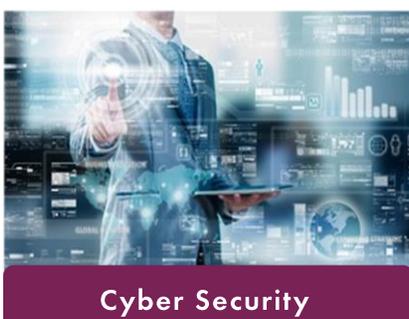
We keep systems and equipment up-to-date in an ever changing environment:

- » Updates und Upgrades
- » Obsolescence Management
- » Lifetime extension
- » Health Check



We deliver the know-how needed to bring railway systems into operation and maintain them

- » Training
- » Documentation
- » Validation
- » Consulting



We support you to maintain the security level in your systems

- » Security Assessment
- » Penetration tests
- » Intrusion detection



We provide the support you need to operate your railway systems safely and securely

- » Asset Management
- » Key Management

# contact details - overview

**Please place next to your system**

## Incidents, technical queries and rental devices



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**Fax:** +49 (0) 7156 353 36166



### Mailing address:

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71254 Ditzingen  
Germany



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\* With a corresponding service contract, a 24-hour incident hotline also available.

## Repairs and Return requests



**App:** ReturnIT (Google Playstore)



**Online:** <https://myproducts.app>  
(Services → RMA)



**E-mail:** [arn.tsarepair@urbanandmainlines.com](mailto:arn.tsarepair@urbanandmainlines.com)



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Friday: from 8:00 a.m. to 2:00 p.m.)



**Fax:** +49 (0) 3628 71 1693



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Hitachi Rail GTS Deutschland GmbH  
Servicecenter  
Bierweg 2  
99310 Arnstadt  
Germany

**myPRODUCTS**



# Service Information international

📍 Hitachi Rail GTS Deutschland GmbH  
Customer Service  
Thalesplatz 1  
71254 Ditzingen  
Germany

E-Mail: [DE-Rail.Service@urbanandmainlines.com](mailto:DE-Rail.Service@urbanandmainlines.com)