

AFTER SALES & RAIL SERVICE

FLEXIBILITY, RELIABILITY,
SAFETY AND QUALITY

LINSINGER

LINSINGER.COM

PRECISE SERVICE – LONG-TERM OPERATION

CUSTOMER RELATIONSHIP DOES NOT END WITH THE CLOSING OF THE DEAL, BUT CONTINUES THROUGHOUT THE ENTIRE LIFETIME OF THE MACHINE

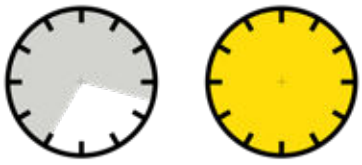
Our high standards for the quality of our rail milling machines are, of course, also reflected in the services offered by our after-sales department. Reliable advice and quick response times are our strengths in this area.

TURN OLD INTO NEW

At LINSINGER, we not only manufacture new machines but also offer complete machine refurbishment services. Thanks to detailed analysis, precise execution, and in-depth technical expertise, the machines are fully overhauled and reliably returned to service. The results speak for themselves: maximum performance, the highest level of operational reliability, and a significantly extended service life — economical, sustainable, and future-proof.

24/7 — AVAILABLE FOR YOU AT ANY TIME

For any questions, concerns, or technical issues — we're here for you whenever you need us. Our dedicated customer service team is available to assist you in person Monday through Friday from 7:00 a.m. to 3:30 p.m. And even outside these hours, you can rely on our support at any time of the day or night: Thanks to a chargeable on-call service, we guarantee uninterrupted availability around the clock — fast, competent and reliable.



EFFICIENT AND SUCCESSFUL REVISION

Preliminary
Initial assesment to evaluate the condition of the machine and preparation for the main inspection.



Parts Procurement
Ordering of the parts and manufacturing the necessary spare parts.



Disassembly
Careful dismantlingof compact assemblies to allow for the replacement of parts.



Meetings
Regular meetings to review progress.



Commissioning
Starting up and testing the machine to ensure it is correctly operating.



Delivery
Transportation of the machine and handover to the customer.



Preliminary Project: ~ 1 month | ~ 3 months
Final Project: ~ 6 months | ~ 3 months



Project Planning
Defining objectives, requirements, costs, deadlines, resources, and solutions.



Delivery
Transport of the machine back to LINSINGER in Austria.



In-depth Inspection
Detailed inspection to identify wear, damage or deviations.



Assembly
Assembly of all components, new spare parts and compact assemblies.



Functional Test
Checking wether the machine is operating correctly and safely.

TAILORED TO YOUR NEEDS

WE MAKE THE MOST OF EVERY REQUEST

At LINSINGER, the same principle applys also to our Rail-Service: No request is too complex. We analyze every customer inquiry in detail and develop tailor-made service and support solutions that ensure the long-term operation of our machines — ideally without extended downtime. Whether it is maintenance, spare parts, upgrades, or customized service concepts — our goal is to maximize availability, efficiency, and service life for every requirement. With technical expertise, fast response times, and a clear focus on quality, we ensure that LINSINGER machines remain reliably operational over the long term.

KEY PERFORMANCE INDICATORS THAT MAKE ALL THE DIFFERENCE

Our key performance indicators are proof of our commitment to fast guaranteed assistance, high machine availability, and transparent service quality—all designed to ensure your long-term success.

REPLACED PARTS / YEAR	**~ 40.000 PIECES**
RESPONSE TIME	**UP TO 24H**
SOLUTION TIME	**WITHIN 24H**
HOURS ON MACHINES	**~ 35.000H**

UPGRADE

Optimized features, state-of-the-art technology, and targeted updates extend the service life, increase efficiency, and keep systems up to date.

REMOTE MAINTENANCE

Fast and efficient troubleshooting and maintenance via remote access minimize downtime and ensure continuous operational readiness.

MAINTENANCE

Regular measures, in accordance with the maintenance matrix, to maintain and restore functionality increase availability and reduce unplanned downtime.

REPLACEMENT PART

Original and spare parts are available as quickly as possible to ensure that the machines remain in operation without prolonged downtime.

REVISION

Systematic inspections and maintenance ensure safe operation, prevent breakdowns and extend service life.

RETROFIT

Old unit? New Power – efficient, modern, sustainable. Modern components increase efficiency, operational reliability, and service life.

REPAIRATION

In the event of defects or damage, the prompt dispatch of service technicians ensures rapid restoration of operational functionality.

REGULATORY SUPPORT

Professional support for registration and approval procedures for rail and rail-road vehicles — from light rail to mainline rail.



RAILMASTER® - The most productive rail milling train in the world



MG31 - Highly efficient rail milling train



SF06-FFS Plus - Highest performance requirement in long-term use



SF03-FFS - Universally applicable, equipped for any challenge



SF02T-FS - The train for special demands



SF02-TRUCK - Highest flexibility and maximum mobility



MG11 - Especially designed for small clearance gauges - alternative drives available

LINSINGER Rail Milling
LINSINGER Locations

LINSINGER trains:
Canada
USA

Asia:
China
Hong Kong
Korea
Malaysia
Thailand
Taiwan
Russia
Australia

Europe:
Switzerland
Austria
Germany
United Kingdom
Poland
Ireland
Spain



LINSINGER Locations:
Austria
United Kingdom
Japan
China

* LINSINGER has also stationed two service engineers in Germany

Fast Response Times

High Flexibility

Spare Parts and Supplies

Contact Person for All Issues

Environmentally Friendly Process

No waste of chips and grinding dust

SERVICE - HOTLINE

service@linsinger.com / +43 7613 8840 - 250

Monday - Thursday:
7:00 a.m. – 3:30 p.m.

Friday:
7:00 a.m. – 12:00 p.m.

PRODUCT OVERVIEW

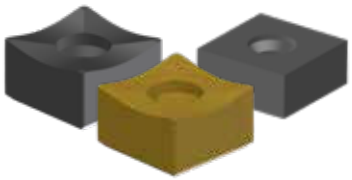
LINSINGER TOOL TECHNOLOGY
PRECISION AT EVERY STEP — QUALITY ON EVERY RAIL

Ongoing research and development, combined with decades of expertise and in-house manufacturing, form the foundation for our innovative and customized tooling solutions. We combine technological expertise with a deep understanding of the requirements of rail machining. This results in high-performance tools that deliver outstanding results worldwide, even under the most demanding conditions.

CUTTER HEADS

Our cutter heads are perfectly matched to LINSINGER machines, ensure reliable machining and consistently reproducible results.





CARBIDE TIPS

The unique cutting geometries and high-quality carbide of our indexable inserts enable high cutting performance, long tool life, and excellent surface quality.

GRINDING WHEELS

High-quality abrasives and optimally tailored specifications for our grinding wheels ensure uniform material removal, high dimensional accuracy, and an excellent finish, with an exceptionally long expected service life.



TOOL - HOTLINE

tools@linsinger.com

TOOL EXPERTISE FOR ULTIMATE PRECISION

LINSINGER TOOL TECHNOLOGY - IMPRESSIVE PRECISION

The tooling department at Linsinger Maschinenbau GmbH combines decades of expertise, technological innovation, and uncompromising precision. We develop high-performance milling and grinding tools that are precisely tailored to the requirements of our rail milling trains and the specific maintenance needs of the global rail network.

From the initial idea through development to precise manufacturing and rigorous quality control, all our processes are seamlessly integrated, ensuring fast response times. Highly sophisticated manufacturing technologies, materials tailored to the process, and extensive experience ensure that Linsinger can always offer the best solutions in the machining industry. The result: custom-engineered tooling solutions that enable maximum efficiency and performance in rail machining.

- highest precision and surface quality
- maximum service life and low operating costs
- development, manufacturing & repair all under one roof
- reliable performance even under demanding conditions
- fast global service and technical expertise



STRONG PARTNERSHIPS

FRAME CONTRACTS

The supply of high-quality tools ensures the reliable, economical, and efficient operation of Linsinger machine tools. Framework supply agreements govern the exclusive supply of tools for Linsinger machines and also include the following additional services:

PRICE STABILITY
No unexpected price changes during a one-year contract term.

TECHNICAL SUPPORT
Personal contact and on-site service.

TOOL DEVELOPMENT PROGRAM
Customers with a valid framework supply agreement receive exclusive and preferential access to newly developed tools.

GUARANTEED AVAILABILITY
High delivery reliability for the contractually agreed quantities through forward-planning production and inventory management.

APPLICATION TRAINING FOR MACHINE OPERATORS
Annual visits and training sessions totaling up to three workdays are included.

TRUST CONVINCING WORLDWIDE

Long-term partnerships and satisfied customers are the measure of our success. Every machine, every solution, and every project embodies the highest quality, technical expertise, and our commitment to providing our customers with lasting value.

The following testimonials show how our solutions prove their worth in daily use around the world and how collaborative partnerships, reliability, and innovation contribute to our shared success.

ITS INTELLIGENT PROCESS DESIGN AND MILLIMETER LEVEL PRECISION HAVE SIGNIFICANTLY ENHANCED RAIL MAINTENANCE EFFICIENCY AUDURABILITY, PROVIDING LASTING MOMENTUM FOR THE DEVELOPMENT OF RAIL TRANSPORTATION.

- MRS. ZHOU, EXECUTIVE DIRECTOR
RAIL TRANSPORTATION BEIJING METRO

AS THE INVENTOR AND LEADER IN MOBILE RAIL MILLING TECHNOLOGY, LINSINGER'S DEDICATED SERVICE TEAMS HAVE ENABLED LORAM TO CONSISTENTLY DELIVER SAFE, EFFICIENT, AND RELIABLE SOLUTIONS TO OUR CUSTOMERS.

- LUKE P. OLSEN
LORAM MAINTENANCE OF WAY, INC.

LINSINGER HAS PROVED TO BE A RELIABLE AND COLLABORATIVE PARTNER TO IARNRÓD ÉIREANN WITH ANY OPERATIONAL ISSUES SWIFTLY RESOLVED.

A PROCESS AND VENDOR THAT I HIGHLY RECOMMEND.

- ÉAMONN BALLANCE, MBA, FIEI,
IARNRÓD ÉIREANN / IRISH RAIL

LINSINGER

English . 09/2026

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