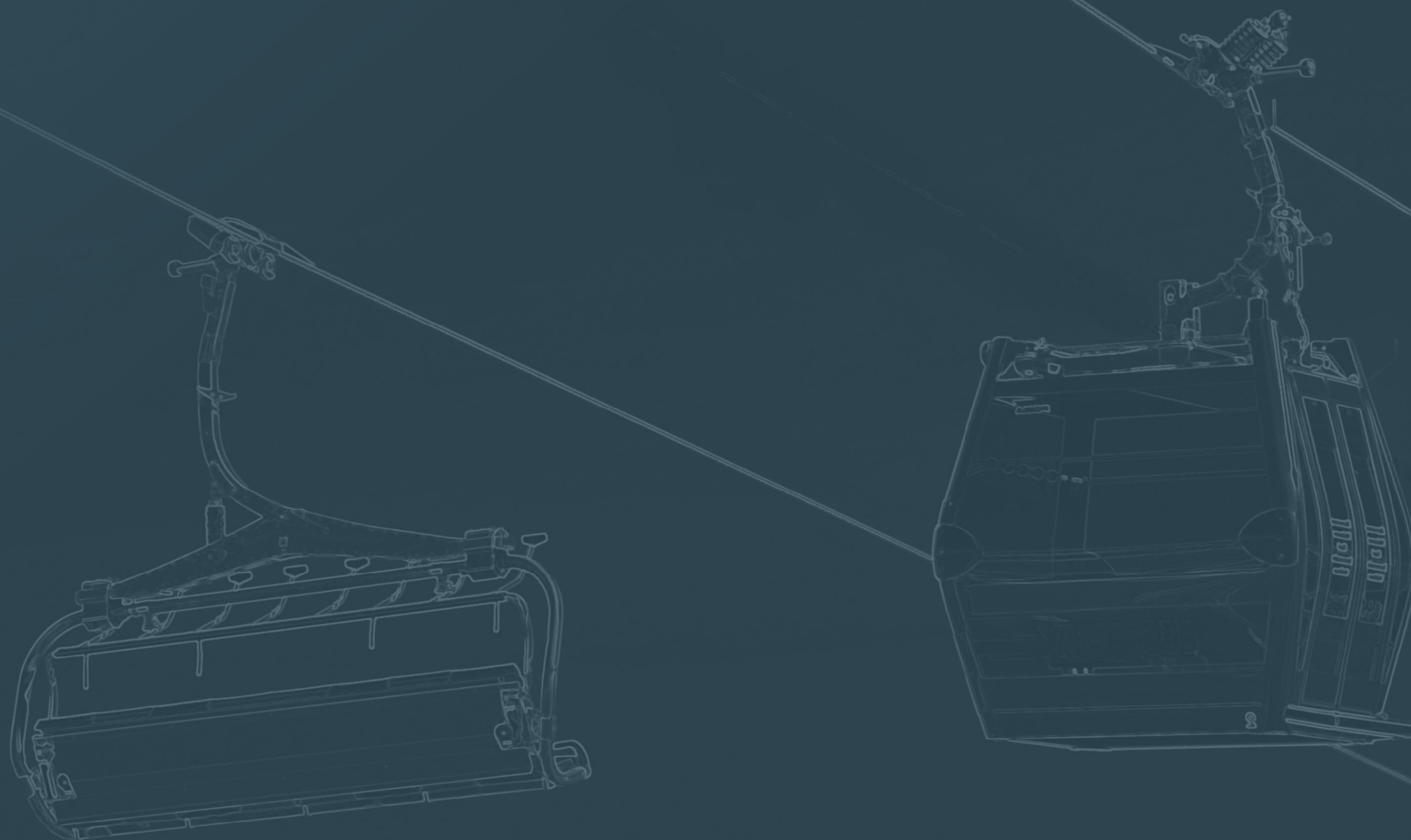


# POMA

SERVICES —

SECURITY & AVAILABILITY  
**at the heart of our services**





*“POMA is your **partner throughout the entire lifecycle** of your ropeway system.*

*We are **committed to sharing your priorities** in terms of **safety, reliability and sustainability**.*

*We work **alongside your teams** every day, putting our know-how and expertise **at your service**.”*

**Fabien FELLI**

*Group POMA Chairman*





# POMA

*By your side*

POMA, a pioneer in ropeway systems with **more than 3,500 installations and 25 subsidiaries** worldwide, stands as an international expert, **capable to intervene quickly anywhere in the world** to guarantee **performance and availability** of installations.

**1993**

Creation of the Services Department

**+100**

dedicated employees

**90+**

countries

**5**

continents



# A 360° Support

*Throughout the entire life cycle*

**INSTALLATION  
UPGRADES**

**TECHNICAL  
ADVICES**

**OVERHAUL &  
MAINTENANCE**

**ON-SITE  
OPERATIONS**

**OPERATION &  
MAINTENANCE**

**POMA  
ACADEMY**

**SPARE  
PARTS**

**DIGITAL  
SERVICES**



# Installation Upgrades

*Modernise to last,  
Optimise to perform*

## RELOCATION

Relocation, adaptation and compliance upgrades of equipment to support region development.

## RETROFIT

Integration of the latest technologies to modernise installations.

## PERFORMANCE UPGRADES

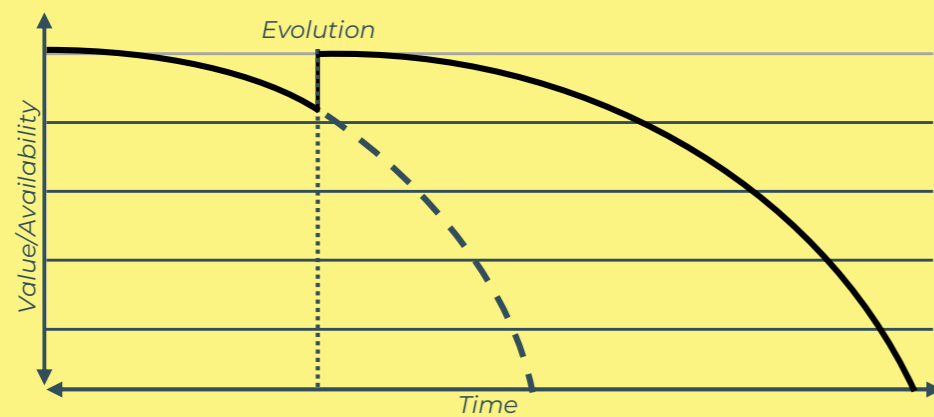
Targeted improvements to adapt the infrastructure to new operational needs.

## RENOVATION

Global actions to restore operational capacity and visual appearance.

### KEY OBJECTIVES

- Enhance passenger and operator safety
- Reduce costs and simplify maintenance
- Increase availability and reliability of the equipment
- Improve passenger experience and operator image





# Technical Advices

*Informed diagnostics to ensure safety and availability*

POMA expertise dedicated to installation availability and safety.

## ■ TECHNICAL SUPPORT

A **24/7 hotline** for rapid diagnosis and immediate solutions.

## ■ INSPECTION SUPPORT

**Planning and coordination** regulatory inspections to minimise downtime and keep costs under control.

## ■ TECHICAL AUDIT

**In-depth analysis** to assess condition, compliance and improvement potential.

## ■ MAINTENANCE ENGINEERING

**Data analysis and diagnostics** to deliver targeted recommendations.

## ■ OPTIMISATION

Adjustments, improvements and maintenance strategies **to improve efficiency and reduce wear.**

### PROS

- Proven **field expertise**
- **Data-driven decision making**
- Integrated **remote diagnostics**

# Overhaul & Maintenance

*The manufacturer's expert knowledge*

On-site or workshop overhaul and inspection, based on **decades of experience and proven processes ensuring quality and traceability.**

## A FULL RANGE OF SERVICES

- ELECTRICAL
- MECHANICAL
- LINE
- TENSIONING
- VEHICLES
- BRAKING

## STANDARD EXCHANGE FOR UNINTERRUPTED OPERATION

Rapid return to service by replacing the part with a similar new or reconditioned one.

## TRANSPARENCY & TRACEABILITY WITH A MAINTENANCE REPORT

All operations documented and systematically shared with clients.

## A CERTIFIED QUALITY



POMA is ISO 9001, 14001 and 45001 certified.

All workshop overhauls guaranteed for 6 months and up to 2 years in the case of a standard exchange.



# On-site Operations

*The manufacturer's expertise*

## ■ TROUBLESHOOTING

Intervention on **any malfunction**, supported by **remote assistance**.

## ■ UPGRADES

**Full support** – from consultation to installation – for system upgrades.

## ■ ROPE WORK

Replacements, shortening and adjustments carried out in accordance to **strict POMA standards**.

## ■ ADJUSTMENTS

**Targeted settings** to improve comfort and energy consumption.

## EXPERTISE AT ALL TIMES

A **versatile and responsive team, with advanced technical expertise**, operates day and night, worldwide, to ensure the availability, reliability and safety of installations.

# Operation & Maintenance

Ensuring long-term performance

POMA provides **ongoing support beyond commissioning to guarantee safety, availability and durability** of installations.

## TO EACH SITUATION ITS TAILORED SOLUTION

POMA offers three services levels :

### OPTIMIZE

- Assistance and solutions -

Expertise and tools ensuring **safety and regulatory compliance**.

### INSURE

- Performance and budget -

**Optimised availability and budget control** through stock management and technical support.

### FULL

- Turnkey operation-

POMA handles all operations, ensuring **performance and reliability**.

## GLOBAL PRESENCE, LOCAL SOLUTIONS

**POMA is collaborating with local partners** to structure operations and ensure long-term performances.

transfer of skills **TRAINING**  
**HIRING** company creation



## AMONG OUR O&M SITES

### URBAN

All urban gondolas – ETAC, Algeria  
Minimetro® Cairo Airport – Cairo, Egypt  
Papang – Saint Denis, La Réunion, France  
Téléo – Toulouse, France  
Minimetro® Miami Airport – Miami, U.S.A.  
Aerial Tramway – New York, U.S.A.  
Metrocable – Medellín, Colombia  
Telecabina – Santo Domingo, Dominican Rep.  
AeroVia – Guayaquil, Ecuador  
Angelo – Ajaccio, France

### TOURISM

Amazonas Kuelap – Chachapoyas, Peru  
Beauval Zoo Parc – Saint-Aignan, France  
Gondola – Galala, Egypt  
Bhaleydhunga – Yangang, India

### SCIENCE & INDUSTRY

Vicat Cement – Grenoble, France  
Cleanroom connection CEA – Grenoble, France  
Luzenac's Talc Quarry – Luzenac, France

### SPECIAL PROJECTS

British Airways i360 – Brighton, GB





# POMA Academy

*Performance starts with training*

POMA is committed to **performance, availability, safety and durability** of the infrastructures. For over 40 years, POMA Academy has been **training operators worldwide** throughout the lifecycle of installations.

## THE MISSIONS

- **SUPPORT RECRUITMENT** FOR NEW SITES
- **TRAIN TEAMS AND ASSESS** SKILLS

**98%+ SATISFACTION**  
**1000+ TRAINEE/YR**

POMA Academy develops programs **tailored to each client.**

### ■ **VARIOUS FORMATS**

Online, in-person, on-site,  
in training centers

### ■ **TEACHING RESOURCES**

First-class training delivered using  
advanced equipment

### ■ **A COMPLETE OFFER**

**70+ courses** in-person and  
e-learning

### ■ **TAILOR-MADE TRAININGS**

Personalised content and programs



# Spare Parts

*Manufacturer's quality assurance*

Over 20,000 references, new or reconditioned parts, ensuring perfect compatibility across all generations of installations.

## MANUFACTURER'S QUALITY AND TRACABILITY

Genuine manufacturer parts, tracked throughout the lifetime of the equipment, ensuring quality, reliability and compliance, and extending the installation's lifespan.

**PRESENCE IN 50+ COUNTRIES** 100% manufacturer compatibility  
for the entire lifespan of the installation **GUARANTEED TRACABILITY**

## A COMPLETE SERVICE FOR PERSONALISED SUPPORT

A dedicated, responsive and accessible service helps operators worldwide to identify, select and order parts.

### POMA WEBSHOP

A personalised platform featuring **everyday references**, allowing users to access technical datasheets, request quotations and track orders in just a few clicks.

### DEDICATED TEAM

POMA experts provide expert guidance, recommending reliable and tailored solutions for safe and sustainable operation.





# Digital Services

*Simplifying operation and maintenance*

POMA's digital solutions provide access to the key data, support and technical information needed for **planning ahead and optimizing operations and maintenance.**

## A COMPLETE DIGITAL SUITE

### ■ SMART MONITORING & PREDICTIVE MAINTENANCE

Real-time monitoring to detect and address issues **before they impact availability.**

### ■ SKADII®

**Centralised operational data** for easier supervision and management.

### ■ COPILOT®

**Fast and secure interventions** thanks to **instant access to technical documentation.**

### ■ PROXIMAN

Remote electrical diagnostics for **immediate expert support.**

## **ALL POMA SERVICES, ONE SINGLE POINT OF CONTACT**

Mail : [online@poma.net](mailto:online@poma.net)  
Tel : +33 476 287 001

## **DEDICATED EXPERTS ALL OVER THE WORLD**

### **POMA**

*Voreppe, France*

### **POMA KOREA**

*Seoul, Korea*

### **POMA EGYPT**

*Cairo, Egypt*

### **POMA COLOMBIA**

*Bello, Colombia*

### **POMA BEIJING**

*Beijing, China*

### **LEITNER POMA OF AMERICA**

*Grand Junction, U.S.A*

### **POMA VIETNAM**

*Hô Chi Minh-Ville, Vietnam*



**POMA**  
SERVICES 