Express job in Eastfield
Full steam ahead!

Now we have found the right direction for the future. Our order book is full and we are expanding in both our core business in Scandinavia and in the UK. By being selective, we can focus on what we do best. We have also realized that our core business is very strong — and we are going full speed ahead.

With high quality services and products, energetic leaders and devoted personnel this year we have showed our full potential. During 2014 all the companies within Railcare have achieved growth during expansion and development — a fantastic result. An important part of the equation is Railcare Academy, training new operators for the new machines being introduced to the UK market. As part of the standard training Railcare Academy inculcates the Railcare culture and everything related to that, to new employees.

The future is bright. We have well established products and services that are admired by our customers. There is a constant need for refurbishing railway systems in Sweden and in many other countries. With such a positive development throughout the group turbo-charged by increased international sales within Railcare Export, we are looking forward to achieving yet greater ambitions. We will certainly be busy in the future.

With innovative railway engineering solutions and our personnel as our main resource, we are building the future Railcare. Enjoy reading this 20th edition of Railcare News!

Railcare’s own two feet in the UK

“A perfect platform for new business”

Several years of farsighted work have finally paid off. The Railcare presence in the UK has sometimes been an ordeal, but in many ways 2014 became the turning point.

“Following a few years of cooperation with Bridgeway Consulting, starting up a 100% Railcare-operated business means we will be much more visible in the UK market. This will be a perfect platform for future business”, says Håkan Johansson, MD of the new company Railcare Sweden Ltd.

Railcare on its own two feet in the UK

Daniel changed seats with Ulf

Daniel Öholm is the new CEO of Railcare. As usual at Railcare, this was done in a slightly different manner: Daniel has been vice CEO at Railcare since 2010, a role that Ulf Marklund, the previous CEO and founder, has now taken.

How is this working out?

“It turned out to be a very good and natural solution for us both. Ulf can now focus on development while my responsibilities include management, marketing, business development and such. We make a good team!”

What is the main difference?

“For me it is the legal responsibility and the opportunity to manoeuvre the entire ship.”

2014 was a very prosperous year; it must have been a nice year to step in as new CEO?

“One of course. But I was also there when the journey was a bumpy one in recent years. The good results started coming through last year and now we are going full speed ahead.”

You live in central Sweden. How does this work out when the head office is in the far north of Sweden?

“I spend a lot of time travelling but I usually spend a few days every week at the head office. I have done so these last few years.”

Family? Hobbies?

“I have a wife and three children that I’m devoted to when I’m at home. I also like to go jogging, play tennis, take photos and do carpentry.”

The following results have been achieved:

• Three RailVac machines are now operating on the UK railway system and more machines will probably follow in the coming years.
  “Finally our clients really acknowledge the benefits of the Railcare method and what they can bring to the railway with its heavy traffic,” says Håkan.
  “Now when we now get new contracts they span a long period of time and a machine can be booked for several years or so.”

What does this mean for Railcare in the UK?

• Railcare has increased the number of new machine operators going through the Railcare Academy to meet the increasing demand (see the next two pages). New systems for personnel scheduling and feedback, according to British working time regulations, have also been introduced.
  “Our new employees are brilliant and our new internet-based systems gives us a competitive advantage.”

• Railcare Sweden Ltd. has received RISQS quality certificate and is now a fully certified supplier to Network Rail.
  “This is a big step forward in Railcare’s international development. For several years we have estimated that our potential in the UK is around ten machines operating continuously, and step by step we are now approaching this level.”
  Railcare Sweden Ltd. has also a new employee: Angela Kettlewell is the new office manager; responsible for administration, this role will also create good opportunities for more marketing.

• Railcare is now a major actor on the UK market. During 2014 this became evident in many ways.
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“Family? Hobbies?”

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Parallel test of machines and personnel

The big expansion with long term contracts and new vacuum machine orders in the UK demands a rapid increase in the availability of new machines and operators. The solution was to start a combined testing and educational program: Railcare Academy.

“This is a really smart solution; we get more capacity really fast with well tested machines and well trained operators at the same time”, says Jonny Granlund, operational manager at Railcare.

LAST YEAR two programs were carried out and the interest in each surpassed expectations, with a total of 80 people applying for the first one. The second program started in autumn 2014.

“Our target group consists of proactive and responsible people that can also enjoy life in a field role. Their qualifications and experience also play a part but are not the most important factors. With the right attitude you will easily learn and adapt. During the six months of training they will experience both manufacturing and testing of the new machines, and acquire the expertise needed for service and maintenance.”

Getting the joystick experience

“Our focus is to teach the participants to manoeuvre the RailVac machine, to get the hang of the joystick and do it in a natural environment during the tough machine testing period,” says Jonny Granlund. If they complete the comprehensive training and pass the individual tests with the approved results, they will become Railcare employees. Several years ago a strategic decision was taken: the Railcare operators should be employed in Sweden, travel to their workplace in Sweden or abroad, and work for 10 days. Then they return home and the next gang of operators takes their place.

“Railcare Academy is essential in order to increase capacity quickly. We also appreciate the new competence the participants bring and the new questions they pose.”

Good start

What is the general opinion of the new machine operators, now they’re on site in the UK?

“Surprisingly positive. We are impressed by their knowledge.” To make life easier in the UK Railcare has invested in new cars and has also rented three flats in order to create a more home-like environment when working on site.”

RAILCARE ACADEMY PARTICIPANTS

3

RAILCARE ACADEMY FACTS

• Testing and education program run by Railcare.
• Duration: six months
• Located at Railcare’s head office and workshop in Skelleftehamn.
• During 2014 two programs were undertaken with 8-9 participants in each group. For 2015 there are plans for another program.
• The education is performed in cooperation with Vux, the city council’s adult education program.
Positive trend for Three T

As with the rest of the Railcare group, Three T has had a really profitable year in 2014, a trend that seems set to last also this year as well.

“Yes, already at the beginning of 2015 we have plenty of bookings for both mechanical work and rental of engines and engineers,” says Lars Filipsson, operational manager at Three T in Långsele.

When it comes to Railcare’s hardware conditions are good for future expansion. During 2014 a refurbished and expanded workshop was inaugurated with a large number of customers and colleagues present. Three T has also invested in a new TMZ engine with even greater traction power.

“Well, it is new to us but it’s a 1971 model engine”, says Lars. “Completely renovated and repainted in our colors, it will be as good as new!”

More engine refurbishments

Engine refurbishments are another sector seeing increased sales. So far there are orders for four refurbishments at the workshop in Långsele, each comprising massive 2-stroke diesel engines to be upgraded, each one a massive task in itself: “Engines like this can be in operation for a really long time and because they are quite expensive a refurbishment really pays off.”

And radio control installations

Also worth mentioning is a big contract with BLS for loco refurbishments and radio control installation. The radio control device is used for manoeuvring the loco along short distances on the track or on in a railway depot.

“The engineer can control the loco from a distance for greater precision. "Both old and new locos can be equipped with radio control”,” says Patrik Söderholm, workshop manager.

“This is very practical, because one person can control the loco by himself instead of the two that are usually needed (one for driving the loco and one for supervision).”

Safety in focus

Coping with an extremely dangerous railway environment

15 000 kV high voltage.

Speedy trains. Heavy vehicles. The railway environment is extremely dangerous to everyone in it and the safety issues are a top priority at Railcare.

“Saftey is a constant process where the foundation is on site controls and reports, analysis of incidents and accidents,” says Sven-Gunnar Krave, project manager and safety administrator at Railcare. There are a lot of details and the routine development of security requirements is done in cooperation with the customers.

“We make risk assessments before each assignment for each stage of the job, especially start-up and finishing which are critical moments. Then you have to check that the regulations are followed on a daily basis. If for example there is work being done on a double-track stretch, the door towards the adjoining track must be locked at all times to prevent someone stepping out on the wrong side and into train roaring down that side.

“Our personnel are very well informed, act with caution, and follow the regulations, so we seldom get any remarks on this. They also know our motto is: “safe or not at all”.”
Railcare chosen as supplier:

**Super heavy transformer transportation**

“Transports of 150 tonne components and heavier are practically impossible to move by road, mainly because road bridges are restricted from this kind of weight or height. In this case we had to find an expert partner who could help us transport by rail instead”, says Alf Prost, project manager at Havator, the company responsible for the transport.

**Havator chose:** Railcare Logistik for its complete solution, using a special railway freight car combined with trained operators. Havator and Railcare also undertook a field trip to Austria together to inspect the solution.

“The cooperation worked out very well and Railcare Logistik took care of everything related to the railway transport, including engine, engine driver, permissions, etc. The transport arrived according to schedule, and the end customer was also very satisfied. Personally I had no previous experience of rail transports, but now I know who and where to turn when similar transports needs occur again and there are already plans for more. One disadvantage with special transports jobs like these is that they generally have to be done during nights or weekends, causing capacity limitations.”

**Railcare: a transport supplier specialist**

Hans Flodmark, operation manager at Railcare Logistik, is another who’s very satisfied with the cooperation with Havator. “This job, and the successful test transport we did with Siemens Windpower, raises Railcare’s profile as an established supplier of specialist transport projects. We have reached one of our goals,” says Hans.

**Assignment:** Transport of transformers, manufactured by Alstom in Great Britain, to the Southwest link for enhancement of the Swedish main power net.

**Weight:** 205 tons/each.

**Distance:** Norrköping (where the transformers arrived by boat) to Nässjö.

**Special equipment:** Rail freight cart with 24 axles from Felbelmayr in Austria.

**End customer:** Svenska Kraftnät

**Railcares client:** Havator Oy (Finland)

**Supplier:** Railcare Logistik

This is what it looked like when the giant transformers were loaded onto a freight car in Norrköping for onward destination to Nässjö.

**Transport Facts**

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railcare machines have been exported for a long time, mostly toUSA and Russia, with 40 machines delivered. Until now sales have been taken care of by our partner DISAB Vacuum Technology, and in the future they will also deliver key vacuum components. The export machines will be built in Railcare’s workshop in Skelleftehamn where the number of tracks will be doubled (from two to four), of which two will be reserved for the machine sales. 15 years of experience Jan has over 15 years of Railcare machine experience and has been involved with development for many years. What is the strategy? Where to start? “We have a good network of Railcare friends to start with, and the success in the UK has got a lot of attention. Everybody knows that if you can make it there, you will make it anywhere!” "Besides new machinery sales, we will stay in close contact with our existing customers because we now manage the service and aftermarket globally. We are well aware that this will demand time and resources. But we also know that railway networks need up-grading all over the world. There are profile-raising projects like LKAB’S mining operation at a depth of 1365 m in Kiruna, Sweden to which a Minevac machine was delivered a year ago. This is a project that is interesting to the world’s entire mining industry and has led to some interesting new leads, mainly in China, but also in New Guinea. “Now we are marketing our products globally” Railcare Export Railcare is now taking control over the exporting of its machines, shown by the five different models found on the next page. Jan Billberg, former technical manager at DISAB, is the new operation manager at Railcare Export. “Our new organization makes it possible to intensify the marketing of our machines and technology, and offer on-site operation as the supplier in new markets”, says Daniel Öholm CEO at Railcare.
Adam’s new role

Adam Sundin has a new role: he is now the production manager for Railcare’s operations in Scandinavia. This makes Railcare’s leader team stronger, much needed with Railcare’s expansion in the background.

“My job is to make sure that all our project managers and operators have all the tools – both hard and soft – they need to get the job done properly”, he says. The new project leader, Adam’s old role, is Ulf Lindh.

Elementary school pupils get Railcare info

Railcare visits an elementary school class four times each year to tell the pupils about the railway industry and what kind of professions are open to them. The visits are a part of a special project aiming to expand younger children’s knowledge of the local businesses.

Don’t miss...

Railcare’s music videos. Find them at Railcare’s website, www.railcare.se or on Youtube. Railcare personnel are behind the lyrics, songs, music and filming!

Lining – also on roads

“You have to see it to believe it.’ That sales slogan really applies to the Railcare lining method for the refurbishment of road and railway culverts. It is hard to describe how fast and easy it is yet in the road drainage culverts sector our lining method is not well known. In September last year Railcare Lining performed a demonstration on road culverts in central Sweden for the Swedish Transport administration representatives. The goal was to show all the advantages compared to traditional methods when the road has to be closed, partially or completely.

High marks for security

Railcare’s approach to safety also got high marks overall. This was confirmed on the so-called ‘1+1 round’ made by the Swedish Transport Administration. “There were no adverse remarks at all. All the required papers were in order, all the safety equipment was in place and all routines were documented.”, comments Roland Lindberg, operational manager at Railcare Lining. “This will certainly benefit future quotations.”

“THE METHOD SEEMS much easier than I thought”, says Niklas Segerström, project manager at the Swedish Transport Administration in Skövde. “It is easy to access the worksite with the tracked vehicle and it doesn’t mess up the ground. A fast method that’s ideal when you do not want to block the road.” Niklas was clearly interested in using this method in the future. “It is advantageous especially where the drainage culverts are located beneath roads with heavy traffic, or where they are far from the surface. This was a good and very interesting demonstration that made me a lot more positive towards the Railcare Lining method! Railcare Lining is making a special effort of marketing its service to the road sector and has employed Kim Lundberg as sales manager.

The effort has paid off and the response is encouraging. During the last year we carried out four road projects to for our new customer Svevia”, says Roland Lindberg.
Instant effort on sidings

“The work was completed and the traffic up and running in less than two weeks. Using conventional methods it would take three weeks or more just to plan the job...” Steve Mugglestone, project manager at Railcare Sweden Ltd, shares his thoughts about the fast response effort made by Railcare in connection with a derailing in Eastfield, UK.

THE FREIGHT TRAIN de-railed at a crossing over a set of points that resulted in the sidings being completely blocked. With no access in or out of the sidings for freight traffic, the need for a repair to re-open the siding was acute.

“I got a telephone call from Network Rail on a Monday in March directly after the accident. Within 24 hours we were on site with our machine, undertaking the job of removing old deteriorated ballast material beneath the points and replacing it with new ballast”, says Steve.

Done in four days
A total of 300 tonnes of ballast was replaced in four days. “This was achieved despite the fact that we could not disturb the train traffic and could only work for six hours a day. The client was of course very satisfied with both our rapid response, our fast start-up and the overall job.”

Job under pressure
“We enjoy excellent cooperation with the area’s Network Rail team and they know we can perform under pressure and deliver solutions”, says Steve. “Using conventional methods this kind of job wouldn’t be possible at all.”

Neat and tidy administration improves rail car safety

Control documents. Strict routines. Controls and check points. Signing off performed tasks and thorough documentation. These are the foundations for Railcare’s ECM certification, aiming for better service and control on their own railway cars.

“LAST SUMMER WE became ECM certified for freight cars”, says Hans Flodmark, operation manager at Railcare Logistik. That certificate is reassessed at the end of February, and we are also aiming to become a certified repair performer. In order to meet demand we need to keep everything in order and have a fully functioning control system. Railcare has developed an internet-based management system called AM System which is applied throughout the entire group for the control and planning of jobs and resources. Important documents are also linked to the system, available to all those people who need to interact with them. The ECM documentation – consisting of several hundred papers – is also distributed via our AM System.

“This will make all administration easier”, says Hans.

“All the information you need is available and everything can be documented and reported in a simple way, wherever you are.”

Education and equipment
In connection with the ECM certification process, four mechanics have been specially trained as rail freight car service engineers, and new equipment for brake testing has been purchased for the workshops in Långsele (Three T) and Skelleftehams (Railcare). Furthermore, Halvar Handler has been employed as the new technical and machine manager at Railcare Logistik.

• ECM consists of four parts. The first three are management, maintenance development and fleet control that enable the company to be approved to perform freight car control. Part four consists of maintenance, making the company an approved service provider.

THIS IS ECM

Railcare delivers a fast track solution for the depot in Eastfield, solving a major problem with blocked sidings.
The start of the winter season saw hardly any work for the Railcare snow removal team. The first snowfall was followed by warm weather and the snow removal machines were left untested.

“This season we have completed the snow removal with some services that makes it possible for our personnel to do additional things, while waiting for the snow to fall”, says Jonny Granlund, operation manager at Railcare.

The snow removal machine, SR 700, has been equipped with two small machines for snow removal (equipped with ploughs for snow removal on e.g. platforms) or for vegetation removal. They are called Robocutters and are remote-controlled machines to be used on areas beside the tracks. Vegetation removal means bushes and smaller trees can be removed quickly, safely and efficiently. The result is a better view over the side areas and less risk of leaves and twigs falling down on the tracks causing slip problems.

Ballast exchange

The other new service is using the vacuum machines for ballast removal in case of lack of snow. During this spring this service will be applied to tracks 10 to 19 in Stockholm’s central station. While waiting for the snow Railcare and the Swedish Transport Administration also developed an optimized operational plan for clearing the 50 most important switches on the Stockholm Central Station.

“When we are working according to this plan, we can clear all the important switches during one single night,” says Adam Sundin, production manager at Railcare. “We tested this – without snow – one night in December. Fixing details like this will be invaluable when the snow arrives.”

Miniature machines for ploughing and vegetation removal completes the ‘snow train’

Good buzz at the biggest railway fair

The Railcare stand was one of the exhibitors at Rail Live, the largest live railway exhibition in the UK. The exhibition is organized by Network Rail in order to introduce their regional teams to different machine manufacturers’ and entrepreneurs’ offerings. The exhibition is held outdoors at Long Marston, a huge railway depot that makes it possible to show both railway machines and different kinds of equipment in a live setting.

In the Railcare stand the visitors were able to test the RailVac vacuum machine’s control and manipulator arm in a football figure bowling challenge.

“We have exhibited here before, and we can see that the number of visitors to our stand is increasing steadily”, says Håkan Johansson MD at Railcare Sweden. It was a nice mix of old friends and new faces. Don’t worry, we will be back when the next Rail Live exhibition takes place in 2016!”

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Lowering of cables reduces the risk of damage and interruptions

To lower the cables or not? This is a question in connection with any major track refurbishment. If you ask Railcare the answer is obvious: “Of course! When this is done the problems with damaged cables and the subsequent interruptions are minimized. These are problems that can not only delay all kinds of railway traffic but cost a lot of money as well.

If you choose to lower the cables there are mainly to two alternatives: traditional digging with an excavator - or the Railcare vacuum excavator method, to which Railcare has a direct answer: “Our method is the fastest and the best. There is no-one that can lower more cable more quickly than Railcare.”

Gentle excavation method
The problem with any track refurbishment is that you don’t always know what is beneath the track and where the cables are located. They can be installed as long as 30-40 years ago. When there are cables within the ’hinder free’ zone they can be damaged or completely ruined in connection with e.g. ballast exchange. Using the Railcare method the cables are exposed in a gentle way and they can be lowered into a new ditch dug by the vacuum machine (normally down to around 1 metre). In this way they are located beneath the hinder free zone and the connecting work can be done without damaging the cables.

Railcare News 20 years!

This is the 20th edition of Railcare News. Every year we’ve issued a magazine, distributed to all Railcare’s customers, contacts, suppliers and colleagues. “We wanted to find a different way to reach our customers to the traditional advertising that we are allergic to”, says Ulf Marklund, one of the founders and vice CEO. “Our challenge was to introduce our technology which was completely new at the time, and which needed more explanation through telling our audiences about projects Railcare had carried out. During these years Railcare News also has become a document of record that makes it possible to follow all sorts of developments, both the successful projects and the less successful ones.”

Ulf continues, “The magazine is very much appreciated and is used in all kinds of marketing. The scope, number of copies and language editions have varied throughout the years. This jubilee issue is the biggest with its 20 (!) pages.”

Interested in previous issues? The last ten years of Railcare News can be downloaded on www.railcare.se/info-material. Interest in previous issues? The last ten years of Railcare News can be downloaded on www.railcare.se/info-material.

Chased by the track exchange train

“We were literally chased by the track exchange train during the job!” recalls Adam Sundin, production manager at Railcare as he remembers last year’s cable lowering project from Långsele to Anundsjö.

“This project, run by Infranord, ran for a total of 84 km over two years. It also involved ballast cleaning i.e. digging up all ballast to a depth of at least 70 cm, sorting it in a ballast cleansing machine and putting it all back again as a key part of the project. However in order to perform this job, all objects in the ground have to be located before excavation. The found objects, cables and other vital installations alongside and above the tracks, must be lowered to a safe enough level to prevent the risk of damage by the ballast cleansing machine. Although the timetable was extremely tight, we were able to round up five RailVac machines that had been used at the same time during 2013. In 2014 two machines were used.

Brilliant method
“Railcare worked really swiftly and their method is brilliant, especially when there is precious little time”, says Bengt-Ivan Norberg, location manager at Infranord.

It is also a very gentle method that minimizes the risk of damaging any cables. There are all kinds of cables, both the railway’s own and fibre optic cable for broadband and telephone. If they are damaged this can cause devastating interruptions and high costs for the owner as the Swedish Transport Administration also rents out capacity to telecom operators.

One kilometre a day
Each day a total of around one kilometre of cables was lowered. “Finally we were able to complete the job one week ahead of schedule,” says a satisfied Adam. Last year there was another big cable lowering project from Boden to Bastuträsk and again the timeframe was limited so up to three RailVac machines worked simultaneously for ten weeks and the job was delivered faster than planned.

Railcare manager
A very important part of the Railcare method is Railcare Manager, an internet-based system for documentation and control. This gives all parties direct supervision over the job, and how it proceeds along with its complete documentation. “Thanks to Railcare Manager we can optimize the resources”, says Adam Sundin, production manager at Railcare.

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Larger workshop

Better logistics and room for expansion

Railcare’s workshop will be extended with two new tracks. In addition a new siding track will be built on the outside. “Now we’ll get more capacity for expansion and the facility will also give us opportunities for better working practices.” says Mikael Andersson, workshop manager at Railcare.

One of the new tracks will be occupied by Railcare’s rail carriage service. This track is also equipped with a grease pit for easier maintenance jobs. The other track will be reserved for the new machine projects that result from the Railcare export sales efforts.

“At times the workshop has been really crowded and we have even built machines out-doors”, says Mikael. “Now we will get much more room and it will also make it easier to bring in extra personnel during peak workload periods. Also the logistics planning will be simplified, until now we have had to pull machines in and out. This consumes time and is definitely not optimal!”

Ready later this year
The extension, 14.5 meters wide and 30.5 meters long, will be built this spring and become operational during the summer/autumn. A new crossing switch is also a part of the project. The developer is Polaris Fastigheter, who owns the building, and the building work is being done in cooperation with Railcare.

New technical engineer
A technical engineer has become a new member of the Railcare team. His name is Jonatan Holmgren and he has been taking part in the development of the Railcare machines for several years as a consultant.

“We really feel that this will be a perfect solution with lots more space for our needs – both today and tomorrow,” says Mikael.