



NAUTOR'S<sup>®</sup>  
**SWAN**  
CUSTOMER CARE

---

---

## Experience

Nautor's Swan has close to half a century of experience building the world's most spectacular sailing yachts. The level of craftsmanship and expertise is beyond compare and has been passed down through the generations. This shows in every Swan ever built and is why so many return to Pietarsaari to be restored and refitted.

## Expertise

When thinking about a refit to your Swan, make the Customer Care team at Nautor's Swan in Finland your first port of call. Nautor has the original plans, records and teak samples from almost every Swan ever built and the team is best placed to project manage and undertake the refit or repairs to your Swan.

## Precision

The Customer Care team is at the heart of Nautor, working closely with all departments to assist Swan owners with any request. From technical queries and spare parts, to the most complex refit, the team will ensure the maintenance of your Swan meets the highest standards.



# Expertise







## The Nautor Refit

Nautor's Swan Customer Care offers personalized project analysis based on each Swan owner's needs and provides the gateway to the rest of the company's resources.

The Nautor's Swan Customer Care team has performed and coordinated a large number of refit projects of various magnitudes and it is this experience, coupled with Nautor's exclusive product knowledge, that make the services on offer truly unique. Whether your needs are replacing a teak deck or interior refurbishment, you could not be in better hands.

## Spare Parts

Nautor stocks the parts which are required for everyday maintenance of your Swan, as well as most custom components that Swan owners will not find anywhere else in the world. No matter where you are on the globe, Nautor's Swan Customer Care team can coordinate the delivery of the spare parts you need.

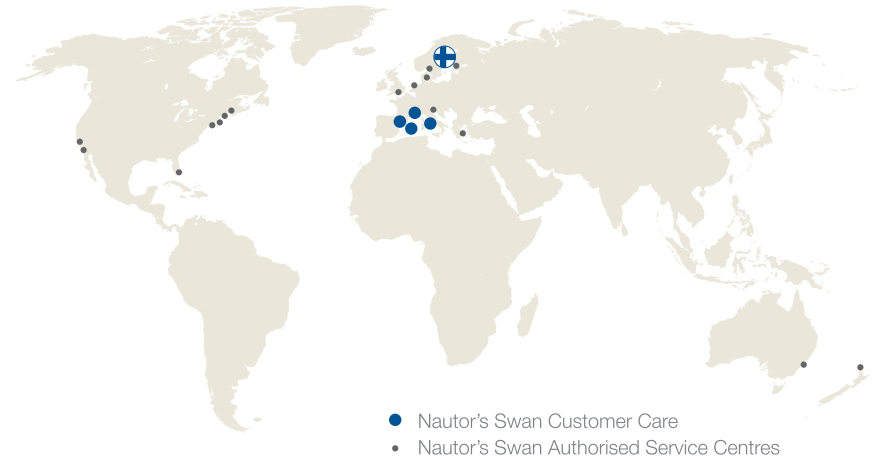


# Nautor's Swan Customer Care

Nautor's Swan Customer Care offers from annual maintenance to certified repair or spare parts to a full refit for all Swan, first and foremost at Nautor home in Pietarsaari, Finland and also in the 4 main Med yards: Scarlino Yacht Service, Nautor Villefranche, EMV Marine in Palma de Mallorca and Badalona. Wherever the area of sailing, Nautor's Swan Customer Care has a worldwide coverage: 7 Authorized Service Yards in USA, 4 in North Europe, 2 additional in the Med and 2 in Asia. Moreover, a mobile Customer Care team attending regatta events for offering services for our yachts.

The competence and experience of Nautor's technicians is beyond compare. In fact, a skilled workmanship and motivated team is at the disposal of Swan yachts: starting from the Engineers and Project Managers in Finland until the technicians in the Service Yards, all coordinated under the Customer Care department. In additions, the Nautor's Swan Customer Care team manages the project and works in coordination with Nautor's partners, offering the best service possible for your Swan.

The Customer Care program is inside the 360° vision from a Swan owner, offering a personalized service from a dedicated team committed to giving the best care for every Swan. The Customer Care team has the best understanding of the technical specifications and requirements of your Swan. The team of experts provides quality workmanship, which is fully guaranteed. Whatever the age or condition of your Swan, wherever your Swan is in the world, if you are planning service, upgrade, refit or repair work, make the Nautor's Swan Customer Care team your first port of call.





68601 Pietarsaari, Finland  
63°43' N, 22°42' E

T +358 44 799 2557  
spareparts@nautors-swan.com  
www.nautorsswan.com

Nautor's Swan  
Customer Care - France  
Villefranche sur Mer, France  
43°4' N, 07°19' E

T +33 493 766 007  
info@nautorvillefranche.com

Nautor's Swan  
Customer Care - Italy  
Scarlino, Italy  
42°53' N, 10°46' E

T +39 056 686 7031  
info@scarlino-ys.com

Nautor's Swan  
Customer Care - Spain  
Edificio Global - Oficina 9, Edif. Espigòn  
Muelle Viejo - Palma de Mallorca, Spain  
39°34' N, 2°39' E

T +34 971 107 124  
palmaservice@nautors-swan.com

EMVmarine  
Partner to Nautor's Swan  
Port Esportiu de Badalona (Barcelona)  
41° 25' N, 2° 14'E

T. +34 933 207 531  
info@emvmarine.com