



**NAUTOR**  
**SWAN**  
GLOBAL SERVICE

# About Us

Nautor Swan Global Service is the After Sales and Service department of Nautor dedicated department for refit, repair and maintenance. Our main goal is to respond to all the Swan Owner's needs, offering customer care and post-sales services at 360°.

We are the guardian angel for Swan Owners around the world, offering a wide range of services tailored to their specific needs. From refit and maintenance to racing assistance, original spare part supply, technical consultancy and surveys, yacht management and gardiennage. We are dedicated to provide comprehensive support with the spirit to achieve the owners' expectations and enhance the Swan experience.

As part of Nautor Swan, Global Service continues the same tradition of craftsmanship and attention to detail throughout the life of each Swan yacht. With our certified maintenance program, we ensure the best performance, care and value for your yacht. With our deep understanding and experience in Swan yachts, you can trust us to deliver exceptional repair and maintenance services that uphold the Swan heritage.



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NAUTOR'S  
SWAN

SILVA SWEDEN

SILVA



# Services

Nautor Swan Global Service offers a personalized service from a dedicated in-house team committed to giving the best care for every Swan. The team has an unrivalled understanding of the technical specifications and requirements of your Swan, providing quality workmanship, no matter the yacht's age or condition and all with the flexibility to work around the world.

If you're planning service, upgrades, refit or repair work, make the Nautor Swan Global Service your first port of call.



## Refit

Nautor Swan Global Service offers personalized project analysis based on each Swan owner's needs. The team has managed and delivered a large number of refit projects of various magnitude and complexity and it is this experience, coupled with Nautor's exclusive product knowledge, that make the service truly unique.

## Maintenance

Proper certified maintenance will prolong the life of your yacht, maximize the pleasure of your ownership, and enhance her long-term value. Our maintenance program will always ensure she will be fully ready for each season and will provide reliable service and enjoyment wherever your cruising takes you.

## Repair

A repair is a certified intervention that restores the yacht to its pre-damage condition and value. Each repair follows an approved plan and may include support in coordinating with insurance providers. Upon completion, a Repair Certificate is issued, confirming the work meets Nautor Swan's standards and helping to preserve the yacht's long-term value.

## After Sales & Warranty

After Sales & Warranty covers all support provided during the two-year warranty period. Each yacht is assigned a dedicated Project Manager who serves as the main point of contact for the owner, ensuring continuity and personalized care. Our commitment goes beyond the warranty: the aftersales phase is considered complete only when the Certified Pre-Owned (CPO) Certificate is issued to owners who have maintained their yacht through Nautor Swan—adding value and assurance to the resale process.

## Technical Advice, Surveys, and Certificates

Nautor maintains an extensive library of original drawings, specifications, records, and samples for each boat built to date. The team is ready to provide technical consultancy for any upgrade or modification needed, taking advantage of the know-how and workmanship based in Finland.

## Spare Parts Supply

Nautor maintains a complete inventory of approved spare parts which are required for every day maintenance of your Swan, as well as most custom components that Swan owners will not find elsewhere. No matter where you are in the world, Nautor Swan Global Service will coordinate delivery and installation if you need it.

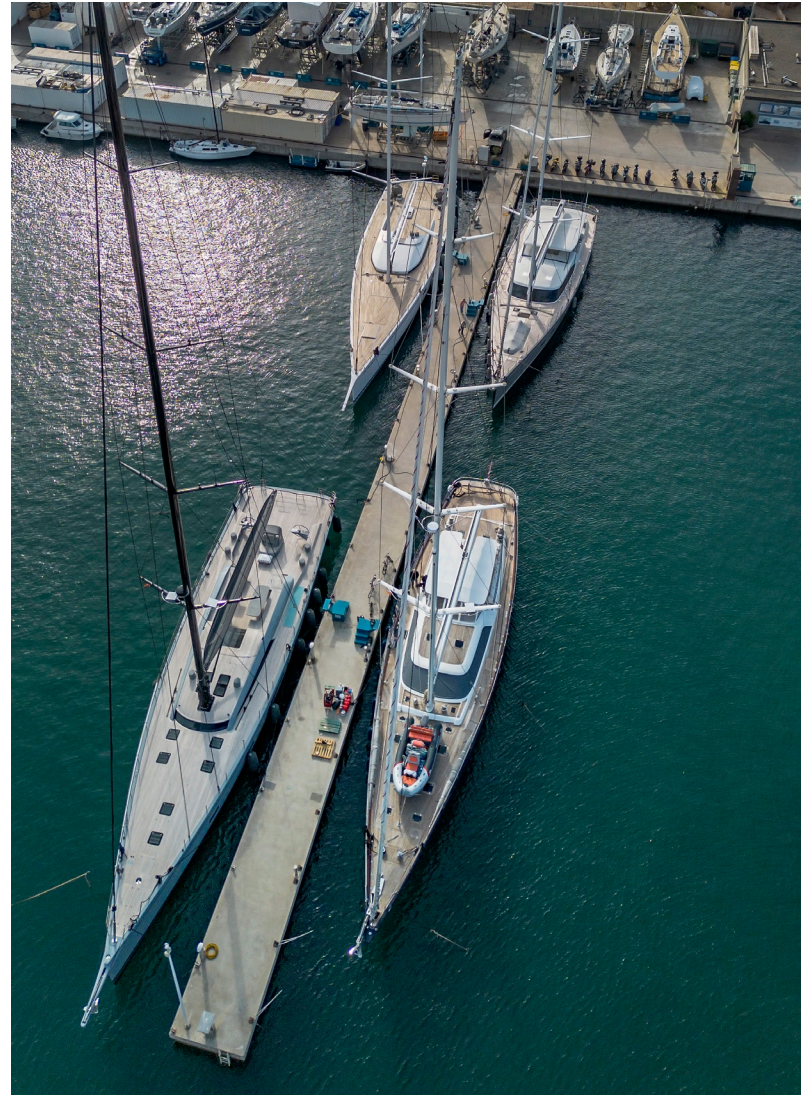


## Care Program

A comprehensive maintenance program designed to ensure the regular upkeep, care, and sustained performance of your Swan. We provide regular inspections and personalized support to ensure that your yacht remains in perfect condition. The Care Program also includes a certification, and a detailed list of jobs completed on board, all with a view on maintaining the future value of your yacht.

## Restoration & Heritage Program

For yachts 35 years and older, we specialize in Restoration & Heritage services focused on preserving the vessel's original character and legacy. This certified process goes beyond standard refitting by carefully maintaining the boat's historical integrity while renewing its condition. Nautor is proud of its legacy supporting the restoration of cherished classic Swans. By safeguarding the yacht's heritage, we help enhance its long-term value and significance within the aftersales journey. Our expertise, combined with Nautor's exclusive knowledge, ensures a meticulous and respectful approach to these timeless classics.





## Global Presence

Through Nautor Swan Global Service Yards and NSGS support partners network located in key yachting hubs and with a dedicated mobile team available to travel to your boat, Nautor Swan Global Service is ready to service your Swan in any part of the world.

## Racing Assistance

Nautor Swan Global Service is present at the most iconic regattas around the world to assist your yacht to maximize her potential and to provide ongoing support and service during the event.

## Yacht Care / Gardiennage

From yacht cleaning to onboard, provisioning, carrying out general maintenance, and yacht care - Owners will only need to think about their next sailing plans.

## Crew Support

Nautor Swan Global Service recognizes that the key to a successful and enjoyable yachting experience lies in finding the perfect crew for your Swan. With our in-house recruitment and crew placement service, we capitalize our experience in working with different yachts to assist with the recruitment, search, and placement process.

## 300 Tone Travel Lift

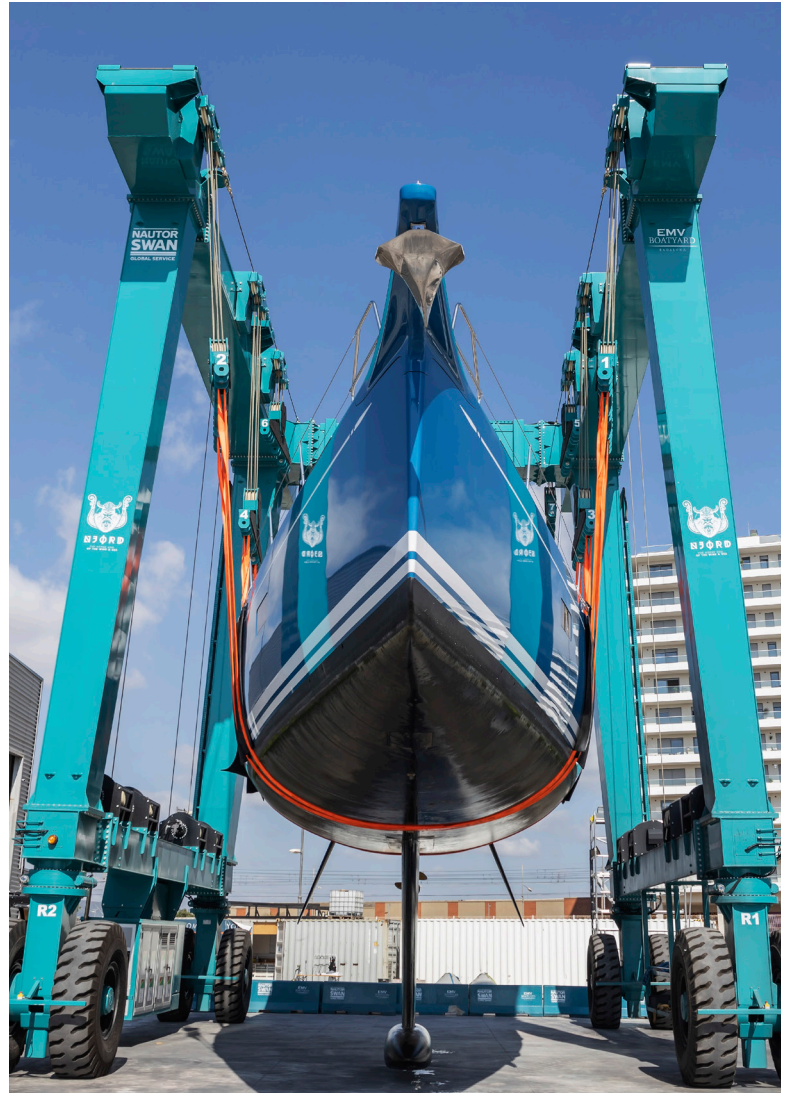
We are proud to offer a 300 T travel lift at NSGS Badalona Yard. This powerful equipment allows us to service a broader range of yachts with greater efficiency and precision.

Specifications:

- **300 Ton-lift capacity**
- **11 mt width pit**
- **5 mt draft**

Whether you need routine maintenance or a complete refit, our enhanced lifting capabilities ensure your yacht is in the best hands. Schedule your service today and experience the difference in our upgraded facilities.





# The Swan Journey

## Lifetime Support

At Nautor Swan, ownership experience — it's joining a lifelong journey of support, assistance, and exceptional service. From day one, our owners benefit from dedicated guidance and coverage throughout the entire lifecycle of their yacht.

With Nautor Swan, ownership comes with peace of mind. From construction to daily operations, commissioning, maintenance, and crew support, we are with you every step of the way. Our global presence ensures assistance anywhere, with remote technical support and a Spare Parts department ready to ship worldwide.

Through the Nautor Swan Care Program, preventative maintenance not only keeps systems in peak condition but also protects the yacht's character and long-term value. Certified works are fully documented, and yachts receive the Pre-Owned Certificate — an official recognition that all maintenance, refits, repairs, and restorations

have been carried out to Nautor Swan standards. This adds transparency and value on the second-hand market.

Owners enrolled in the Care Program also benefit from access to a dedicated Dashboard App, giving real-time visibility of historical and planned maintenance. This tool simplifies communication, ensures proactive yacht management, and provides peace of mind by showing when action is needed in advance. By reducing failures and downtime, it ensures your Swan is always ready.

For yachts over 35 years old, the Heritage & Refit Program combines restoration expertise with deep respect for each vessel's history and Nautor Swan Heritage. Yards and teams follow original Nautor Swan specifications to revive classic elegance while carefully upgrading systems where needed. Whether through certified maintenance or a full NSGS-managed refit, every intervention safeguards the authenticity, seaworthiness, and enduring prestige of a Swan.

Nautor Swan guarantees 360-degree lifetime support through NSGS, delivering a seamless and trusted yachting experience.



**Building Process**

1

**Commissioning**

2

**Familiarization & Hand over**

3

**Warranty**

4

**Care Program**

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**Crew Support**

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## Building Your Swan

Every Swan is crafted to the highest quality standards and tailored to your specifications. NSGS ensures all equipment, tools, and accessories are carefully selected to suit your needs before launching.

## Commissioning

NSGS takes an active role on the last part of the building process and testing. A dedicated NSGS Project Manager, selected based on your sailing plan and home port is appointed. The 1,000-mile check (or three months after launch) is performed by our technicians to proactively resolve potential issues.

## Familiarization & Handover

Custom familiarization ensures the owner and crew are fully acquainted with all systems. After handover, your NSGS Project Manager remains your main contact for assistance at NSGS yards or remotely.

## Warranty

Your Project Manager supports all warranty claims and oversees first-year and end-of-warranty health checks, identifying and resolving potential issues under full warranty coverage.





## Care Program

The Nautor Swan Care Program keeps your yacht in peak condition with planned, certified maintenance logged in the yacht's record. This reduces downtime, extends equipment life, and helps control costs.

Key Benefits:

- Certified Maintenance Records - Enhances value and supports insurance.
- Yacht Gardiennage Services - Peace of mind and continuous oversight.
- Remote Technical Assistance - Expert support, anytime, anywhere.
- Predictable Costs & Reliability - Preventative care reduces failures and surprises.
- Pre-Owned Certificate - Verified maintenance history that adds resale value.
- Seasonal & Ocean Crossing Care - Professional decommissioning/commissioning, plus full preparation for long passages.

# Home of the best sailing yachts & proudest Team

## Expertise and Passion

Boatyards where you will feel the passion and dedication to all our staff, committed to provide service, support, and solutions in a friendly atmosphere and tailored service.

## Specialization In-house Team

Providing full service through versatile boatyards with our in-house departments and technicians.

Our core team is comprised of highly experienced and skilled departments including; rigging, hydraulics, painting, joinery and carpentry, systems and equipments, running rigging, fittings and hardware, welding and fabrication, composites, operations, gardiennage.





## Dedicated Project Manager

A single contact person, responsible for providing clear communication and coordinating your entire project.



## Achieving Expectations

Creating an exceptional level of assistance to our customers, meeting, quality, deadlines and budget.

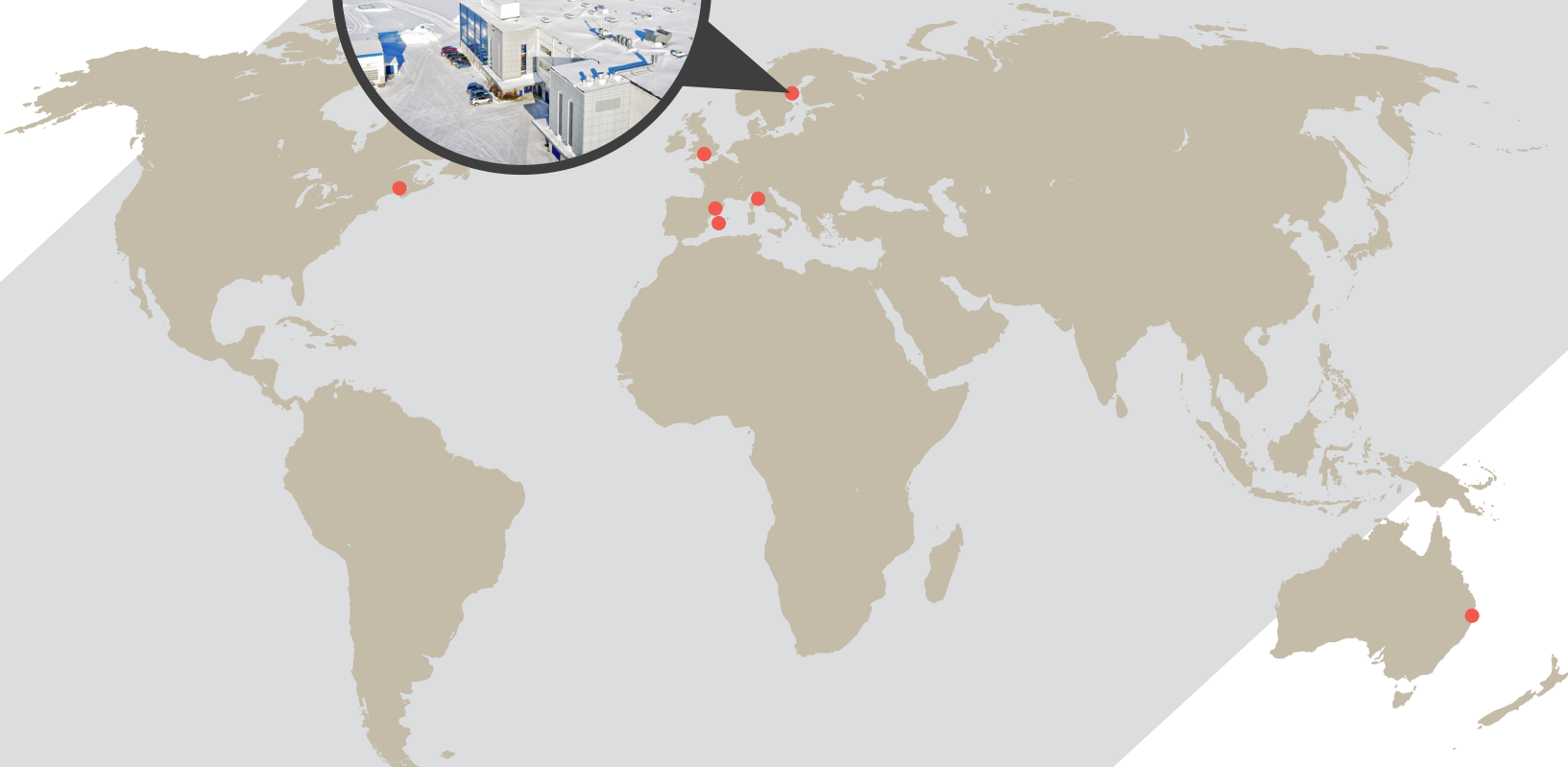
## Yard Period Experience #BoatYardLife

Boat and crew requirements will vary throughout their stay. NSGS aims to fulfill the needs with adaptive and flexible facilities.

Featuring unique boatyards focused on cleanliness, organization, and service combined with highly experienced staff focused on customer care, NSGS is dedicated to making your stay comfortable.

# Global Presence

Pietarsaari



● Nautor Swan Global Service



Badalona



Palma



Scarlino



Hamble



Brisbane



Newport R.I.



# Pietarsaari

Since 1966, Nautor Swan is proud of the unmatched quality and resources for the production of the most iconic sail boats in the world. The Nautor shipyard provides a fully integrated in-house building process, from the design to the production of the finest details and the final testing before the handover of each yacht to its owners. Today, the advanced Boatbuilding Technology Centre, known as BTC, is the ultimate statement of the company's process of investment and expansion. Opening its doors after almost two years of extension on 9.935 sqm of facilities dedicated to new joinery workshops, high-tech lamination operations with an oven for post curing, halls for painting, fairing and polishing as well as areas for warehousing and logistics. BTC and the Finnish team are able to accommodate your Swan for a large refit in the same facilities where she was born.





# Badalona

Badalona Yard offers a friendly and tailored service designed for each Swan yacht. Located in Badalona (Barcelona), and conveniently situated in the western Mediterranean, this is an excellent venue for expert refit and maintenance for all Swans based in the region or en-route between the Mediterranean and Caribbean. Our team of 68 specialists provides top-quality services, including rigging, hydraulics, joinery, painting, deck hardware installation, engineering, electrics, composites, welding, and shipwright services. A dedicated Project Manager oversees every aspect to ensure the best solutions are delivered on time and on budget.

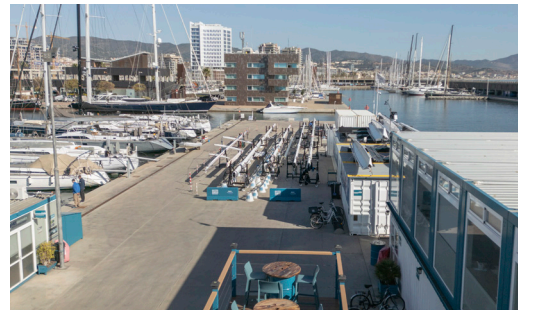
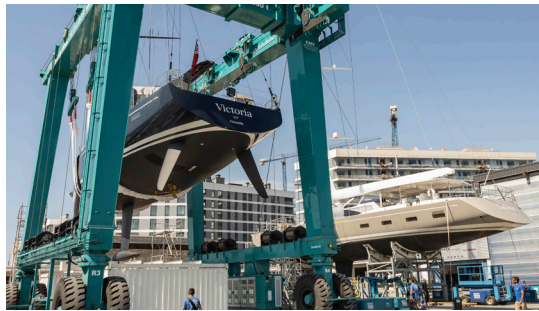
With the addition of our new 300T travel lift, complementing the existing 75T lift, and an expanded hardstand area, the Badalona base is now capable of accommodating yachts up to 45 meters. We've increased dry dock and docking spaces, and expanded our shed to support more extensive and complex projects. The yard now offers 5,000 sqm of storage space for winterization and mast storage, along with 32 dock berths. In addition, we provide a chandlery and procurement department, Nautor Swan's Original Spare Parts Service, and a dedicated Customer Care team to ensure personalized support.

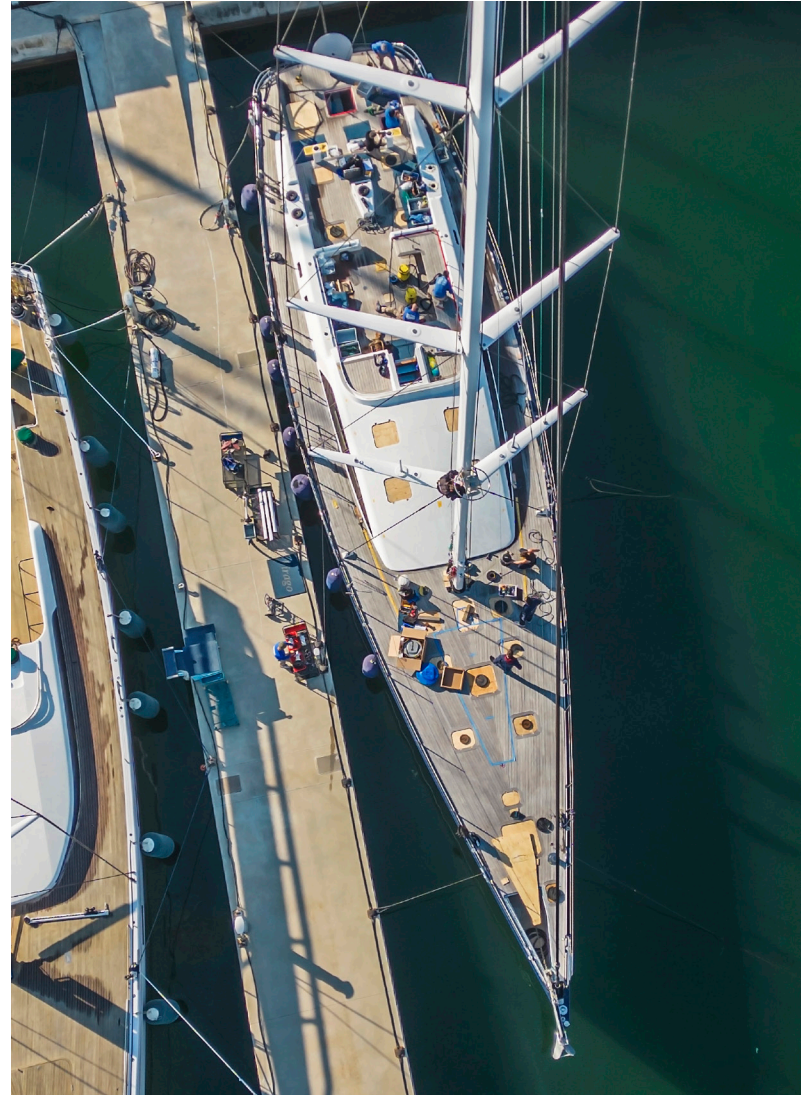


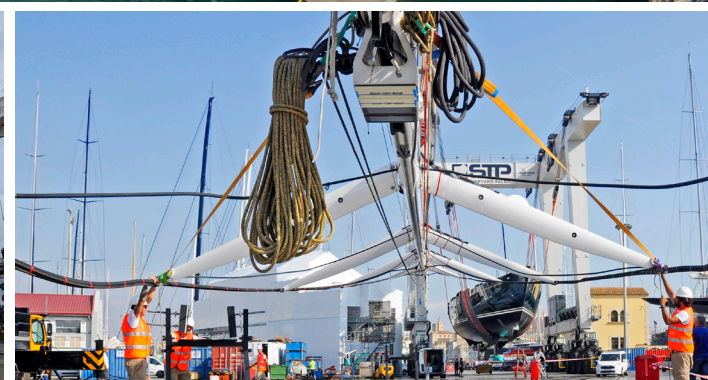
41°25' N, 02°14' E

Taller nº 8 Varadero Port  
Esportiu de Badalona (BCN)

[badalona.gs@nautorswan.com](mailto:badalona.gs@nautorswan.com)







# Palma

Nautor Swan Global Service Palma team is based in the Global Building inside STP shipyard where we can offer the services of docking, hard standing and haul out at STP facilities. We can also move the team to the marinas around Palma as required.

Our Project Managers and a growing technical team provide offer a dedicated service to all Swan yachts in the area by offering technical advice on board, spare parts supply, repairs and refit work, and a direct connection to the yard in Finland.

During the racing season, the Palma team assists boats taking part in regatta events in the area including Palma Vela, Copa del Rey and the Nations Trophy.

A dedicated consultancy and Technical Office team based in Palma offices also provide service to the yards on the area



39°34' N, 02°39' E

Edificio Global - Oficina 9

Muelle Viejo - Palma

[palma.gs@nautorswan.com](mailto:palma.gs@nautorswan.com)



# Scarlino



42°53' N, 10°46' E

Puntone Province of Grosseto  
Marina di Scarlino, Italy

[scarlino.gs@nautorswan.com](mailto:scarlino.gs@nautorswan.com)

Scarlino Yard was founded in 2004 in order to reach customer needs and provide high-quality service in the Tuscan Maremma area. It's located at the Marina di Scarlino Complex, a strategically located port for living the Mediterranean lifestyle, and a happy corner to fully unwind and enjoy the magical essence of nature among crystal waters, cliffs, and pristine beaches.

Close to the most well-known sailing areas, the yard is the perfect place for boats in Italian waters.

The boatyard has also been involved in organizing top world sailing events, giving invaluable logistical support and technical assistance. Scarlino Yard has been chosen as the best option for ClubSwan yachts, with their own dedicated team.



# Hamble

Nautor Swan Global Service opens, in 2023, new UK hub that is based at Universal Marina on the River Hamble in the Solent. Universal Marina has 240 walk-ashore pontoon berths, a 130-boat dry stack facility and a fully serviced boatyard.

The River Hamble gives easy access to the Solent at all states of the tide and is perfect for sailing into the Solent and Isle of Wight, ones of the most iconic places to sail, whether it's the racing in Cowes or the Needles passage.

The new hub is in a strategic location, on the route between the shipyard in Finland and the NSGS Badalona Yard and will be serving the England's Coast and North Europe Sea.

Our team has extensive experience in racing teams project management coupled with the expertise and knowledge of Nautor Swan Global Service technicians.



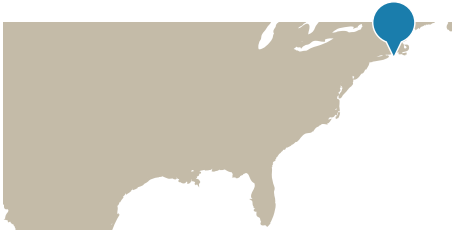
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Sarisbury Green, Southampton.

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# Newport R.I.



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Our Newport, Rhode Island base is a key hub for Swan Owners along the East Coast of the US and Canada East. Strategically positioned to support yachts cruising these iconic waters, we deliver unparalleled efficiency and meticulous care, technical expertise, and efficient service that define Nautor Swan Global Service. Our Newport team is fully dedicated to supporting the Swan community with excellence and commitment.





# Brisbane

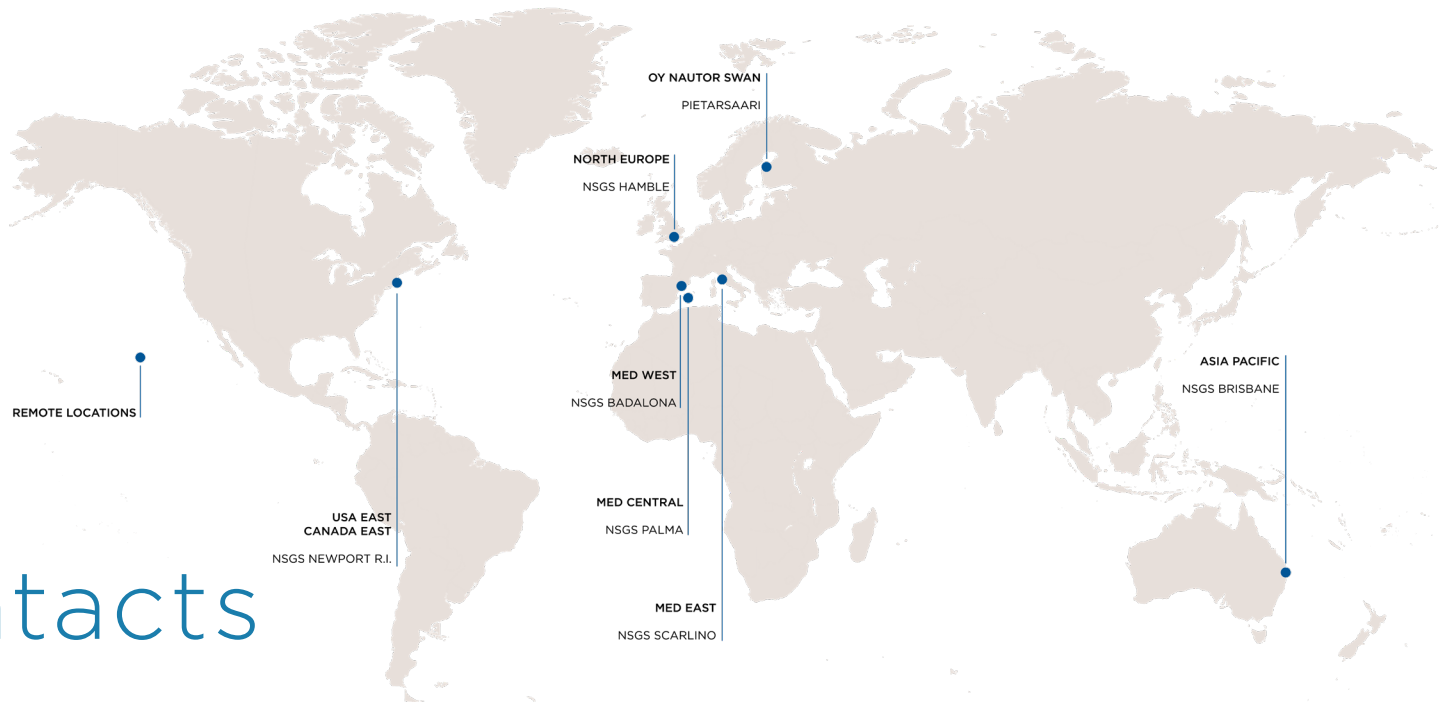


27°28' S, 153°12' E

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At NSGS, our commitment to delivering world-class service truly spans the globe. Our Brisbane base plays a key role in supporting Swan Owners across the Pacific Region, providing direct access to Nautor Swan expertise, technical assistance, and personalized service. Strategically located, this facility reinforces our mission to be closer to our clients, wherever their Swan may take them.





# Contacts

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