# Compressor service programs

## Customized maintenance to suit your requirements



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Securing our customers' investment with first class OEM service for rotating equipment is key to our customer support philosophy. Our Service Programs take this one step further, by offering a fully tailored service program based on your operating needs and long term maintenance requirements for the entire Siemens Energy portfolio. Whether you want to maximize production, increase availability, or optimize life cycle cost for all your equipment; we have a solution to suit your needs.

### Benefits

- Tailored maintenance activities for maximized operation
- Minimize unplanned downtime and increase reliability and availability with proactive support
- Flexible contract, levels of support, and payment structures
- Proactive risk management through remote monitoring and 24/7 technical support
- Optimization of maintenance costs
- Reduce other operational costs e.g. logistics, purchasing

### Features and Options

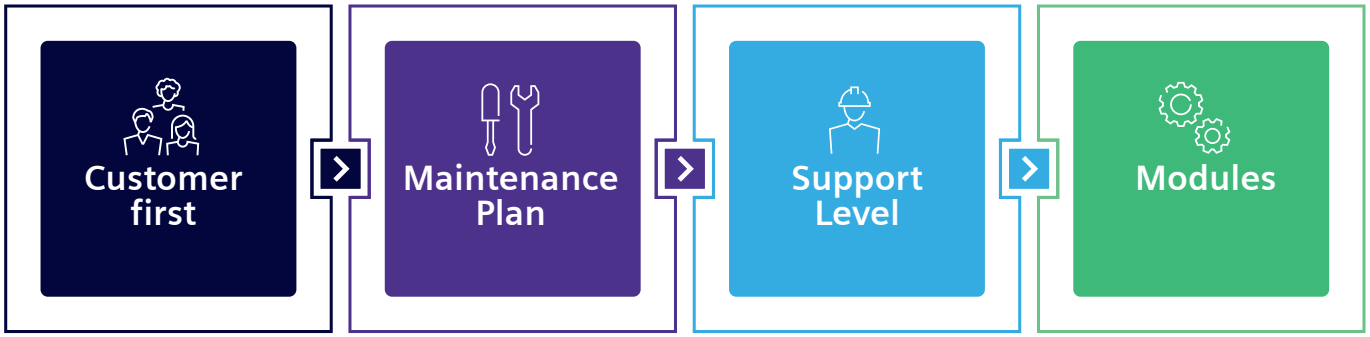
- **Field Service and Overhauls** - With overhauls planned well in advance, personnel scheduling will be optimized, saving customers money.
- **Spare Parts** - By optimizing the planning of required parts for your outage, we can better leverage our spare parts manufacturing and supply chain to optimize product lead-time, inventory and costs.
- **Remote Diagnostic Services (RDS)** - Our advanced diagnostic tools can help to proactively notify you of deviations, reducing the risk of unplanned downtime.
- **24/7 Technical Support** - Members of our OEM experienced service team are available for remote support at any hour of the day to help troubleshoot your equipment.
- **Dedicated Project Manager** - Single point of contact for all your technical and commercial needs.

**Interval maximization up to 30%** resulting in increased generation and optimized lifecycle costs

**Up to 20% maintenance cost reductions** by tailoring your maintenance scope to the actual operation of the unit

**Increased availability up to 10%** compared to non-program customers

**Up to +50% longer between forced outages** due to equipment monitoring and preventative maintenance




**Technical Configuration**
Operation profile
Requirements
Customer needs

**Tailored maintenance**
Specific plan based on equipment operating conditions and plant outage schedule

**Service packages**
Supportive
Preventive
Corrective
Operations and Maintenance (O&M)

**Typical options**
Field service supervision
Spare / replacement parts
Remote Diagnostic Services
Guarantees
Resident Engineer
Flexible O&M options
Flexible payment methods

### Remote Diagnostic Service (RDS)

Based on our expert OEM knowledge combined with modern digitalization tools, we can monitor the complete range of your rotating equipment to detect and diagnose a potential problem before it impacts your operations. Our Remote Diagnostic Centers can assist you with the skilled professional management of your plant's assets to help you meet your investment goals.

Through the daily monitoring of various operating statistics, trending and data analysis, tailored to your specific machine, we aim to minimize the risk of forced outages, by predicting potential unplanned shutdown events and allow planning into a scheduled outage supported by OEM's personnel and materials to ensure asset down time is managed in the most effective and efficient manner. You can also get an easy overview of connected units with the myHealth app, to access performance indicators for availability, reliability, and historical comparison of operational data.



## Service Capabilities

With over 60 Service & Competence Centers worldwide, and over 1,400 Global Field Service employees, we have the global footprint to provide customer access to our unmatched service capabilities. Coupled with the Remote Diagnostic Center and the 24/7 Helpdesk, we are available to assist you with virtually any kind of technical issue.

## Why choose Siemens Energy?

With 35+ years of experience with Service Programs spanning all markets and industries, thousands of units across over 100 countries have been covered under a Siemens Energy Service Program. Coverage has been included for gas turbines, industrial steam turbines, centrifugal & reciprocating compressors, generators, controls, electric motors, & auxiliaries. Our unique insight and experience enable solutions for full-range support of today's dynamic market. Whether helping to plan for maintenance activities, managing field service resources & parts, outage flexibility, or optimizing your operating expenses is a key driver, we will customize a flexible Service Program to fit your every need.



**Increased uptime**



**Cost efficient**



**Peace of mind**

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