Customer Services

Maintenance and Field Services

- Electrical, Mechanical/Civil BoP/ GA Assets
- (Un)Scheduled Maintenance
- Statutory Inspections

Repair and Emergency Services

- Repair Services
- Emergency Services
- 24/7 First Level Support
- 24/7 Second Level Support

Spare PartServices

- Spare Parts
- Strategic Spare Part Program
- Spare Part Management
- Obsolescence Management

Modernization and Retrofit Services

- Modernization, Retrofit and Refurbishment
- System Upgrade and Uprate
- Life Extension / System Integration

Digital Services

- Operation Control and Switching
- 24/7 Remote Services
- Marine Coordination /Surveillance
- Cybersecurity

TrainingServices

- Safety Training
- Product Training
- Expert Training
- Vessel and Helicopter Training

Support and Consulting Services

- 24/7 Customer Support
- Technical Consultancy
- Safety Consultancy
- Organizational Consulting

Service Programs

- Standard Service Packages
- Full Scope Services
- · Availability Warranty

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For further information please contact our Customer Support Center:

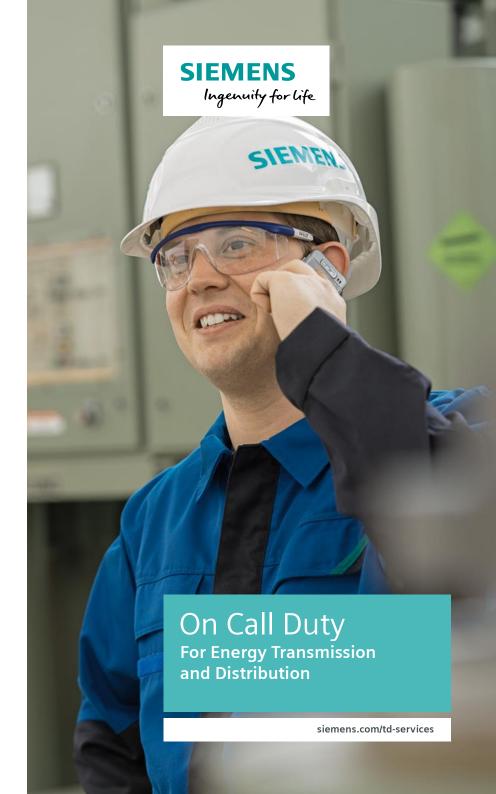
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Subject to change without prior notice. The information in this document contains general descriptions of the technical options available, which may not apply in all cases. The required technical options should therefore be specified in the contract.



Our Service for On Call Duty

- Availability
- Technical expert support
- Spare part storage and field deployment

Availability

Our offer

• We are at your disposal 24 hours a day, 365 days a year

Your benefit

 You can reach us any time of day or night, also on weekends and public holidays around the clock





Our offer

- Technical assistance for your operational staff
- · Remote data connection
- · Remote diagnostics
- · Remote maintenance

Your benefit

- You have access to our network of experts that support you competently by phone
- Optimized reaction times and minimized costs through remote connection to your assets



Spare part storage and field deploymen

Our offer

- Assured reaction time
- Availability and storage of agreed spare parts
- Fault analysis on-site
- Recommendations

Your benefit

- Experts evaluate occurred failures on-site
- Necessary action can be taken promptly
- We support you with technical and economical recommendation