

service agreements for Jenbacher gas engines

At GE, we tailor our broad range of service agreements to each customer's specific needs. The Jenbacher team services more than 1,000 engine service agreements. Our customers can choose from three different types of agreements:

preventive and corrective maintenance agreement

Our customers' favorite, the preventive and corrective maintenance agreement reduces customer risk. The agreement covers:

- Preventive, regular maintenance, according to a maintenance schedule
- All required repairs
- Consumables that are needed for maintenance according to the maintenance schedule, including spark plugs and cylinder heads
- Minor and major overhauls
- Availability guarantee
- Machine breakage insurance
- Teleservice
- Optional: supply of lubricating oil and disposal of waste oil, agreement of reaction times, access to service hotlines, training of operating personnel
- Not included: inspection, checking and operating activities, operating commodities

preventive maintenance agreement

This agreement offers regular preventive maintenance in accordance with a maintenance schedule in order to increase plant availability.

O&M (Operation and Maintenance) agreement

An O&M agreement ensures smooth operation of the entire installation and offers the customer the advantage of all services supplied from one single source – our experienced and well-trained Jenbacher technicians.

In addition, we can arrange other customized agreements, such as participation of the customer in maintenance work, special agreements about inspections or particular availability regulations.



GE imagination at work

✓ the GE advantage: how our customers benefit

- Competence through experienced Jenbacher technicians
- Operating cost predictability and stability
- Optimum customer care
- Continuous upgrading of the plants
- Safe supply of spare parts
- Availability increase
- Best economic solution

✓ different overhaul types

To ensure optimal engine performance, our service supply involves minor and major overhauls. Their costs are typically included in the fixed operating hour cost set forth in the service contract.

- Minor overhauls: providing replacement of all important engine components on site at 30,000 operating hours for natural gas operation, or at 20,000 and 40,000 operating hours for biogas and special gas operations
- Major overhauls: due at 60,000 operating hours for all gas types, either carried out in the Jenbacher repair center as an engine/generator set overhaul or in a replacement procedure with a short block/long block engine. After the major overhaul, the engines can run for additional 60,000 operating hours

✓ additional facts

- Service agreements can cover any time period. Most frequently though, the contract period runs until the major overhaul
- Fixed amounts per operating hour are charged. The amount is adjusted annually per pre-determined indicies. With fixed costs, customers can achieve service cost certainty and predictability and eliminate service cost spikes (e.g., for overhauls)
- Plant availability is only ensured in connection with preventive and corrective maintenance or O&M agreements. For O&M agreements, GE provides and achieves availabilities of at least 95% for all types of gases and applications
- Training for the customer's operator personnel can be agreed within the framework of service agreements. Optimally trained technicians who operate the plant on-site add significantly to plant performance



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