Break Out Session
Service for Life

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Quick introduction



Philipp Bauer

Global Service Operations, Muelheim – Germany

- Head of Spare Parts
- Head of Service for fleet built in Germany

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Roman Jahoda

Global Service Operations, Brno – Czech Republic

- Head of Field Service & Tools
- Head of Service for fleet built in Czechia

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1936, New York (USA)



2023, Eskişehir (TK)

Long term maintenance program
Conventional vs. Condition-based maintenance

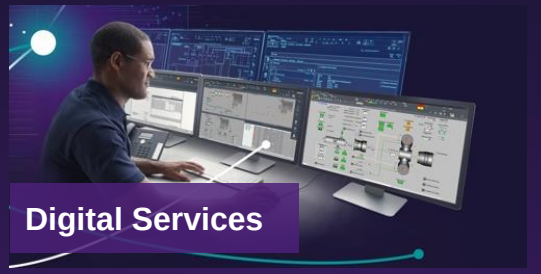
Conventional maintenance concept



21st century maintenance concept (condition based)



Our Service capabilities









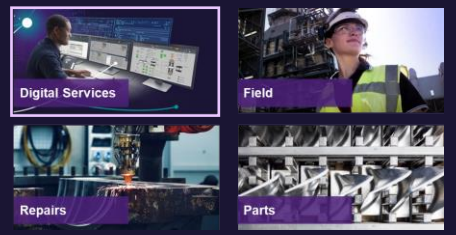
Daily Monitoring with Remote Diagnostic Service (RDS)
allows condition monitoring without turbine shutdown.

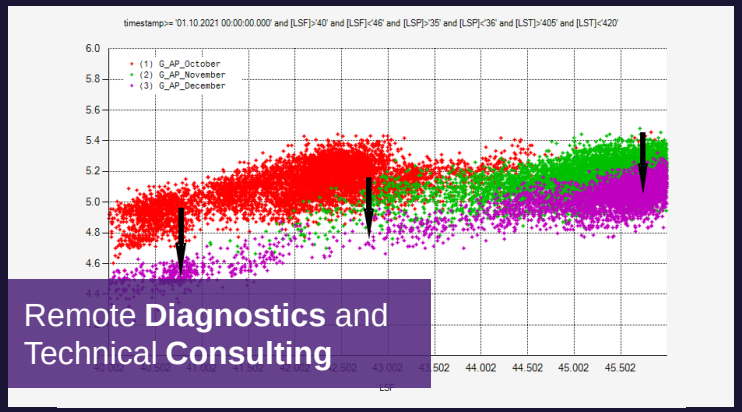
Inspection | Minor Overhaul | MajorOverhaul | Remote Diagnostic Services

eoh = **e**ffective **o**perating **h**ours

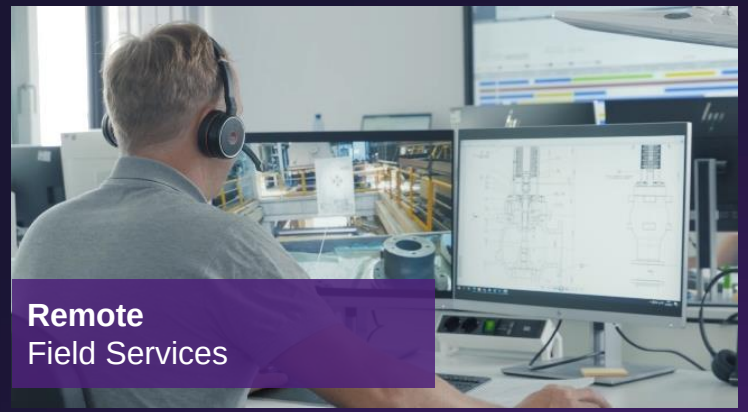
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Our Digital Services make our product and fleet expertise available, increasing availability and product lifetime

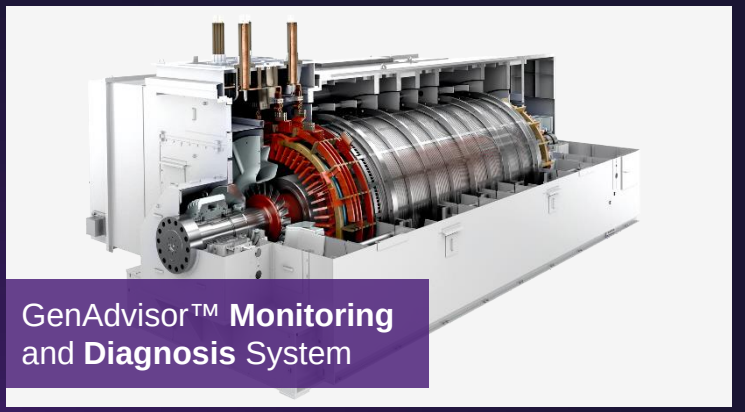




Remote **Diagnostics** and Technical **Consulting**



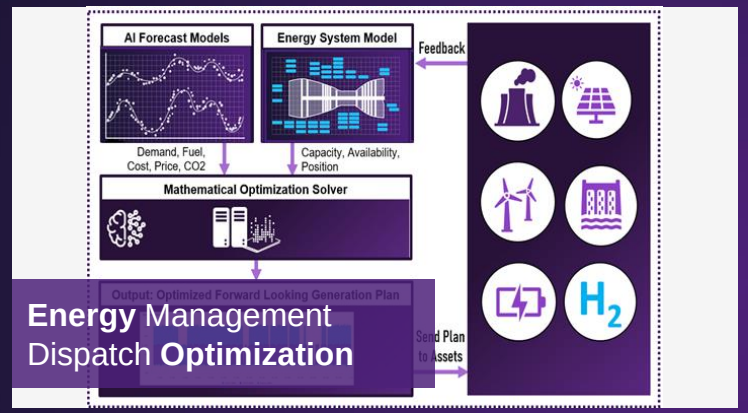
Remote Field Services



GenAdvisor™ **Monitoring** and **Diagnosis** System



Controls **Solutions**

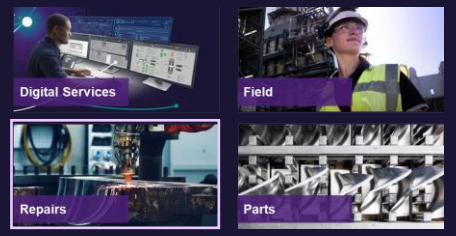


Energy Management Dispatch **Optimization**



Power Diagnostics® **Services** (PDS) **Live**

Our Global Repair Network spans across all Regions



North America

- Houston SC (USA)
- Geismar SC (USA)
- Los Angeles SC (USA)
- Horsham SC (USA)
- Edmonton SC (CA)
- Sarnia SC (CA)
- **Charlotte (USA)**

Latin America

- Queretaro SC (MX)
- **Siemens Jundiai (BR)**
- Trinidad and Tabago SC (TT)

Africa

- Hammadi SC (DZ)
- Port Harcourt SC (NG)
- **Wadeville SC (SA)**

Europe

- **Muelheim Factory (DE)**
- **Duisburg (DE)**
- **Brno Factory (CZ)**
- **Nuremberg Factory (DE)**
- Tribogna SC (IT)
- **Finspong (SE)**
- **Newcastle (UK)**

Asia Pacific

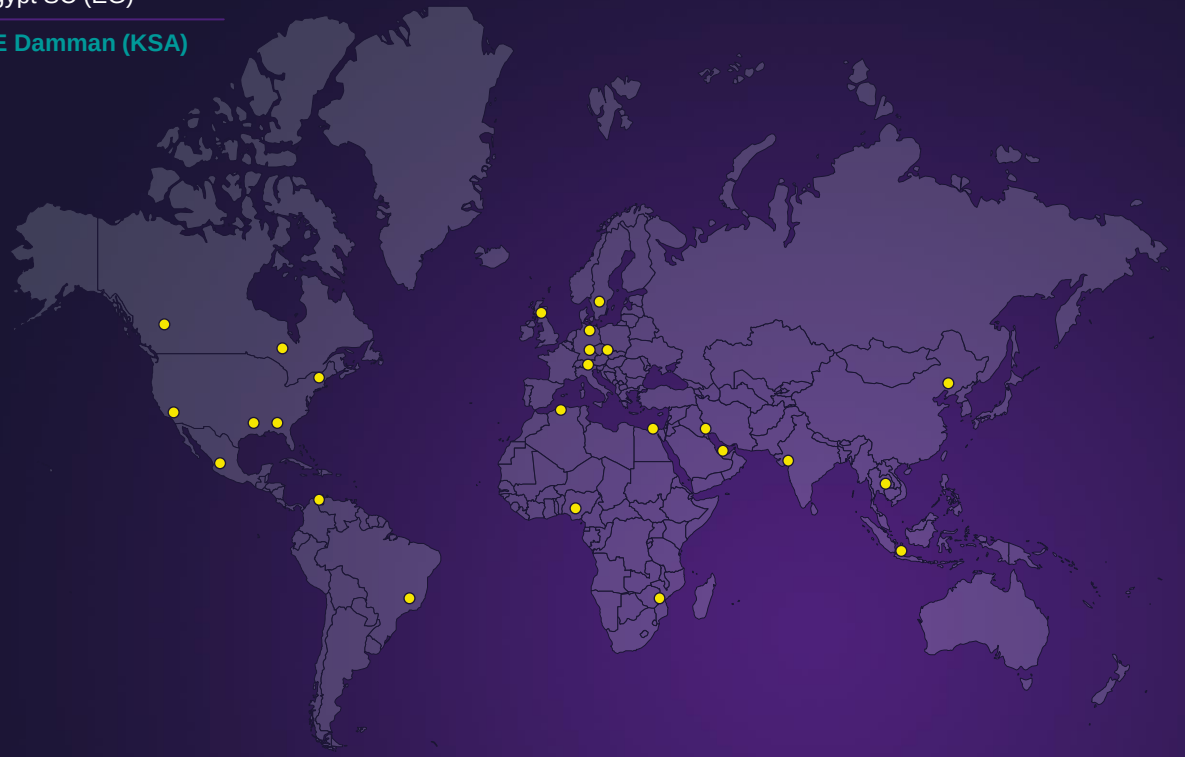
- Rayong SC (TH)
- Tonsley SC (AU)
- Cilegon SC (ID)
- Vadodara SC (IN)

China

- **Huludao (CN)**

Middle East

- Abu Dhabi SC (UAE)
- Egypt SC (EG)
- **SE Damman (KSA)**



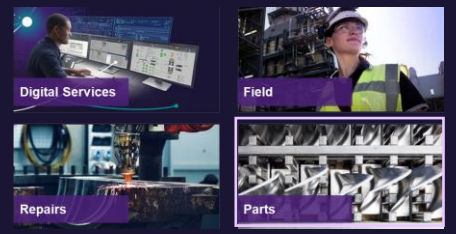
Typical scope for repair:

- DCI (**D**isassemble, **C**heck and **I**nspection)
- Machining
- Welding
- Installation and fitting of new parts
- Renewal of sealing strips
- Re-blading
- Rotor balancing

High speed balancing tunnel

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Genuine Parts guarantee long service life, our Vision is to become Amazon’s industrial twin

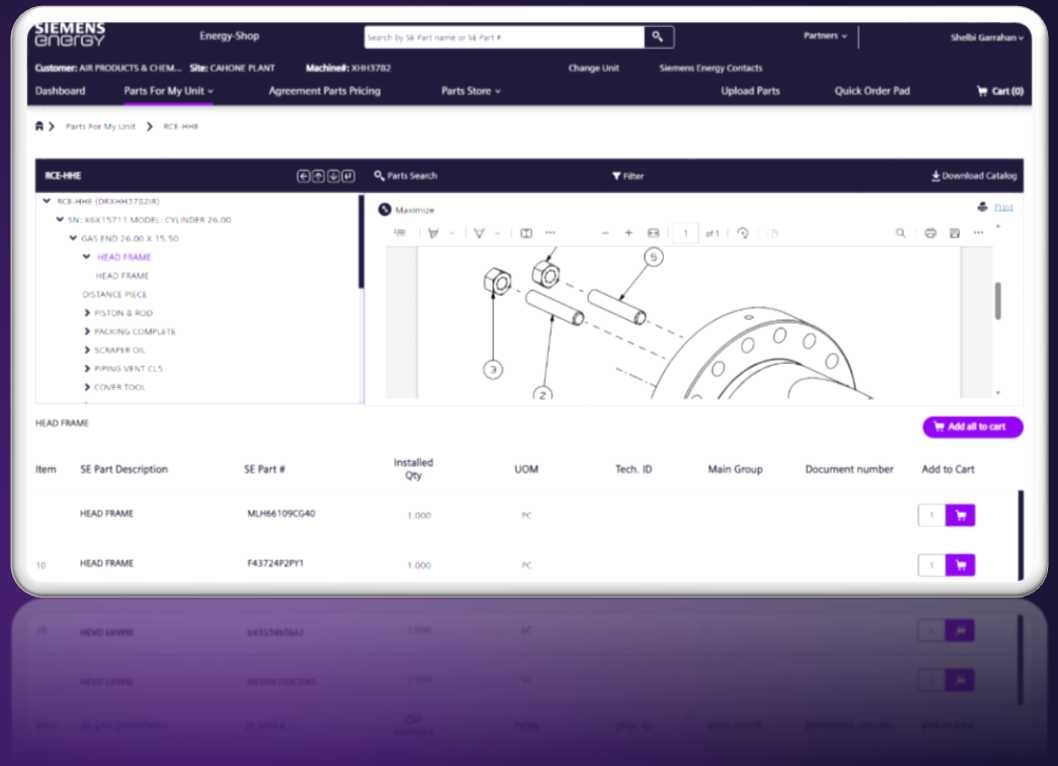


Our Spare Part range is diverse

We often provide Spare Part Packages for Outages

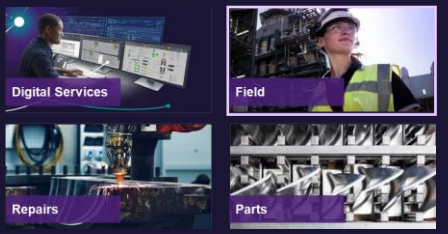
We ship more than 400.000 items a year

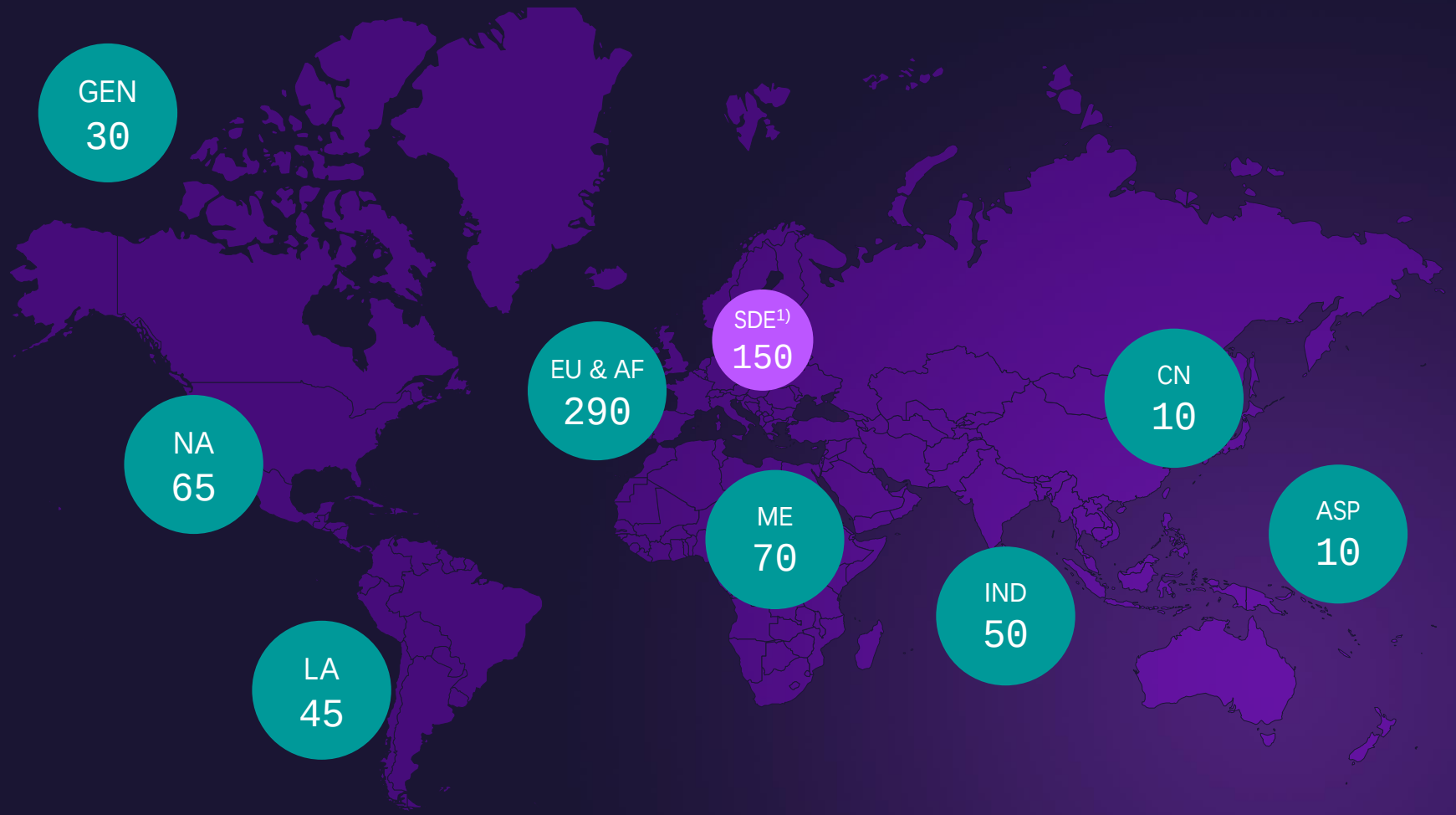
Our Vision is to become Amazon’s industrial twin



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Our Field Service Personnel is both Regional and globally mobile from our Competence Center Hubs





~580

Industrial Steam turbines & Generators

~3,600

Global Field Service

Steam, Gas turbines, Compressors, Generator

1) SDE stands for "'Service Center Deutschland" and includes Germany, Poland & Portugal

We offer a wide variety of training approaches globally, to suit your individual needs

Training at your location, customized to your needs



- Both classroom and hands-on training at your location
- Wide range of customized training programs
- Topics include: Basic understanding of equipment technology, plant management, operations and maintenance, control systems

Hands on training e.g. at our Duisburg Training Center



- State-of-the-art Training Center includes:
  - 15 different steam turbines and compressors
  - 120 MW two casing steam turbine, gear box, generator, auxiliary systems
  - Water steam system and test bed for steam turbines
  - Compressor train with two casings, gear box, electrical motor, auxiliary systems
  - Various mechanical and electronic control systems
  - 7 full time and various on-demand trainers

Master of Science in Mechanical Engineering



- In partnership with the University Duisburg / Essen we offer a master's degree
- Topics include:
  - Production Management
  - Materials
  - Combustion Science
  - Heat and Mass Transfer
  - Turbomachinery
  - Advanced Engineering
  - Control Theory
  - Computer Aided Engineering