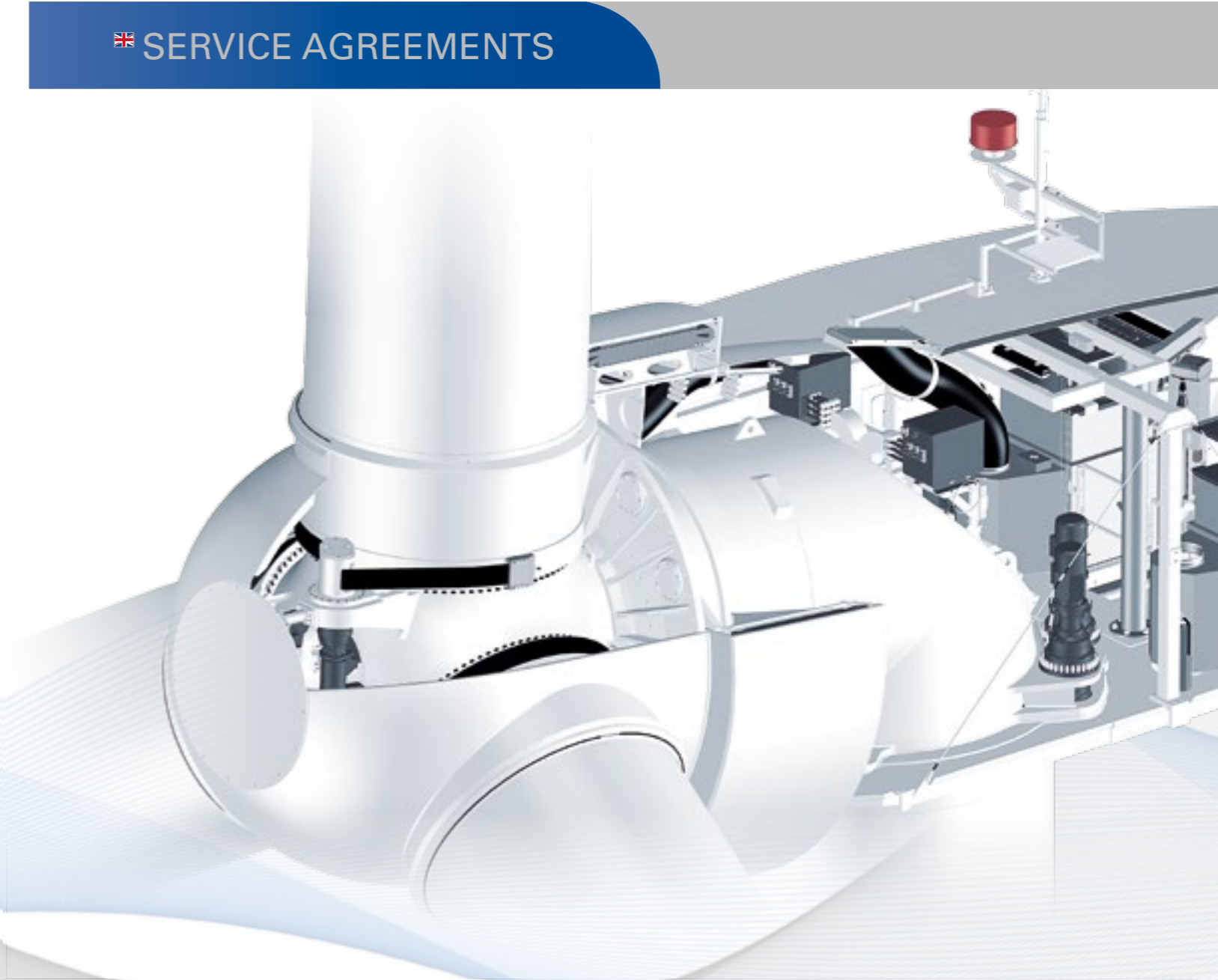


 SERVICE AGREEMENTS

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VENSYS*SERVICE*

LTSA/MSA

VENSYS SERVICES

The right solution for every requirement

Reliability and availability – around the clock

Harvesting the wind at full capacity for many decades – that is what the VENSYS service concept is all about: permanent monitoring keeps a close eye on the operating states of the turbine and generates the data for systematic optimization. It allows us to actively intervene via a remote maintenance system to guarantee availability – any time and at any location in the world.

Long-term service agreement LTSA The customer-friendly all-inclusive package

The LTSA (Long Term Service Agreement) allows operators to calculate all operating costs of their turbine – hassle-free and conveniently. The technical availability guarantee of up to 97% per year provides all operators with optimum conditions for planning their project.



Our full maintenance agreement includes constant operational control, all inspections, preventive maintenance, repair work and a availability guarantee.

Operators can also keep up to speed on the operating state and productivity of their turbine – whenever they like and with a maximum of available data. The service center is the competent place to turn to for all technical questions. Servicing is coordinated here, with cooperation partners worldwide carrying out maintenance work on site if the need arises.

Maintenance agreement MSA Individual possibilities

An MSA (Maintenance Service Agreement) gives operators the opportunity to use their own service structures. By entering into this agreement operators undertake to comply with requirements laid down by VENSYS which in turn provides them with support by its own technicians at all times.



Our competence center in Neunkirchen is the place where we train and qualify our staff and partners, making sure that service and technical support are always of the highest quality.

COMPARISON MSA AND LTSA

All services at a glance

Services	MSA	LTSA
Term of contract		
• Terms of up to 15 years	▼	▼
• Follow-up package after year 15	▼	▼
• Individual terms	▼	▼
Performance guarantee		
• Technical availability guarantee	▽	▼
• Compensation for loss of earnings	▽	▼
Product optimizations		
• Turbine retrofitting and software updates*	▽	▼
Monitoring		
• VENSYS remote monitoring 24/7	▼	▼
• Technical competence center (6-1 o'clock)	▽	▼
• Service reports	▼	▼
Repair		
• Main components	▼	▼
• Spare parts	▼	▼
• Consumables	▼	▼
• Crane use	▼	▼
• Transport costs	▼	▼
• Man-hours including travel costs	▼	▼
Maintenance		
• 2x a year including consumables	▼	▼
Additional services		
• Rotor blade check (every 4 years)	▽	▼
• Check of safety equipment	▽	▼
• Online customer access to remote monitoring	▼	▼
• Turbine training courses	▽	▼

▼ Included in the service agreement

▽ Available as an option

▽ Not available

*additional costs can arise

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