

Integrated
Global Services



Service Agreements

Ansaldo Energia Group

Ansaldo Energia is a leading provider of services and equipment for power plants, offering expertise at all levels of complexity for our own and third party machinery for heavy-duty Steam and Gas turbines, Generators, Nuclear, Micro turbines and Shaft Line. We provide global services including Repairs and Spare Parts, Field Service work including overhauls and upgrades, Plant Support with Remote Monitoring and Diagnostics, with transactional as well as comprehensive Long Term Service Agreements.

We are a global supplier of turn-key power plants, with a broad offering of the most reliable and best performing solutions available today, backed up by a dedicated Research and Development group and a global Service organization that assists customers with continuous product improvements, combined with the traditional reliability and robustness of Ansaldo Energia products.

The result is a unique and balanced value package based on innovation and reliability. Ansaldo Energia's solutions combine the company's proven designs, manufacturing capabilities and commissioning skills with its well-known flexibility in matching customer needs with tailored solutions.

At Ansaldo Energia, we recognize that the power market continues to be dynamic and challenging to our Customers. To remain profitable, operators expect global service organizations to offer solutions that improve the efficiency, operational flexibility, emissions, reliability and life-cycle maintenance costs of their power production assets.

Today, 160 years of Ansaldo Energia history are combined with a strategic assemblage of complementary service acquisitions. Not only can our Team provide advanced technology service solutions for your installed Ansaldo equipment, but our uniquely positioned Multi-OEM Platform technologies enable value-based offerings for any large frame GE, Siemens and Mitsubishi gas turbine, steam turbine or generator. This industry-first combination result? A flexible, multi-platform, full-scope service provider that can deliver competitive and proven answers to improve your equipment's life cycle maintenance costs.

With major operations in Genoa, Italy; Rheden, Netherlands; Jupiter, Florida, USA; Abu Dhabi, UAE; and field offices throughout Europe, Asia/Pacific, the Middle East, South and Central America, and the US, Ansaldo Energia offers customers localized service and global capacity to bring the highest level of value and capability to your plant.

We look forward to working with you as we create Power Together!





Long Term Service Agreements

In this fluctuating competitive and regulatory environment, flexibility and expertise are key to enable power producers to manage their maintenance strategies to the ever-changing market requirements.

equipment, including GE/Siemens/Mitsubishi gas turbines B/E and F type for an active partnership model that places the comprehensive tools of Ansaldo Energia at your fingertips. Complete utilization of Ansaldo Energia's services enables customers to optimize the maintenance budget, increase the component life and extend the program intervals, reducing inspections and provi-



Long Term Service Agreements (LTSA) allow efficient management of power plant assets, and are aimed at decreasing lifecycle costs to the end user while optimizing lifetime profitability. Ansaldo Energia offers comprehensive and flexible LTSA's for operations and maintenance of all Ansaldo equipment as well as other manufacturers'

ding the customer with significant life cycle cost reduction over the life of the contract. In addition, through our experience with component performance, we are able to reduce the fallout of parts due to improvements made to the OEM designs and our Global Repair Service Network.

A Global Network

We have assembled a highly skilled and experienced Field Service organization capable of industry leading outage performance, delivering tailored solutions that keep safety, reliability and environmental compatibility as top priorities. Our global network facilities and the excellence centers based in Genoa (IT), Baden (CH), Rheden (NL), Abu Dhabi (UAE) and Jupiter (USA), Ansaldo Energia offers 24 hour/365 day reliable, flexible and professional support.





Flexible Agreements Fit Customer Needs

Ansaldo Energia has designed a flexible concept for Long Term Service Agreements focused on your requirements. We understand the frequent change in market conditions, and we are able to work with our customers to determine the level of scope, ranging from full service offerings to a pricing agreement. The intention of each agreement is to provide the customer with competitive pricing while taking advantage of the entire Ansaldo Energia portfolio of offerings.



Our agreements can be structured to include the gas turbine, generator, steam turbine, and respective auxiliaries.

Maintenance cost savings are realized by offering competitive parts life guarantees, minimal parts fallout, coverage during unscheduled inspections, control of inventory, and proactive customer service management to ensure total coverage.

We offer a wide and modular portfolio of maintenance and operation support services:

- From single machines to complete power plants
- From high level site services to full management of all maintenance activities

- Project management, repairs, upgrades, operation supervision

Through our partnership approach, the best solution is defined to meet the customer needs, adapting scope, contractual terms, guarantees and payments structure.

Long term contracts encompass a wide range of structures, moving from framework agreements to performance-oriented contracts with flexible guarantees, incentives and risk sharing.





	Frame Agreement	Scheduled Maint. Contracts	Full LTSA Contracts	Total Operating Guarantee Contracts
Scheduled Maintenance	■	■	■	■
Unscheduled Maintenance	■	■	■	■
Remote AEN Staff Support	□	■	■	■
Day by day Maintenance	□	■	■	■
Outages Durations Guarantee	□	■	■	■
Availability Guarantee	■	■	■	■
Performance Guarantees	■	□	■	■
Resident Engineer	□	□	■	■
Remote Monitoring System	□	□	■	■
Response time to emergency interventions	□	□	■	■
Local Manpower (*)	□	□	■	■
Terms	Service and Spare Parts based on priced lists	Flexible	Flexible	Flexible

(*) Typical Activities sub-contracted to skilled Local Manpower: Removal and fitting of Scaffolding and GT Insulation; Enclosure Dismantling and erection; Sandblasting, Material Handling; Cranel/mobile crane Operating; Welding; etc.



Worldwide references decades of experience

Following the complete overview concerning Ansaldo Energia maintenance contracts (LTSA and Frame Agreement) in force.



300+ GTs under LTSA
70+ GTs as Selected Service Provider

North America: United States; Canada; Mexico.

South America: Brazil; Chile.

Europe: Belgium; Finland; France; Germany; Greece; Hungary; Ireland; Italy; Netherland; Poland; Russia; Spain; Turkey; United Kingdom.

Africa: Algeria; Congo; Egypt; Ghana; South Africa; Tunisia.

Asia: Bangladesh; India; Pakistan; Indonesia; Thailand; South Korea.

Middle East: Jordan; Oman; UAE.

For more information and to reach our sales Team, please go to www.ansaldoenergia.com

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