

WÄRTSILÄ

Operations & Management Services

SERVICE AGREEMENTS



## RELIABLE PERFORMANCE IN ONE PACKAGE

Wärtsilä Services is committed to operate and maintain power plants, marine and offshore installations. We ensure the reliable performance of our customers' installations, from receiving fuel to supplying energy. By guaranteeing full performance and operational accountability, we can maximise the productivity of your investment. Not only are we devoted to operate and maintain your installations, engines and auxiliary systems; we also reduce anxiety and risk. By entrusting your systems to us, you can free yourself from many day-to-day operational concerns, confident that your assets are in expert hands and performing to the highest possible, sustainable standard.

Through its centralised common functions Wärtsilä manages all aspects of operating and maintaining an installation including technical management, maintenance management, inspections and reporting. Owners do not need

to worry about how to manage their investment; they can rely on the expertise and experience of Wärtsilä to manage the installation efficiently.

Our service agreement includes:

- day-to-day operation
- scheduled and unscheduled maintenance
- safety stock and tools
- logistics management and security
- technical support
- planning and administration
- establishment of operational infrastructure
- human resources, health & safety management
- recruitment and training of local personnel

Our service agreements are designed to be tailored to your specific needs, allowing you to choose from different levels of partnership, or a day-to-day business relationship.



### CREATING A SUSTAINABLE PARTNERSHIP

With more than 12,000 MW under service agreements, Wärtsilä is recognized as the preferred service supplier to its customers in ensuring the availability and cost-efficient operation of their installations. Our experience, from operating and maintaining more than 400 installations in more than 50 countries, covers a wide variety of land-based and marine installations built around different technical solutions and running on various types of fuel. By entering a service agreement with Wärtsilä, you will create and secure a long-term partnership that extends the lifetime of your installation.

Our customers engage a professional operator as Wärtsilä to manage their energy production and other services for a variety of reasons. Some good reasons to engage Wärtsilä in your business are as follows:

- Wärtsilä is a **total solutions provider** which can offer full service from design and construction to lifecycle services for its customers. Customers benefit from having their entire power system fully serviced by one global supplier.





- Wärtsilä is a **global services provider** with a service network that meets local customer needs. Our worldwide network is constantly being developed and our service organization currently comprises more than 11,000 dedicated professionals in 70 countries.
- Our **lifecycle cost guarantees** and **performance guarantees** give you economical benefits by less operating and capital expenditures. Performance guarantees lead to cost savings, reliable operations and less downtime.
- Our **OEM spare parts and logistical management** implies instant delivery and our **specialized maintenance crews** will complete the job wherever you are.
- We offer **online services** with access to documentation and technical bulletins.
- Our services keep your installation **environmentally fit**. We can offer our customers long-term environmental solutions to meet the requirements that they face in their daily business.



#### WÄRTSILÄ GLOBAL PRESENCE

We are never too far away from your power plant or sea trading routes: 160 Wärtsilä locations in 70 countries.

## TAILORED TO YOUR SPECIFIC NEEDS

A service agreement is a long-term partnership where we work towards the same goal – to maximise the lifetime and the return on your investment. Our service agreements portfolio can be tailored to your

specific needs, from simple supply agreements to multi-year operational partnerships that span every facet of the operation.



### SUPPLY AGREEMENT

With supply agreement status, you get access to our global parts distribution network, and are able to order and receive spare parts 24/7, including reconditioned components, wherever your facility is located and with the shortest possible lead time. We can also guarantee the availability of a global network of trained and skilled service professionals with the right tools and onboard/on-site manpower to assist them.

#### Parts

- 24/7 global logistics of spare parts
- Shortening of lead time
- Correct spare parts

#### Information

- Online services

#### Manpower

- Availability to a global network of trained & skilled service professionals with right tools
- On board / On site manpower supply

#### Workshop services

- Global component drops for reconditioning



### TECHNICAL MANAGEMENT AGREEMENT

A technical management agreement includes inspections, expert assistance and monthly reporting as well as exchange programme planning. We can also provide you with technical support and training through maintenance planning, online condition monitoring and competence development programmes.

#### Inspection

- Regular inspections expert assistance & monthly reporting

#### Spare parts

- Exchange programme
- Reconditioning

#### Technical support

- Maintenance planning, online condition monitoring
- Software updates and 24/7 technical support (call-in)

#### Training & competence

- Training agreements; a global network of training centres
- Competence development at Wärtsilä Land & Sea Academy (WLSA)



### MAERSK LNG

By the end of 2009, Maersk LNG, which is part of the A.P. Moller-Maersk Group, awarded Wärtsilä with a technical management agreement. This long-term service agreement includes maintenance planning, condition and performance monitoring, co-ordination and supply of technical services, parts and service work for five 165,000 cum LNG vessels equipped with Wärtsilä 50DF dual-fuel engines over a five year period.

Wärtsilä offers Maersk LNG proactive and dynamic maintenance programmes called Dynamic Maintenance Planning (DMP), which include planning and scheduling of engine maintenance based on online monitoring of each engine's mechanical condition, performance, system efficiency data and other indicators. As data is collected and monitored daily, the sources of faults can be identified before failure occurs. The Wärtsilä DMP system offers clear potential for reducing maintenance costs. Intervals between overhauls are flexibly based on the engines' actual condition and operational risk profile. The need for unplanned maintenance is thereby reduced, up-time is increased and engine efficiency can be optimized.



### SUPPLY AGREEMENT



### TECHNICAL MANAGEMENT AGREEMENT



### MAINTENANCE AGREEMENT



### ASSET MANAGEMENT AGREEMENT



#### MAINTENANCE AGREEMENT

A long-term service agreement covering maintenance planning and service crews wherever and whenever needed through the local and global presence of Wärtsilä's networks. We provide fixed prices for inspection, technical support, spare parts, training and maintenance work. Our dynamic maintenance concept leads to a better prediction of maintenance needs and the system's overall function. Performance guarantee available.

#### Power plant agreement

- Long-term service agreements with fixed fees for the duration of the agreements
- Spare parts and /or labour supply for maintenance work
- There can be performance guarantees
- Inspection, technical support, spare parts, training/competence

#### Marine agreement

- Long-term service agreements with fixed fees for the duration of the agreements
- Spare parts and/or labour supply for maintenance work
- There can be performance guarantees
- Global agreements
- Risk management



#### ASSET MANAGEMENT AGREEMENT

More comprehensive than a maintenance agreement, an asset management agreement gives us full responsibility for performance and equipment life, so that you can concentrate on your core business. Our asset management agreements typically include full operation, management and maintenance services (O&M) as well as performance guarantees.

#### Power plant agreement

- Full Operation Management & Maintenance services
- Supply of required manpower, parts and knowledge to be able to take full responsibility for the operation of a plant
- Performance guarantee
- Responsibility for unscheduled maintenance and breakdowns
- Risk management

#### Marine agreement

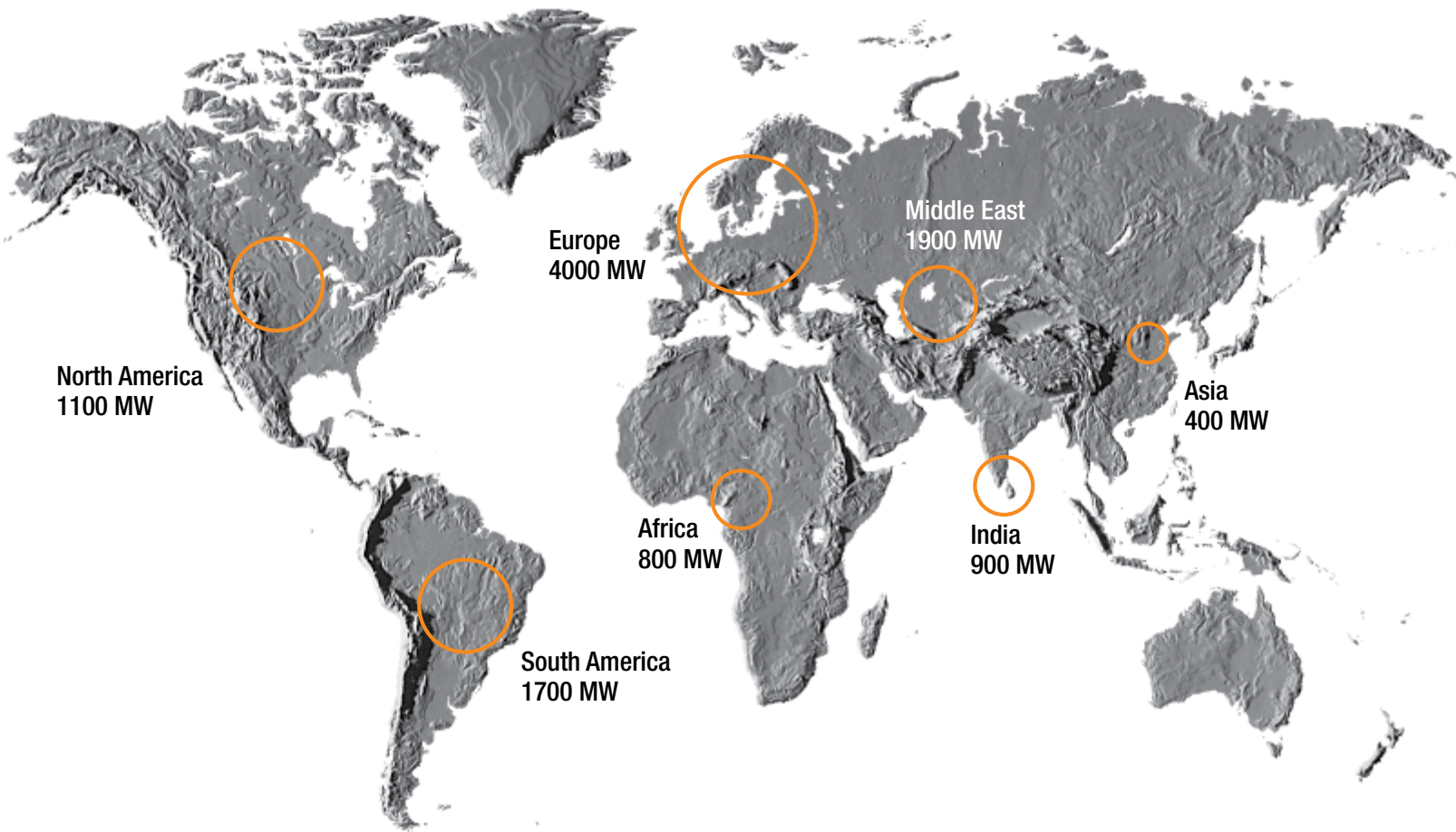
- Wärtsilä provides manpower as a part of the crew
- Supply of required manpower, parts and knowledge to be able to take full responsibility for the operation of the engine room
- Performance guarantee
- Responsibility for unscheduled maintenance and breakdowns
- Risk management



### NISHAT POWER PLANTS IN PAKISTAN

In 2009, the Nishat Group of Companies awarded Wärtsilä with two Operation & Maintenance (O&M) agreements for two of its power plants located near the city of Lahore, Pakistan. These five-year O&M agreements entitled Wärtsilä to operate, maintain, and supply all labour and spare parts for the Nishat Power Limited (NPL) and Nishat Chunian Power Limited (NCPL) plants. Both plants are Independent Power Producers (IPP) supplying electricity to Pakistan's national grid. Each of these two plants will use 11 Wärtsilä 18V46 engines and a steam turbine to produce a total electrical output of 200 MW.





**KEEP YOUR INSTALLATION ENVIRONMENTALLY FIT**

As with all our services, our state of mind is to provide you a cost effective environmental strategy. By working with Wärtsilä, you move beyond merely reacting to new regulatory

requirements as they arise to anticipating them – always the best approach when it comes to meeting ever-tightening cycles of external governmental demands.



## POWER PLANTS

### Maintenance agreements

- 150 installations
- 2700 MW

### Asset management agreements

- 135 installations
- 5500 MW

## SHIP POWER

### Maintenance agreements

- 80 vessels
- 2700 MW

## 400+ INSTALLATIONS UNDER AGREEMENTS

- 12 GW
- Located in more than 50 countries
- 1800 dedicated Wärtsilä's employees

## FROM SERVICE TO SERVICES

A number of our customers have recognized us as their preferred service supplier to ensure the availability and cost-efficient operation of their installations. They find they can leverage a variety of benefits by having their entire power system fully serviced by one global supplier.

Wärtsilä Services provides holistic, integrated service for our marine and power plant customers. To serve you better, we are continually broadening our range of solutions by adding products and services that further enhance the value of our one-stop-shop service and expanding our global network. We support your business, in-situ or from our numerous service centers around the globe, regardless of your equipment make.

We provide tailored efficiency solutions throughout the marine propulsion and power plant product lifecycle in the following services products lines:

- Engine Services
- Propulsion Services
- Boiler Services
- Electrical & Automation Services
- Operations & Management Services
- Training Services
- Environmental Services

We can tackle everything from basic support with parts, manpower and technical support to full service agreements. The work can encompass installation and commissioning, performance optimization, upgrades, conversions, and environmental solutions. Service contracts can extend from parts and manpower all the way to long-term, comprehensive contracts that include performance and asset management agreements.

Wherever your installation is located, you'll find a Wärtsilä Services center nearby. More than 11,000 dedicated professionals, operating in over 70 countries in 160 locations, are waiting for your call. We're never too far away to help.

That's not just service, that's peace of mind – the security of knowing that your installation is covered by the world's most experienced marine and power plant services company: Wärtsilä.

**VISIT US AT [WWW.WARTSILA.COM/OPERATIONSANDMANAGEMENT](http://WWW.WARTSILA.COM/OPERATIONSANDMANAGEMENT)**

**Contact us: [serviceagreements@wartsila.com](mailto:serviceagreements@wartsila.com)**





Wärtsilä is a global leader in complete lifecycle power solutions for the marine and energy markets. By emphasising technological innovation and total efficiency, Wärtsilä maximises the environmental and economic performance of the vessels and power plants of its customers. In 2009, Wärtsilä's net sales totalled EUR 5.3 billion with more than 18,000 employees. The company has operations in 160 locations in 70 countries around the world. Wärtsilä is listed on the NASDAQ OMX Helsinki, Finland.

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