

clean energy ahead<sup>®</sup>

**TURBODEN**



OUR EXPERIENCE AT YOUR SERVICE.

# Actions speak louder than words

## REMOTE TECHNICAL SUPPORT

Our remote support shortens the distance, by connecting you with Turboden experts at any time you want. Through the updated Turboden Online Service TOS 4.0, our advanced service management tool, we proactively serve our fleet by detecting and resolving field issues even before the customer realises that there is a need. TOS 4.0 is deployed across multiple devices. As a result, it allows you to collaborate with our engineers remotely in real time. It is like having an expert by your side at all times.



## WHAT YOU GET

- ▶ Prompt assistance for diagnostics and troubleshooting
- ▶ Consultancy and guidance to enhance operation and plant performance



**QUICK REACTION TIME: <2 HOURS**



**CHOOSE  
YOUR  
COVERAGE**

### STANDARD REMOTE TECHNICAL SUPPORT

from 9:00 a.m. to 6:00 p.m. (CET - CEST) from Monday to Friday

### REMOTE TECHNICAL SUPPORT 16/7

16 hours a day, from 7:00 a.m. to 11:00 p.m. (CET - CEST), seven days a week

### REMOTE TECHNICAL SUPPORT 24/7

24 hours a day, seven days a week

# Better safe than sorry

## PLANNED MAINTENANCE

Improve the reliability of your plant by trusting Turboden maintenance expertise!

We offer a wide range of planned maintenance services and we can design a customised service program tailored to the needs of your equipment. We minimise the plant downtime and, whenever possible, we schedule it alongside the customer needs. All costs for parts and labor are included in the coverage.

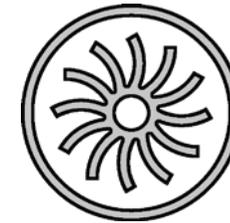
## CUSTOMISE YOUR SERVICE PROGRAM

- ▼ Basic: ordinary maintenance activities
- ▼ Level 1: revision of the ORC turbine
- ▼ Level 2: revision of other rotating components

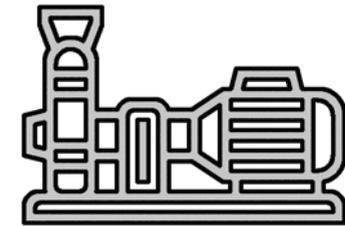


## WEAR PARTS REPLACEMENT

No matter how many times it is needed, you will have wear parts covered. This service includes the supply of materials and related manpower for the main components as follows:



**TURBINE**  
mechanical seals,  
bearings replacement



**FEED PUMP**  
seals replacement



**WORKING FLUID**  
ordinary refill



**AIR COOLED CONDENSER**  
bearings, belts  
replacement

# Always by your side

## AVAILABILITY GUARANTEE

We know that the downtime of your equipment is loss of money and we take responsibility for that. Entrust our extensive service programs and we will refund you if the plant availability is less than expected.



## EXTENSION OF WARRANTY

After the expiration of the original warranty, there will be no surprises. We will fix and repair, at all costs, from the ORC turbine only to all the components.

## SPARE PARTS

We want you to keep the parts you may need on hand to minimise risks and downtime. Count on our parts program to get your equipment back on-line in the shortest time possible.

### ▼ SPARE PARTS SUPPLY

We supply extensive parts-kits for your own site inventory, or single replacement parts.

### ▼ SPARE PARTS AVAILABILITY SERVICE

Rely on our dedicated warehouse of critical parts in stock to be sure to have the parts you need at the time you need them.



Service packages	AR	MS	MS + MP	OT	OT+
Standard remote technical support	●	●	●	●	●
Remote technical support 16/7	○	○	○	○	○
Remote technical support 24/7	○	○	○	○	○
Planned maintenance (basic)	-	●	●	●	●
Planned maintenance (level 1)	-	-	○	●	●
Planned maintenance (level 2)	-	-	○	-	●
Wear parts replacement	-	-	●	●	●
Availability guarantee	-	-	-	●	●
Spare parts availability	○	○	○	○	○
Extension of warranty on main components	○	○	○	●	●
Extension of warranty on all components	○	○	○	○	●

Legend: ● included; ○ optional; - not applicable.

## GLOBAL COVERAGE

Turboden relies on a local and high-qualified network of service subsidiaries and international service partner companies to deliver support and prompt assistance on-site.



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