

MODULAR SERVICE AGREEMENTS

For marine applications from Zeppelin Power Systems



ZEPPELIN[®]
Power Systems





CUSTOMER VALUE AGREEMENTS (CVAs) KEEP YOU **UP AND RUNNING AT ALL TIMES.**

You stay focused on your core business, while we support you with our Customer Value Agreements (CVAs). The comprehensive services offered in our modular service contracts ensure hassle-free operation of your system.

You can individually compile your personal service contract, and tailor it to your needs by selecting individual modules. The available services range from regular oil and fluid analyses through bespoke inspections and maintenance to sophisticated online monitoring solutions. Regardless of which option you choose, you can rest assured that we provide careful planning and continuous attention to help you succeed.

OVERVIEW AND BENEFITS

SIMPLE OPERATION

- Price transparency and reliable budget planning due to fixed costs
- Peace of mind due to comprehensive protection for your engines

EASE OF MAINTENANCE

- Optimization of engine maintenance
- Automatic delivery of genuine Cat parts at the right time to the right place
- More efficient maintenance due to professional execution at the right time
- All work carried out by our certified technicians

RELIABLE SUPPORT

- Servicehotline available 24/7
 - Expert knowledge about your maintenance needs
 - Diagnostic and troubleshooting support
 - Training courses
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OVERVIEW MODULES



Basic module



Digital modules



Service level



Classic modules

OVERVIEW OF ALL THE BENEFITS OF THE MODULES:



SERVICE BASIC MODULE

- Agreed framework conditions
- Attractive terms and conditions for spare parts
- Performance-oriented loyalty program
- Individual delivery and payment terms



ONLINE MAINTENANCE PLANNING

- Creation of standard or custom maintenance plans
- Setup of individual content for service contracts
- Consideration of the manufacturer's specified intervals
- Access via web portal
- Visual representation of engine and component operating times
- Smart forecasting of maintenance measures based on remaining runtime
- Requires "Visualization" module



MONITORING LIMIT VALUES & FAULT MESSAGES

- Monitoring of status and fault messages
- Automatic evaluation of faults with corresponding notification service
- Optional expansion to 24/7 monitoring
- Requires "Visualization" module and AEC hardware



VISUALIZATION

- Digital connection
- Access to the web portal
- Use of our digital infrastructure
- Individually configured dashboards
- Monthly automated status reports for basic parameters
- Requires installation of our hardware and communication channels



CUSTOMIZED STATUS REPORTS

- Individually configured reports for any parameters
- Transfer via the web portal or by email
- Requires "Visualization" module and AEC hardware



DATA ANALYSES & TREND EVALUATIONS

- Data analysis by an expert team
- Evaluation with professional tools
- Trend analyses
- Early detection of technical deviations
- Interpretation through data analysis
- Requires "Visualization" module



GUARANTEED RESPONSE TIME

- Individual response times to fault messages
- Availability of service technicians on-site
- Guaranteed availability by phone or email
- Rapid troubleshooting
- Maximum availability and increased operational readiness
- Minimized downtime costs in the event of unplanned outages



INSPECTION

- Current condition determined through visual inspection
- Performed by qualified technicians
- Regular or on-demand inspection
- Detailed inspection report
- Optional audit function
- Recommendation of maintenance and repair measures



MAINTENANCE PARTS

- Operating-hour-dependent provision of maintenance and wear parts
- Optional automatic shipping information and tracking in the event of a digital connection
- Less time and effort for purchasing
- Reliability due to timely replacement of parts
- System value maintained



MAINTENANCE & OVERHAUL

- Operating-hour-dependent execution of maintenance and overhaul work according to manufacturer specifications
- Use of genuine spare parts and qualified personnel
- Refurbishment of replacement and spare parts according to genuine manufacturer specifications
- Depending on the engine type and design, execution on-site or in one of our workshops
- Minimized unscheduled downtime and optimized engine uptime
- Documentation in a comprehensive service report



OIL & COOLANT DIAGNOSTICS

- Automatische Zusendung von Sets zur Probenentnahme in abgestimmten Intervallen
- Einfacher Versand an das Zeppelin-Labor mit im Set enthaltenen Versandmaterial
- Analysebericht
- Warnungen bei Unregelmäßigkeiten und Auffälligkeiten
- Wenn nötig konkrete Handlungsempfehlungen
- Jederzeit Überblick über den Zustand Ihres Motors



ESC – EXTENDED SERVICE COVERAGE

- Customized warranty options for the entire service life (ESC, ADV, OVH)
- The warranty options apply to all covered component
- Operating cost security through protection against unexpected repair costs
- Worldwide protection by the worldwide Caterpillar dealer network

KEY



Basic module



Digital modules



Service level



Classic modules



DATA FOR YOU, AT **ANY TIME AND ANY LOCATION.**

DIGITAL SERVICES

We are with you throughout the digitalization process:

CONSULTANCY

Offering practical advice, we can work with you to find starting points for your company's digital transformation, implementing our vision to "Unlock the capability of connected assets". We work with you to develop solutions that bring real value from your data to your business and your customers.

DIGITAL PORTFOLIO

Our comprehensive digital portfolio offers you an easy transition into the digitalization of your company. Various pieces of data collection hardware, a high-performance IoT infrastructure, and an appealing web portal with wide-ranging functionality form the foundation for your digital success. We can easily integrate existing digitalization initiatives.

INTEGRATED DIGITAL SOLUTIONS – DEVELOPED TO PRECISELY MEET YOUR NEEDS

A team of developers is ready to create your customized solution based on our high-performance IoT infrastructure. Starting with consultancy and workshops, through

tailor-made development to launch, our specialists accompany you throughout the process and ensure the necessary level of acceptance in your company through training and support.

TRANSPARENCY

View all your preferred parameters for your system at a glance, at any time.

EFFICIENCY

Optimize processes and products by digitally connecting engines and systems.

RELIABILITY

Avoid downtime by making faster and more foresighted decisions based on data that is always available.

SUSTAINABILITY

Achieve reduced fuel consumption, lower emissions, and longer service life by optimizing your system.

Further services available through the FOC



EVERYTHING AT A GLANCE.

FLEET OPERATIONS CENTER

The Fleet Operations Center (FOC) is our central control room, and it benefits customers from all industries.

From there, we monitor and analyze data, trends, and fault messages from a huge range of applications 24/7, as required.

Our experienced technicians identify deviations and faults and can provide quick recommendations for service calls.

MONITORING

We understand how your technical equipment operates, and this enables us to identify problems and any servicing needs at an early stage.

RELIABILITY AND AVAILABILITY

Our technicians' services prevent errors, faults and system failures.

RESPONSE TIMES

We respond quickly to anomalies, and service calls can be organized promptly and efficiently.

AVAILABILITY

Our service hotline is available 24 hours a day.

HOW TO REACH OUR FOC

Phone: 0800 589 27 87 (from a German landline)
Telefon: +49 40 853151-222 (from outside Germany)
E-Mail: ZPS-CatMarine-Service@zeppelin.com
(for your Cat engines)
ZPS-MaKService@zeppelin.com
(for your MaK engines)

Zeppelin Power Systems is a leading provider of drive and energy systems and is part of the Zeppelin Group, which has around 10,000 employees and more than 220 locations worldwide. The Zeppelin Power Systems business unit offers highly efficient, customized system solutions with comprehensive services for industrial and marine applications, the oil and gas industry, rail vehicles, and power generation. Digital products for all segments as well as system components and complete solutions for treating ballast water complete the portfolio.

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