



## REDUCTION OF DOWNTIME.



### PREMIUM SERVICE SUPPORT

- Qualified On-Call support within 24/7 if mandatory
- Guaranteed response time for on-call service support
- Benefit from special rates for CONCYCLE® spare parts
- Service Engineer ready for travel within 24 hours
- Guaranteed repair times and rapid exchange program



### SPARE PART MANAGEMENT

- Optional spare part shipping within 24 hours
- ConverterTec handles and stores your spare parts
- Reduce your initial investment
- Avoid issues by exceeding the max. storage period
- On the shelf lifecycle management



### OPTIMIZE AVAILABILITY AND LIFECYCLE COST

- Get insights during the Handshake Meetings by KPIs and recommendations
- In-depth system knowledge as foundation for optimization measures
- Performance Review to assess the CONCYCLE® system on-site



### CONCYCLE® TRAININGS AND TOOLS

- Access to all levels of ConverterTec expert trainings
- Become an expert on your own to reduce downtime and operational cost
- Maintain your expert level by refreshing your expertise
- Get access to tools and software for error diagnostics

**BENEFIT** FROM CONVERTERTEC'S COMPREHENSIVE **SERVICE PERFORMANCE PACKAGES**.  
OUR SERVICE PROGRAM SUPPORTS YOU GLOBALLY – AROUND THE CLOCK.

With a **ConverterTec** Service contract you think already one step ahead Professional O&M support for your customers during the asset lifecycle is crucial to differentiate yourself within a fierce market environment. **ConverterTec** supports you with a comprehensive portfolio to increase your First-Fix-Rate.

**ConverterTec** provides a comprehensive portfolio to reinsure your business model. Safeguard your back-up within 24/7 if mandatory and fast response times as well as system insights from the view of our experts. Participate in trainings and refresher trainings to increase your customers' satisfaction and your expertise.

# Portfolio overview



PORTFOLIO	WITHOUT CONTRACT	SOLID	FAST
Handshake Meeting	-	1 x / year	2 x / year
On-call technical support	Limited*	Access 16/7 including public holidays**	Access 24/7 including public holidays
Software access levels	Limited****	CSC4: levels 1 & 2 CSC3: access	
Performance review	-	Is flexible in terms of planning but limited to once per converter during the contractual period (2 years)	
Spare part management (ensuring optimal availability)	-	Definition and administration of a recommended customer-specific spare parts list	
	-	Optional: Selected parts can be dispatched within 24 hours from the ConverterTec warehouse*	
Corrective maintenance (excluding spare parts)	Dependent upon availability	Service engineer is ready to travel within 3 working days	Service engineer is ready to travel within 24 hours
Repair of components	-	-	Guaranteed repair time for ConverterTec components: internal repair time of 20 days
	-	Rapid Exchange Programme gives you the option of receiving spare parts quickly (used spare parts dispatched within 24 hours)***	
Access to tools & training	Introduction & raising awareness	Maintenance, commissioning, basic troubleshooting	

\* limited to receiving orders and any technical questions relating to this  
 \*\* during local and on-call times from 6:00am – 10:00pm

\*\*\* based on assigned spare parts list  
 \*\*\*\* CSC4 read only access, CSC3 no access

Founded in 1969 as SEG in Krefeld, Germany - grown under Woodward for more than 10 years - ConverterTec is a worldwide specialist for the conversion of electrical energy. Since 1995, the first CONCYCLE® frequency inverters have been used in variable-speed ship applications, uninterruptible power supplies and in upcoming wind and solar / PV applications.

ConverterTec is a globally acting company with strong expertise in power electronics and electrical cabinet construction. Based on our extensive know-how we offer technical support, field service, spare parts, comprehensive service products and customized solutions for power electronics and subsystems within the wind industry.

