



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	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.



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