Service for Peak Performance
“We want to be the leading service company for turbines and compressors and our customers’ preferred business partner.”
We have been implementing after-sales service plans for over 100 years, always improving our skills to become masters of the art. Our approach is simple yet effective: we take the best people, give them access to our accumulated knowledge and experience, listen to our customers, and provide optimum flexibility and reliability in the services we offer.

We deliver custom service solutions that can be implemented at any time in order to increase service life, improve availability, reduce emissions, or simply deliver the right parts and labor quickly.
MAN PrimeServ
The new standard in turbomachinery service

“The objective of MAN PrimeServ is to sustain your competitive advantage by ensuring maximum availability of your plant.”
Even better, even faster. With MAN PrimeServ, our new after-sales service, we make your business objectives even easier to attain – and exceed – without the need for capital-intensive investments. To achieve this, we have significantly expanded and improved our global after-sales network.

What this means for you is faster delivery of spare parts, even better services, plus globally applicable safety and quality standards. Welcome to MAN PrimeServ.

MAN Diesel & Turbo compressors and turbines rank among the best machinery in the world in their application areas. MAN PrimeServ supports you in protecting your assets right from the outset. We ensure that the service life of your machines is long and profitable. With the right maintenance strategy, you can enhance the profitability of your business. We’ll show you how!

**Competent, solution-driven and flexible**

As the original manufacturer of your machinery and equipment, we are the service company of choice for the repair and maintenance of your machinery. No one knows your equipment better than we do, which is why we are always one step ahead of our competition. You may benefit from our quick and economical solutions to your maintenance needs, which is essential in the current environment of increasing competition.

MAN PrimeServ helps to ensure that you will continue to generate profits more efficiently over the long term. We measure our success by the availability of your equipment and the competitiveness of your products.
MAN PrimeServ is represented in all strategically important locations around the globe. Our services are available worldwide wherever you need us – 24 hours a day, seven days a week.

**Globally consistent safety and quality standards**
No matter where we work for you, the same high safety and quality standards always apply. We are able to make this promise not only on the strength of our employees’ commitment to quality service, but also thanks to ongoing staff training throughout our workshop network organization. Our aim is to consistently meet and exceed your expectations with innovative solutions tailored to your needs.

**Fit for the future – process-optimized solutions**
With a firm commitment to sustained improvement of our processes, we will continue to improve our service level in the future. Through refinements to our products and repair techniques, we will secure and build on our technological leadership and technical expertise as an OEM.
“You’ll find us at production sites in Germany, Switzerland and China, as well as in more than 100 service shops worldwide. You can be sure we are also somewhere near you.”
“How efficient is my maintenance? Where are the savings potentials? How can I improve my plant’s performance? Is a repair worthwhile?”

“We have the answers to your questions.”
Repairs and maintenance to your machinery and equipment generate significant costs. MAN Prime-Serv would like to help you identify the potential for improving maintenance. Our goal is to apply the right strategy to generate savings while increasing efficiency. Our approach is comprehensive. Along with in-depth technical consultancy, we also offer you relevant logistical and commercial support for planned changes, modernization measures and help with current operational questions – all in order to help you improve your budget planning and achieve transparency in your maintenance.

**Consulting for your long-term success**
- optimizing procedures and operational awareness
- condition-based maintenance
- adjustment to changed operating conditions (rerates)
- efficiency improvements and modernizations (upgrades)
- making adjustments to meet environmental protection requirements
- improving reliability and availability
- minimizing operating costs

**Engineering studies for more performance**
Our detailed engineering studies help us to examine your processes and machinery faster and more effectively in search of potential improvements. In our experience, many production facilities fail to exploit their full potential.

The engineering studies at MAN PrimeServ are focused on:
- customer-based technical, commercial and logistics advice
- basic and detailed engineering studies of conversions, updates and implementations
- comprehensive database information and documentation
- extensive expertise of virtually all industrial processes.

**Service bulletins**
In our service bulletins, prepared for you by our experienced experts and engineers, you will find extensive information and numerous recommendations for the operation of your machinery.
Repairs

Our experienced service teams offer worldwide support for repairs and major overhauls of single machines and machine trains. With little expense in terms of time and assembly, a reliable check of the machine’s condition can be carried out by ordering a preventive diagnostic service.

Our expertise is based on:

- decades of global equipment experience
- a global network of our own and authorized service workshops
- experienced maintenance, laboratory, technical consultancy, engineering, design, on-site assembly and order processing teams
- extensive database information and documentation for all the machinery we deliver
- state-of-the-art maintenance technologies
- implementation of technological improvements to extend the life of the equipment and cut operating costs
- minimal downtimes.
“As an OEM, our repairs meet the same high quality standards as our compressor and turbine manufacturing process.”
Original spare parts
MAN PrimeServ offers you a reliable supply of all the spare parts you need throughout the entire life cycle of your turbomachinery. Our spare parts are produced with the same care and to the same high quality standard as MAN Diesel & Turbo compressors and turbines, and are tested under extreme conditions.

The right choice guaranteed
Choosing original spare parts by MAN PrimeServ has many benefits. All of our spare parts come with extensive warranties and the security of receiving state-of-the-art technology every time. Our original spare parts are continually improved based on our research.

In many cases, this leads to significant increases in capacity and energy savings, while noticeably extending the life of your machinery.

Whether you need parts for a planned shutdown or a repair, MAN PrimeServ offers expert advice and ensures that your parts are available as quickly as possible.
“Spare parts by MAN PrimeServ offer the best price-performance ratio coupled with the certainty of always being at the cutting edge of technology.”
Field Service

Thorough, competent and fast – we mobilize our teams of experts at a moment’s notice. With our extensive service network, we make sure that your plant is quickly back in service.

For the planning and execution of plant commissioning, inspections and maintenance work, we offer you two alternatives:

- provision of all of the staff required for the activities planned, or
- provision of supervisory staff during execution of work by your own employees or by subcontractors commissioned by you.

Standard inspections and overhauls, carried out by our qualified assembly and commissioning staff, ensure maximum availability of our customers’ facilities:

- thorough planning, availability of qualified staff, spare parts, special tools and assembly equipment ensure that inspections and overhauls can be carried out with maximum efficiency.
- competent, on-time execution, a transparent presentation of the costs involved, and many years of experience, keep downtimes and costs to a minimum.
“How much downtime can you afford? Our response is to offer the best service and reliability.”
You want to improve the quality of your products, increase your output, or adjust or change your processes? You want to ensure plant availability or reduce your energy costs? It doesn’t matter what measures you have in mind to modernize or modify your machinery and plant – MAN PrimeServ offers you extensive programs with which to optimize the reliability, availability, environmental sustainability and operating costs of your existing installations.

Some common modifications

- modernization of control systems and instrumentation
- adaptation of equipment condition monitoring
- data storage modification
- changes in sealing systems (e.g. dry gas seals)
- mechanical reinforcements
- emission level reductions
- uprating (e.g. through modified blade design)

The environmental dimension

For us, the environmental dimension plays an important role as well. We establish and assess a variety of implications for the environment. All of the activities, plants and products that could have an impact on the environment are analyzed and the processes optimized in light of the results. Factors such as water pollution, waste or air pollution that could also interfere with the processes are taken into account, e.g. through reductions in the levels of resources consumed or through measures designed to protect the environment and reduce waste.
“Good for you, for the environment and for your products too. MAN PrimeServ offers comprehensive and targeted programs to modernize and increase the capacity of your machinery and plants.”
Increased performance

**Update for more productivity**

In the event of a change in process conditions, a redesign of the performance characteristics of the existing machine may in some cases be the most economical solution in terms of direct investment costs, life cycle costs and production downtimes.

If your machinery needs a redesign or capacity enhancement, we can offer you:

- experienced teams of competent experts in technical consultation, engineering, design, on-site assembly, and project and order processing
- extensive database information and documentation for virtually all industrial processes
- use of the latest technologies
- over 100 years of experience with technologically demanding facilities worldwide.
“Optimizing energy efficiency, increasing capacity, even relocating entire industrial plants. MAN PrimeServ offers you a broad range of custom solutions – from planning right through to execution.”

Guaranteed quality, delivered fast
Relocating production sites means that all of the machinery must be regrouped. As a standard, our offerings contain performance guarantees, extremely short process times and an outstanding price-performance ratio.

Relocation installation
Our relocation machinery and plant installation service includes:
- disassembly and inspections by qualified staff, either on site or in the workshop
- reconditioning, modernization and performance adjustments, if required
- logistics
- assembly and commissioning,
Customized service concepts
“Our goal is to provide our customers with immediate technical support and original spare parts – service and quality delivered every time and everywhere.”

**Custom service agreements**

MAN PrimeServ offers service plans that are fine-tuned to your needs. Let us create a custom service package for you that meets your budgetary requirements:

- remote monitoring with irds® (Intelligent Remote Diagnostic System)
- condition based preventive maintenance
- routine diagnostic calls
- operator models
- partnering concepts

Depending on your needs and requirements, we can offer you both custom and variable service agreements.

We will be happy to create a personalized service agreement for you (e.g., Basic, Comfort or Premium Services or a combination thereof).
Put our expertise to work for your profitability

Qualified employees make a decisive contribution to keeping your plant running and your service and maintenance costs down. MAN PrimeServ offers training programs that permit your employees to realize significant operational savings at your production facilities. In this context, detailed expertise is just as important as a grasp of the overall operational picture.

Everything under control – thanks to good training

Our training programs equip your employees with the expertise they need for perfect mastery of the machinery and control systems in your plants. Training topics are selected to meet your specific needs and applications.

Our training competence is based on our many years of experience in designing and building turbomachinery and our extensive applications expertise.

Training goals include:
- optimal operation of the turbomachine set
- early detection and elimination of critical machine states, malfunctions and errors, including in auxiliary units
- timely detection of minor defects that, if ignored, can lead to larger defects
- detailed familiarity with the requirements of professional maintenance, inspection, cleaning and upkeep work.

Our service includes:
- training for operators, fitters, master craftsmen, technicians, engineers and plant managers
- training on your company premises, in our PrimeServ Academies or a combination of both
- training sessions conducted in German, English, French, or in your national language with simultaneous translation
- one-stop organization and coordination of all measures, from the production of training documentation right down to hotel bookings.
“Qualified employees improve your results by making better use of plant capacities, reducing operator mistakes, and preventing production downtime.”