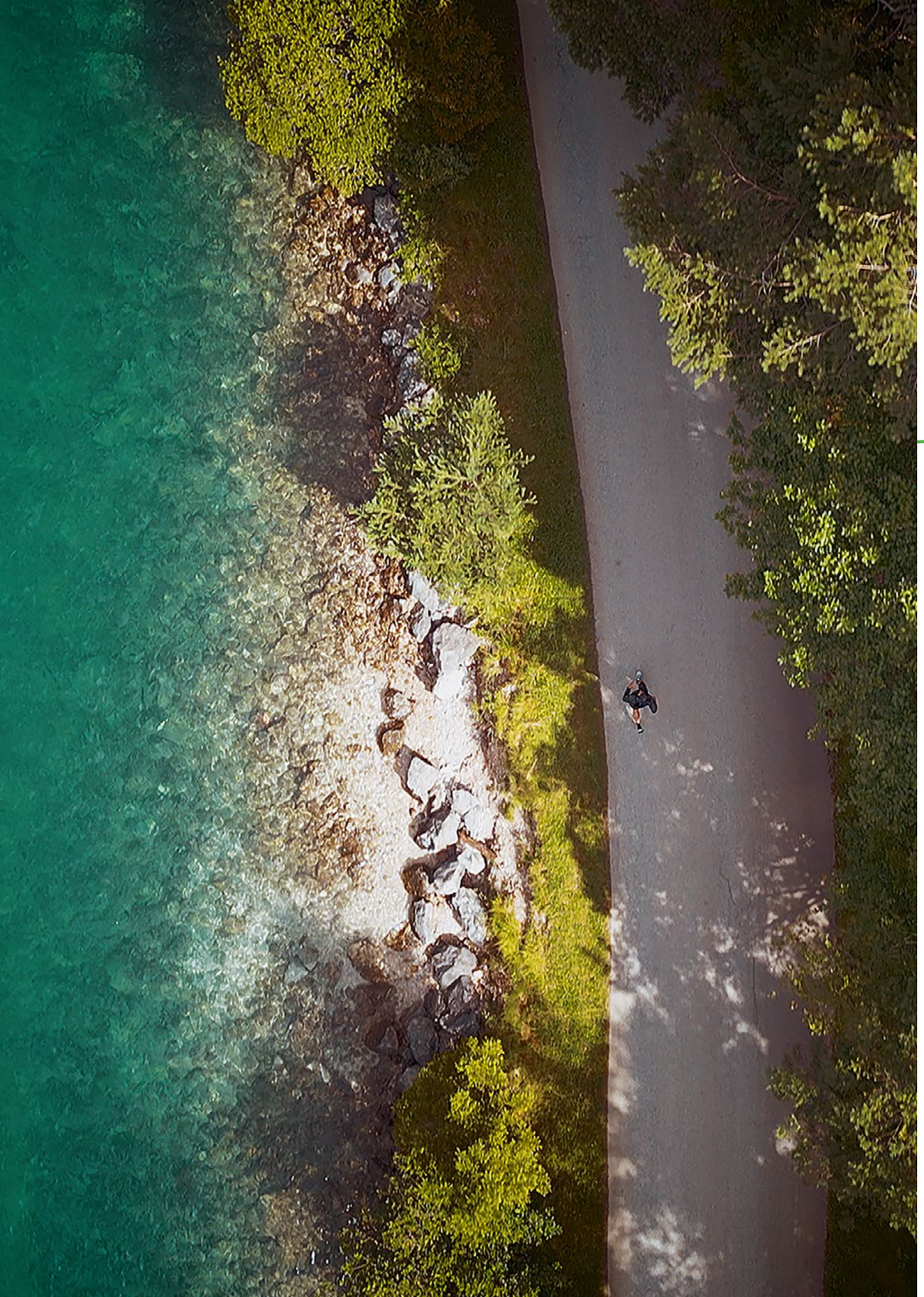
JENBACHER

SERVICES THAT MATTER

We perform for your performance

Jenbacher Services
Your original equipment manufacturer



CONTINUOUS COMMITMENT FOR TOP PERFORMANCE

Keep on running

Like a runner striving for success — no matter the environment — our Jenbacher Services team is committed to helping you achieve your asset's top performance.

At every step of your equipment's journey, we deliver the service expertise and performance data needed to ensure your equipment can run smoothly, efficiently, and reliably, even in ever-changing conditions.

Take a look at how we perform for your performance.

Scan the QR code to watch our Jenbacher Services video.

THE RIGHT SUPPORT AT THE RIGHT TIME

OEM life-cycle solutions

As your original equipment manufacturer (OEM), INNIO Group and our global Jenbacher Services team provide you with a full suite of life-cycle solutions — from original parts to reliable on-site and remote services — enabled by our myPlant cloud-based digital platform. Your profitable business operation is secure through customized service packages, 24/7 accessibility, and innovative lifetime extension and upgrade options.

All of our products and energy solutions are developed, built, constantly improved, and designed with a focus on reusability — while always keeping your need for smooth and efficient service in mind. Only with our OEM experience, long-term focus on sustainability, and outstanding capabilities will you be able to achieve the top performance, economic efficiency, and plant availability you need in today's changing energy world.

Jenbacher.
Services that matter.



IMPRESSIVE MILESTONES

25,000+ Jenbacher systems have been produced to date.

Industry firsts, including optional conversions to 100% H_2 usage[1].

Our Jenbacher Services network provides rapid response with coverage in 100+ countries.

1,200+ certified Jenbacher and authorized distributor field technicians are at work for you.

We have > 50%[2] remote fix rate, solving questions or issues through remote maintenance.

Our comprehensive network of INNIO Group-owned warehouses and workshops can be found throughout the world.

[1] In general, "Ready for H_2" Jenbacher units can be converted to operate on up to 100% hydrogen in the future. Details on the cost and timeline for a future conversion may vary and need to be clarified individually.
[2] The number refers to connected Jenbacher engines.

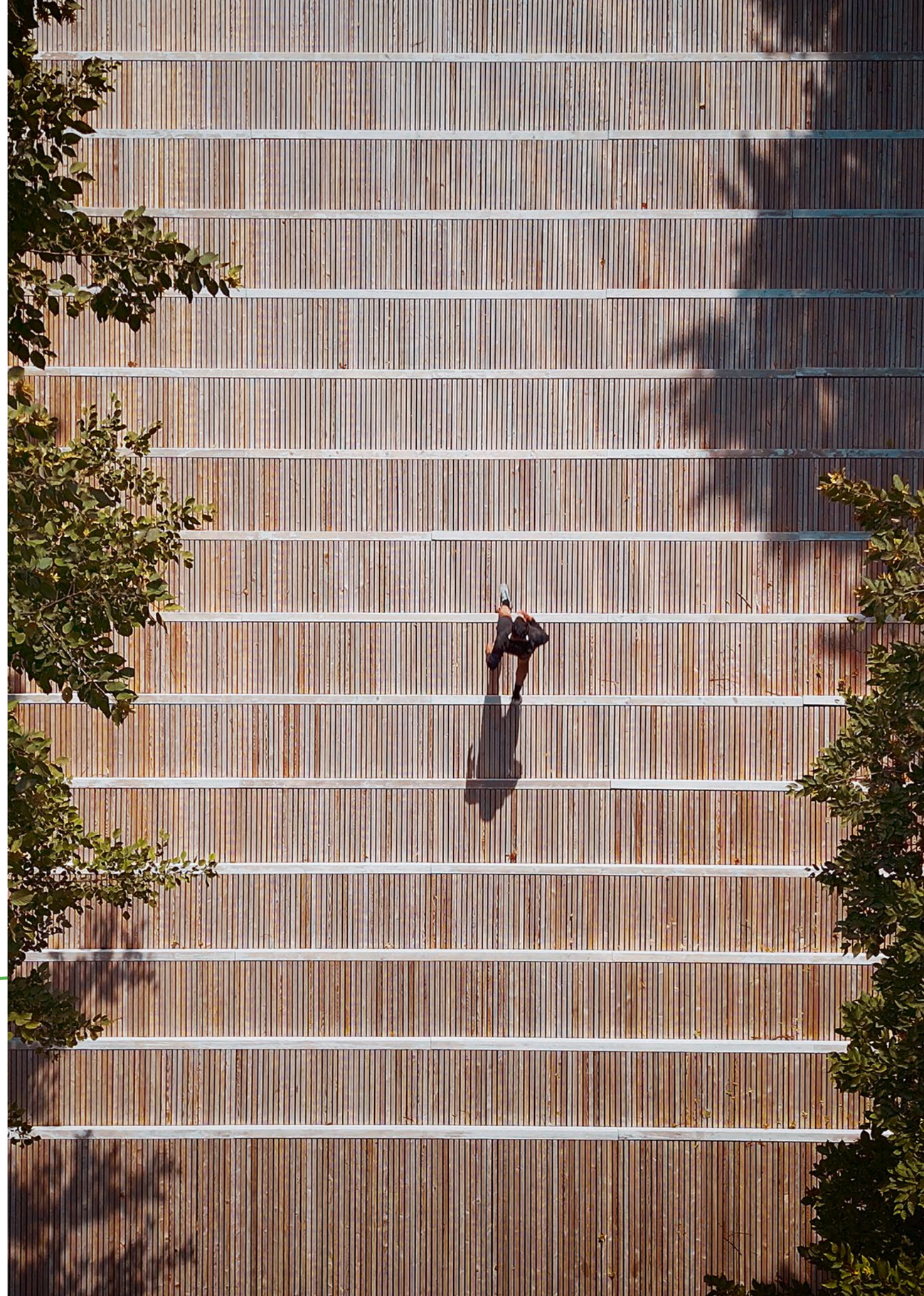
EXPERTISE AND QUALITY AT EVERY STEP

OEM service makes the difference

As the experts who developed your Jenbacher system, INNIO Group understands what services you need throughout your equipment's life cycle.

Based on more than 65 years of innovation strength and thorough R&D capabilities, INNIO Group's experienced Jenbacher Services experts focus on continuous innovation to help you generate and manage energy efficiently and sustainably.

With our latest technology packages, you are always one step ahead.



HERE FOR THE SPRINT OR THE MARATHON

What Jenbacher Services does for you

INNIO Group provides you with a full suite of up-to-date life-cycle solutions that address your basic needs, from maintenance requests to day-to-day spare part and consumable requirements to digital solutions, system development plans, and technical training for your workforce.

In our fast-changing energy landscape, our customized Jenbacher Services packages help you constantly improve your operations. With sustainability in mind, our OEM expertise saves you time and money, no matter which level of support you choose.

Maintenance

Spare Parts & Consumables

Training

Service Agreements

Upgrades

Remanufacturing

Digital Solutions

Consultancy



Your Jenbacher Services team

Maintenance

Reliable Expertise

INNIO Group's Jenbacher maintenance portfolio covers the entire life cycle of your power plant. Our strong global network of experienced Jenbacher Services technicians, backed by a 24/7/365 Technical Support team, delivers fast, high-quality service — exactly what you need, when you need it. Built on several hundred thousand customer touchpoints annually — our expertise continues to grow.

Spare Parts & Consumables

Availability Counts

INNIO Group provides you with the expertise of our Jenbacher Services network, high-quality parts within current product specifications, original tools, tailored consumables, and a strong distribution network to give you the prompt and high-end support that helps ensure your plant excels.

Training

Skills for Excellence

We empower you with the right skills to get the most out of your Jenbacher technology. Working with training participants from beginners to highly experienced technicians, our Jenbacher certified trainers use theoretical and practical training as well as on-site coaching and digital training tools.

Service Agreements

Peace of Mind

To keep your plant operations at top performance, we proactively team up with you to plan for your next service event. Customized long-term service agreements give just the right level of support.

Upgrades

Enhancing Performance

With the latest technology developments in mind, we know which upgrade steps will move your business forward. We are your partner for continuous improvement.

Remanufacturing

Driving Circularity

Based on your business model and service profile, your Jenbacher Services experts support your sustainability efforts. Our team delivers tailored procedures for replacement of engine components, and we ultimately plan for the next life cycle of your entire system.

Digital Solutions

Data-based Insights

Our digital myPlant platform actively supports you in operating your Jenbacher systems and improving your site. Available anywhere and at any time through any digital device, our myPlant solutions help you manage your operations from the office or on the go.

Consultancy

Optimizing Your Business

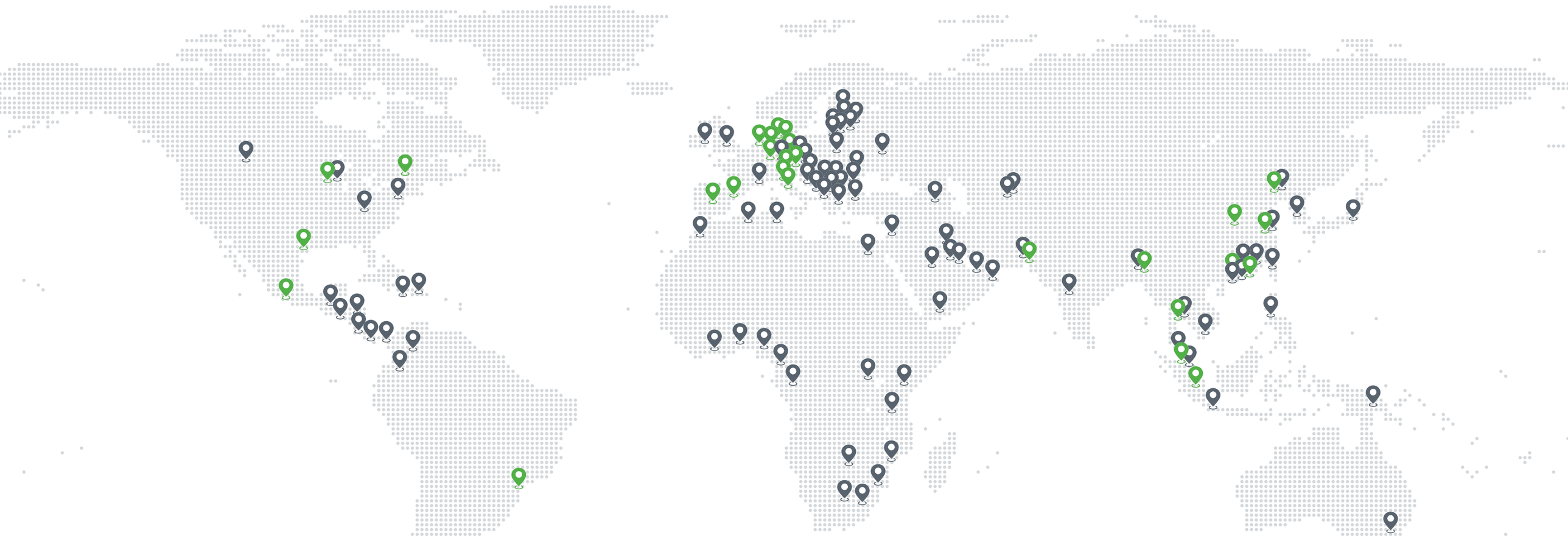
The right advice at the best time, before you even know you need it, makes the difference. As your Jenbacher system's OEM, INNIO Group has the expertise to be your strategic partner.

Scan the QR code or visit the Jenbacher Services website at jenbacher.com/en/services

ALWAYS READY TO GO THE DISTANCE

The strength of a global network

We're ready to support you. But because every situation is unique, we flexibly adapt our service approach to the level you prefer. Our global Jenbacher Services network is always close to you. More than 1,200 certified Jenbacher and authorized distributor field technicians are ready to deliver when service is needed.



Providers Locator

Find global sales and service contacts directly with us or our authorized distributors, all over the world.



24/7/365 Technical Support
Covering multiple languages, our Jenbacher Services experts are ready when you need them and accessible 24/7/365 through our contact centers around the globe.

Global Field Technicians Team
INNIO Group's globally certified field technicians are available on demand for any planned or unplanned on-site service you need for your Jenbacher systems.

Worldwide Parts Distribution Network
INNIO Group's sophisticated parts warehouse network supports you with seamless and fast delivery of Jenbacher parts and consumables.

Growing Local Workshop Presence
Building strong and capable structures locally allows us to enhance our service to you through faster turnaround times, improved quality control, and sustainability.

Training Center Network
Through our network of training centers and certified trainers, INNIO Group helps your workforce locally develop the skills and knowledge needed.





SUSTAINABLE, LONG-TERM VALUE AT JUST THE RIGHT PACE

Boosting the circular economy

At INNIO Group, we believe in a sustainable future. Thus, circularity — where we endeavor to ensure reusability for multiple life cycles — is at the forefront of INNIO Group's Jenbacher designs and innovative service solutions. By returning and reusing our products, resources are saved, and the environmental impact is reduced.

To shape a greener future, we have established programs such as Remanufacturing, our reUp product portfolio, and our spark plugs recycling process, as well as others to help increase efficiency and energy savings. These initiatives enable you to invest in a more sustainable future and make your supply chain greener.

With Jenbacher Services, we partner with you to work toward a circular economy.

COMMITTED TO REACHING THE GOAL — TOGETHER

We aim to deliver a premium service experience

We have a passion for innovative technology that can meet your specific needs. Our aim is to deliver a premium local service experience at all touchpoints, no matter where you are. To bolster your experience, INNIO Group combines the latest Jenbacher technologies with services that matter.



INTERESTED?

Connect with an expert from Jenbacher Services

We’ll partner with you to meet your specific needs.

Reach out today by completing the contact form online:
jenbacher.com/contact



About INNIO Group

JENBACHER

INNIO Group is a leading energy solution and service provider that empowers industries and communities to make sustainable energy work today. With its product brands Jenbacher and Waukesha and its digital platform myPlant, INNIO offers innovative solutions for the power generation and compression segments that help industries and communities generate and manage energy sustainably while navigating the fast-changing landscape of traditional and green energy sources. INNIO is individual in scope, but global in scale. With its flexible, scalable, and resilient energy solutions and services, INNIO enables its customers to manage the energy transition along the energy value chain wherever they are in their transition journey.

INNIO is headquartered in Jenbach (Austria), with other primary operations in Waukesha (Wisconsin, U.S.) and Welland (Ontario, Canada). A team of more than 4,000 experts provides life-cycle support to INNIO's more than 55,000 delivered engines globally through a service network in more than 100 countries.

In March 2023, INNIO's ESG rating ranked first out of more than 500 companies worldwide in the machinery industry assessed by Sustainalytics.

For more information, visit the INNIO website at **innio.com**, the Jenbacher website at **jenbacher.com** or the Jenbacher Services website at **jenbacher.com/en/services.**

Follow INNIO Group and its brands on 𝕏 (formerly known as Twitter) and **in**.

ready for H_2

ENERGY SOLUTIONS.
EVERYWHERE, EVERY TIME.

Online version available

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PLATINUM Top 1% 2023 ecovadis Sustainability Rating

SUSTAINALYTICS 2023 ESG INDUSTRY TOP RATED

Jenbacher is part of the INNIO Group

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