JENBACHER

RELIABLE EXPERTISE

Services that matter



KEEPING YOUR SYSTEM AT OPTIMAL PERFORMANCE

Rising energy demands, the need to meet climate goals, and stricter emission regulations are just some of the challenges that have made the world of power generation more complex. In this dynamic environment, you must keep your energy systems operating at high uptime and cost efficiency levels throughout their life cycles — all while complying with governmental and environmental regulations. The Jenbacher Services team is ready to help you stay ahead of the ever-changing energy landscape.

Lifetime services

Starting with the installation of your new power plant and engine commissioning, the Jenbacher Services team supports you throughout your energy system's lifetime. Some of our work, like overhauls or upgrades, can be planned, while other tasks, such as repairs, need to be performed at short notice. Many can be solved remotely by our Technical Support team via our digital solutions.

Your strategic partner

As your Jenbacher system's original equipment manufacturer (OEM), we partner with you to provide a full range of maintenance services and a strong global network of experienced Jenbacher Services technicians, all backed by our experienced Technical Support team with 24/7/365 assistance. Using digital remote assistance and working on site with original Jenbacher parts, consumables, and tools, our team of experts delivers quick, high-quality service … exactly what you need, when you need it.

A global network

Our comprehensive Services network covers more than 100 countries with a core INNIO Group team complemented by our authorized distributors for rapid local response. Not only do we deliver the services you need, but we also can help determine economically and technically optimal solutions for your plant's performance.



WE MAKE A DIFFERENCE

As the experts who developed your Jenbacher energy system, we combine a team of skilled, certified technicians, all working with genuine parts and tools, with a strong digital platform for engine monitoring and remote control. Armed with this unique set of skills, software, and hardware, our teams deliver high-quality maintenance solutions that set new standards for your equipment.

Vast experience

Our knowledge, built on more than 65 years of plant and fleet management experience, continues to grow. With more than 25,000 of our Jenbacher engines delivered globally, we garner several 100,000 customer touchpoints annually, enabling us to continuously learn and further evolve our solutions and support to better serve your needs.



1,200+ certified field service technicians

With Jenbacher Services, only certified technicians work on your Jenbacher engines. All of our field service technicians — whether from INNIO Group or from our global network of authorized distributors — are part of our Jenbacher Field Service Certification Program. Up-to-date with the latest developments, they can access all relevant information and have been trained to carry out the tasks you need.

YOUR OEM MAINTENANCE ADVANTAGES

Reliable and high-quality service

Our maintenance approach combines the exclusive use of genuine Jenbacher tools with exceptional Jenbacher Services standards and expertise.

Available 24/7/365

Our highly experienced and qualified Services experts are ready when you need them via our Services contact centers around the world. You get quick diagnosis and direct support all day, every day.

Immediate support with remote access

Thanks to real-time data connection supported by our digital myPlant Performance platform, our experts can access and analyze your plant data remotely. Their quick advice can help you keep your engines running at top performance levels. If an on-site visit is required, they already will have an overview of the engine's health to provide you with an efficient and thorough service call.

Cost and worktime efficiency

As the OEM, we are ready for you with a full-scope maintenance portfolio and all the genuine parts and tools our Services experts need.

Safety assurance

Our technicians are trained on your applications based on solutions that come from your assets' actual designers. Jenbacher Services experts always use quality-checked original tools to help ensure top levels of safety.

Proven success

- 25,000+ engines produced globally
- 65+ years of experience
- Several 100,000 customer touchpoints annually
- >50%[1] remote fix rate, reducing on-site travel

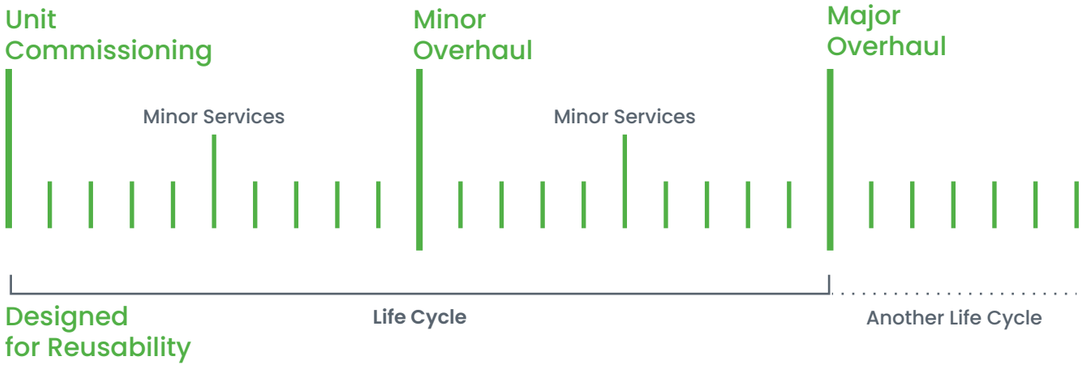
[1] The number refers to connected Jenbacher engines.

SOLUTIONS THAT MEET YOUR INDIVIDUAL NEEDS

The Jenbacher maintenance portfolio

In addition to developing innovative Jenbacher energy systems, INNIO Group offers you a maintenance portfolio that covers the entire lifespan of your plant. Based on your individual needs, our Services team can develop a set of service contracts and agreements for you in a modular package.

OEM expert maintenance for your Jenbacher plant's lifespan



Other services to consider over the life cycle of an engine

Over the life cycle of an engine, our customized service agreements give you more predictable life-cycle costs. All service events can be combined with optional upgrades for even better performance, reliability, and engine life.

OUR MAINTENANCE SOLUTIONS

Field service: 1,200+ experts globally

More than 1,200 certified Jenbacher and authorized distributor field technicians are available globally for you. Because our field Services network has deep technical knowledge about all Jenbacher engine models, our experts can anticipate and perform the needed steps to help ensure your energy system runs at optimal availability and reliability throughout its lifespan.

Technical support: > 50%[2] of cases solved remotely

Our highly experienced and qualified Technical Support experts are available around the globe. Covering multiple languages, they are ready when you need them on site or via our 24/7/365 contact centers. This team solves more than 50%[2] of its incoming inquiries remotely, aided by the data and analysis from our myPlant Performance software. Your maintenance costs are reduced as you avoid the travel expenses of bringing a service technician on site. And, you gain economically with more uptime.

OEM tooling: The best fit

Having the right tools in place makes the difference. Our genuine Jenbacher tools are based on high-quality standards and have outstanding performance in field trials. Jenbacher OEM tools are designed for various applications and to harmonize with our engine specifications.

OEM maintenance: Supporting a circular approach

Staying within our recommended maintenance schedule allows you to opt for another life cycle when your equipment comes to the end of its original life. Our wide-ranging portfolio of remanufacturing solutions, with our reUp engine options and reUp spare parts, offers you a circular way to optimize resources and materials. Through our Jenbacher Remanufacturing Program and our team of specialists, used engines and components are remanufactured to like-new conditions.

[2] The number refers to connected Jenbacher engines.

INVESTING IN JENBACHER MAINTENANCE PAYS OFF

With Jenbacher Services, you gain economically. In addition to our field technicians, you can build even more support by installing remote diagnostics and working with our Technical Support team.



MAINTAINING RELIABILITY EVEN DURING EXPANSION

Biogas Plant in Písek, Czech Republic

Smart BioEnergy s.r.o., an INNIO Group customer in Czech Republic, commissioned its first Jenbacher unit in 2012. The customer chose a J416 engine to achieve high efficiency for its biogas application. Since its commissioning, we have supported the operator based on a preventive and corrective maintenance contract.

In 2020, the operator decided it also wanted to supply heat from the biogas station to Teplárna Písek, which heats households and industrial buildings in Písek. This caused issues with the control of heat extraction from the site. Smart BioEnergy consulted Jenbacher Technical Support for help, and the team proposed replacing the thermally controlled three-way valve with an electronically controlled valve. Immediately, both the heat supply and combined heat and power (CHP) performance were stabilized.



KEY TECHNICAL DATA

Engine type	1 x J416
Electrical output	1,189 kW
Thermal output	1,177 kW
Energy source	Biogas
Commissioning	2012
3-way valve upgrade	2021–2022

»INNIO Group is the right partner for us. We are impressed by their deep OEM knowledge and happy about their continued project support. We experienced this during our plant expansion to provide heat supply. The proposed modification was implemented within a short timeframe during which our plant was able to continue generating electricity. With the modification, the system has been working completely reliably according to our requirements, and all original fluctuations in heat consumption production have been solved by the upgraded system. Thank you!«

Milan Kajtman,
Co-owner of Smart BioEnergy s.r.o.

IMMEDIATE SUPPORT WITH REMOTE MONITORING

Biotek Power S.A. de C.V., Mexico

The family-owned Cuadritos Group is one of the biggest dairy producers in Mexico. Biotek Power, a member of the Cuadritos Group, is an electrical power generation and thermal energy recovery plant in Mexico that enables electricity production.

Because of national grid instabilities, Biotek Power installed three Jenbacher Type 6 engines in island mode application to help ensure safe production operations for the Cuadritos Group's various dairy products. The power plant allows the customer to be self-sufficient and provides multiple other benefits such as a higher quality of the energy used and the use of residual thermal energy for production processes. To support the island mode operation's success, the customer relies on remote monitoring by the expert Jenbacher Services team.



»Thanks to INNIO Group's remote monitoring, which is based on its myPlant Performance digital platform, we immediately know about any deviations in our engines' performance. With real-time data connection, the Jenbacher Services experts help us keep our engines up and running by quickly analyzing our plant data, and then advising and interacting when needed. This immediate response capability is of utmost importance to us in support of our self-sufficient island mode approach and our highly sensitive dairy production methods.«

Daniel Estrada,
Plant Operations Manager of Biotek Power S.A. de C.V.

KEY TECHNICAL DATA

Engine types	2 x J616 F-version 1 x J620 J-Version
Electrical output	7,510 kW
Thermal output	3,900 kW
Energy source	Pipeline gas
Commissioning	2016



JENBACHER SERVICES SOLUTIONS

Our global Jenbacher Services team knows your Jenbacher energy system best. As your OEM, INNIO Group provides you with a full suite of life-cycle solutions — from original parts to reliable remote and on-site services — all enabled by our cutting-edge myPlant technology.



Your Jenbacher Services team

TOTAL SUPPORT FROM INNIO GROUP

Delivering flexibility and experience

Drawing on more than 65 years of power innovation, INNIO Group's Jenbacher technology provides hydrogen-ready power generation to businesses and industries striving for a greener future. Today's highly efficient Jenbacher systems deliver energy independence through low-emission, secure, and cost-effective energy solutions.

With key benefits from our powerful digital platform

Through our myPlant Performance digital platform, we provide remote support for our connected customer-operated systems around the globe. Today, more than 12,000 Jenbacher systems are managed remotely, and more than 1,200 billion data points are evaluated annually – a powerful proof-point of INNIO Group's knowledge and experience.

Backed by our commitment to sustainability

At INNIO Group, we commit to the highest ethical standards and implement best practices in governance and compliance. A sustainable way of conducting business is front and center of everything we do. By selecting us as your supplier, you enter a long-term relationship with a reliable partner. Our fundamental mission to deliver a sustainable future and empower the world's transition to net zero was recognized with prestigious EcoVadis ratings. In 2021, we joined the "Race to Zero" campaign, initiated by the United Nations, to bring together global leadership for an accelerated transition to a net-zero future. Thanks to our efforts, INNIO Group's ESG Risk Rating again secures our number one position across more than 500 companies globally in the machinery industry assessed by Sustainalytics.[3]

[3] Ratings took place in March 2023.

HOW WILL YOU BENEFIT?

Contact an expert from Jenbacher Services to learn more.

We have you covered with optimal operational levels for your Jenbacher power plant. Let us work with you to put your maintenance package together.

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

INNIO Group's 24/7/365 Jenbacher Contact Centers for technical inquiries & event analysis

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LATAM – Portuguese	+55 19 3707 6510
Rest of the world	+43 5244 600 2000



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.

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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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