



MAN PrimeServ
turbomachinery

Always at your side

MAN PrimeServ

PrimeServ TechLine:
our know-how. Your advantage.



We'll keep you running

You're in a high-stakes business. Chances are that when you need help, you need it right away. Not just any help. You need an experienced trained professional at your side. A specialist who knows your equipment, understands your problem, and doesn't let go until it's solved – a TechLine specialist.

Skilled experts

Why do you need TechLine? Because you can't afford to lose even an hour of machine uptime. When you're faced with a serious issue that is affecting your productivity, you need the best help possible, and you need it fast.

Whatever the issue may be, your TechLine expert has the training, the knowledge and the commitment to get it taken care of. You get answers, you get hands-on problem solving, and you will stay productive.

Instant support

When you make a TechLine call, your first contact is always with a qualified professional – right from the start. No messages, no tedious issue documentation to be forwarded for a later callback. Your service engineer will get straight down to business and begin to resolve your issue with you – and if he can't do it by himself, a world-wide team of machine specialists is ready to jump in and help.

Get TechLine

Invest in some peace of mind. Call your MAN representative to discuss your options and what will work best for you.

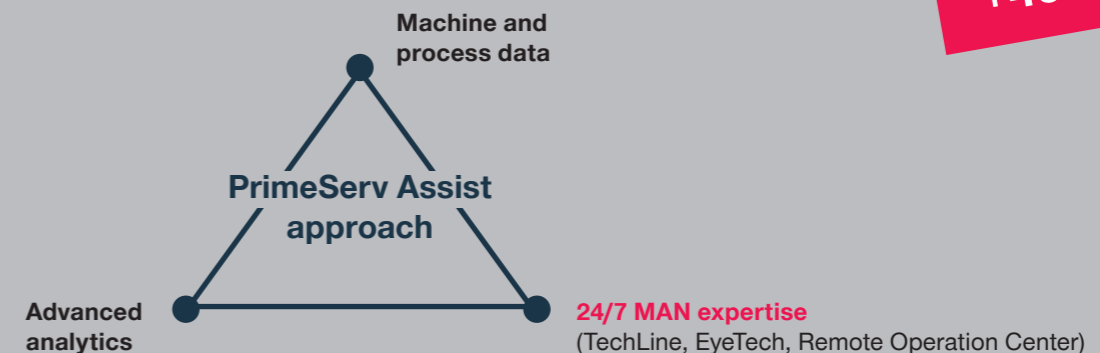
Or send us a note via email to techline@man-es.com.

If you want to learn more right now, there's more information available online at www.man-es.com/services/techline.

We've got you covered

TechLine is a key module of PrimeServ Assist, our secure remote turbomachinery monitoring service. With PrimeServ Assist we track and analyze your machine data in near real time to deliver professional maintenance and performance advice that improves uptime, efficiency, and safety.

**24/7 TechLine
+49 208 692-9000**



PrimeServ TechLine

- Machine identification, problem sketching, and initial solution attempt. Unsolved issues are transferred to machine experts.
- Machine expert attempts machine- and issue-specific resolution.

PrimeServ Assist “Premium” and Longterm Service Agreement (LTSA) customers have priority access according to the conditions of their contract. All other customers have limited-time access. Please contact your sales representative for pricing.

PrimeServ EyeTech

This is our latest high-tech troubleshooting tool – the PrimeServ EyeTech device worn by on-site staff for hands-free use during issue resolution with our remote engineers.

This product is available as an add-on in combination with our Remote Operation Centers and TechLine service.

Remote Operation Center

MAN PrimeServ Remote Operation Centers are located in three time zones globally. Here, data from turbomachinery in the field is monitored and analyzed by our experts to provide status notifications and proactive advice to our customers.

TechLine: always on

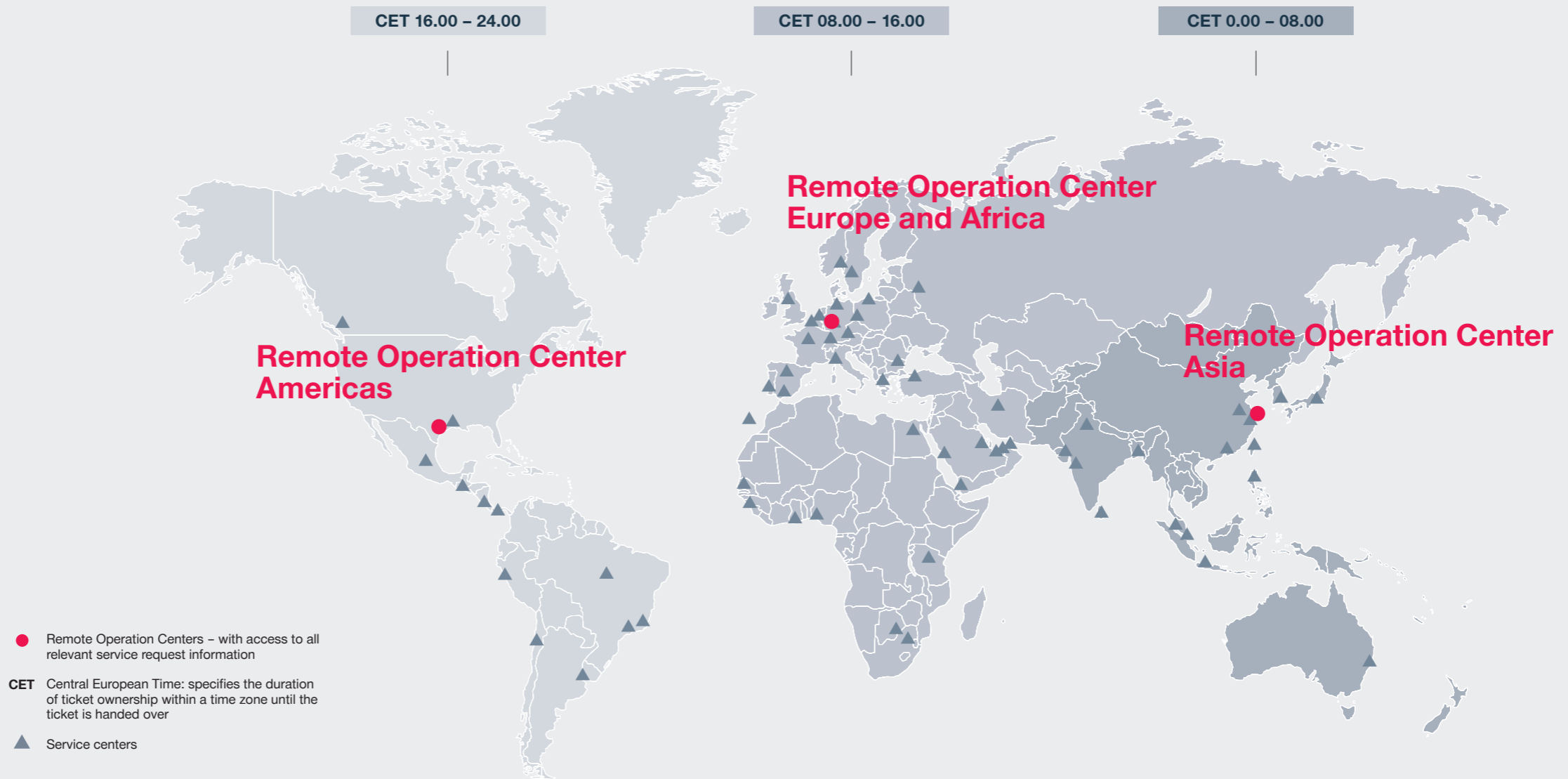
“Follow the sun”-knowledge workflow.
24/7 support from our experts.

For more details
For general inquiries you can
also send us a note via email to
techline@man-es.com.

We strategically placed our TechLine centers on three continents to be available to you no matter when you call.

You're guaranteed the seamless availability of top-tier trained professionals, no matter what time zone you're in, when you call, or how long it takes to resolve your question.

A burning issue in the middle of the night? Not a problem – you'll reach a competent service professional who is ready and able to help.



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