



# Service with passion

MAN PrimeServ





Wayne Jones OBE  
Chief Sales Officer

*We aim to be the first choice of you, our customer, by understanding your requirements and being your preferred service solution provider.*

The work mindset of MAN PrimeServ employees is governed by the mantra “Service with passion.”, which perfectly translates the company’s commitment to 100 % customer satisfaction through comprehensive, continuous support. Our customers wouldn’t want it any other way.



# Service with passion

Straddling the globe with a network of more than 100 service centers, MAN PrimeServ is fully primed to provide local expertise, wherever you are and whenever you need it. Ensuring the operational availability of your equipment, while offering reliable support when you need it most, our service solutions include OEM spare parts, engine and machinery maintenance and repairs, customized service agreements and individual consulting.

For existing equipment our holistic retrofit and modernization solutions keep your equipment up-to-date and at optimal levels of reliability, availability and economic efficiency. Through cutting edge digital technology we’re able to hike performance and minimize downtimes, while our remote connections enable live data analysis, ensuring quick, effective solutions. To further guarantee the efficient performance and safety of your machinery, our MAN PrimeServ Academies provide expert training, developing the operational and maintenance skills required.

# Close to our customers

## Customer Proximity

We're all about trust. By working closely with our customers and fully understanding their needs, we're able to fine-tune our support solutions, ensuring first-class service and market presence.

## Solution Orientation

Becoming a MAN PrimeServ customer gives you round-the-clock access to the very best in technical support. As our partner, you'll receive expertise streamlined to meet your needs only. And we give your employees the maintenance and operational skills they need to keep your business up and running.

## Technical Competence

Our experts are just that – highly trained and familiar with the very latest technological developments. With our fingers on the pulse and our focus on the height in safety and quality the world recognizes MAN PrimeServ as a leader in the industry.

## MAN PrimeServ gives you:

- Prompt delivery of high-demand OEM spare parts within 24 hours in the marine and power generation sector
- Fast, reliable and competent customer support
- Individually tailored O&M contracts
- Ongoing qualification training for operators and maintainers
- Round-the-clock global service, 365 days a year
- Digital Service Solutions to optimize equipment efficiency, enhance safety and maximize availability



# World-class service provider

## Marine Engines and Systems Power Generation

MAN Energy Solutions's low-speed and medium-speed engines move 50 % of global trade, powering one in every two ships plying the world's trade routes. Our remit at MAN PrimeServ is to ensure service support for these engines, including two-stroke and four-stroke main engines, auxiliary engines, turbochargers and propulsion packages, manufactured by the MAN Group or by authorized licensees. No one is better equipped to service your engine than us.

Whether at sea or in power plants, your MAN Energy Solutions equipment is guaranteed the very best in after-sales service provision by MAN PrimeServ, ensuring reliability and availability and hence the economic efficiency of your business, whatever it may be:

- Energy providers enjoy individual service agreements, ensuring anything from guaranteed spare parts delivery to plant operation
- Merchant shipping companies can be certain of efficient, reliable and eco-friendly operations with our retrofit solutions and staff training
- Our technologies help cruise and ferry operators to improve efficiency and to reduce emissions
- Our genuine spare parts and customized solutions prevent downtimes for offshore vessels, such as tugboats, fishing boats and supply vessels
- Naval fleets around the world depend on safe and reliable operation. More than 60 navies and governments see MAN PrimeServ as their preferred partner to protect free trade.





# Quality without compromise

## Turbomachinery

Whether industrial compressors, steam turbines and expanders or gas turbines, MAN PrimeServ is your premium service partner. Providing expert after-sales support for the vast portfolio of MAN Energy Solutions turbomachinery, our goal is to ensure the efficient operation of your equipment, protecting your assets and helping you to enhance the profitability of your business.

Developing the best service solution to suit each unique industrial application, we provide technical servicing, individual consulting, operational support, contemporary modernization solutions and comprehensive service agreements. Your turbomachinery is safe with us.





# Embrace the future

## Digitalization

Using technology, we are transforming the industry, opening it up through new partnerships and new business models. Our driving objective – efficiency for all. Helping optimize machine reliability and efficiency for your business, current services, such as our 24/7 Hotline, remote monitoring and analysis to reduce downtimes, or service and spare parts contracts for

operating cost reduction, will soon be strengthened with new services and opportunities right across our scope of industries. Enhanced monitoring and machine analytics, new standards in security and data privacy and industry-wide information exchange platforms are set to lead the way in this drive to a better future for your business.



# Respecting the environment

We firmly believe in environmental protection. Our service provision is backed by technologies developed to reduce emissions and increase the efficiency of your equipment. Environmental regulations provide the goal posts, leading to integral solutions that meet emissions standards, while setting the target for up-to-date upgrades and retrofits on existing assets.



## Responsible when it counts

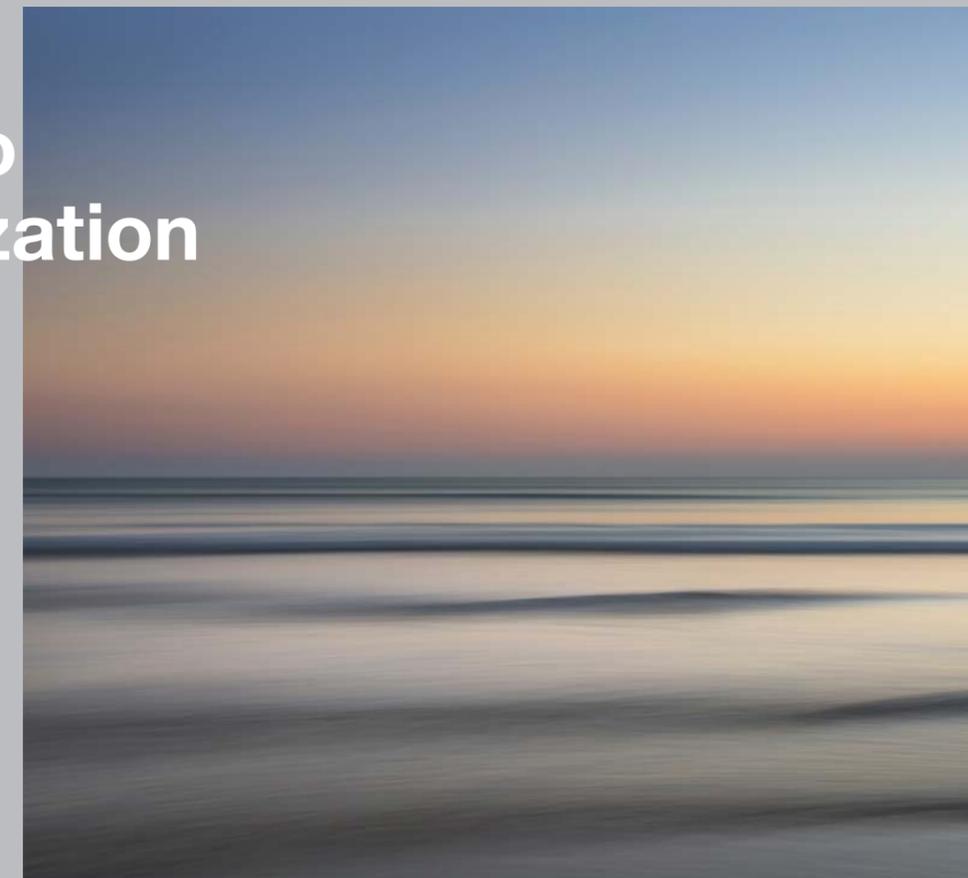
Proud to serve, MAN Energy Solutions, and consequently MAN PrimeServ, provide essential support to the international charity organization Mercy Ships, and to its ship the Africa Mercy. As the world's largest civilian hospital ship, the Africa Mercy provides much-needed medical care to thousands of people in developing countries every year. The Africa Mercy benefits from four sponsored MAN 21/31 GenSets to power its medical equipment.

By supplying spare parts, service support and training for the MAN equipment aboard, we also help ensure mechanical and technical issues don't get in the way of saving lives.

## The road to decarbonization

Fully committed to reducing the carbon footprint of the industries we serve and supply, for MAN PrimeServ the future lies in efficient technologies and the responsible use of natural resources. Flexible gas power plants will one day be needed to complement developing renewable energies, while LNG will become the fuel of the future in the shipping industry.

Irrespective of the industry you work in or the equipment you own, we're here to help you down the road to decarbonization.





# Professional qualification

**You want your machinery to operate safely, reliably and without unwanted downtimes, right? Properly training your technical personnel is paramount to the safe and efficient operation of your business. The MAN PrimeServ Academy Network ensures the professional qualification of your employees in machine operation, maintenance and troubleshooting.**

At its 13 academies located in Europe, North and South America and Asia, students receive hands-on instruction on full-scale machinery and simulators. Striving to recreate real life situations, so that participants can relate what they learn to their own working environment, our academies provide the best technical knowhow available. With expertly-trained personnel and quality machinery your business can only succeed.

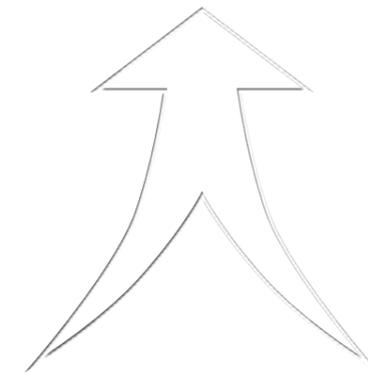
# Brands

## MAN Energy Solutions and legacy brands

MAN PrimeServ is our brand name for high-quality after-sales support for the entire MAN Energy Solutions product portfolio. Through refinements to our products and repair techniques, we ensure and enhance our technological leadership and technical expertise as an Original Equipment Manufacturer (OEM) for the brands united under MAN Energy Solutions. With our power plants, marine engines & systems and turbomachinery business units, we strive to consistently meet and exceed your expectations with innovative solutions tailored to your needs.



**MAN Energy Solutions**



### MAN Diesel SE



### MAN Turbo AG



# Worldwide service

**100**  
Services centers worldwide

Represented in all key markets and major ports, with a network of more than 100 service centers, and with skilled field service managers at the ready to provide first-class technical support, MAN PrimeServ is fully primed to provide 24/7 service, wherever you are.

In power plants, marine engines & systems and turbomachinery, offering reliable technical support when you need it most, our service solutions include OEM spare parts, engine and machinery maintenance and repairs, customized service agreements and individual consulting.

For existing equipment our holistic retrofit and modernization solutions keep your engines or turbochargers up-to-date and at optimal levels of reliability, availability and economic

efficiency. Through cutting edge digital technology we're able to hike performance and minimize downtimes, while our remote connections enable live data analysis, ensuring quick, effective solutions. MAN PrimeServ Academies provide expert training courses around the world, developing the operational and maintenance skills required.

For more information please visit [www.man-es.com/primeserv](http://www.man-es.com/primeserv)



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