

Repair and Emergency Services

Customer Services for Offshore Grid Access and Balance of Plant

Introduction

Offshore assets consist of critical systems which need to be continuously running to ensure electricity supply and the highest asset availability.

Therefore, it is essential that in the rare case of an outage or the need for repair services, you can rely on competent specialists via online or on-site support. We can remedy complex issues at short notice and on time.

Features

Siemens Customer Services for Grid Access offer tailor-made repair and emergency services for the electrical, mechanical and structural balance of plant and grid access assets of offshore wind farms.

We can provide fast support for urgently required interventions and additional services like the exchange of components, fault findings or repairs.

Benefits

- Tailor-made repair and emergency services
- Emergency response within two hours
- Up to 100% asset availability
- Rely on up to 230 service technicians and project managers

- Technical repair know-how through OEM and comprehensive service experience

Scope of services/deliverables

Our repair and emergency services ensure

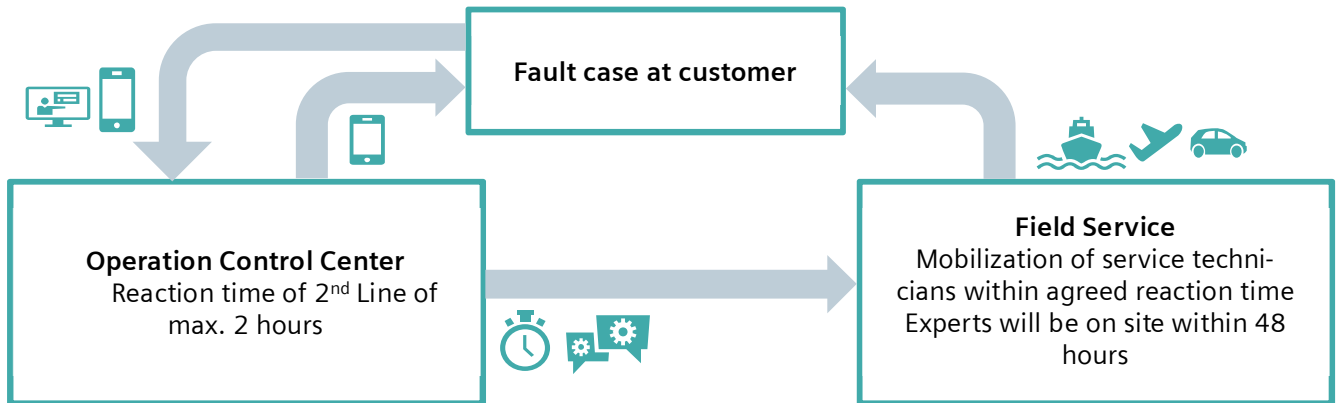
- Expert trouble-shooting teams with agreed reaction times
- 24/7 remote fault clearance and diagnosis via Supervisory Control and Data Acquisition (SCADA)
- 24/7 first level support (hotline or on-site field service)

- 24/7 second level expert support (expert hotline or expert on-site field service) for critical systems
- Structural repair plans
- Cable repair preparation and emergency plans

All provided services are planned and documented in our Siemens internal computerized maintenance management system, which enables full transparency of failure causes and the condition of assets and remedy missions. The integrated evaluation tool monitors asset integrity and identifies critical findings (e.g. for warranty or certification).



Our comprehensive offshore service program to optimize your asset performance



Our qualified offshore specialists, with on-site knowledge of the systems, can diagnose and rectify issues in an expedited manner for the following components:

- High-, medium- and low-voltage systems (incl. HVDC modules)
- Transformers
- Control and protection systems
- HVAC systems
- Cooling systems
- Fire-detection (FiDe) and Fire-fighting systems (FiFi)
- Gas insulated switchgears (GIS)
- Air insulated switchgears (AIS)
- Power modules
- Circuit breakers
- Power management systems

- Supervisory Control and Data Acquisition (SCADA)
- Grid, plant and process automation
- Switchboard

Tools for Repair & Emergency Service

- SCADA (Supervisory Control Data Acquisition) for 24/7 supervision and remote intervention
- CMMS (WebBFS) for tracking and documentation of critical faults

- Expert hotline and field service with 24/7 digital expert hotline for remedy complex issues and technical know-how
- Operation Control Center for fault investigation and remote clearance in case of ala

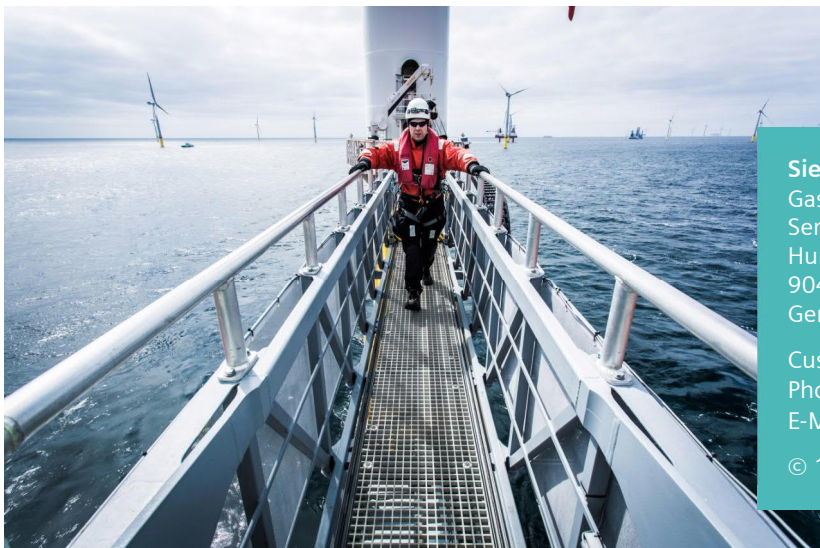
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