

A low-angle, upward-looking photograph of a white wind turbine tower against a blue sky with scattered white clouds. The tower's three blades are visible at the top. In the lower portion of the frame, a technician wearing a blue jumpsuit, a white hard hat, and a safety harness is standing on a metal platform or staircase, looking up at the tower. A small sign above the technician's head reads "POSTE".

High-class service for wind power plants



REpower high-class service at a glance

- 24-hour online surveillance through Permanent Monitoring Service (PMS)
- World-wide 24/7 hotline service
- First analysis and defect removal online, as possible
- Short response time through decentralized emergency services and local wind farm service teams
- Comprehensive spare part pools (goal: response time in Europe <24h)
- Operational experience from more than 1,500 REpower turbines with a power output of over 2,000 megawatts
- Continuing customer and employee training
- Specialized service teams ensure fast and cost-efficient solutions
- Ongoing further technical development of turbines in the field
- Fair and cost-effective calculation
- Premium service and maintenance packages (choice between various single services and the full service package 'ISP')

REpower high-class service

Modern wind power plants are complex power plants, which not only generate and supply energy but also fulfil broad tasks in protecting our environment, preserving our resources and guaranteeing a sustainable and safe power supply. To meet these goals, wind turbines must reliably produce energy every day over a lifetime of at least 20 years – at inland, coastal and offshore locations and under changing and sometimes extreme conditions. The economic and environmental goals can only be achieved by high turbine availability. REpower wind power plants are designed and built for this purpose.

REpower is one of the leading manufacturers of high-class wind power plants promising excellent energy yield and availability. And REpower Service ensures that these promises are kept permanently – because as soon as a turbine is running, it needs professional technical support and constant monitoring.

In order to fulfil this mission effectively and economically, REpower

- has set up a flexible and efficient organisation that allows fast on-site responses
- has installed a highly productive online surveillance system that actively and passively records and stores data for evaluation 24 hours a day
- stores the substantial data about the performance of each REpower turbine from commissioning
- has developed a delivery and supply chain through which original spare parts as well as major components reach the wind farm economically and as fast as possible
- has integrated into its service a team of engineering specialists who work exclusively for problem solving tasks and technical advancement of the turbines in the field
- has developed service and maintenance solutions for different requirement profiles – from a selection of services to the comprehensive full-service package

High-class REpower Service focuses on the cost-efficient and long-term operation of the REpower turbine on-site. The goal is to have satisfied clients and business partners. The basis for this is the fast, competent and efficient REpower Service, providing designated contact persons, clear answers, a committed staff and appropriate solutions – and all this at affordable prices.





REpower efficiency:

REpower turbines are in operation worldwide. Customers are single turbine operators, utilities and companies that manage large-scale wind farms. Each turbine must work perfectly. Each customer should be satisfied. In order to achieve this, REpower has developed an efficient service structure that ensures product quality and customer satisfaction. Core elements of the REpower Service are the centralized management including centralized turbine management and quality control as well as flexible and cost-efficient local service.

Designated contact persons

REpower Service is an exclusive partner for all questions concerning operation, maintenance and service of wind turbines. A designated master technician is available for any of these issues, any case of malfunction and the organisation of service or repair measures. His job is to find a solution to any challenge or problem and to supply the client with all important information.

Always online: Permanent Monitoring Service (PMS)

Permanent Monitoring Service (PMS) monitors each REpower turbine 24 hours a day, 365 days a year. The turbine control system immediately sends any notice of malfunction online to the REpower control centre. In addition, REpower monitoring technicians systematically check the status of each turbine online several times a day, actively and software-based. The PMS team is available 24/7 for help and information in case of any problem.

Fast response

The PMS team analyses technical data, operating conditions and error messages in the REpower control centre 24 hours a day and initiates any measures as necessary. The basis for this is the documentation of each wind turbine and the know-how of more than twenty years of operational experience with over 1,500 wind turbines with a total output of more than 2,000 megawatts.

Competent service teams

Designated local service teams ensure short response times. Usually the technicians should arrive at the site in less than 60 minutes. The goal: presence on-site by technicians who know “their” turbine and capably implement solutions quickly. Regional service providers allow additional flexibility, cost-efficient services and know-how on-site.

Know-how backup

When addressing a technical problem REpower takes into account the analyzed data of all turbines and error messages. Highly qualified engineers who are an integral part of the REpower Service work for solutions in order to quickly and permanently solve any malfunction. REpower has established a self-learning system that has one main goal – to ensure the reliable operation of the turbines in the field. Based on the experience here gained, the solutions here found and the intensive exchange with the REpower development department, the turbines already in operation in the field constantly benefit from the experience and innovation by REpower through improvements and new solutions.

Spare part logistics

The rapid availability of spare parts – from screws to electronic equipment and major components – is of vital importance for the cost-efficient operation of a turbine. Small and medium-sized spare parts are stored by REpower on-site or at regional locations. Major components are kept in stock in special pools. The goal is for the REpower Service to have a regular response time of not more than 24 hours in Europe and 48-72 hours overseas.

centralized management, local action



Specialized service teams

Specialized service teams ensure a smooth, professional operation: commissioning, maintenance and repair, special inspections or any upgrading and the review of expert reports are performed by specialized teams. This ensures the best possible care, from standard maintenance to exchanging major components or complicated work on the turbine control system. REpower Service specialists are trained extensively and instructed carefully in their particular field of work. The more complex a task is, the higher is the level of education and the broader the experience of the staff. The monitoring procedure implemented ensures the quality of the REpower Service.

Technical support and training

REpower customers and employees are regularly trained and become well familiar with new developments, procedures and insights. The high ratio of engineers and experts among the REpower staff facilitates an extensive exchange of experience and solution strategies, which helps to further improve the performance of REpower wind turbines.

Organically growing service structure

REpower Service is a fast-growing division of REpower. The tasks in the focus of REpower already today are: advancing the service structure, broadening capacities, training employees, developing new service features, internationalising the service structure, developing new concepts for new applications and locations (also offshore) and safeguarding the know-how for the coming decades. In order to be able to fulfil these tasks, a healthy, powerful and flexible basis is necessary – this basis REpower already has in place today.

Central quality control

Each action by the REpower Service is subject to continuing, central quality control. The response time, adequacy and use of resources are continuously reviewed and evaluated. Customer satisfaction is one of the most important indicators for the internal evaluation of the work. The goal is constant improvement.





REpower Service

REpower offers tailor-made service packages for every customer profile – from a selection of single services to long-term full service, depending on what level of maintenance and service is requested and what level of know-how and infrastructure is available and required.

Last but not least, the customer chooses the most economic solution: a full-service package with comprehensive protection against all risks or only the technical service and know-how of REpower, whatever is appropriate. The goal is, in any case, to provide a maximum of support and services, and this at economic prices. The REpower Service team develops the best solution, together with the client – as a partner and profile-oriented.

General services:

Regular maintenance, failure reports, repairs, component exchange, re-commissioning – each REpower service can be requested individually – fast and cost-efficient. The operator decides about the scope of the services. REpower delivers quality work with original spare parts, invoiced on T&M basis, according to order. The same applies to the overhaul and upgrading of REpower turbines – new technical solutions help make their operation even safer and more productive.

Maintenance contracts

Applicability	International
Types of turbines	REpower 48/600, 48/750, 57/1000 REpower MD70, MD77 REpower MM70, MM82, MM92, 5M Other makes on request
Term	3 years minimum
Services	
Maintenance	Maintenance according to specifications
Repairs	Failure analysis and repairs, invoicing on T&M basis
Online monitoring	24/7 pro-actively und automatically, incl. remote turbine diagnosis and error analysis, customer information, reset if applicable
Price	Depending on project

The maintenance contract covers component maintenance and online monitoring. Repairs and special services can be ordered also outside a maintenance contract.

Additional services	Data report (REguard) Inspection of blades and gear boxes Exchange of major components Turbine upgrade Expert report Training
Price	Depending on project



Integrated Service Package (ISP): Package with special protection

ISP guarantees high availability at clearly calculable costs. Five years of comprehensive protection against malfunction and loss of revenue – this is the reliable basis for the cost-efficient operation of a wind farm. Clear regulations, clear figures and clear responsibilities facilitate the work of operators. Own damage claims are subject to additional insurance.

Applicability	Germany, other countries on request
Types of turbines (new turbines)	REpower MM82, MM 92, 5M
Start	At commissioning
Term	5 years
Availability Guarantee	97 percent (standard wind farm)
Services	
Online monitoring (PMS)	24/7 incl. remote turbine diagnosis and error analysis, customer information, reset if applicable
Maintenance	Maintenance twice a year, scope according to specifications
Repairs	All repairs included, with the exception of own damage claims (force majeure)
Additional Services	Operator trainings
Price	Depending on project

Further services are offered on request. Service offers and packages for offshore wind farms are in preparation.



The right people for perfect solutions: REpower Service contacts

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Contact master technician

(please fill in data or place address label)

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