

# Personalized care for your plant's lifecycle Long-Term Service Agreements





# Strong partnership. Sustainable performance. Value for the future.

Your focus is clear: performance, efficiency and sustainability.

A partner who knows your plant and understands your unique needs provides the confidence that every aspect of your operation is supported, ensuring optimized performance, minimized downtime and long-term reliability.

With expert support at your side, you can protect your investment and secure the future operation of your hydropower plant.



# A service plan that adapts to your needs



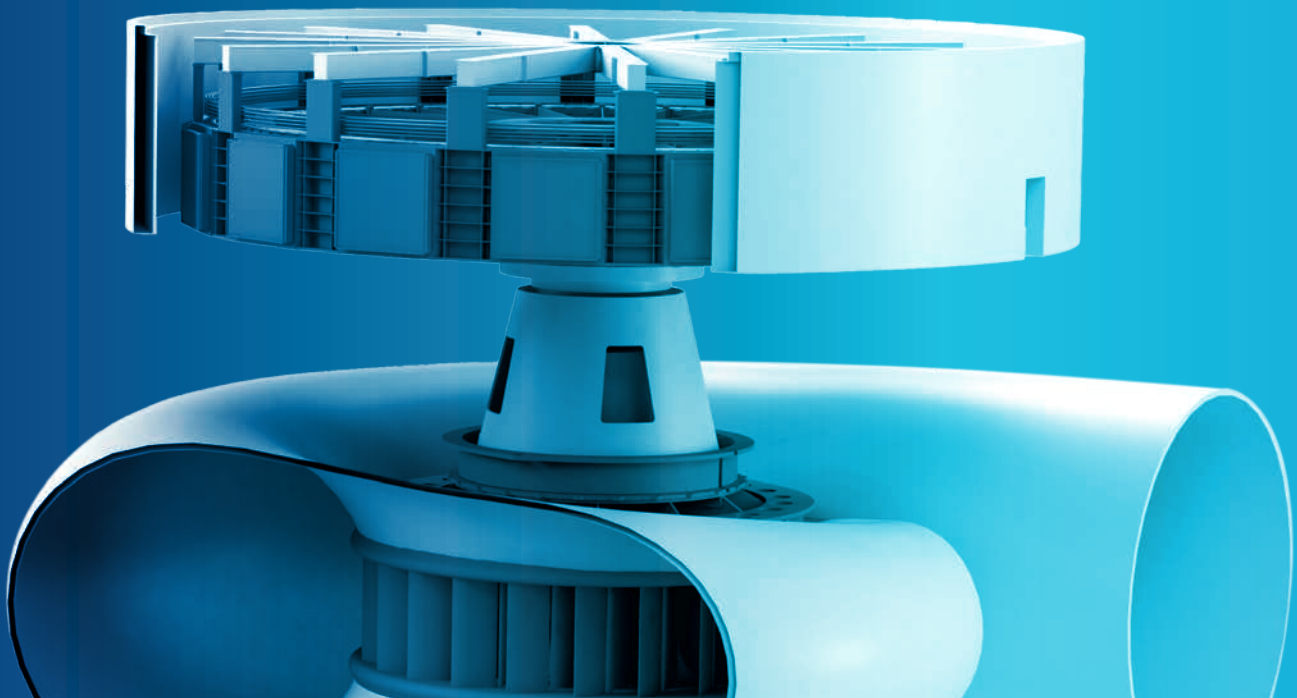
## Early detection = Cost savings




With insights from regular inspections and data analysis, Voith experts can identify issues early, before they affect your bottom line.



## Your plant = Your plan

With a flexible service agreement tailored to your needs, you can choose from predefined packages or work with us to create a solution that best fits your plant's lifecycle.



	Frame contract	Remote support contract	Periodic maintenance contract	Full scope maintenance contract
	Flexible, on-demand support	Fast, expert assistance	Proactive maintenance for reliability	Comprehensive, hands-off maintenance
<b>Needs</b> 	You need expert resources with flexibility, either as a standalone solution or an add-on to other packages.	You need rapid solutions to keep your operations running smoothly.	You want to prevent breakdowns and avoid costly emergency repairs.	You need reliability and performance you can count on.
<b>Solution</b> 	<ul style="list-style-type: none"> <li>• Access to expert resources whenever needed</li> <li>• Clear terms and pre-defined hourly rates</li> <li>• Full flexibility in how you use our support</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate access to remote expert support on demand</li> <li>• Agreed service hours and guaranteed callback times</li> </ul>	<ul style="list-style-type: none"> <li>• Scheduled inspections and performance checks</li> <li>• Tailored spare part recommendations to ensure efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive maintenance service, from inspections to spare parts management</li> <li>• Optimization of maintenance and CAPEX planning</li> </ul>
<b>Benefit</b> 	<ul style="list-style-type: none"> <li>• Minimize effort through simplified administration</li> <li>• Fast ordering through pre-agreed Terms &amp; Conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Cut downtimes through fast expert support</li> <li>• Save costs by minimizing on-site visits</li> </ul>	<ul style="list-style-type: none"> <li>• Lower risk of unplanned outages and costly repairs</li> <li>• Increase the lifespan of your plant</li> </ul>	<ul style="list-style-type: none"> <li>• Maximize uptime and optimize efficiency of your plant</li> <li>• Predictable costs and consistent performance</li> </ul>

## Impacts and measurable results proven by our long-term customers

### Customer from the USA

0 delays

Work on a critical asset began immediately from a single email, enabled by simplified administration and pre-set T&Cs.

### Customer from India

+0.9%  
availability increase

Achieved through on-demand expert support, ensuring faster reaction times and troubleshooting, directly improving uptime and energy production.

### Customer from Brazil

Planned outage time reduced by 67%

Change schedule from one 45-day outage annually to one 30-day outage every two years.

### Customer from Scotland

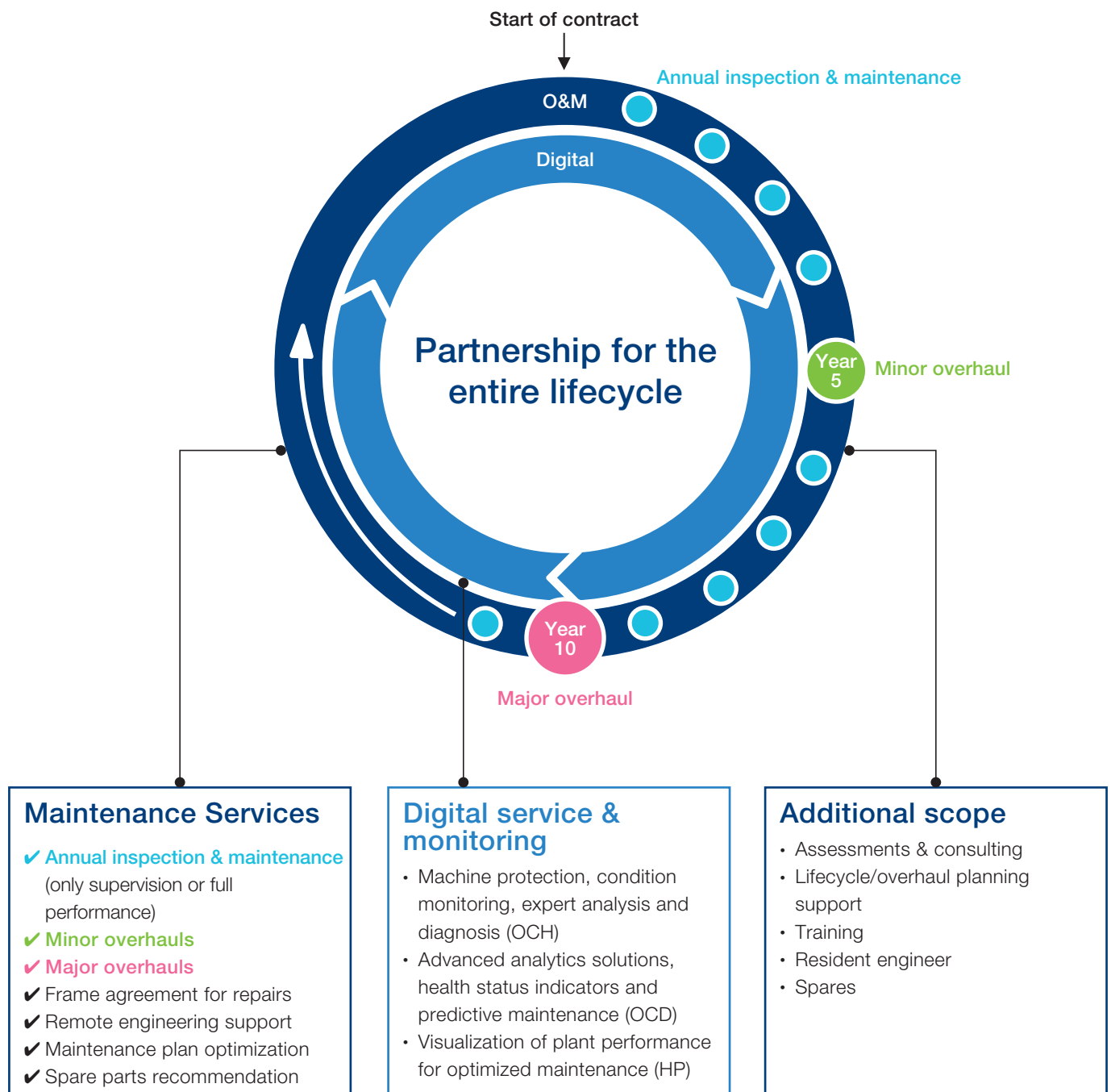
100%  
focus on reliability

Asset management practices significantly reduced risk and secured the plant's long-term sustainability.

# Optimizing your plant With real-time insights

This example shows how our experts assess upcoming maintenance needs and provide the appropriate technical support.

We analyze and act, ensuring your plant performs reliably



# Power your potential

## Collaborate with our experts

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### We're in it together

Your hydropower plant's success is our top priority. As your partner who is familiar with the maintenance history and has constant awareness of the state of the equipment, we can ensure highest standards of performance and reliability.

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### Customized just for you

Forget one-size-fits-all approaches. We design personalized strategies tailored to your plant's specific needs, leveraging advanced technologies and deep industry expertise to optimize performance.

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### Ongoing support, always by your side

From initial consultation to ongoing support, we're committed to being with you every step of the way. We offer comprehensive lifecycle care, advanced training and risk management to ensure your operations run smoothly.

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**“We can simply call, have easy access to different people in the team, and there is always a comprehensive answer to everything.”**

**Christophe Arnoult**, Portfolio Director, Triple Point

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**“Are you looking for an approach tailored to your needs? We will help you optimize your maintenance to leverage your full potential and support you if something goes wrong.”**

**Jan Mayer**, Head of Long Term Service Agreements, Voith Hydro

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# No surprises – just results

## Customers trust us to protect their plants, year after year

### Successfully implemented service packages

#### 1 Brazil

##### Package

Periodic expert maintenance

##### Size

900 MW (5 units), 500 MW (3 units)

##### Initial situation

- Need for competence and experience in maintenance of the generator and turbine
- Importance of availability for the operator

##### Solution

- Maintenance agreement and electromechanical supervision during planned outages

##### Benefit

- Optimized maintenance with faster unplanned outage response
- Duration of planned outages reduced from 45 days annually to 30 days every two years

#### 2 United Kingdom

##### Package

Full scope O&M

##### Size

0.5–30 MW (>50 hydro plants)

##### Initial situation

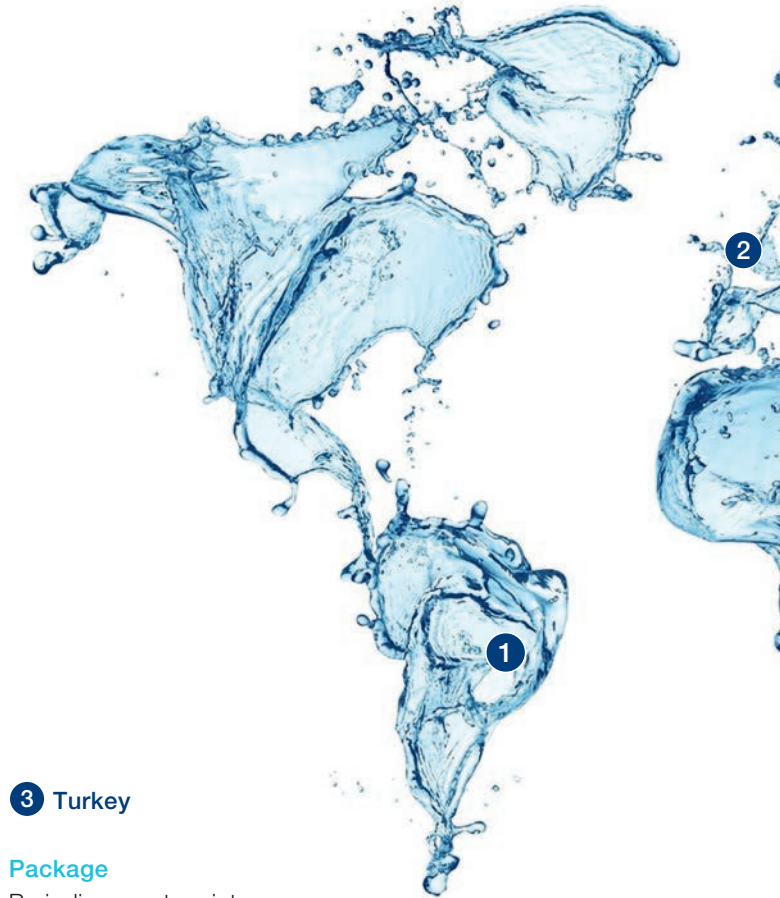
- Customer required full-scope O&M provider including asset management

##### Solution

- Full-scope O&M with dedicated personnel for on-site maintenance, emergency response and continuous improvement initiatives

##### Benefit

- Reduction of unplanned outages due to professional maintenance services
- Predictable financial planning through asset management



#### 3 Turkey

##### Package

Periodic expert maintenance

##### Size

60 MW (2 units)

##### Initial situation

- Fast reaction required due to the operator's inexperience with their first hydropower plant

##### Solution

- Annual maintenance supervision for generator and turbine supporting the existing team

##### Benefit

- Upgraded the hydropower plant's safety to Voith's high standards
- Customer satisfaction led to selecting Voith exclusively for overhaul work



#### 4 India

##### Package

Consulting and supervision

##### Size

900 MW (6 units)

##### Initial situation

- Limited competence and experience in plant O&M
- Need to maximize availability, production

##### Solution

- Resident supervisor deployed for long-term assignment on-site including 24/7 single-source accountability

##### Benefit

- Achieved highest availability and production since operations began
- Enhanced reliability through fast unplanned outage responses

#### 5 Philippines

##### Package

Remote O&M support and annual maintenance

##### Size

10 MW (3 units)

##### Initial situation

- Maintenance support required
- Digitalization of maintenance management required

##### Solution

- Monthly expert analysis of plant data and implementation of a CMMS
- Annual maintenance supervision

##### Benefit

- Fast Voith team response to emergencies, reducing unplanned outage risks through optimized maintenance
- Enhanced efficiency in maintenance management

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**VOITH**