


Production Support DK

Scope and Field of Application

This user manual contains guidelines and requirements for using the Production Support DK web service. The manual is valid for the web service operating under following web link: <http://production-support-dk.man-es.com/>



Welcome to Production Support DK

Requests for upload and evaluation of inspection results

Welcome to Production Support DK.

Here you can request for a Digital Form used to upload inspection results and receive our evaluation of the uploaded results.


Please enter your email and choose the requested support options.
Shortly after, you will receive an email with a direct link to the requested support option.
After you have filled-out and uploaded your inspection results, you will receive confirmation and our evaluation (if requested) in an email.

First time users: Account registration is required to start using this service. [Click here to register](#)

For further instructions on how to use this digital service, please read this [manual](#).

The language of this service and all related forms can be automatically translated to other languages by using translation feature integrated into user's web browser. To see instructions on how to use automatic translation, please read.
Everllence does not take the responsibility translation errors that may occur by using automatic translation.

Insert your details

E-mail * 

First name

Last name

Select support option

Please select support option *

Selection:

After submitting, following requested support forms will be send to your mailbox:

Submit

Date	Designer	Checked	AC	Revision change	Revision
2022-02-18	Eryk Kurzepa	Per Brandt		Initial commit	1
2025-06-04	Eryk Kurzepa	Mathias Bertrand		Everllence name change	2

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Introduction

The Production Support DK web service is a digital version of selected support actions offered by EVERLLENCE Production Support Department. The web service uses internet technology to record, evaluate and solve production support queries.

This user manual is designed to get started quickly with using the web service.

Welcome to Production Support DK

Requests for upload and evaluation of inspection results

Download mobile app:

Android* iOS*

* for @man-es.com accounts only

Welcome to Production Support DK.
Here you can request for a Digital Form used to upload inspection results and receive our evaluation of the uploaded results.

Please enter your email and choose the requested support options.
Shortly after, you will receive an email with a direct link to the requested support option.
After you have filled-out and uploaded your inspection results, you will receive confirmation and our evaluation (if requested) in an email.

First time user: To request for digital forms, registration is required.
[Click here to register](#)

For further instructions on how to use this digital service, please read this [manual](#).

Insert your details

E-mail * First name Last name

Select support option

Selection criteria *

☒ single support selection ☐ component selection

Please select support option *

Selection:

After submitting, following requested support forms will be send to your mailbox:

Submit

Home page of Production Support DK:
<http://production-support-dk.man-es.com/>

Home page of the Production Support DK web service is where the user can browse through all digital support options currently available.

Here, the user can also find links to register new users or report problems.

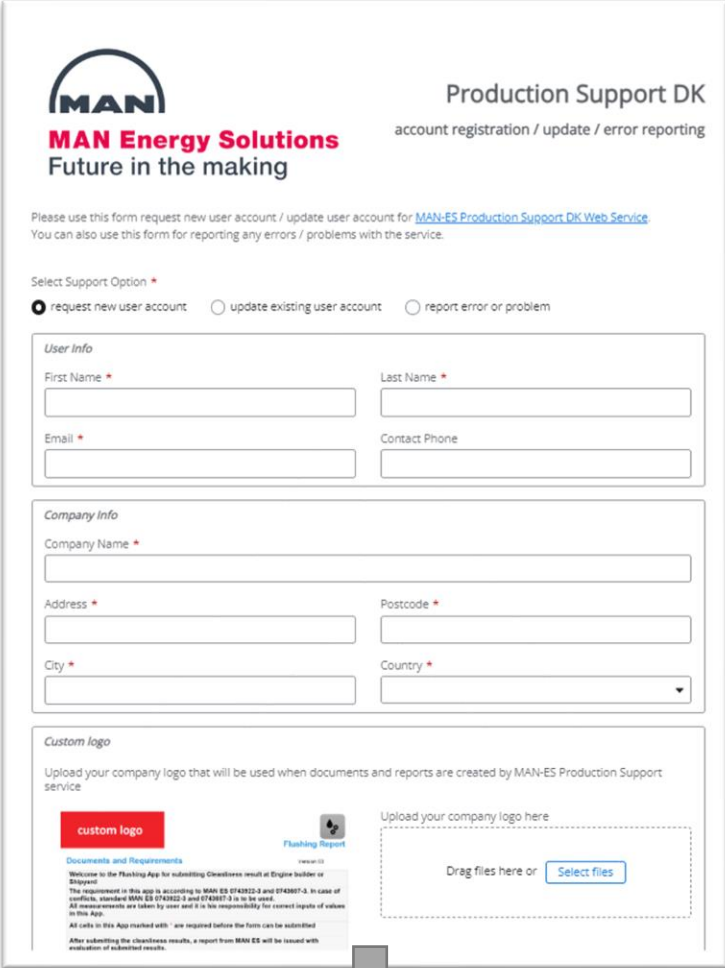
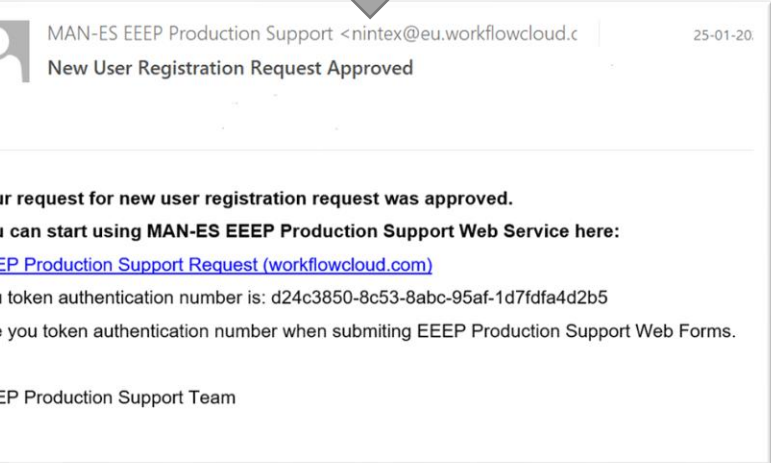
User Registration

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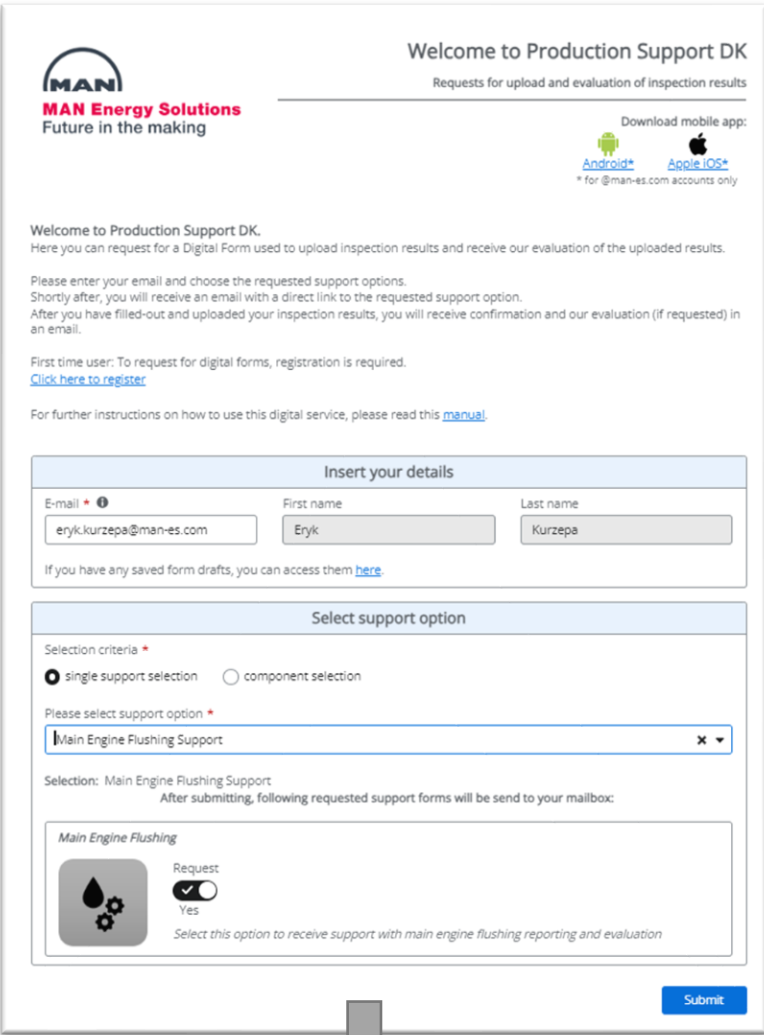

For security reasons, users of the Production Support DK web service must register before they can use the service. When a new account has been created, the user receives an authentication token that must be used when submitting support requests.

	<p>New users can register here: Production Support DK - Register New User</p>
	<p>Make sure that “request new user account” is selected.</p>
	<p>Enter required information marked with “*”.</p>
	<p>Optionally: upload company logo. The logo will be used in pdf reports generated by the system.</p>
	<p>When all necessary data is filled in, submit the form.</p>
	<p>The request is reviewed, and the user receives an e-mail confirmation with registration details and an account authentication token.</p>
	<p>The user e-mail address and the authentication token will be necessary for submitting forms available at the Production Support DK web service (for example main engine flushing form)</p>

Support Request Selection

Home page of the Production Support DK web service provides the lists of all available digital support services. To access a specific support service, the user must enter the registered e-mail address and select support

option from the dropdown list. After submitting the support selection, the user will receive an e-mail with URL to selected support service.

	<p>Home page of Production Support DK: http://production-support-dk.man-es.com/</p> <p>The user enters the registered e-mail address and selects the support option from the dropdown list.</p>
	<p>After submitting the support selection, the user receives an e-mail with a link to the selected support service.</p>

Support Request Submit

Each support request form consists of both common sections (that exist in all support request forms) and specific support case sections:

- common sections
 - o Introduction
 - o Engine / component identity information

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- User information
- Support case specific sections
 - Measurements, readings, images

The user must enter the required information in all sections and click submit. Mandatory fields are marked with asterisk (*).

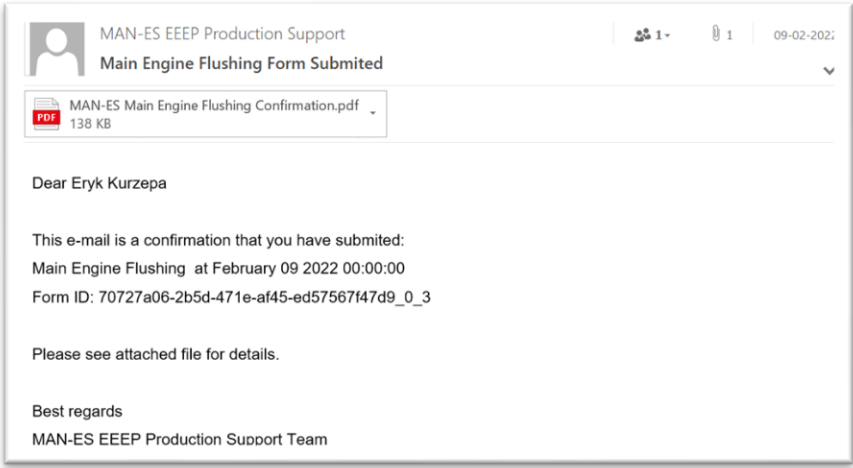
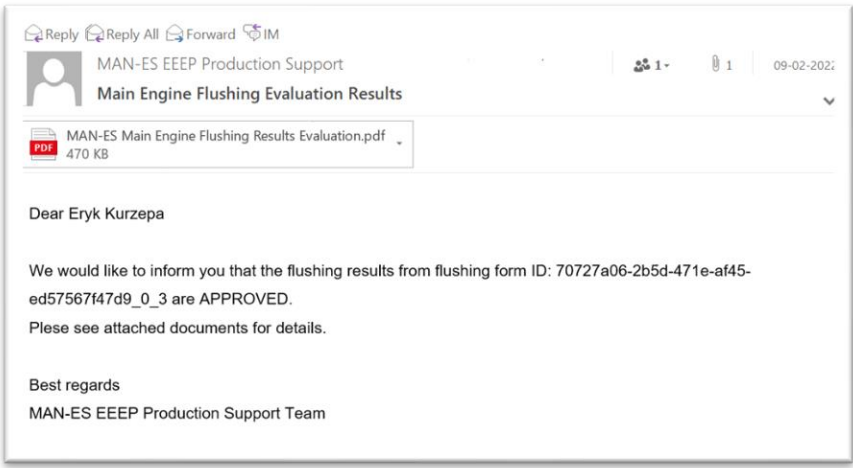

<div><div>MAN-ES Production Support DK</div><div><div>1</div>EEEEP Engine Flushing Introduction</div><div><div><div><div>MAN</div><div>MAN Energy Solutions</div><div>Future in the making</div></div><div><div><div></div><div></div><div></div></div></div></div><div><div>MAN-ES Main Engine Flushing Support</div><div>Welcome to MAN-ES EEEP Production Support for submitting main engine flushing result. The lubrication oil system on the engine has to be clean before start of the engine. The purpose of the flushing is to remove any dirt that may have entered during the erection and assembly of the engine and also to ensure the cleanliness of the oil itself. The flushing procedure must be performed according MAN-ES standard No. 0743922-3 and 0743607-3. Please input engine details and flushing results into appropriate fields and submit the form. Inputs marked with * are mandatory. If the request for flushing report is selected, the MAN-ES report with evaluation of submitted results will be send to user's e-mail account. To submit this form, user needs to have his account registered in MAN-ES EEEP Production Support Web Service database. If you do not have your account created, please request the account here. In case of any problems or question regarding this web form, please contact MAN-ES EEEP Production Support here.</div></div></div></div>	<p>Introduction section: explains the support that can be requested with this form</p>
<div><div>Please enter information about engine and flushing inspection.</div><div><div>Search for 2 stroke engine identification data</div><div><div>Engine No. *</div><div>Engine builder (license)</div><div><div></div><div>x</div></div><div>Search</div><div>Reset</div></div><div>Following engine identification data was found:</div><div>Engine No. <div></div> A License <div></div> M Yard name <div></div> Engine type: 6S50ME-C8.1-TII cylinders: 6 stroke/bore ration: 5 bore diameter: 50 cm engine concept: ME-C</div><div>Please confirm that the engine data is correct *</div><div><div>correct</div><div>not correct</div></div><div><div>Flushing identification</div><div><div>Flushing inspection location *</div><div>Flushing inspection date *</div><div><div>Engine Builder</div><div>Shipyards</div><div></div></div></div><div>MAN-ES Production Support Quality Agreement identification</div><div><div>MAN-ES Quality Agreement No.</div><div>MAN-ES Inspection ID</div><div></div><div></div></div><div><div>Previous</div><div>Next</div></div></div></div></div>	<p>Engine / component identity information: for information about the engine or the component being examined</p>

<p>Please input the results and images from main engine flushing procedure. Coding of contamination level by solid particles should be according to ISO 4406.</p> <div> <div> <p>Main engine pipe system: Main Bearings Line</p> <p>Cleanliness result (particle size > 4 µm)</p> <input type="text"/> <p>Cleanliness result (particle size > 6 µm) *</p> <input type="text"/> <p>Cleanliness result (particle size > 14 µm) *</p> <input type="text"/> <p>Oil temperature [deg. C]</p> <input type="text"/> <p>Total Flushing Time [h]</p> <input type="text"/> <div>  OR  </div> <p>Photo of Cleanliness results *</p> <div> <p>Drag files here or</p> <input type="button" value="Select files"/> </div> <p>Take photo of cleanliness results according to provided examples</p> <p><input type="checkbox"/> select to report check-bag filter condition</p> </div> <div> <p>Main engine pipe system: P.C.O. Line</p> <p>Cleanliness result (particle size > 4 µm)</p> <input type="text"/> <p>Cleanliness result (particle size > 6 µm) *</p> <input type="text"/> </div> </div>	<p><u>Measurements, readings, images:</u></p> <p>Here, the user must enter specific observation data, including readings, measurements, and images</p>
<p>Please input your personal details and submit the form.</p> <p>Email * <input type="text" value="eryk.kurzepa@man-es.com"/> User authentication token * <input type="text" value="XXXXXXXXXX"/> Date * <input type="text" value="30 Jun 2023"/></p> <p>First Name * <input type="text" value="Eryk"/> Last Name * <input type="text" value="Kurzepa"/></p> <p><input checked="" type="checkbox"/> Include user custom logo in header for report created from submitted values ⓘ</p> <p>> Custom logo info <input type="text"/></p> <p>Enter any comments relevant to submitted form</p> <div> <input type="text"/> </div> <p><input type="button" value="Previous"/> <input type="button" value="Submit"/></p>	<p><u>User information:</u></p> <p>Here, the user must enter the registered e-mail and the authentication token received previously by e-mail. If possible, the system will populate these fields automatically.</p> <p>The user can also select here, if we wish to use custom logo when generating pdf flushing confirmation report.</p>

Support Request Output

Each support request submitted will return an output to the user. The output will vary depending on which support request form that was submitted. The following outputs are available:

- Confirmation
- Evaluation
- Report

 <p>MAN-ES EEEP Production Support Main Engine Flushing Form Submitted</p> <p>MAN-ES Main Engine Flushing Confirmation.pdf 138 KB</p> <p>Dear Eryk Kurzepa</p> <p>This e-mail is a confirmation that you have submitted: Main Engine Flushing at February 09 2022 00:00:00 Form ID: 70727a06-2b5d-471e-af45-ed57567f47d9_0_3</p> <p>Please see attached file for details.</p> <p>Best regards MAN-ES EEEP Production Support Team</p>	<p>Confirmation: Standard output delivered with each support request form. It contains a copy of submitted data, images, and form identification number</p>																																																																								
 <p>MAN-ES EEEP Production Support Main Engine Flushing Evaluation Results</p> <p>MAN-ES Main Engine Flushing Results Evaluation.pdf 470 KB</p> <p>Dear Eryk Kurzepa</p> <p>We would like to inform you that the flushing results from flushing form ID: 70727a06-2b5d-471e-af45-ed57567f47d9_0_3 are APPROVED.</p> <p>Please see attached documents for details.</p> <p>Best regards MAN-ES EEEP Production Support Team</p>	<p>Evaluation: The Evaluation document provides EEEP Production Support's assesment of the results, measurements, and images submitted with a specific support request form.</p>																																																																								
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