

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

Download mobile app:
 Android* Apple 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

Date	Designer	Checked	AC	Revision change	Revision
2022-02-18	Eryk Kurzepa	Per Brandt		Initial commit	1

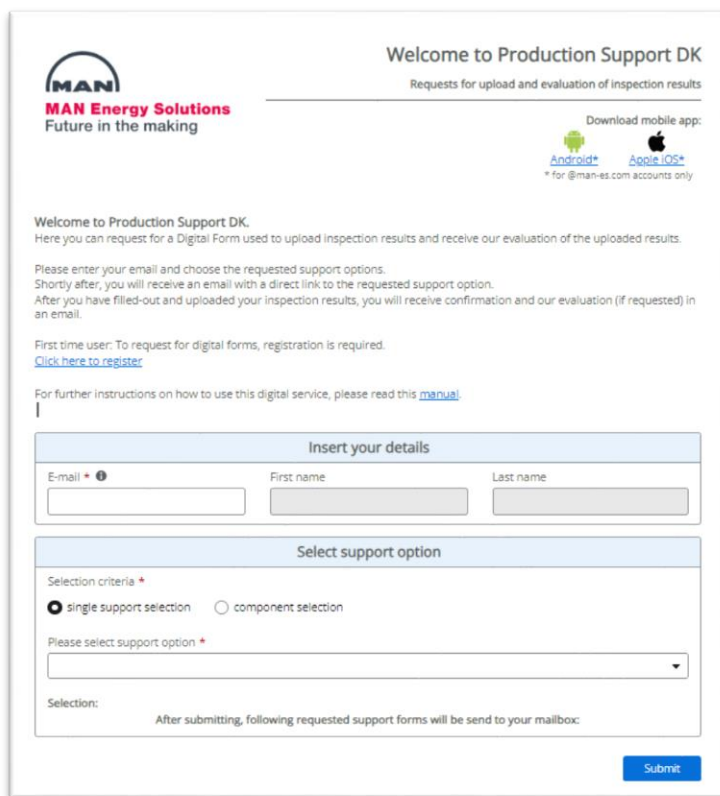
Content

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 - c. User information
 - d. Measurements, readings, images
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Introduction

The Production Support DK web service is a digital version of selected support actions offered by MAN ES 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.



The screenshot shows the home page of the Production Support DK web service. At the top, there is a MAN Energy Solutions logo and the text 'Welcome to Production Support DK' with a subtitle 'Requests for upload and evaluation of inspection results'. Below this, there are links to download the mobile app for Android and Apple iOS. The main content area includes a welcome message, instructions on how to use the service, and a registration link. There is a section for 'Insert your details' with input fields for E-mail, First name, and Last name. Below that is a 'Select support option' section with radio buttons for 'single support selection' and 'component selection', and a dropdown menu for 'Please select support option'. A 'Submit' button is at the bottom right.

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

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.

MAN
MAN Energy Solutions
 Future in the making

Production Support DK
 account registration / update / error reporting

Please use this form request new user account / update user account for [MAN-ES Production Support DK Web Service](#).
 You can also use this form for reporting any errors / problems with the service.

Select Support Option *

☒ request new user account ☐ update existing user account ☐ report error or problem

User Info

First Name * Last Name *

Email * Contact Phone

Company Info

Company Name *

Address * Postcode *

City * Country *

Custom logo

Upload your company logo that will be used when documents and reports are created by MAN-ES Production Support service

custom logo Upload your company logo here

Drag files here or

Documents and Requirements

Welcome to the Flushing App for submitting Clearance result at Engine builder or Shipyard

The requirement in this app is according to MAN ES 0743022-0 and 0743067-0. In case of conflicts, standard MAN ES 0743022-0 and 0743067-0 is to be used.

All measurements are taken by user and it is his responsibility for correct inputs of values in this App.

All cards in this App marked with * are required before the form can be submitted

After submitting the clearance results, a report from MAN ES will be issued with evaluation of submitted results.

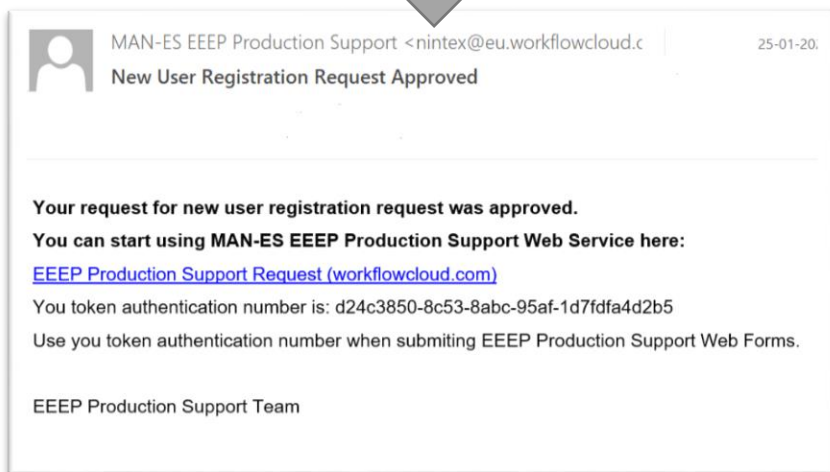
New users can register here:
[Production Support DK - Register New User](#)

Make sure that "request new user account" is selected.

Enter required information marked with "*".

Optionally: upload company logo. The logo will be used in pdf reports generated by the system.

When all necessary data is filled in, submit the form.



The request is reviewed, and the user receives an e-mail confirmation with registration details and an account authentication token.

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)

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.

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

The user enters the registered e-mail address and selects the support option from the dropdown list.




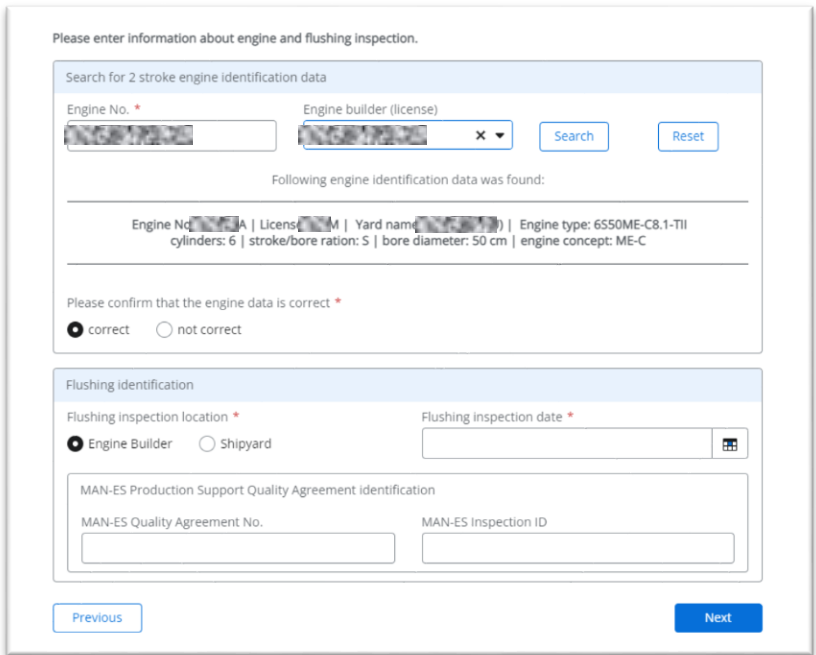
After submitting the support selection, the user receives an e-mail with a link to the selected support service.

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

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

	<p><u>Introduction section:</u> explains the support that can be requested with this form</p>
	<p><u>Engine / component identity information:</u> for information about the engine or the component being examined</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.

Main engine pipe system: Main Bearings Line

Cleanliness result (particle size > 4 µm)

Cleanliness result (particle size > 6 µm) *

Cleanliness result (particle size > 14 µm) *

Oil temperature [deg. C]

Total Flushing Time [h]


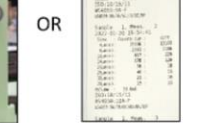

OR


Photo of Cleanliness results *

Drag files here or

Select files

Take photo of cleanliness results according to provided examples

☐ select to report check-bag filter condition

Main engine pipe system: P.C.O. Line

Cleanliness result (particle size > 4 µm)

Cleanliness result (particle size > 6 µm) *

Please input your personal details and submit the form.

Email *

User authentication token *

Date *

First Name *

Last Name *

☒ Include user custom logo in header for report created from submitted values ⓘ

> Custom logo info

Enter any comments relevant to submitted form

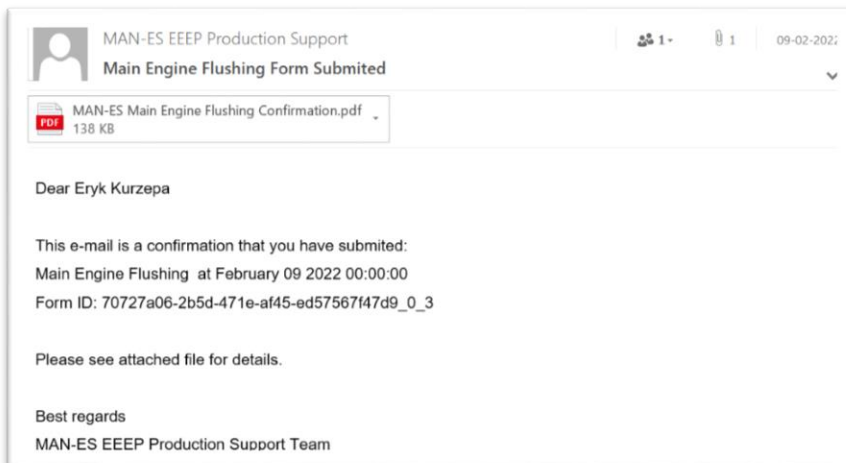
Previous

Submit

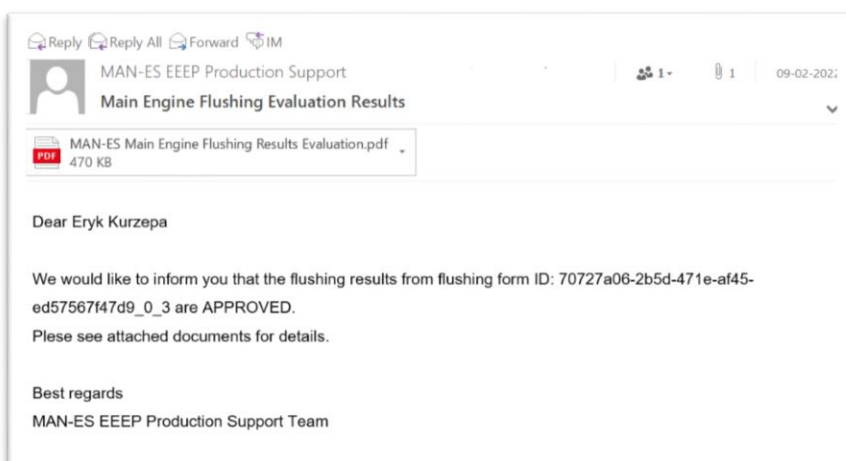
Support Request Output

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:

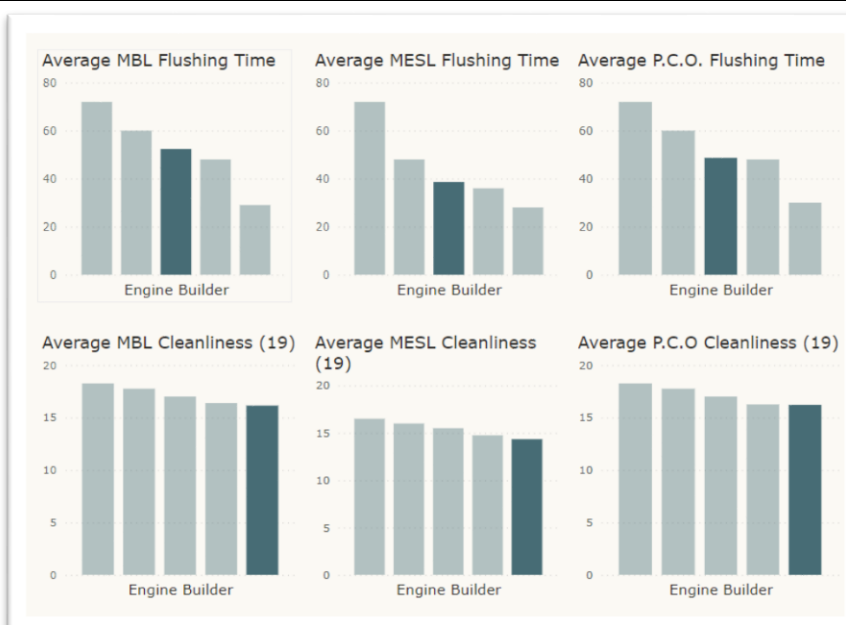
- Confirmation
- Evaluation
- Report



Confirmation:
 Standard output delivered with each support request form. It contains a copy of submitted data, images, and form identification number



Evaluation:
 The Evaluation document provides EEEP Production Support's assesment of the results, measurements, and images submitted with a specific support request form.



Report:
 The Report section provides statistical information from submitted flushing results – this report is not delivered automatically and requires manual request to MAN-ES Production Support.