

Operations and Maintenance (O&M) Services

**Maximising Wind Turbine Performance
for Optimal Results**

FleetPro: Comprehensive (O&M) Services

Peak Performance – Peace of Mind

Senvion flexibly adapts the scope of its O&M service to meet its customers' needs. We provide standard solutions for a variety of customer needs, allowing you to fully take advantage of the Senvion service concept. With complete cost control, no cap on repairs, replacement of major technical components, and guarantee availability/output in line with potential energy production, our products are a simple, worry-free way to put your investment on a sure footing.

FleetPro - Time

The FleetPro-Time includes all maintenance and repair work to ensure that your wind farm is technically capable of operation, and it protects your investment by providing compensation if your turbines are operational for less than the guaranteed time of technical availability.

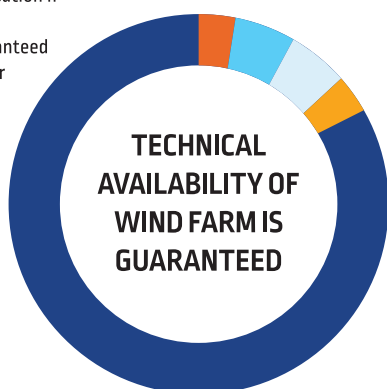
FleetPro - Energy *

The FleetPro-Energy includes all monitoring, maintenance, and repair services to minimise downtime and maximise performance, and it safeguards your investment by providing compensation if your wind farm's annual output falls below a guaranteed level in line with the potential guaranteed energy production.

The Senvion FleetPro availability guarantee

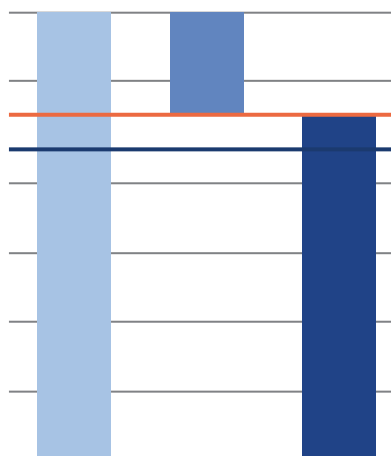
Customers receive compensation if availability falls below the guaranteed level. The guaranteed availability includes time for maintenance, retrofits and inspection

- Not Available
- Maintenance
- Retrofits & Inspection
- Other
- Operating Time



More Power to you!

This guarantee is based on the potential output. Senvion pays compensation if the actual achieved energy production falls below the potential guaranteed energy output level.



- ACHIEVED
- GUARANTEED
- Potential Energy Production
- Energy Loss due to service
- Actual Energy Production

*This does not mean Generation

At a glance

Module	Fleet Pro Lite	Fleet Pro Time	Fleet Pro Energy	Multibrand
Remote Monitoring [24/7]	Included	Included	Included	Included
Fleet Pro SCADA Access	Included	Included	Included	Included
Senvion condition monitoring		Optional	Included	Optional
Monthly Reporting		Included	Included	Optional
Year-end Diagnostic report	Included	Included	Included	Optional
Maintain Performance				
On-call Maintenance visits*	Included			
Regular maintenance		Included	Included	Included
Service hotline (TCC, local service Team)		Included	Included	Included
Balance of Plant Maintenance		Optional	Optional	Optional
Consumables		Included	Included	Included
Maintenance protocols	Included	Included	Included	Included
Software Updates	Included	Included	Included	
Regain Performance				
On-call Regain visits*	Included			
Remote troubleshooting		Included	Included	Optional
On-Site Repairs; Field service		Included	Included	Included
Spare parts purchase contract #	Included			Optional
Fleet Pro (Diagnostic package)		Included	Included	
Large Component exchange	Optional	Included	Included	Included
Documentation of on-site repairs	Included	Included	Included	Included
Optimization Module				
Software Upgrades	Included**	Included	Included	
Fleet Pro (Analytics)		Included	Included	Included
Solutions for AEP improvement	Optional	Optional	Optional	Optional
Gearbox inspection via endoscopy		Included	Included	Included
Blade inspection & Cleaning	Included	Optional	Optional	Optional
Monitor Performance				

*With additional Costs & timely deliverables

**All new hardware in Customer scope

#With Guaranteed timeline + additional cost

Senvion Wind Technology Services Private Limited

501-Delphi, Wing B, Hiranandani Business Park, Powai, Mumbai 400076, Maharashtra, INDIA

Phone : +91 22 71299700 | E-mail : info@senvion.in | Website : www.senvion.in

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