

JENBACHER

PEACE OF MIND

Services that matter



SERVICE
AGREEMENTS

PEACE OF MIND

Better control over maintenance costs, more uptime, access to technical support, and predictive maintenance are crucial in this fast-changing business landscape. Reduce your business uncertainty and stay competitive by taking advantage of a multi-year service agreement (MYA) that is tailored to your needs.

Predictable costs

A Jenbacher Services MYA from INNIO Group helps ensure that your equipment runs for years at predictable costs and with expert support. Depending on your needs, our MYAs range from spare parts alone up to a full coverage package, including on-site and remote service support, overhauls, and guarantees.

Your strategic partner

As your Jenbacher system's original equipment manufacturer (OEM), INNIO Group is your reliable partner, supporting you at top performance levels and helping you maintain and comply with sustainability targets. Our combination of innovation, strength, and expert OEM knowledge can help you grow competitively.



SMART OPERATIONS

With ease

To keep your plant operations at top performance, we proactively team up with you to plan ahead for your next service event.

Customized service scope

With a MYA, you get a tailored service agreement that complements your capabilities with our strengths in maintenance, overhauls, and technical support. These packages help you keep your plant running smoothly and, depending on the package you choose, can even enhance your investment over time. Our continuous monitoring and Technical Support, offered through our digital myPlant Performance platform, gives you even more advantages throughout your equipment's life cycle.



THE OEM AGREEMENT ADVANTAGES



More predictable operating costs

Based on terms and conditions tailored to your operating profile



Increased uptime

With a maintenance regime aligned to your business planning, integrated parts (that are preplanned, packaged together, and delivered shortly before you need them), and faster certified field technician dispatching



Quick and efficient support

Thanks to the expertise of our certified field technicians at our global Jenbacher Services network, who are backed by our remote 24/7/365 Technical Support team and our worldwide parts distribution network



Quality you can count on

By using OEM Jenbacher spare parts, which are tested to INNIO Group's factory-quality standards, and original tools designed to harmonize with our engine specifications

1,200+ certified field service technicians

With Jenbacher Services, only certified technicians work on your Jenbacher engines. All of our field service technicians – whether from INNIO Group or from our global network of authorized distributors – are part of our Jenbacher Field Service Certification Program. Up-to-date with the latest developments, they can access all relevant information and have been trained to carry out the tasks you need.



Proven success

- 1,200+ certified Jenbacher and authorized distributor field technicians are at work for you.
- Many Jenbacher customers have multi-year service agreements.
- Your costs are predictable.
- You get guaranteed reliability as an optional component of our maintenance contracts.

THE SUPPORT YOU WANT

Jenbacher Services multi-year agreement packages

Tailored to your needs, our MYAs are built on two basic service agreement packages:

Contractual service agreements (CSA)

This package is best if you want to focus purely on your core business and require high availability with comprehensive service coverage and support.

Your CSA benefits:

- Planned maintenance (preventative) and unplanned repairs (corrective)
- Outage planning and dispatching of certified field technicians and OEM parts orders by Jenbacher Services experts
- The most up-to-date parts
- Fast response to technical issues via our 24/7/365 contact centers and remote diagnosis
- Predictive operational costs over your asset's life cycle
- Flexible payment terms
- Optimized downtimes in consultation with you
- Optional services such as major overhauls, oil management, and Balance of Plant (BoP)
- Financing of optional upgrades

Material stream agreements (MSA)

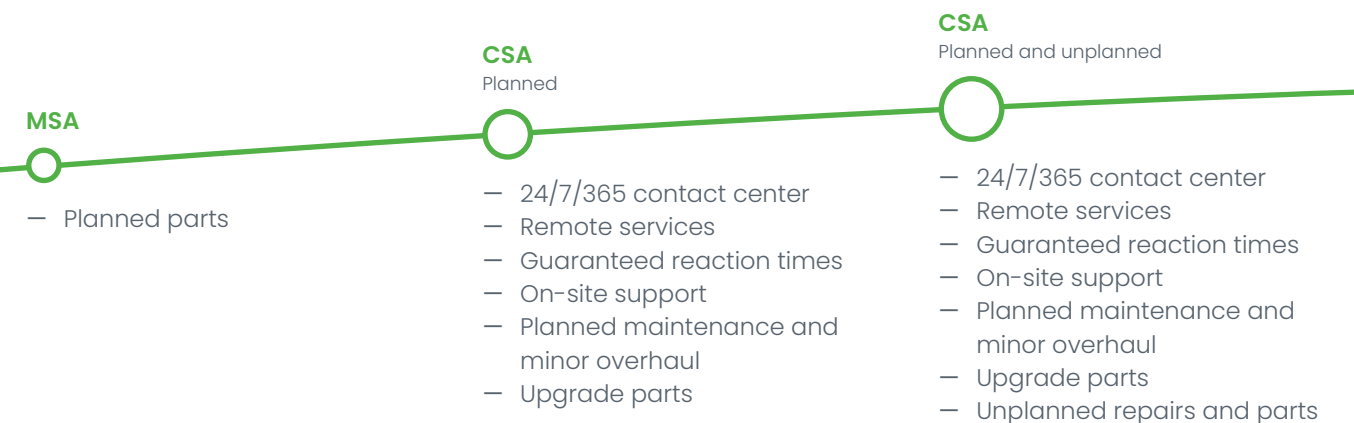
This package is best if you have in-house Jenbacher-certified service technicians and want attractively priced – and timely – available parts packages.

Your MSA benefits:

- Favorable prices and price security for Jenbacher OEM spare parts
- Planning and preferential dispatching of spare parts from the Jenbacher Services team
- The most up-to-date parts, delivered when needed
- Engine exchanges at pre-defined rates

MULTI-YEAR AGREEMENT SCOPE

MYA product comparison

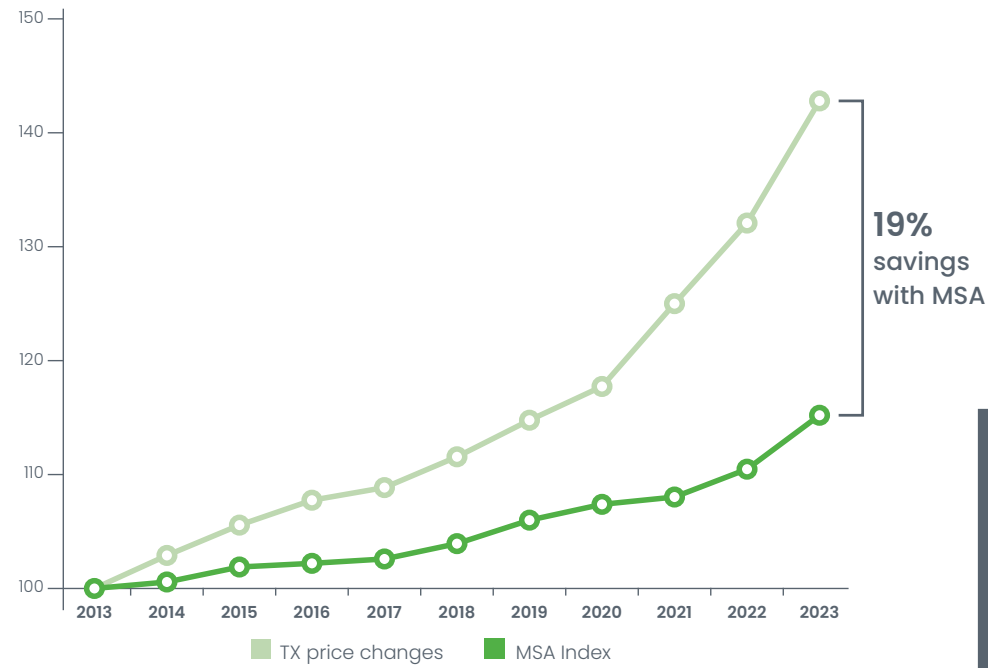


Extended CSA options:

- Enhanced remote and diagnosis
- Overhaul and maintenance
- Performance guarantees
- Oil management
- Resident engineers
- Auxiliaries
- Performance upgrades
- Major overhauls
- Balance of Plant (BoP)

INVESTING IN A JENBACHER SERVICE AGREEMENT PAYS OFF

With a MYA package, you gain economically. This example, based on the assumption of a basic price of €100, details the German price escalation in the machine builder industry for raw materials. It compares the Jenbacher MSA indexing price increase to a transactional (TX) business price increase over a 10-year period.



MSA advantages through indexing price escalation

- Improved performance and maintenance spend
- Better financial and operations planning
- Freed resources so you can focus on your core business



LONG-TERM SERVICE AGREEMENT

Provides mutual benefit for flexible power operation

Acea Produzione S.p.A., Rome, Italy

Italian utility Acea Produzione S.p.A., a subsidiary of Acea S.p.A. – one of Italy’s principal multi-utilities – supplies energy, water, and other environmental services in southwestern Rome. In 2017, the utility began to modernize its largest district heating power plant with two Jenbacher J920 Flextra combined heat and power systems. It added another J920 module in 2021, along with auxiliary gas boilers and other balance of plant equipment, to the existing modernized engine hall, improving the utility’s operating flexibility and energy efficiency while reducing its environmental impact. For the Jenbacher modules, Acea Produzione S.p.A. relies on a long-term service agreement that includes both scheduled and unscheduled work.



KEY TECHNICAL DATA

Engine type	3 x J920 Flextra
Electrical output	28.5 MW
Thermal output	21.9 ¹ MW
Heat storage	30 MW
Energy source	Pipeline gas
Commissioning	2017, 2021

»ACEA has formalized its partnership with INNIO Group with the goal of achieving maximum availability and efficiency throughout the entire lifetime of the plant. This partnership goes beyond a typical supplier-customer relationship as both parties can rely on each other for mutual benefit.«

Luca Caracciolo,
Operations and Maintenance Manager of Acea Produzione S.p.A.

¹ + 69 MWth available from the boilers

RELIABLE PARTNERSHIP FORMS THE BASIS

For a renewed full life-cycle service agreement

Bioenergie Aspach Verein & Co KG, Aspach, Austria

Bioenergie Aspach operates in the agricultural sector with a focus on the production of renewable raw materials. This organic waste is turned into biogas, which subsequently is used as an energy source. Since the first commissioning of a Jenbacher engine in 2005, Jenbacher solutions have delivered renewable electricity for Bioenergie Aspach. The company also was one of the INNIO Group’s first customers globally for our next-generation Jenbacher Type 3F engine technology. Recently, Bioenergie Aspach renewed its customer service agreement for the next 60,000 operating hours for the J312F engine – meaning INNIO Group will be responsible for delivering services for the engine’s full life cycle.

KEY TECHNICAL DATA

Engine type	1 x J312 F-version
Electrical output	550 kW
Thermal output	557 kW
Energy source	Biogas
Commissioning	2020

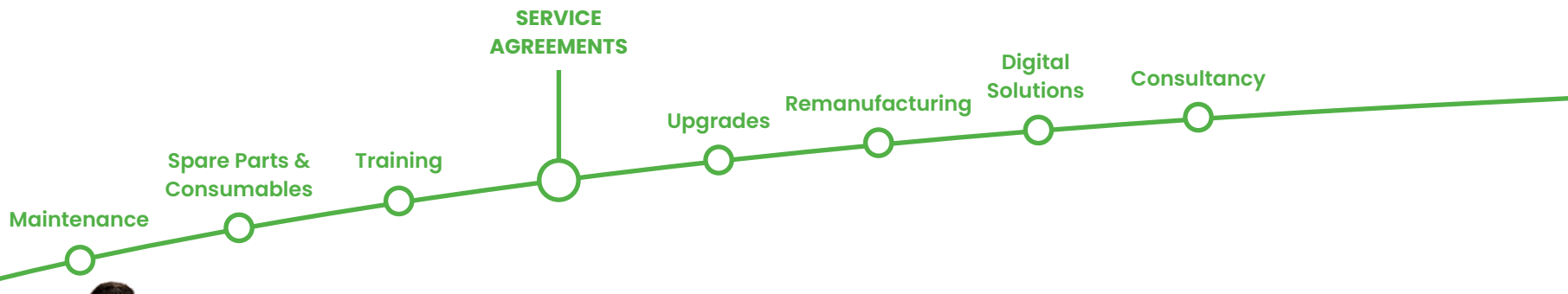


»Bioenergie Aspach has been using INNIO Group’s Jenbacher solutions since 2005. Over the years, the Jenbacher experts have become trusted and reliable partners for us – that is also why we have just recently signed a new customer service agreement for the next 60,000 operating hours on our Jenbacher J312F engine.«

Johann Angleitner-Kettl,
Managing Director of Bioenergie Aspach Verein & Co KG

JENBACHER SERVICES SOLUTIONS

Our global Jenbacher Services team knows your Jenbacher energy system best. As your OEM, INNIO Group provides you with a full suite of life-cycle solutions – from original parts to reliable remote and on-site services – all enabled by our cutting-edge myPlant technology.



Your Jenbacher Services team

TOTAL SUPPORT FROM INNIO GROUP

Delivering flexibility and experience

Drawing on more than 65 years of power innovation, INNIO Group’s Jenbacher technology provides hydrogen-ready power generation to businesses and industries striving for a greener future. Today’s highly efficient Jenbacher systems deliver energy independence through low-emission, secure, and cost-effective energy solutions.

With key benefits from our powerful digital platform

Through our myPlant Performance digital platform, we provide remote support for our connected customer-operated systems around the globe. Today, more than 12,000 Jenbacher systems are managed remotely, and more than 1,200 billion data points are evaluated annually – a powerful proof-point of INNIO Group’s knowledge and experience.

Backed by our commitment to sustainability

At INNIO Group, we commit to the highest ethical standards and implement best practices in governance and compliance. A sustainable way of conducting business is front and center of everything we do. By selecting us as your supplier, you enter a long-term relationship with a reliable partner. Our fundamental mission to deliver a sustainable future and empower the world’s transition to net zero was recognized with prestigious EcoVadis ratings. In 2021, we joined the “Race to Zero” campaign, initiated by the United Nations, to bring together global leadership for an accelerated transition to a net-zero future. Thanks to our efforts, INNIO Group’s ESG Risk Rating again secures our number one position across more than 500 companies globally in the machinery industry assessed by Sustainalytics.²

² Ratings took place in March 2023.

HOW WILL YOU BENEFIT?

Contact an expert from
Jenbacher Services to learn more.

Partner with us for your Jenbacher Services multi-year agreement package and put your focus back where it matters most – on your core business.

Reach out today by completing the contact form online:
jenbacher.com/contact.



About INNIO Group

INNIO Group is a leading energy solution and service provider that empowers industries and communities to make sustainable energy work today. With its product brands Jenbacher and Waukesha and its digital platform myPlant, INNIO offers innovative solutions for the power generation and compression segments that help industries and communities generate and manage energy sustainably while navigating the fast-changing landscape of traditional and green energy sources. INNIO is individual in scope, but global in scale. With its flexible, scalable, and resilient energy solutions and services, INNIO enables its customers to manage the energy transition along the energy value chain wherever they are in their transition journey.

INNIO is headquartered in Jenbach (Austria), with other primary operations in Waukesha (Wisconsin, U.S.) and Welland (Ontario, Canada). A team of more than 4,000 experts provides life-cycle support to INNIO's more than 55,000 delivered engines globally through a service network in more than 100 countries.

In March 2023, INNIO's ESG rating ranked first out of more than 500 companies worldwide in the machinery industry assessed by Sustainalytics.


For more information, visit the INNIO website at innio.com, the Jenbacher website at jenbacher.com or the Jenbacher Services website at jenbacher.com/en/services.

Follow INNIO Group and its brands on  (formerly known as Twitter) and .



ENERGY SOLUTIONS.
EVERYWHERE, EVERY TIME.

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