

MEETING WITH

EXPERT SERVICE SOLUTIONS FOR HYDROGEN APPLICATIONS



October 2022

Name

Our Mission



**WE LOVE TO PROVIDE SERVICES
THAT MATTER.
HANDS-ON.**

This is our service DNA

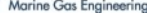
Service and solution provider

Fast & local	Experienced compressor specialists	Process knowledge	OEM original spare parts
Any recip brand Any time	Global service footprint	Tailor-made solutions	Technology leader & digital solutions

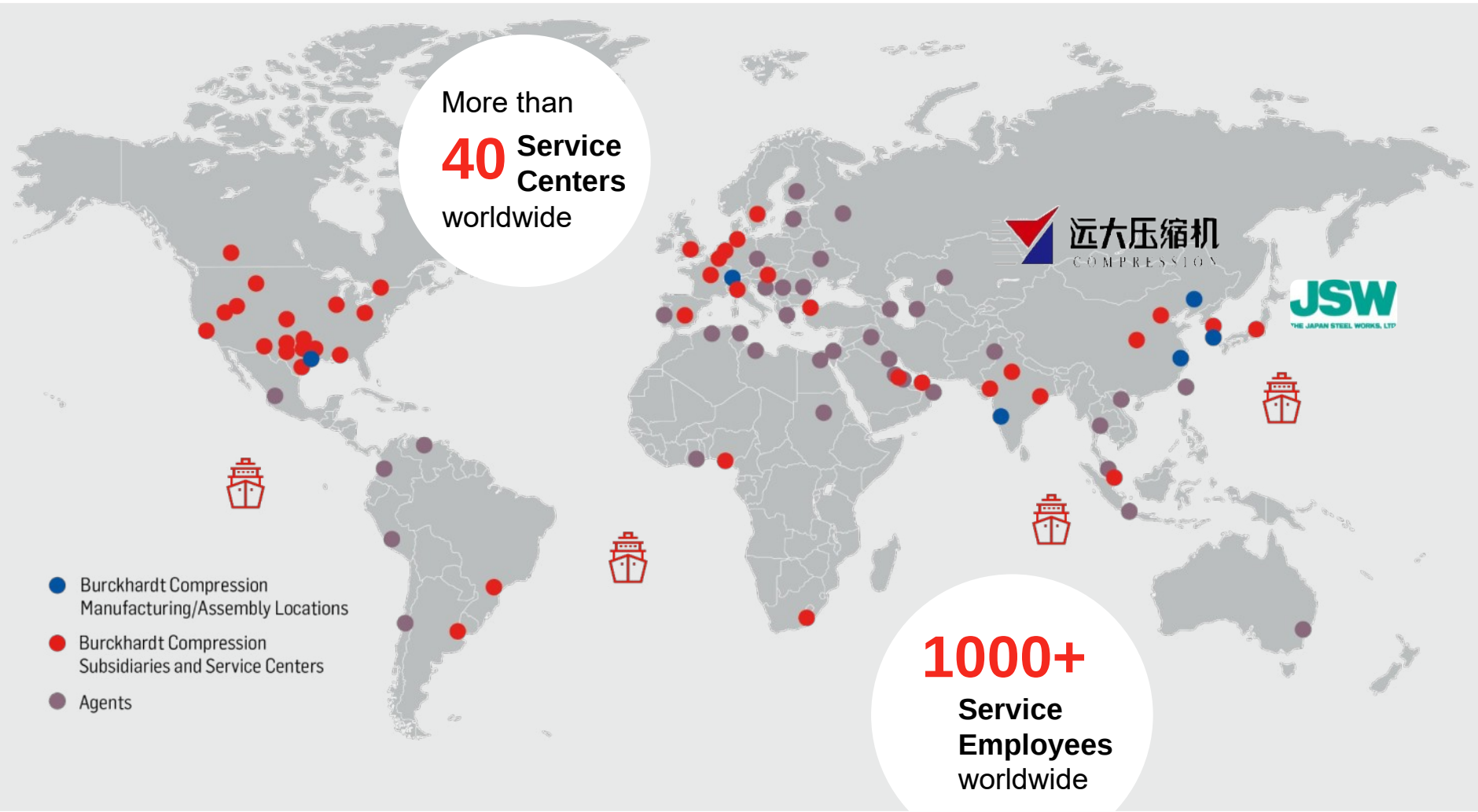
Quality, health & safety and our people are our foundations

Burckhardt Compression

Stable customer base

Gas Gathering & Processing	Gas Transport & Storage	Refinery	Petrochemical/ Chemical Industry	Industrial Gas/H ₂ Mobility & Energy
       	          	          	           	         

Qualified service network



We live the global network approach to provide "best-in-class" service



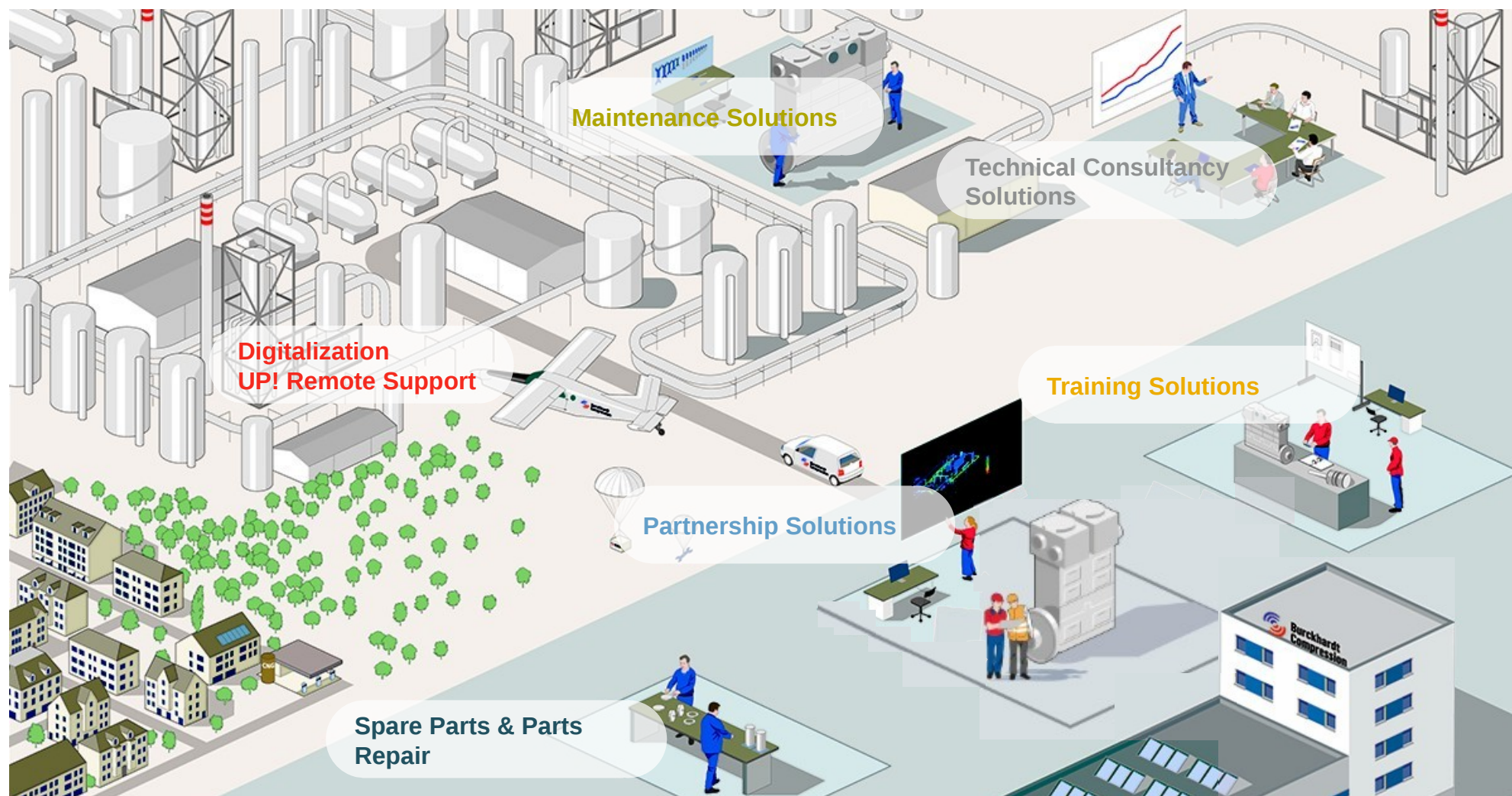
Your local contact

- **ONE** contact for all needs
- Close relationship
- Fast response
- Complete service portfolio

Burckhardt Compression regional & global network support

- With all service centers
- With OEM knowledge and expertise
- With manpower where and when needed
- 24/7 global emergency hotline

Full range of services for your every need



Partnership Solutions

The foundation of a long-lasting partnership

Service levels focused on partnership and performance



On Demand



Basic Care
Standard
Partnership



Premium Care
Dedicated and
interactive
Partnership



Performance
Optimum
operational
Partnership

Description					
Agreed T&C		(●)	●	●	●
SE RV IC ES	Maintenance				
	Field Service Representative – Supervisor	○	●	●	●
	Field Service Representative – Assistant	○	○	○	(●)
	Spare Parts	○	●	●	●
	Parts Repair	○	○	●	●
EX PE RT SE RV IC ES	Fleet Management	N/A	○	●	●
	24/7 Technical Consultancy	○	●	●	●
	UP! Remote Support	○	○	●	●
	Emergency Troubleshooting Availability	○	○	○	●
	PLC Hardware and Software Support**	○	○	○	●**
Condition Monitoring & Diagnostics*		○	○	○	●*

(●) = To be discussed, ● = BC scope, ○ = Customer scope / option by BC

Service Agreement - SERVICE

Maintenance

- Manpower for planned overhaul on-site works
- Dedicated and certified field service representatives
- I&C, overhaul, troubleshooting

Your benefits

- Detect & resolve potential issues for outstanding safety
- High flexibility of our field service representatives



Spare parts

- In-house wear & tear and capital parts
- Critical spare parts on-site to minimize downtime
- State-of-the-art solutions

Your benefits

- Maximum reliability, optimum availability
- Genuine OEM quality parts



Parts repair

- Execution by our local service center
- Detailed repair works' documentation
- Incorporation of the latest technology

Your benefit

- Budget optimization
- 12-months warranty



Service Agreement - EXPERT SERVICES

Fleet management

- Single point of contact
- Direct communication with operation team
- Yearly budget planning
- Joint performance meeting
- Support in any request

Emergency troubleshooting

- Availability of field service representatives
- Travel to site and rectify any system issues
- Ensure immediate on-site support
- Minimize downtime

24/7 Technical consultancy

- First-level support
- 24/7/365 availability
- Incident coordination
- Report on actions taken

UP! Remote Support

- Virtual assistance wherever the compressor or operator is located
- Real-time guidance for your personnel
- Preparation for scheduled maintenance
- Fastest support in real time without incurring travel time

Solutions that matter

Your partner for compressor solutions and services

One Burckhardt contact

taking the lead, knowing
your assets

Reduced maintenance costs

working in a partnership with
Burckhardt Compression

Optimum availability

of your compressor using
our experts



Fast response

locally from over 1'000
service employees
globally

24/7 services at hand

with 40+ service centers
worldwide

**Solutions for all reciprocating
compressors** no matter what
make or model

Always a step ahead with
our digital UP! Solutions

Thank You!



What are your Service Expectations to Burckhardt Compression?

-
-
-



Burckhardt Compression

Compressors for a Lifetime™

Our employees deliver a full range of services with skill and passion



Spare parts & component solutions

A perfect fit

- In-house wear & tear and capital parts
- Component upgrades
- State-of-the-art components exceeding standards
- Development of future-proof H₂ solutions together with you

Your benefits

- Maximum reliability, optimum availability
- Highest quality
- Fast delivery
- Optimal solutions, flawless traceability
- Genuine OEM quality parts

Maintenance & repair solutions

Flexible and customized for more profitability

- Field service for on-site works
- Installation & commissioning
- Preventive & predictive maintenance
- Troubleshooting
- Component repairs

Your benefits

- Continuous performance improvements
- Detect & resolve potential issues for outstanding safety
- High flexibility of our field service technicians
- 24/7 availability of technical support

Training solutions

Sharing state-of-the-art knowledge

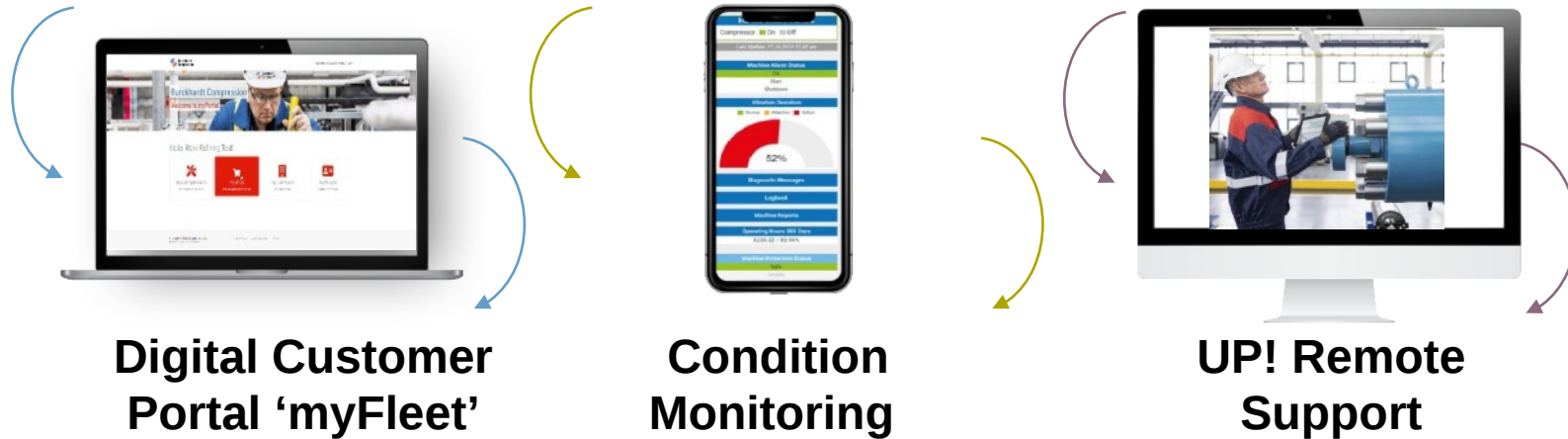
- Compressor technology training
- On-site training (at your site)
- In-house training
- Tailor-made online training session
- Theoretical basis paired with hands-on training

Your benefits

- Minimize downtime and maximize profit
- Professionally trained employees
- Safety awareness

Digital Solutions

Digitalization matters



Analyze and boost the performance of your assets anytime and anywhere. We offer the advantages of a one-stop shop, tried and tested portfolio that includes everything from remote condition monitoring to sophisticated, centrally-controlled, condition-based maintenance.

Smart compression solutions for lifelong uptime



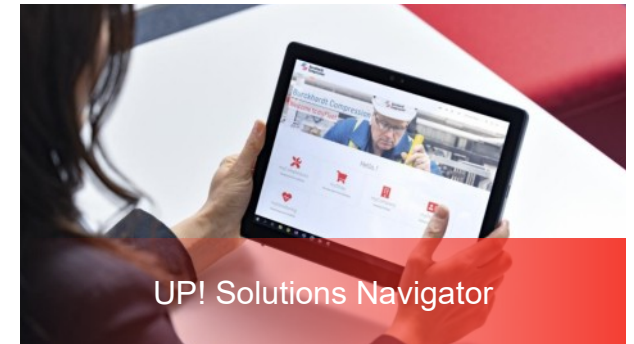
UP! Remote Support

- Staff training and to troubleshoot compressors
- Quick diagnose of complex problems



UP! Connected Compressor*

- Increased uptime through predictive problem detection
- Optimized maintenance and spare parts provisioning
- Data analysis on dynamic performance
- Improved productivity of machines and fleets



UP! Solutions Navigator

- Platform of solutions, products, services
- Knowledge-transfer for pilot customers
- Simplified requests by customers

*project name only, product name to be developed