

AB

ABetter  
Way

Service



Our service makes the difference

AB Service: Partnering with customers 24/7, 365 days a year.





## service

AB: experts and industry leaders in cogeneration solutions, engaged in the development of systems to achieve energy sustainability.

AB ECOMAX® CHP and on-site generation systems maximize energy efficiency, while reducing overall fuel consumption and emissions.

Our **BIOCH4NGE®** renewable natural gas systems help our customers successfully transition to renewable energy sources.

Our emission control technologies allow us to comply with national and local regulations.

Superior support for a superior product.



Single point of contact



Fully IoT enabled installations



Superior spare parts inventory and supply-chain

1,550+

Designed and installed systems

1.75

MW installed

+ 95%

Availability

90%

Installations covered by the AB Protection Plan

50

Engines in stock on average

300

Technicians worldwide

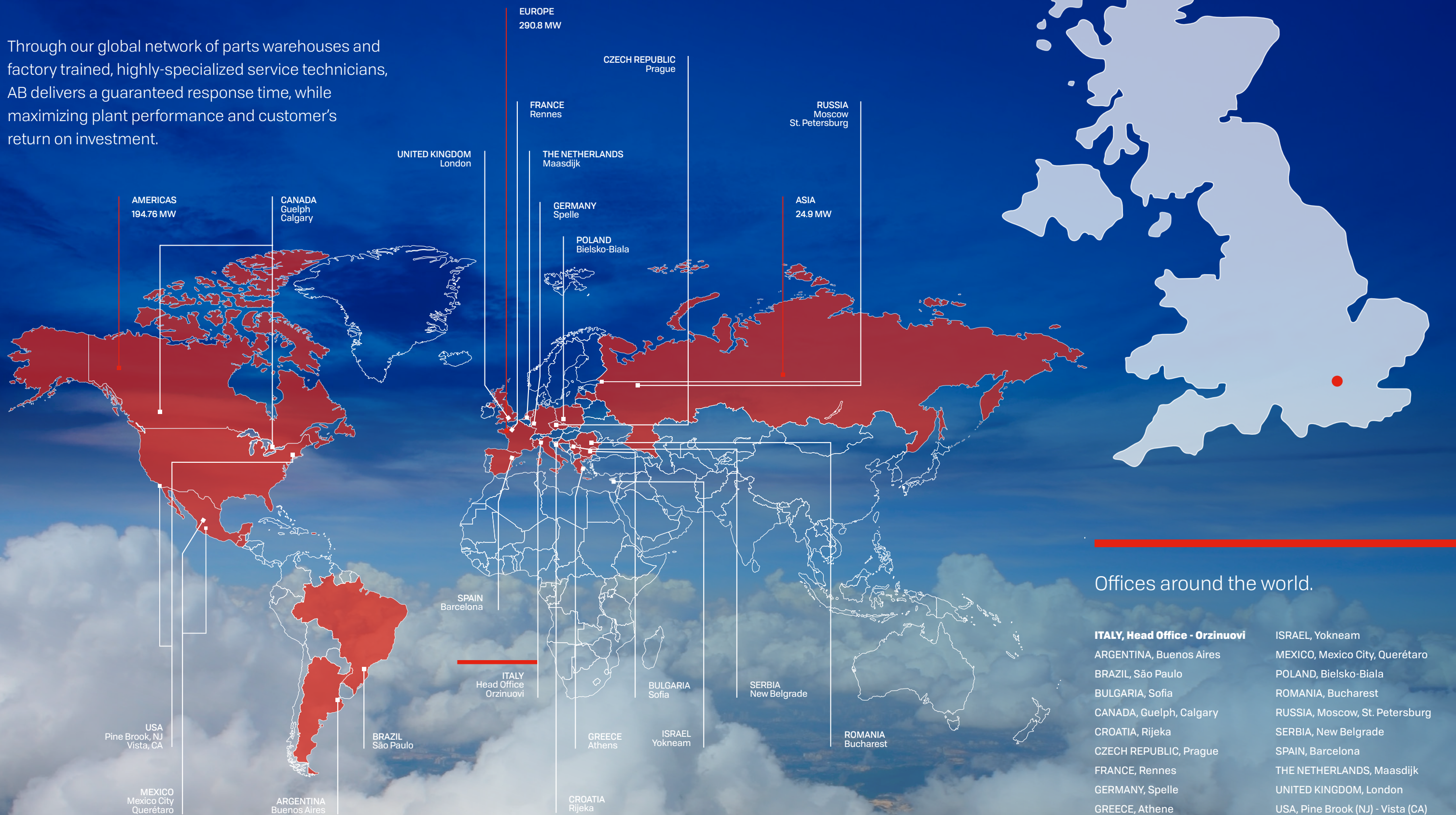


# A Global Presence

Through our global network of parts warehouses and factory trained, highly-specialized service technicians, AB delivers a guaranteed response time, while maximizing plant performance and customer's return on investment.

## UNITED KINGDOM 47 MW

Office Locations





# Comprehensive Product Support



## AB Service Advantages begin at start-up.

AB technicians service and maintain the entire installation, not just the engine. Following installation of the plant, we ensure a successful start-up and stand by your side for the operational lifetime of the plant.

Best-in-class product support through-out the CHP life cycle

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01.

Installation



Maintenance agreements

02.

03.

Training and refresher courses



Remote monitoring capabilities and online diagnostics

04.

05.

On-site service



Original spare parts

06.

07.

Repairs, upgrades and overhauls





# Major Overhaul and Plant Life-Cycle Optimization

With in-house major overhaul capabilities, AB Service will assist in bringing your investment back to as-new conditions, starting a new life-cycle at equal or better performance. We offer far more than comprehensive maintenance services: As a highly specialized engineering company, AB is also in a unique position to offer upgrades that improve engine and plant performance following an overhaul.





# AB Help Desk always there when you need it



Download  
brochure



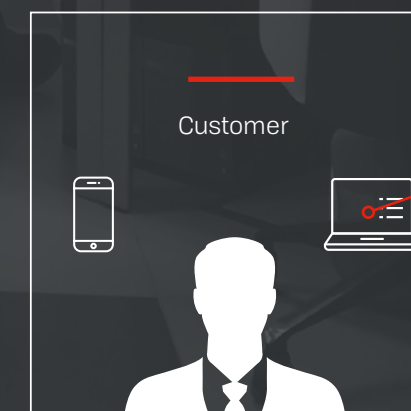
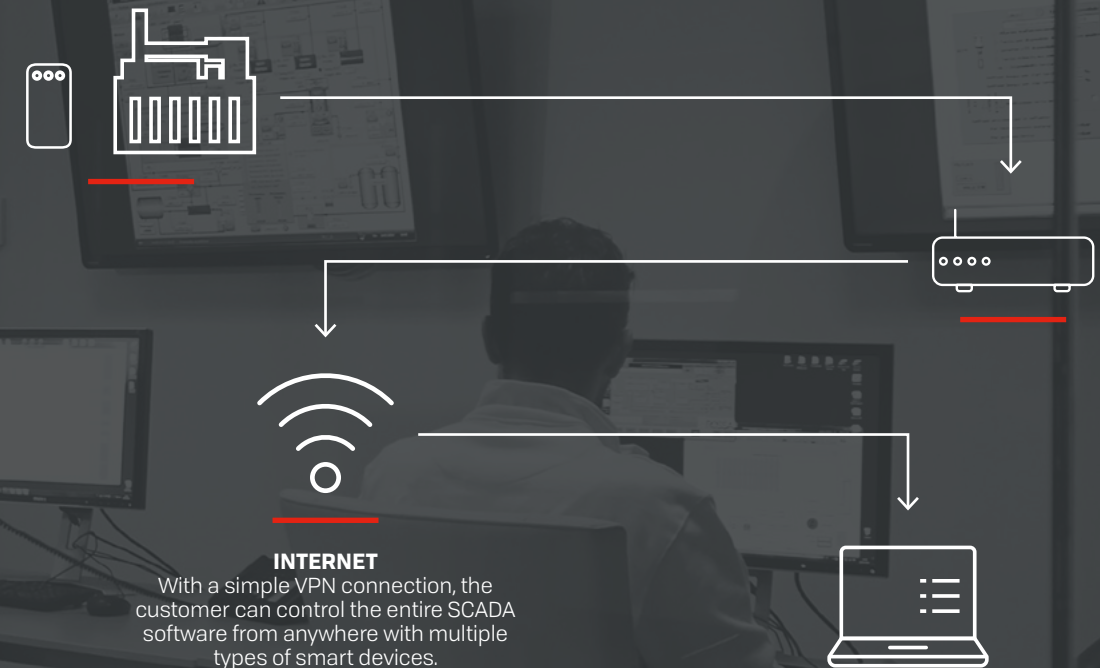
## 24/7 monitoring capabilities and remote assistance complement the strength of AB Service

All AB plants are fully IoT enabled and connected to our remote monitoring control room and help desk.

In the event of alarms or shutdowns, the online system automatically alerts the local team.

Our multilingual help desk is available around the clock and will work hand-in-hand with local teams, quickly resolving any issues and ensuring prompt resolution.

## Remote control and help desk

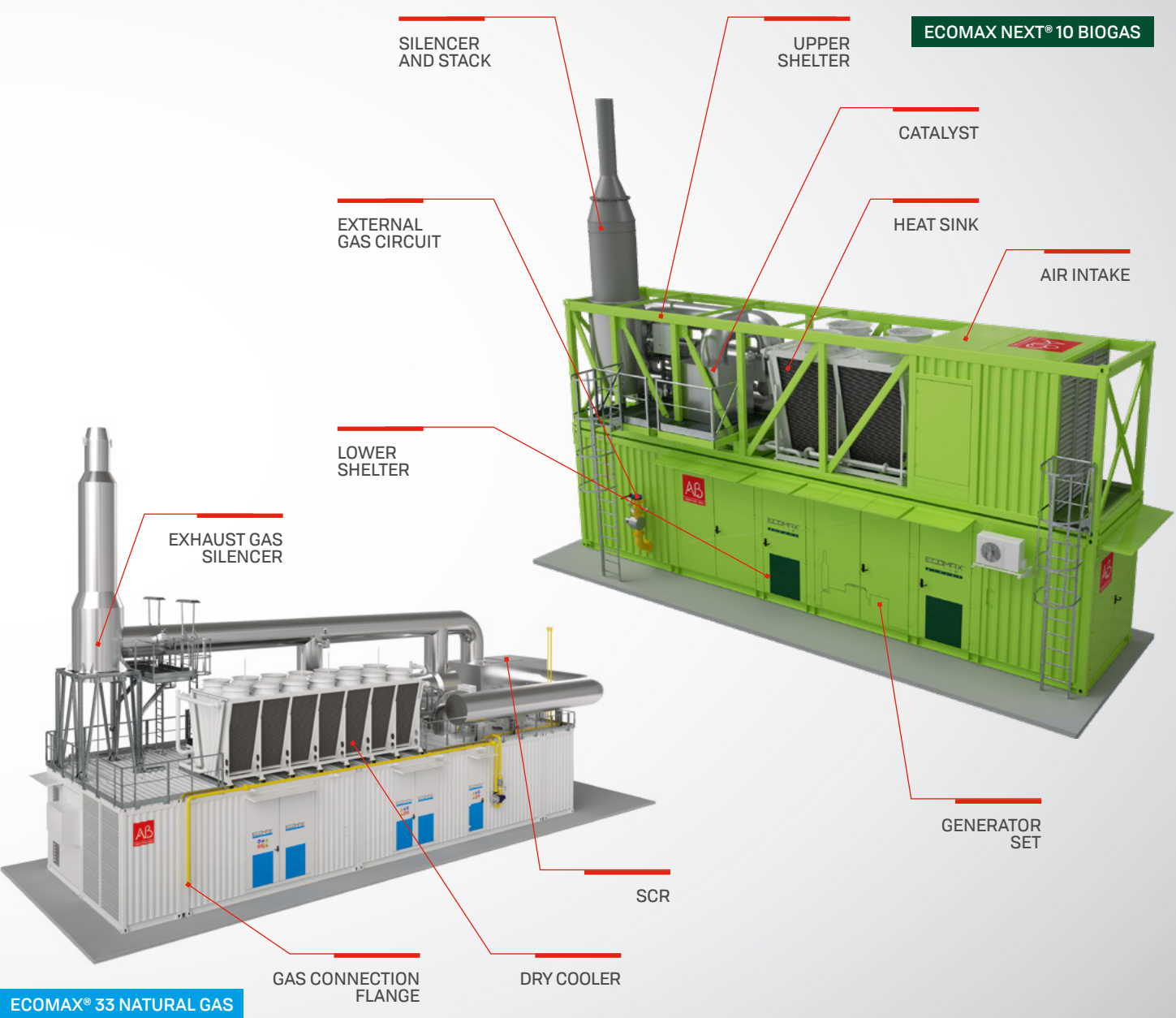
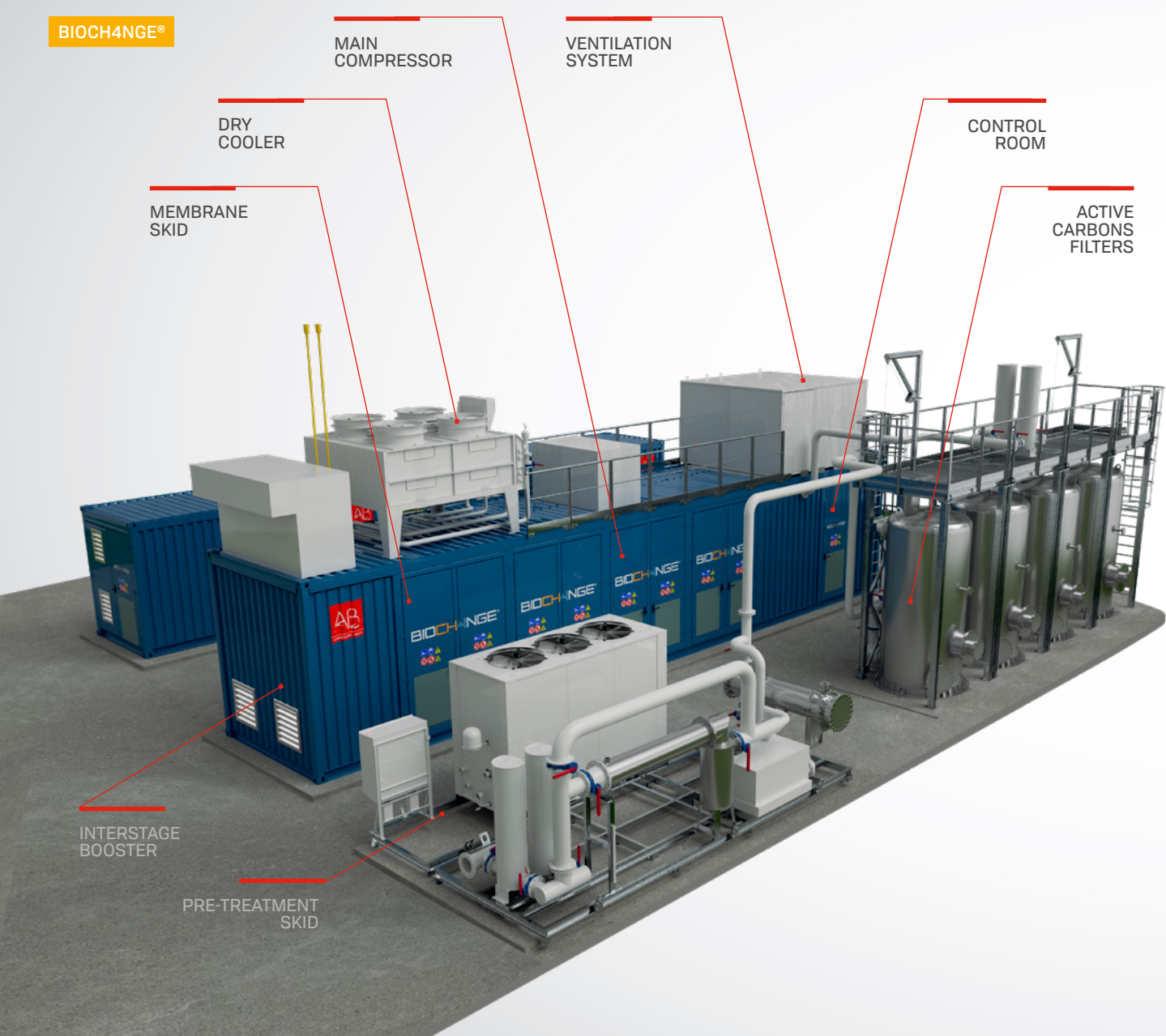


Customer provided public/static IP address, gateway IP and local IP to connect Firebox to the LAN.



# AB Maintenance Plan Options

		Preventive + Assistance	Corrective	AB Protection Plan
Preventive	Parts	Included	Included	Included
	Labour	Included	Included	Included
Corrective	Parts	Excluded	Capped	Unlimited
	Labour	Excluded	Capped	Unlimited
Assistance and Technical Support		Business hours	24 / 7 / 365	24 / 7 / 365
Remote Monitoring Tools		Included	Included	Included
Availability Guarantee		n.a.	93%	95%
Training		Included	Included	Included



# AB Service Videos



**AB Service: Partnering with customers 24/7, 365 days a year.**



**Maximize performance and reliability; minimize engine downtime. AB Service is there for you.**



**WATCH THE VIDEO**

**Magna Group -  
Polycon Industries**

**Automotive company in Canada**



**WATCH THE VIDEO**

**Gaec Bon Vent**

**A sustainable farm in France**



**WATCH THE VIDEO**

**Aria - Jefferson Torresdale Hospital**

**Hospital and Health-Care Facility in USA**



**WATCH THE VIDEO**

**BNL**

**Data processing center in Italy**

BNL in Rome employs trigeneration to reduce its energy consumption by 40%



**WATCH THE VIDEO**

**Intergrow**

**Commercial greenhouse in USA**

Operating in "island-mode", the ECOMAX® CHP helps tomatoes grow more efficiently



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At AB, our relationship with our customers is a lifelong partnership.

AB delivers on our commitment to provide best-in-class service of our best-in-class plants.

With you from the start: AB is your single source partner for the life of your plant.



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