

Global reliability. Local availability.  
Uncompromising service.



# Our global service network



**Everlence**

**PrimeServ**

# Wherever you sail, whatever you power, whatever you process, **we're there to provide peace of mind**

We are close to your site:

# 100+

locations

## When a day of downtime costs \$82,000, you need a service partner who delivers certainty.

Everllence PrimeServ delivers much more than your standard support. We're your first point of contact, your strategic service partner, and your go-to expert for everything from customer care and spare parts to technical service and digital solutions. Our goal is to ensure your operations run seamlessly, efficiently, and always at peak performance. Because when it comes to your equipment, no one knows it better than the original equipment manufacturer.

## When downtime isn't an option

In the marine sector, power generation and many other essential industries, every second counts. Whether it's container ships, ferries, cruise liners, bulk carriers, pulp & paper production, process industry or large-scale power plants, downtime simply isn't an option. Delayed maintenance or unavailable spare parts can lead to costly disruptions, financial losses and missed commitments.

With fast spare parts availability, expert servicing and tailored maintenance plans, Everllence PrimeServ ensures uninterrupted energy supply, regulatory compliance and peak performance.

From emergency repairs to long-term service agreements, we're your trusted global service partner – ready to act whenever and wherever you need us.

## Industry-leading service wherever you operate

Everllence PrimeServ is the dedicated service brand for all Everllence products, providing comprehensive lifecycle support. With a global presence, round-the-clock availability, and OEM-backed expertise, we ensure reliability both at sea and on land.

With 100+ locations worldwide, we offer continuous, hands-on support. We take the best people, equip them with the necessary skills, and provide optimal flexibility and reliability in every service we offer. Our approach is built on three fundamental values:

- **Pioneering** – We don't just maintain equipment, we enhance and future-proof it. Our expertise combines the industry best practices with cutting-edge innovation.

- **Solution orientation** – Your challenges are our challenges. We tailor our services to meet your specific operational needs, ensuring maximum efficiency and uptime.

- **Trustworthy partnerships** – You can rely on our highly trained experts to deliver excellence with precision, passion and commitment, anytime, anywhere.



# Global standards, local dedication

When you choose Everlence PrimeServ, you're not just getting the most flexible and reliable service solution available – you're choosing certainty. Unlike third-party providers, we're original equipment experts, delivering unmatched reliability, efficiency and long-term value. With our OEM-backed service network, you benefit from:

- **Guaranteed OEM quality:** Genuine spare parts engineered for performance, durability and compliance.
- **Consistent excellence worldwide:** Standardized service levels across the globe, delivered by specialists with deep local knowledge.
- **Maximum uptime:** Rapid-response field service teams, predictive maintenance and optimized spare parts availability.
- **Smarter operations, lower costs:** Strategically located service centers help you plan routes more efficiently, reducing downtime and cutting maintenance expenses.

**A relentless commitment to excellence**  
At Everlence PrimeServ, we don't just maintain equipment – we optimize, enhance and future-proof it. Our globally aligned service centers set the benchmark for quality while adapting to local market needs. Whether it's ensuring compliance, maximizing efficiency or reducing costs, we empower you to stay ahead and drive long-term success.

# When every second counts, we deliver

Want to see the real-world results we've helped our customers achieve through our expert service and reliable solutions?



## Case 1: 100,000 hours of reliable performance

### Challenge:

With over 100,000 operating hours, maintaining peak efficiency was critical – especially as the vessel transitioned to sustainable biofuels.

### Solution:

Through Everllence PrimeServ's long-term service agreement, the vessel received regular maintenance, genuine OEM spare parts, and expert consultation to continuously optimize performance. Everllence service engineers worked closely with the crew, providing an optimized maintenance schedule and ongoing support.

### Results:

- 100,000+ operating hours at peak efficiency.
- 80% CO<sub>2</sub> emission reduction with biofuels.
- Maximized uptime with genuine spare parts and expert servicing



## Case 2: Uninterrupted service – anytime, anywhere

### Challenge:

A shipping company faced an unexpected route change, forcing one of its vessels to miss a scheduled maintenance appointment at a PrimeServ workshop. Without proper servicing, the vessel risked operational inefficiencies, failures, and extended downtime.

### Solution:

With a globally standardized service network, the vessel was able to dock at an alternative PrimeServ hub along its new route. The local service team carried out the required maintenance with OEM-quality parts – ensuring the same high standard as originally planned.

### Results:

- Seamless service transfer with identical maintenance quality at the new location.
- Zero delays as the vessel resumed operations without disruption.
- Avoided losses by preventing potential downtime costs of up to \$82,000 per day



## Case 3: Rapid steam turbine repair for a power plant in London

### Challenge:

A power plant in London needed urgent repairs on its generator steam turbine, as guide vanes 1-5 were found to be damaged during an inspection.

### Solution:

Everllence PrimeServ's team conducted a thorough turbine inspection, replaced the damaged components with OEM-quality spare parts, and restored full operational efficiency. The repair was completed swiftly to minimise power generation disruptions.

### Results:

- Extended turbine lifespan and improved efficiency.
- Minimized downtime, ensuring stable energy supply



### Our service portfolio

We offer a full spectrum of services designed to keep your fleet and plants efficient, compliant, and competitive.

- **Genuine OEM spare parts:** Protect your assets with patented, high-quality components manufactured to OEM standards.
- **Long-term service agreements:** Predictable maintenance planning & cost savings tailored to your operational needs.
- **Retrofits & upgrades:** Future-proof your engines and systems for efficiency, emissions compliance, and competitive performance.
- **Technical service & field support:** 24/7 availability to ensure reliability and rapid response worldwide.
- **On-site recovery solutions:** Fast-track repairs to get your equipment back in service with minimal disruption.
- **Remote monitoring & optimization:** Digital solutions to maximize efficiency, safety, and availability of your Everllence machinery.
- **One-stop services with PrimeServ Omnicare:** Consolidate services for your engines, turbines & compressors across major marine and power brands.
- **Everllence PrimeServ Academy:** Get the best qualifications to operate and maintain your Everllence installations.



**From dock to deep sea and on any site – your trusted service partner**

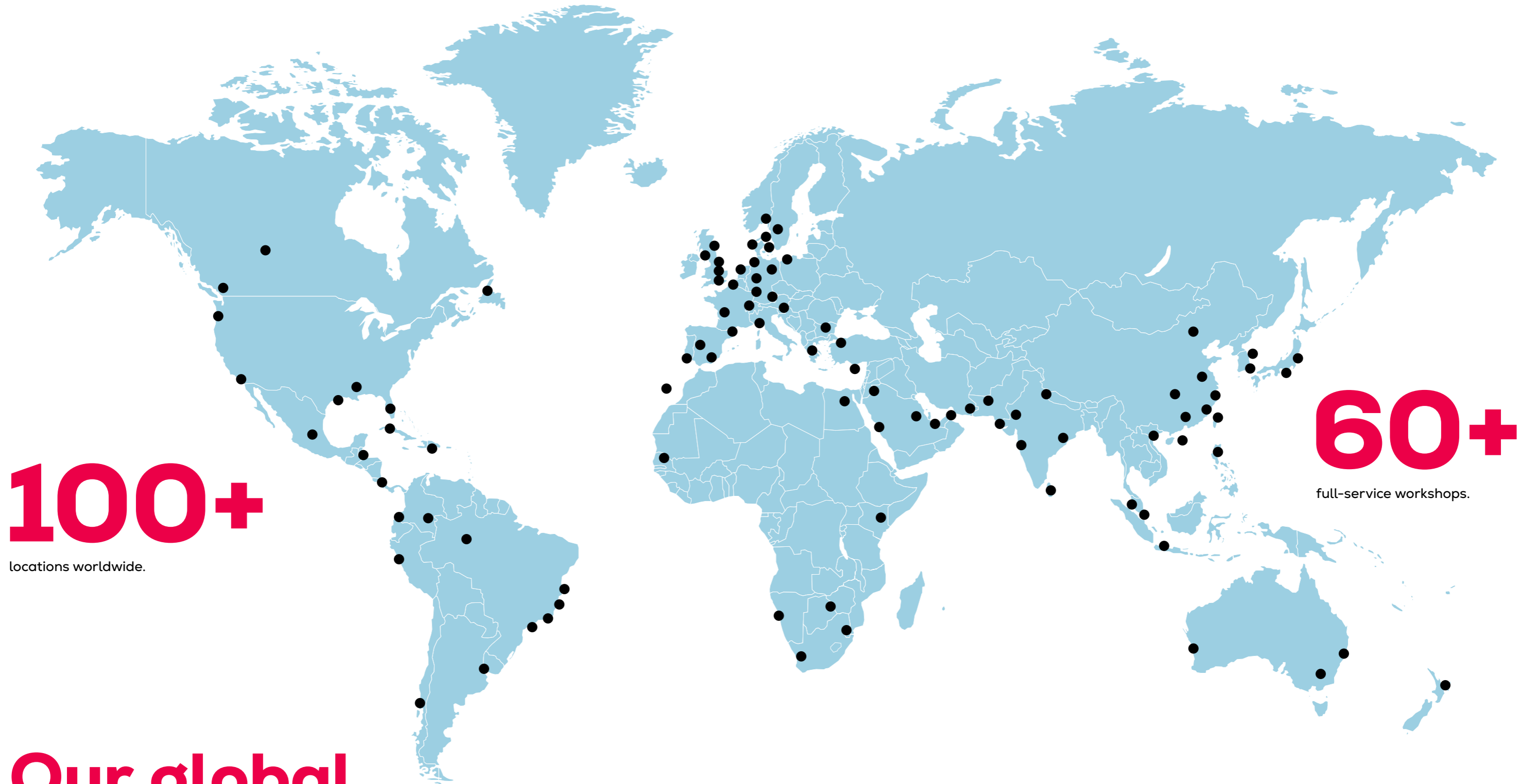
Our global service network ensures fast response, expert support and maximum efficiency for your engines and systems – helping you stay ahead with reliability you can trust.

#### We offer comprehensive service solutions:

**Sales & spare parts:** Genuine OEM parts, expert consulting, and CRM-based support to optimize availability and performance.

**On-site recovery & field service:** Emergency response and proactive service, wherever you need us.

**Technical service & maintenance:** Precision repairs, reconditioning and lifecycle optimization for long-term efficiency.



**100+**

locations worldwide.

**60+**

full-service workshops.

# Our global service at a glance

Did you remember to order spare parts? No problem – we did. We also checked lube oil, engine condition, scheduled maintenance and installed updates. As your service partners, we keep your business running smoothly, securing efficiency and safety 24/7, around the world, on-site and online. We're here for what matters most: your peace of mind.

### Service is digital – service is smarter

Service has evolved, and so have we. Everlence PrimeServ doesn't just help you maintain your assets, we help you future-proof them. As you navigate the shift towards carbon-neutral operations, our digital service solutions ensure that your technology delivers on its promise.

Powered by expert insight, our real-time support and analytics based on remote monitoring keep your equipment performing at peak efficiency – year after year, without interruption. Because service isn't just about fixing problems – it's about preventing them.

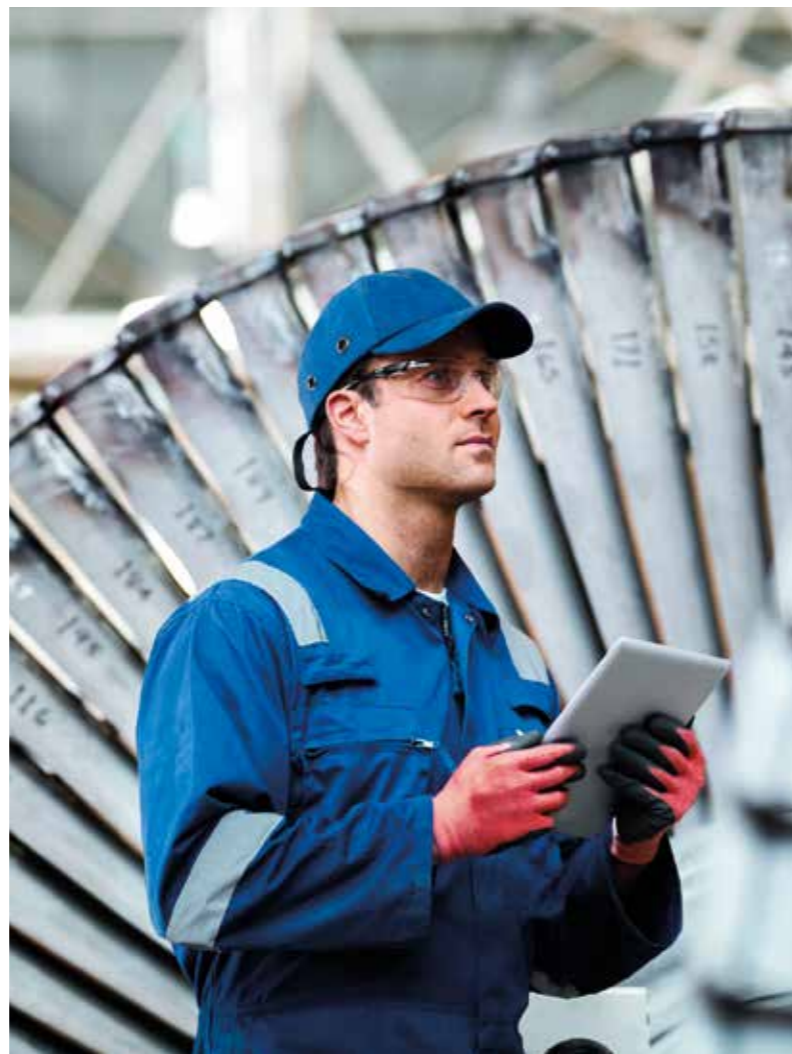
### Our location types:

- Sales offices – Spare parts sale & consultation.
- Workshops – Maintenance & repair.
- Flagship service centers – Full spectrum of all services, sales & reconditioning.

**Find out more**  
[www.everlence.com/  
 services/service-locations](http://www.everlence.com/services/service-locations)

# Closer than you think, always at your site

Wherever you operate, Everllence PrimeServ is right there with you – delivering expert service, quick response and trusted OEM solutions tailored to your region. Our global service network is built for speed, reliability and efficiency, ensuring you get the support you need, exactly when and where you need it.



# 24

hours a day

# 365

days a year



## Examples of our flagship service centers

### Scandinavia

A full-service partner for Northern Europe, our Frederikshavn service center ensures 24/7 support, OEM spare parts and expert maintenance for Everllence engines, propellers and equipment – minimizing downtime and maximizing efficiency.

### Hamburg

A major European hub with 80 years of experience, our Hamburg service center specializes in two-stroke and four-stroke engine repairs, turbocharger services, and industrial assembly. We process up to 160 tons of components in our 10,000 m<sup>2</sup> facility.

### BeNeLux

Strategically located in Rotterdam and Antwerp, Everllence PrimeServ Benelux offers complete support across Northern France, Belgium, and the Netherlands. Our expert team provides full engine service, turbocharger maintenance, and turbomachinery solutions, ensuring reliability across the region's busiest ports.

### France

With hubs in Saint-Nazaire and Marseille, we provide expert field service, maintenance, and spare parts for Everllence, Pielstick and third-party engines. Our technicians are ready to respond quickly across the Mediterranean and French-speaking regions.

### UK

With offices in Stockport, Redhill, and Aberdeen, Everllence PrimeServ UK delivers 24/7 support for the marine and power sectors. From OEM spare parts to retrofit solutions and technical services, we ensure the highest standards of maintenance and efficiency.

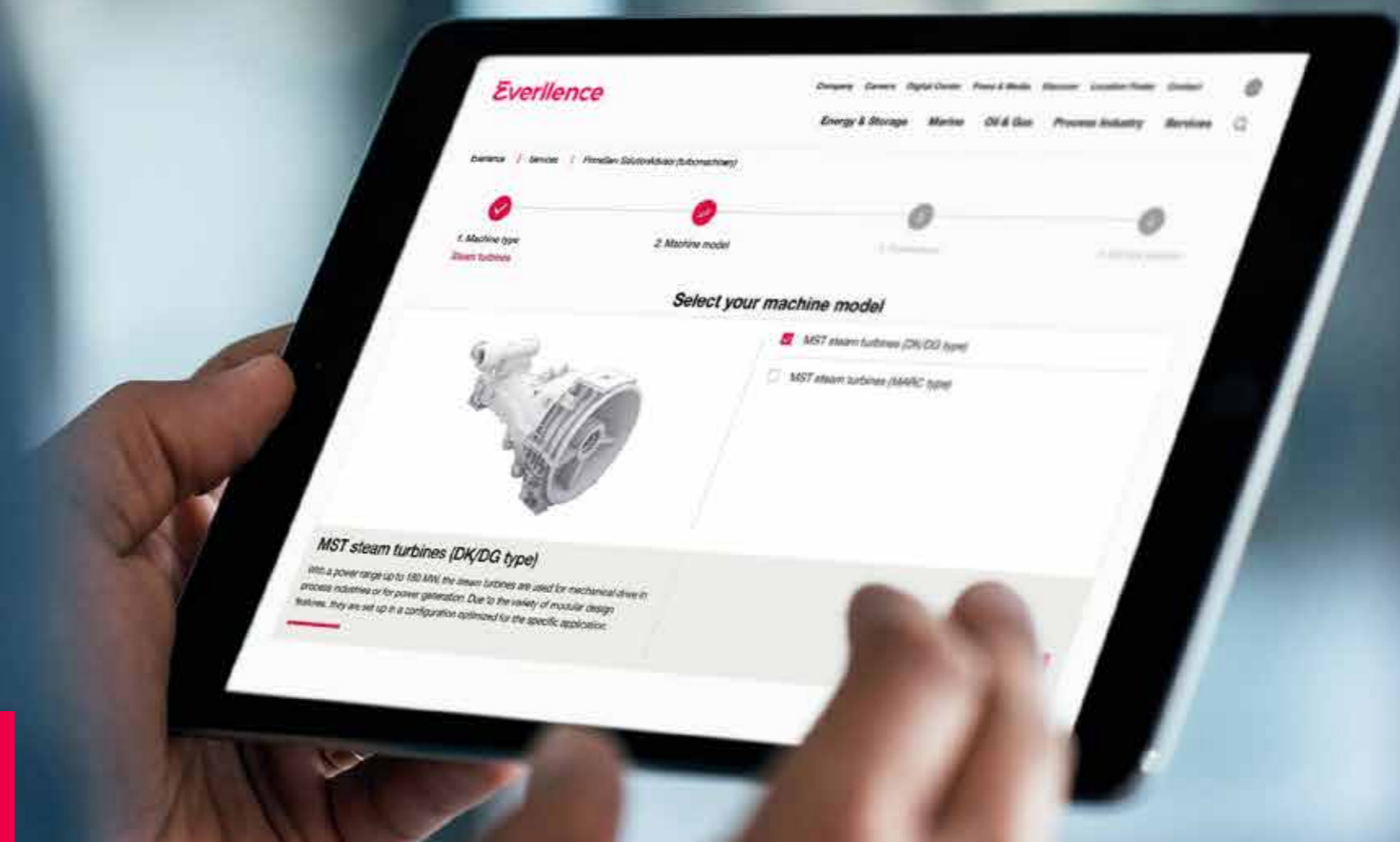
### Fujairah, Singapore, Los Angeles & Houston

Our global reach extends to these strategic locations, offering fast-response support, spare parts availability, and expert service tailored to local market needs.

We have many more locations, one is sure to be close to your site.

# Dive into our strategic expertise

Your engines and systems represent engineering at its finest – powerful, durable and built for demanding environments. But even the best hardware needs a strategic partner to fully unlock its potential. Everllence PrimeServ brings together OEM expertise, intelligent service technologies and future-ready solutions to ensure your equipment runs at peak performance – efficiently, sustainably and without compromise.



From spare parts and retrofits to digital intelligence and lifelong support for legacy brands, we provide a complete ecosystem to optimize reliability, compliance, and cost-efficiency across your fleet and facilities.

#### Spare parts, always prepared

Reliability starts with genuine OEM parts. With 24/7 access to enhanced spare part design, our solutions minimize downtime, protect your assets and ensure long-term performance.

#### Retrofits and upgrades to future-proof performance

From upgrade solutions to advanced customized retrofits, we help you optimize reliability, efficiency and performance – and make sure you stay ahead of evolving regulations.

#### Digital solutions for smarter operations

Intelligent service technologies, real-time analytics and predictive maintenance reduce risk and boost efficiency. Our expert-driven remote support ensures proactive problem-solving and continuous optimization.

#### Legacy brand support, always the original

As the OEM for Everllence and legacy brands, we provide comprehensive service and repair solutions – maintaining, upgrading, and optimizing your trusted equipment with unmatched expertise.

#### Unlock knowledge with Everllence PrimeServ Academy

World-class performance starts with world-class training. At Everllence PrimeServ Academy, we combine digital and hands-on learning to equip your teams with the skills and expertise needed to maximize efficiency and safety.

- 13+ Academy locations and a global e-learning platform
- 5 proficiency levels covering all major technical areas
- Courses available in 10+ countries and multiple languages



# From MAN to Everllence – forever the only original.



**A new name. The same legacy of excellence.**  
We've changed our name – but not who we are. MAN PrimeServ is now Everllence PrimeServ. It's a name that captures everything we've always stood for – OEM expertise, lasting commitment and world-class service.

We're not just here to maintain. We're here to enhance. With hands-on expertise, global reach and deep technical insight, we help our customers move forward with confidence – every day, everywhere.

Precision. Passion. Partnership. That's what defines Everllence PrimeServ. Then, now and always.

**Still the original**  
We are the only original equipment manufacturer for these brands:

- MAN Energy Solutions
- S.E.M.T. Pielstick
- B&W Motor
- Ruston
- Mirrlees Blackstone
- Paxman
- Sulzer Turbo
- Alpha propulsion systems

# Excellence across industries. Always at your side.

## **OEM expertise. Global support.**

### **No second-guessing.**

You work in high-stakes environments. You need solutions that perform, people you can rely on, and results you don't have to question. That's what we deliver – through long-term service agreements, consulting, training, digital tools, and predictive maintenance strategies.

We tailor our support to your world – marine, power generation, wind energy, and many other industries – and we're always close by with a global network of service hubs.

Because when your operations span complex systems and diverse technologies, you need a partner who speaks your language – whether it's a combustion engine or a wind turbine.

From propulsion to power generation, industrial machinery to renewable energy infrastructure, we support your performance with specialized expertise and a flexible mindset.

It's not just about what you run – it's how you run it. And we're here to keep it running, smarter.

**Everllence PrimeServ.**

**Always engineered for your reality.**

# Everllence

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MAN Energy Solutions SE has been renamed to Everllence SE and its products are being rebranded from "MAN" and/or "MAN Energy Solutions" to "Everllence". As this is an ongoing process, any reference to "MAN" and/or "MAN Energy Solutions" is actually a reference to "Everllence".

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