



[www.mwm.net](http://www.mwm.net)

# MWM Service

Thinking ahead about partnership.



# MWM Service. When every operating hour counts.

## Many years of experience and maximum availability

MWM looks back on 140 years of experience in the field of decentralized energy supply. All along, one principle has never changed: availability is a decisive success factor for efficiency. Therefore, MWM quality is not limited to reliable engines and gensets, but is also evident in its progressive service concepts. MWM is your reliable partner who is always ready to provide competent assistance.

## MWM Service: competence and customer proximity

MWM Service is at your command around the clock. You have access to a comprehensive service portfolio especially designed for MWM plants. During your first phone call, your regional contact partner will take care of all organizational details. The entire procedure will be controlled by MWM.

However, we offer even more: apart from our competent service engineers, we make further specialists available to you – for the technical clarification, productivity and expansion issues, service parts, and commissioning. Your advantage: experienced MWM experts are available for all subject fields.



# MWM Service. Available around the globe.

## A reliable service network

MWM is no further away than the next telephone. In more than 150 countries, we render exemplary service with our own service team and selected partners.

In addition to our needs-oriented services, we ensure quick and reliable supply of service parts around the globe through our smart logistics chain. This promise is valid on a 24/7 basis – a promise that is backed by our fine name: MWM.



# Service directly from the manufacturer: trust in the one who knows best.

## Knowing what matters

We have designed and built your plant – and we are familiar with it to the last detail like no one else. For every model series, we offer original spare parts that are readily available. Apart from preventive maintenance, this is another key advantage that ensures maximum availability. Entrust the most competent party with the service of your plants: the manufacturer. In this way, your plant will excel in terms of efficiency.

## We know your plant personally

With continuous further developments, we make sure that your plant is always up to date. Custom-tailored documentation provides first-hand service information. Based on the parts order, we automatically identify the current revision status of your plant – quickly and precisely.



## Remote diagnosis

MWM Service offers direct support and diagnosis. A phone call is sufficient to request the specialists of MWM to analyze your plant via remote data connection. Your advantage: high availability thanks to computer-based remote diagnosis.

## Optimum management concept

The TEM (Total Electronic Management) system controls not only the engine, but the entire plant including the heat from cogeneration. Monitoring of each cylinder and anti-knock control ensure ideal fuel utilization and maximum output even if the gas composition should fluctuate.



## Global network of highly qualified service engineers

MWM Service stands for highly qualified personnel, expertise, and effective consulting with a view to long-term, trusting cooperation.

To remain up to date, our service engineers regularly participate in training measures. We invest in the training of our technical staff – for your success.

## MWM puts emphasis on customer training

With application-oriented seminars that are specifically tuned to customer needs and train-the-trainer concepts, we convey the expertise that your employees need for operating the MWM plants.

We train you and your employees in the best way possible at our in-house training center – or on site at your facilities.

# Logistics made in Germany – up to date.

## Quick availability

The MWM logistics center is one of the world’s most advanced. Thus, we offer decisive time advantages for the spare part supply. For the parts order and shipment, optimized processes make for very short flow times.

If necessary, purchase orders received by 5:00 p.m. are shipped on the same day.

## Efficient logistics

The logistics center is the central hub for all spare parts. Here, the company coordinates the worldwide shipping and supply. The short distance to the Mannheim production sites guarantees top logistical efficiency. Moreover, at a distance of only about 30 miles to the Frankfurt airport, in-house air freight partners ensure expedited shipping.

## State of the art warehouse technology

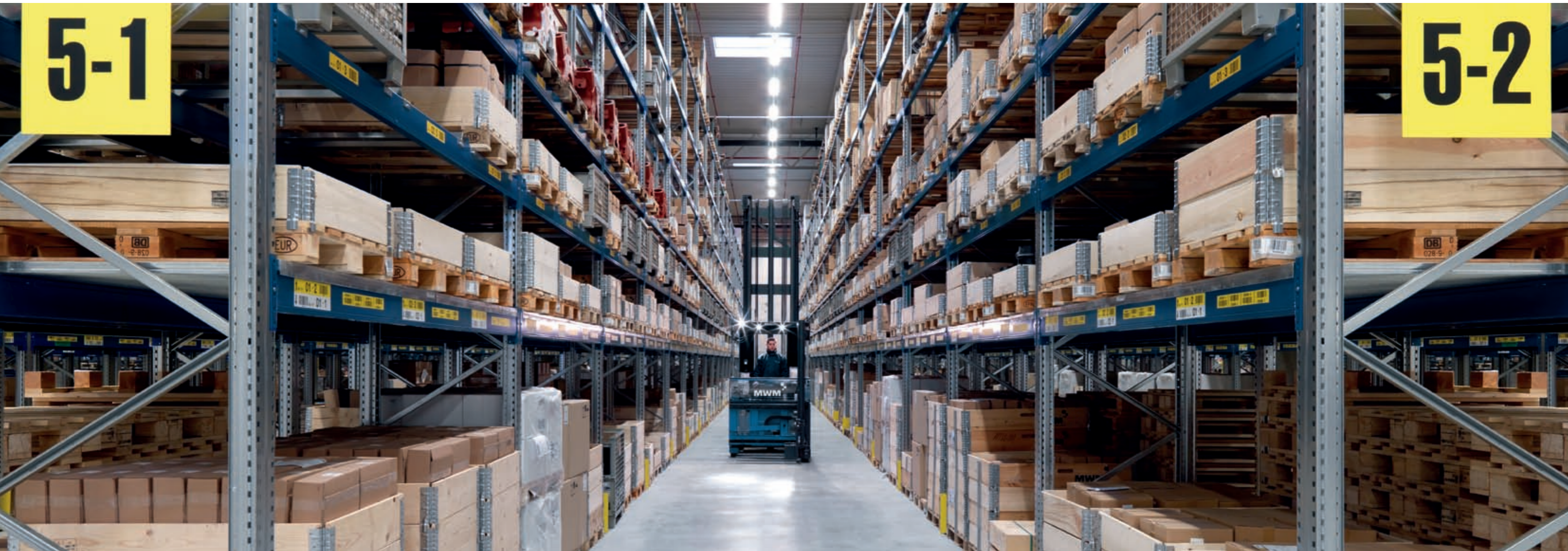
State of the art warehouse technology ensures maximum supply security. The entire supply chain – order center, warehouse logistics, and scheduling – are unified under one umbrella.

The MWM logistics center has more than 2 million spare parts on stock for delivery around the clock – from O-rings weighing only 1 g to crankcases weighing a massive 20 t.

## Facts and figures

Efficiency, reliability, high performance:  
Central spare part logistics in Lorsch, Germany.

**Storage space** . . . . . 129,000 sq ft  
**Stock part numbers** . . . . . Ø 40,000  
**Operating hours**  
**Mon – Fri** . . . . . 7:00 a.m. to 8:00 p.m.  
**Emergency service** . . . . . 24 / 7, 365 days





## Xchange: back to mint condition.

### Xchange: our factory-refurbished replacement parts

Xchange for MWM engines offers an economically attractive alternative to on-site maintenance. With our factory expertise, we offer refurbished stripped engines, cylinder heads, and other replacement parts at short notice.

As a result, you benefit from the processing of replacement components like new engines. The provision of needed parts minimizes downtimes – for your benefit. The take-back of the old parts closes the usage cycle and saves resources.

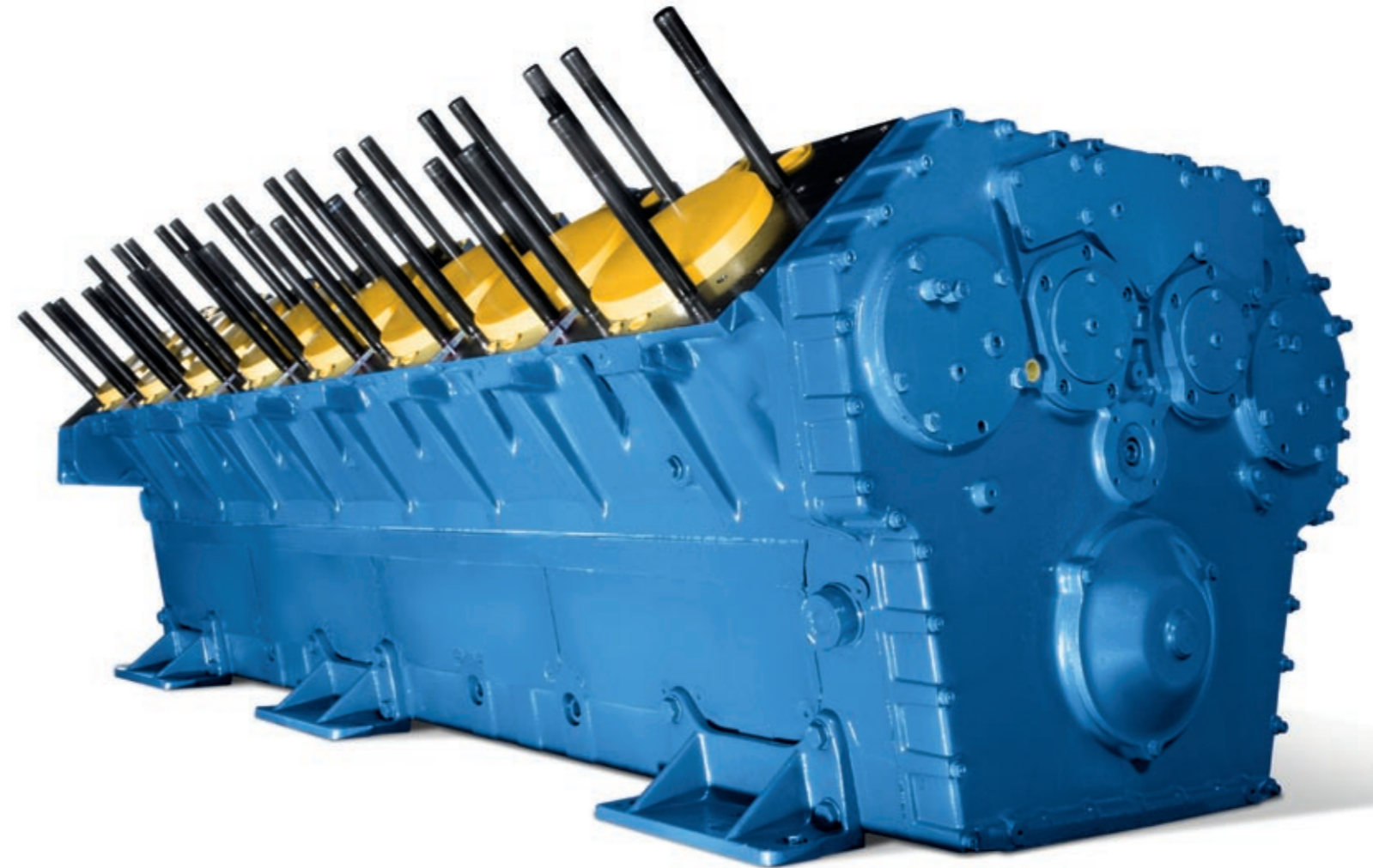
## Original MWM parts.

### Perfect fit

All parts of MWM plants are designed for performance and efficiency. This also applies to our original spare parts, which are governed by the same regulations as standard parts. They are subject to the strict MWM quality control, and their standard and design match the current state of the art. This guarantees maximum availability and performance.

### Tested material quality

Thanks to our high quality and availability standards, MWM has gained a reputation for reliability and maximum operation. This is another field in which we do not make any compromises.



# At MWM, planning security is part of the service.

## Service agreements

MWM Service stands for a long-term trusting partnership with a clear goal: your economic success. Tailored to your needs, the service agreements provide you with reliable basis for calculation.

MWM maintenance is the most reliable way to effectively prevent malfunction. After all, the maintenance work is done by professionals.

MWM Service Agreements guarantee planning security over the entire term. Regular maintenance by MWM Service ensures quality and efficiency that pay.



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