



Combined Heat and Power

Premier and Premier Plus Service Contract
MAINTENANCE SERVICE

ENER-G Combined Power Aftercare

ENER-G Combined Power Limited is committed to providing the highest standard of after sale service in the CHP market.

We have been in the CHP industry over 30 years and currently maintain and operate over 50% of all operational CHP units in the United Kingdom and Ireland.

ENER-G combines knowledge and experience with a strong commitment to customer care providing a market leading service to all clients.



ENER-G maintains the largest fleet of CHP units in the UK, combining this with largest team of mobile service engineers in the industry. This allows for quick response and truly nationwide coverage. We have over 50% of the UK's operational cogeneration systems covered by our maintenance contracts and agreements. We have the infrastructure in place to provide a first class front line service to your CHP system.

ENER-G Service Centre

To maximise the longevity and saving potential of your CHP our Operations Department co-ordinates the deployment of our nationwide engineering team 7 days a week 363 days a year, offering rapid response.

All ENER-G engineers are Gas Safe registered, receive full electrical training in-house and are kept up-to-date with all legislative and technological advances.





Remote Monitoring

An integral part of our system is the control system, developed by ENER-G specifically for our CHP requirements. Over 200 data points are monitored and recorded with the aim of anticipating issues prior to their formation.

Remote monitoring reduces operational downtime whilst collecting the data to formulate monthly performance reports. Our Progressive E-Power system also offers customers the opportunity to log on and monitor operation and savings.





PEACE OF MIND WITH A **SERVICE PLAN**

**Wouldn't it be good to have a flat rate for your CHP servicing costs?
Minimal operational downtime and no incidental bills?
Well that's exactly what the ENER-G SERVICE PLAN provides.**



Over the course of a year your CHP could be expected to have accrued 7884 hours of run time (based on 24 hours operation).

The engine powering the unit spends this time running at full power similar to a car moving at 70 miles per hour. Therefore if the CHP was a moving vehicle then over that time would have travelled an impressive 551,880 miles in a single year.

Multiply this by the years of operation a well maintained unit will enjoy and the demands placed on the unit become clearer. Your CHP will need a high degree of care and expertise.



ENER-G SERVICE PLAN

**FIXED-PRICE SERVICING, MAINTENANCE
AND SERVICE PLANS FOR ADDED PEACE OF MIND**

After investing in a CHP looking after the unit and its performance is very important.

As CHP Systems typically run either 17 hrs or 24 hrs/day 365 days per annum for 10 years or more. They require regular, periodic maintenance and inspection to ensure reliable operation.

We take oil samples at each service, based on the condition of the oil sample the next service is scheduled. This condition based approach allows us to take appropriate and suitable maintenance.

ENER-G's CHP units that are fuelled by natural gas are subject to the Gas Safe regulations. All of our engineers are Gas Safe registered.



Maintenance and service cost during the CHP unit life

Our routine services are carried out at run hour-based intervals in accordance with manufacturer guidelines, ensuring your unit remains fit for its primary purpose, delivering savings.

Within the life of a CHP engine, periodic major service works or overhauls are needed to renew key components. On selection of comprehensive maintenance for a term of 5 years or above we begin incorporating these works. So you can be confident that the unit's maintenance needs are fully catered for;

These include:

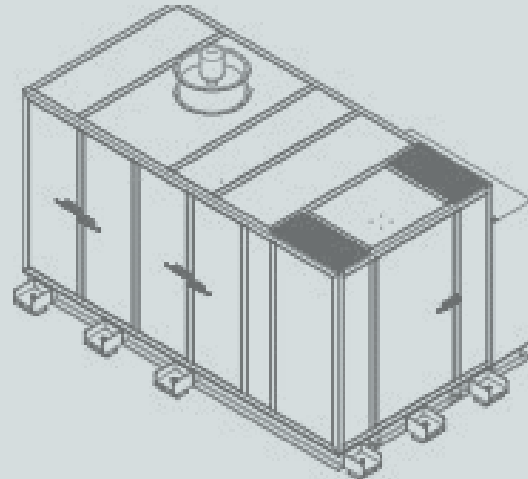
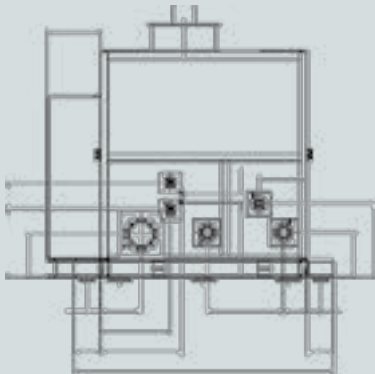
- Plate heat exchanger replacement
- Gas heat exchanger replacement
- Alternator replacement
- Minor overhaul (based on engine condition)
- Major overhaul (based on engine condition)

Our 10 year “whole of life” Premier Plus offer is designed to be the simplest route to maximum long term saving offering complete care for your unit with a lifetime of fixed cost for budgeting.

ENER-G Premier

Our ENER-G Premier Maintenance Service Plan includes:

- *Operational monitoring of the system*
- *Automatic fault reporting*
- *Alert email to customer*
- *Remote diagnosis*
- *Service desk available 7 days/week 363 days/year, offering rapid response to most incidents*
- *Savings reports*
- *Access to Nationwide engineering team as and when required*
- *Monthly performance reports*
- *Dedicated Account Manager*
- *All routine servicing*





Typical Maintenance Procedure

- Oil sampling
- Engine inspection
- Spark plug inspection and replacement
- Gas tightness testing
- Recalibrations
- Air filter replacement
- Oil filter replacement
- Ignition calibration
- Valve setting and measurement
- Cleaning of unit interior and exterior
- Replacement rocker covers
- Drain and flush of water system
- Monitoring of system pressures
- Battery condition checks
- Emmissions testing set up

**MADE IN
BRITAIN**



At our Manchester based head office we have a 12,000 m² production centre where all the ENER-G products are manufactured to the highest standards. Using our state of the art test cell, we can rigorously examine the performance of all CHP units prior to site delivery, ensuring our clients receive a system that is in optimum working order.



ENER-G
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ENER-G Premier Plus

Premier Plus is our fixed price comprehensive solution for customers seeking budgetary certainty and maximum savings performance and leaves you with complete peace of mind.

Premier Plus is the number one CHP maintenance package in the industry, covering both service and repairs.

ENER-G are also able to offer tailored Service Solutions to suit your own requirements.

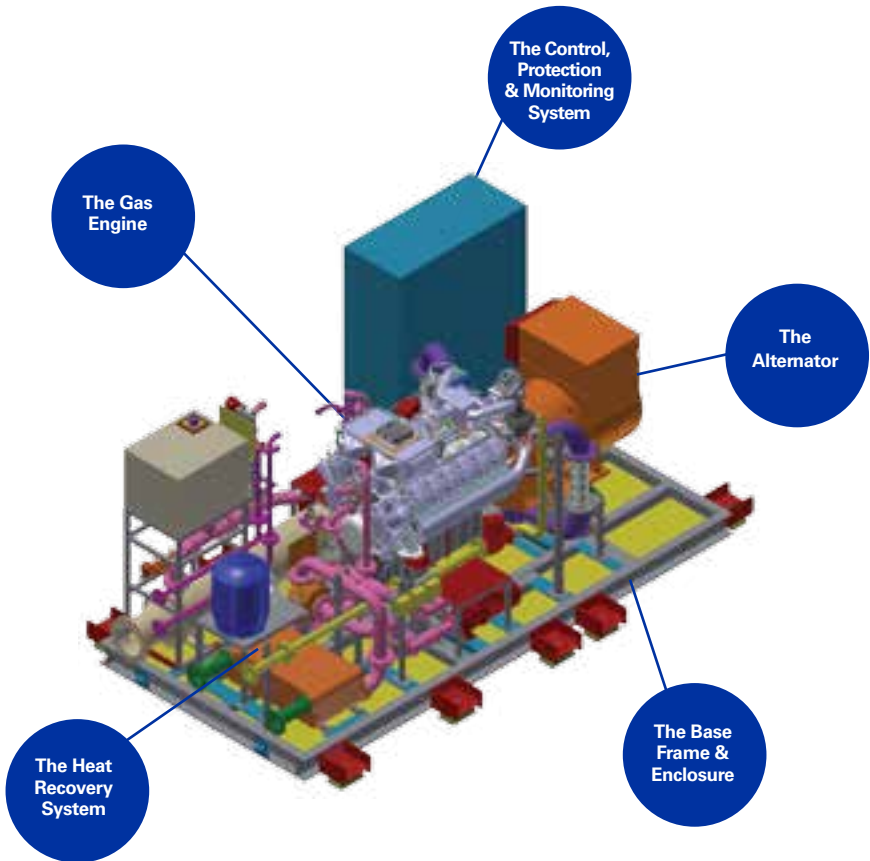


Premier Plus Case Study

ENER-G Combined Power maintains and operates a CHP unit at a leisure centre in Sutton, Nottinghamshire. The centre currently pays 9.0p per kWh for their electricity and 2.5p per kWh for gas. Through the operation of an ENER-G 150 on a Premier Plus service contract, the centre has achieved savings over £ 50,000 within the last twelve months.



The diagram below shows the internal aspect of a CHP unit which are covered by the Premier Plus package.



Premier

Premier Plus

Services

Automated SOS alerts



Remote SOS alert via email



Remote fault diagnosis and rectification



Waste oil disposal



Coolant & Oil analysis programme - Monitoring engine conditions through out its life



Dedicated Operations team



Routing scheduled servicing



Repairs

Guaranteed next day Assistance (where required)



Plate heat exchanger replacement



Fully comprehensive maintenance including component replacement of all Minor & Major Parts & Labour



Minor and Major overhaul (based on engine condition)



Labour and travel costs of our engineers



Priority on trying to minimise operational downtime



Replacements within the acoustic enclosure



All diagnostic work included



Warranty (total cover parts & labour)





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