

# WOODWARD SERVICE CONTRACTS



## REDUCTION OF DOWNTIME



### Premium Service Support

- Qualified On-Call support within 24/7 if mandatory
- Guaranteed response time for on-call service support
- Benefit from special rates for CONCYCLE® spare parts
- Service Engineer ready for travel within 24 hours\*
- Guaranteed repair times and rapid exchange program\*

### Spare Part Management

- Optional spare part shipping within 24 hours
- Woodward handles and stores your spare parts
- Reduce your initial investment
- Avoid issues by exceeding the max. storage period
- On the shelf lifecycle management

### Optimize Availability and Lifecycle Cost

- Get insights during the Handshake Meetings by KPIs and recommendations
- In-depth system knowledge as foundation for optimization measures
- Performance Review to assess the CONCYCLE® system on-site

### CONCYCLE® Training

- Access to all levels of Woodward expert trainings
- Become an expert on your own to reduce downtime and operational cost
- Maintain your expert level by refreshing your expertise
- Get software access for error diagnostics

Benefit from Woodward's comprehensive service performance packages. Our service program supports you globally – around the clock.

With a Woodward Service Contract you think already one step ahead. Professional O&M support for your customers during the asset lifecycle is crucial to differentiate yourself within a fierce market environment. Woodward supports you with a comprehensive portfolio to increase your First-Fix-Rate.

Woodward provides a comprehensive portfolio to reinsure your business model. Safeguard your back-up within 24/7 if mandatory and fast response times as well as system insights from the view of our experts. Participate in trainings and refresher trainings to increase your customers' satisfaction and your expertise.

## YOUR SERVICE-PACKAGE



Support



Contracts &  
Training



Products



Digital  
Solutions

## PORTFOLIO OVERVIEW

PORTFOLIO	WITHOUT CONTRACT	SOLID	FAST
Handshake Meeting	–	1 x / year	2 x / year
On-call technical support	Limited*	Access 16/7 including public holidays**	Access 24/7 including public holidays
Software access levels	Limited****	CSC4: levels 1 & 2 CSC3: access	
Performance review	–	Is flexible in terms of planning but limited to once per converter during the contractual period (2 years)	
Spare part management (ensuring optimal availability)	–	Definition and administration of a recommended customer-specific spare parts list	
	–	Optional: Selected parts can be dispatched within 24 hours from the WW warehouse*	
Corrective maintenance (excluding spare parts)	Dependent upon availability	Service engineer is ready to travel within 3 working days	Service engineer is ready to travel within 24 hours
Repair of components	–	–	Guaranteed repair time for WW components: internal repair time of 20 days
	–	Rapid Exchange Programme gives you the option of receiving spare parts quickly (used spare parts dispatched within 24 hours)***	
Access to training	Introduction & raising awareness	Maintenance, commissioning, basic troubleshooting	Extended troubleshooting

\* limited to receiving orders and any technical questions relating to this

\*\* during local and on-call times from 6:00am – 10:00pm

\*\*\* based on assigned spare parts list

\*\*\*\* CSC4 read only access, CSC3 no access