



Maintenance Service Agreements



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As part of Vericor's complete aftermarket support of fielded industrial, power generation and oil & gas engine fleets, customers may select a maintenance service agreement (MSA) or have one tailored to their specific operations.

A Vericor MSA provides the peace of mind of knowing what the maintenance costs will be each year for your Vericor gas turbine.

Vericor's MSA's are offered at three different levels ranging from nearly independent customer operation to full maintenance support from Vericor, with the option to customize services based on the unique needs and requirements of the customer.

The three MSA levels, Silver, Gold, and Platinum are differentiated in the table below. In all cases, the goal of the MSA is to minimize life cycle cost through the life of the engine with direct involvement by the Vericor technical team.

MSA Key Features

- Can be tailored to individual operator requirements, location, and equipment type
- Offered as part of the initial sale package
- Sets predetermined parts or parts & labor costs based on engine operating hours
- Can apply to both scheduled and unscheduled maintenance
- Routine engine performance data collection
- Proactive maintenance & service reminders
- Potential volume discount for multi-engine customers
- Priority access to spares reduces downtime
- Can include training for the operation & maintenance of the engine & equipment
- Regular service bulletin and product improvement notifications
- Access to rotating pool of repaired LRUs and commonly replaced items
- Access to bank engine for scheduled & unscheduled engine removals
- On-site technical review meetings

Always Part of Vericor's Aftermarket Support:

- 24/7 hours technical representative availability
- Skilled technicians available for dispatch to field site within ~48 Hours (Globally)
- Spare parts warehouse & distributors located strategically around the world.
- Maintenance and operation training
- Incident and root cause analysis services.

Features	End Customer		
	Silver	Gold	Platinum
Bank Engine Available	●	●	●
Parts & Labor for All Scheduled Maintenance			●
Discount for Unscheduled Parts & Labor (15%)			●
Parts Discounts for Scheduled Maintenance	●	●	
Labor Discounts for Scheduled Maintenance	●	●	
Component Repair Services Discount	●	●	●
Technical Publications Support	●	●	●
Remote Technical Support	●	●	●
Remote Engine Monitoring & Data Transfer		●	●
Engine Diagnostic Reports			●
Annual Level I Training			●
Priority Access to Rotable Pool of LRUs			●
Annual On-Site Technical Review Meeting			●



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