

The Atlas Copco logo, consisting of the company name in a white serif font, centered between two horizontal white bars on a teal background.A photograph of a male worker in a white hard hat with the Atlas Copco logo, safety glasses, and a blue and yellow high-visibility vest. He is working on a large industrial machine, possibly a compressor or pump, in a factory setting. The background shows industrial infrastructure like pipes and metal structures.

Protecting your productivity with Aftermarket Services

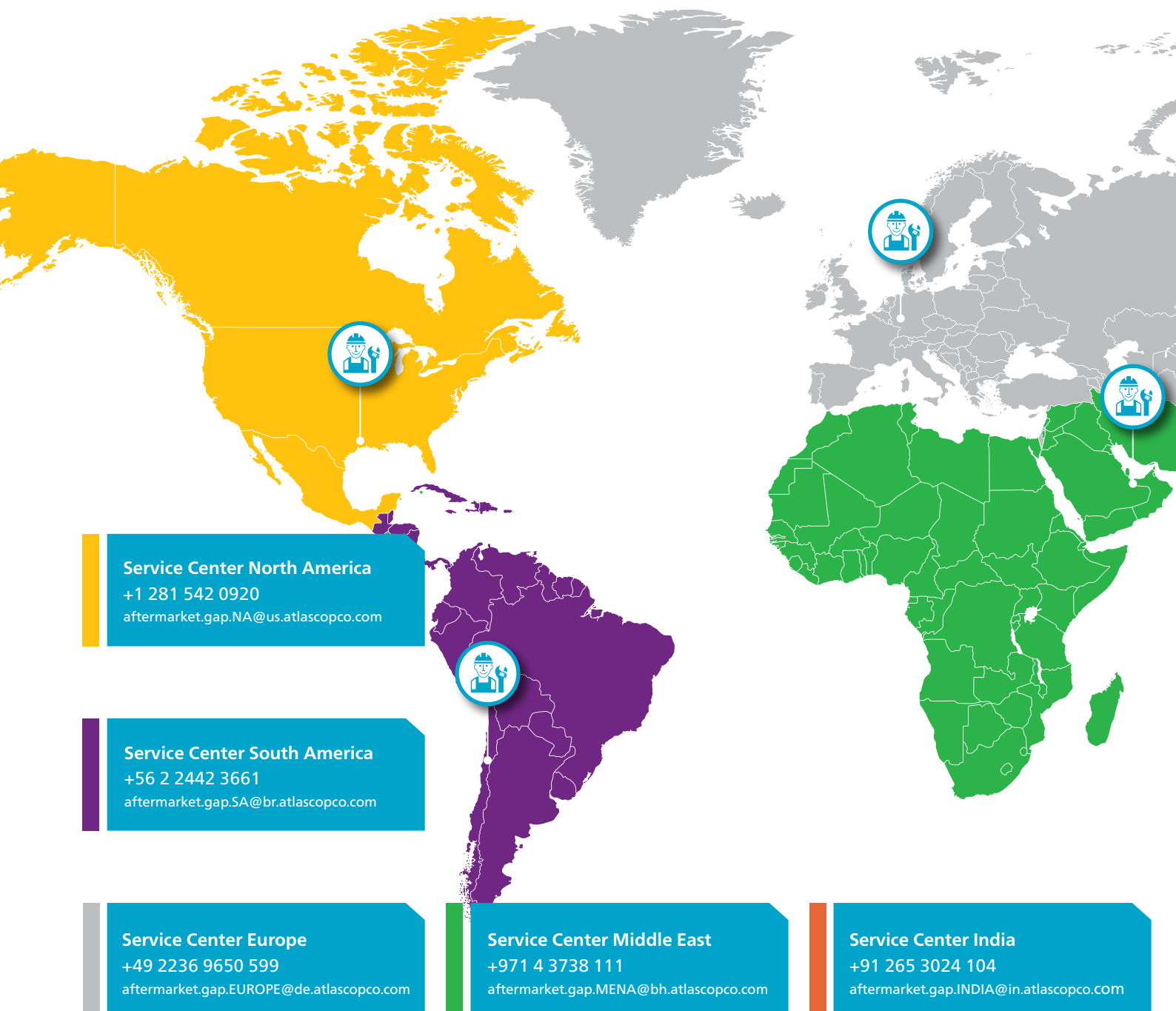
Atlas Copco Gas and Process
Aftermarket Services

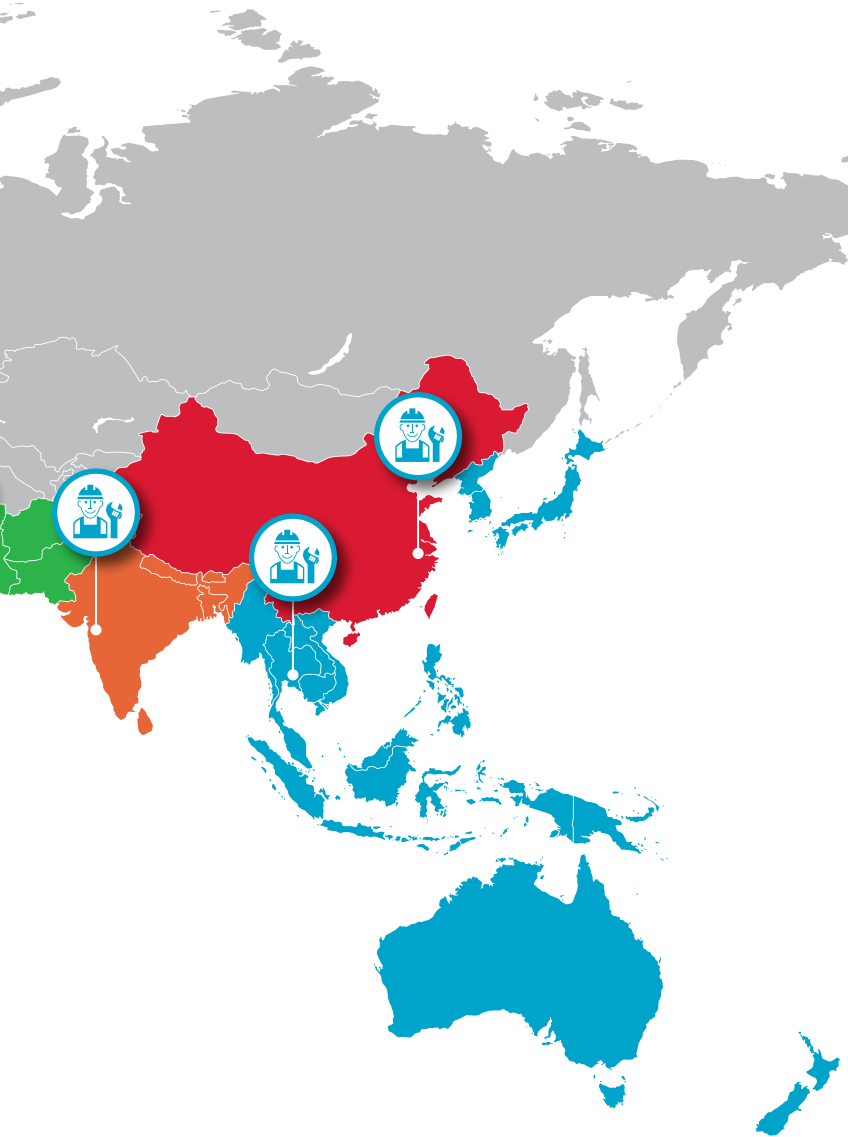
HANDLE THE PRESSURE



Safeguarding your investment – around the clock, around the world

Atlas Copco Gas and Process turbomachinery is at work in some the industry's most demanding locations and in its leading processes. We're there for you – around the world. Thanks to a global network of service and repair centers, our dedicated Aftermarket Services experts are on the ground in over 90 countries to work with you on site, keeping operations running smoothly and maintaining your sustainable productivity.





Contents

- 04 A truly global reach
- 05 Aftermarket Services overview
- 06 Genuine Parts and Turbo Oil Plus
- 07 Service Plan
- 08 Preventive Maintenance
- 09 Breakdown & Repair
- 10 Case studies
- 12 Erection & Commissioning
- 13 Redesign & Upgrades
- 14 Advanced Services
- 15 All-brand Support

Service Center East Asia & Oceania
+66 38 562 900
aftermarket.gap.ASIA@th.atlascopco.com

Service Center China
+86 21 6097 8100
aftermarket.gap.CHINA@cn.atlascopco.com

A truly global reach

Atlas Copco Gas and Process air and gas compressors and expanders fulfill a multitude of roles at countless locations around the world. They enable our customers to achieve the most from their processes – delivering efficiency, safety and long-term reliability for nearly every application. We support this service promise through our global Aftermarket Services, provided locally with a truly global reach by service centers and field technicians around the world.



24/7

Global customer support



100

Dedicated technicians on stand-by



Lifetime availability

of OEM parts



All-brand Support

230

All-brand turboexpanders serviced

Your partner at every step of the way

When you purchase turbomachinery from Atlas Copco Gas and Process, you are investing in a lifetime of sustainable productivity. At the same time, you are entering into an ongoing relationship with our team of dedicated specialists and technicians who know your process, know your machinery, and know your productivity goals – even as they evolve over time.

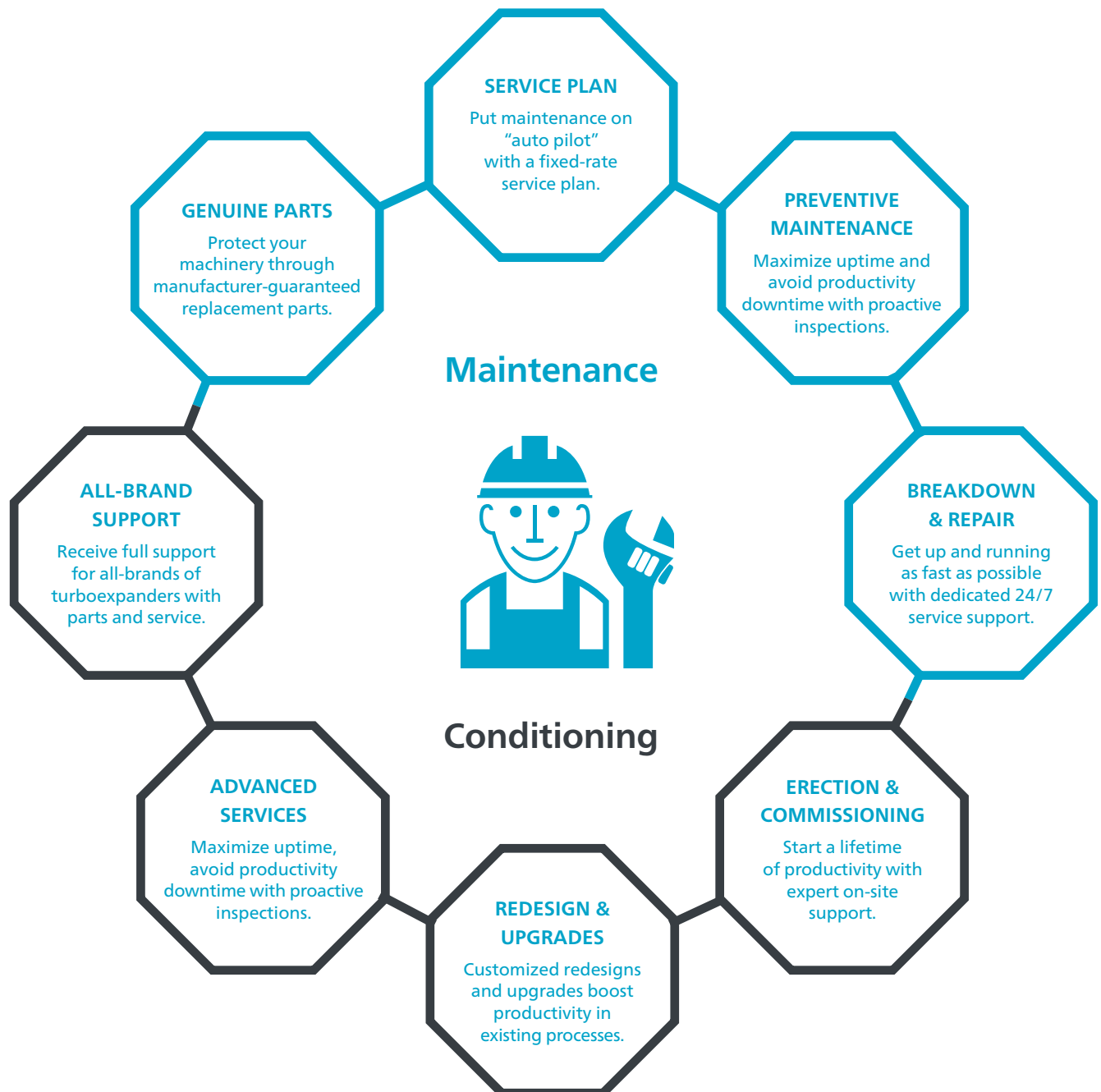
Through regular inspections and preventive maintenance, we make sure that your machinery is running optimally. We are saving you costs by avoiding downtime and making you money by ensuring productivity at the highest level.

At the end of the day, every process is different and every individual customer sets different goals.

That's why our global Aftermarket Services network offers a number of custom-tailored choices to safeguard your sustainable productivity for the long haul. From regular service plans for preventive maintenance, to replacements with manufacturer-guaranteed parts, all the way to upgrade and redesign options with cutting-edge technology, we work to make sure that your investment in Atlas Copco Gas and Process machinery delivers lasting productivity.

Aftermarket Services overview

When it comes to protecting your machinery for a lifetime of handling the pressure, our Aftermarket Services offering comes full circle: From Erection & Commissioning of your machinery, to knowledgeable preventive service with manufacturer-guaranteed Genuine Parts, our engineers are here at every step of the way. And whenever your plans or productivity goals change, we can help you make informed decisions about upgrades and conditioning options as your partners from start to finish.



Atlas Copco Gas and Process Genuine Parts and Turbo Oil Plus benefits

- Manufacturer-guaranteed parts safeguard long-term performance
- Maximum uptime for your process
- Industry-leading lubrication with Turbo Oil Plus
- Extended service life
- Single point of contact for all equipment parts



Genuine Parts and Turbo Oil Plus

In-house production and testing of our compressor spare parts allows us to provide the ultimate quality guarantee: Each new component performs exactly as well as the part it replaces.

Protect your investment with genuine spare parts

Only original Atlas Copco Gas and Process parts can guarantee reliable, long-term operations of your machinery. As an innovative driver in the turbo-machinery business for almost a century, we produce the majority of our spare parts in-house, then store critical post-sale information in our extensive product database.

Whenever you require maintenance or upgrades of your Atlas Copco Gas and Process turbomachinery, our top performance genuine parts deliver on our long-term service commitment. Even after many years, our experts can access the specifications of your machinery in our database, so they can respond quickly and efficiently to your service needs with the right parts.

A key component of our service plan

As part of our forward-looking service plan, our in-field experts perform regular machine inspections on your machines – usually once per year – and order parts ahead of time to avoid downtime.

Genuine Parts and Turbo Oil Plus

Using only genuine parts and our OEM-guaranteed lubricant, Turbo Oil Plus, increases your machine's availability and lifetime, thereby protecting your turbomachinery investment in the long run.



Would you like to learn more about the full benefits of servicing your machinery with Atlas Copco Gas and Process Genuine Parts and Turbo Oil Plus?

Learn more by visiting
https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery

Atlas Copco Gas and Process Service Plan benefits

- Reduction of total cost of ownership
- Control maintenance budgets with fixed-fee pricing
- Automatically scheduled, regular service visits
- Protect your machinery with genuine spare parts and Turbo Oil
- Maximize performance and uptime
- Priority assistance at short notice

Service Plan

Your Atlas Copco Gas and Process machine is built to handle the pressure for 25 years or longer. Benefit from regular service check-ups with fully transparent pricing: Our Service Plan fits your schedule and delivers peace of mind by ensuring optimal productivity over the entire product lifetime.

Fitting maintenance into a busy operations schedule

We all know that maintenance is vital for seamless operations, but planning and organizing a service visit takes time. Fitting a maintenance check into your production schedule might seem difficult.

The answer is simple: a Service Plan from Atlas Copco Gas and Process.

We'll factor in the circumstances and requirements at your site, and tailor maintenance visits – usually once per year – to match with other planned downtime.

You not only save on the time and effort you'd otherwise need to invest into planning and organizing, you are also ensured the best level of maintenance resulting in increased availability and top reliability of your turbomachinery.

Full price transparency

From day one until the contract's end, you will enjoy full oversight over your maintenance budget, and it will remain at the same level for the duration of the contract. The pricing can include an overhaul with replacement of critical components if desired.

Trained personnel, genuine parts

Our service plan offers on-time servicing by trained Atlas Copco Gas and Process field service personnel – in combination with top quality Genuine Parts and Atlas Copco Gas and Process Turbo Oil Plus, designed to ensure our turbomachinery's top reliability and performance.



Would you like to know how choosing an Atlas Copco Gas and Process Service Plan can provide peace of mind for all your service needs?

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery

Atlas Copco Gas and Process Preventive Maintenance benefits

- Significant cost savings due to an efficient, well-maintained machine
- Detailed reporting and advice on every service intervention
- Offered on pay-per-visit basis
- Visits scheduled around planned downtimes



Preventive Maintenance

Delivered locally by dedicated experts across the globe, Preventive Maintenance ensures the best level of care resulting in increased availability and top reliability for your machine. Normally offered as part of a Service Plan, Atlas Copco Gas and Process can also provide Preventive Maintenance *à la carte* on a pay-per-visit basis.

Detect potential failures ahead of time

Looking at the lifecycle of your machinery, your goal is our goal: avoiding downtime while maintaining sustainable productivity over the long term.

We take a proactive approach to maintenance with a focus on inspections and expert guidance. For most customers, we recommend a service plan that offers routine preventative maintenance on set intervals, usually once per year.

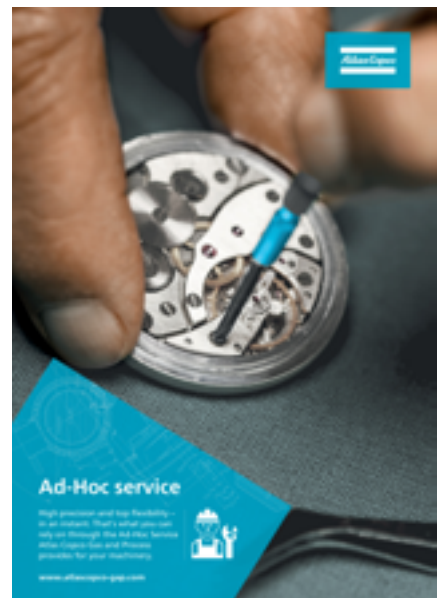
However, some customers would rather schedule preventative maintenance on a per-visit basis. Whether because of budgeting reasons, the operational length of a machine or process is uncertain or operation is sporadic, we still have you covered.

Full flexibility of single visits, scheduled to meet operational needs

Atlas Copco Gas and Process arranges single preventative maintenance visits just as we do for our regular service plan checks, with schedules matching other planned operational downtime.

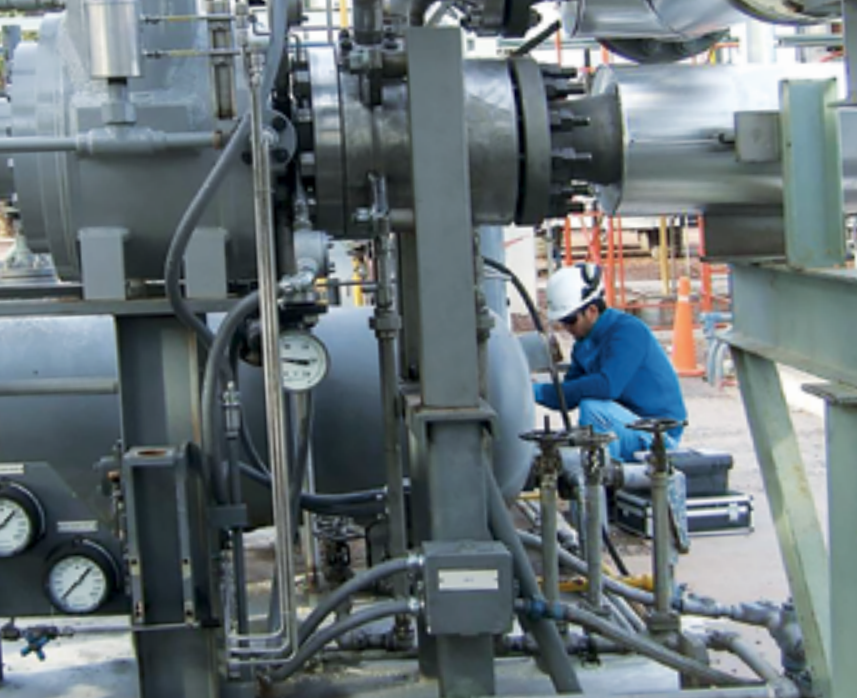
Our regular performance analysis identifies repairs and overhauls before they're required and we help you reduce downtime from maintenance interventions.

Even after many years, our experts can access the specifications of your machinery in our database, so they can respond quickly and efficiently to your service needs with the right parts.



Transparent pricing, long-term productivity, and individualized services – these are just some benefits of our preventive approach.

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery



Atlas Copco Gas and Process Breakdown & Repair benefits

- Controlled cost by repairing damaged components
- Spare parts stored on site in Preventive Maintenance Kits
- Several decades of experience and ongoing investment in know-how and technology

Breakdown & Repair

An unplanned machine stop is always a high-pressure situation. It's reassuring to know that you have global access to an experienced team of repair professionals, available 24 / 7 to bring your machine back up to full operation as quickly as possible.

Get back up and running as soon as possible

In the case of a machinery outage, time is of the essence. As a long-time partner of industries such as industrial gases, oil and gas, and power generation, we understand how any downtime can hurt the bottom line. And we also understand the importance of a carefully considered, well-planned response.

While quick repair may be the most important goal, proper root cause analysis is key to making sure your machine runs correctly. Thanks to our experience across diverse applications, we can typically establish the cause of problems quickly.

Leveraging our product experience from day one

Our Breakdown & Repair Service draws on the full strength of our customer relationship that starts on

day one of machinery operations. In case of an emergency, our experts have instant access to your equipment specifications, including accuracy grade, material composition, and process-specific data.

A quick and efficient response with long-term benefits

The result is a quick and efficient response, tailored to your process parameters and machinery configurations, even at short notice. And while repairs are done as immediately as possible, they are anything but a quick fix. By examining the root cause of problems during repair, we help prevent future difficulties – making sure that an issue is fully resolved and that your machinery runs without any subsequent complications.



How does Atlas Copco Gas and Process guarantee a fast and targeted response when unforeseeable circumstances affect your machinery?

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery



Case studies: Atlas Copco Gas and Process Aftermarket Services at work

Read these complete stories – and many other case studies – on how Atlas Copco Gas and Process Global Aftermarket Services mastered these challenges and safeguarded our customers' productivity. Find the full stories at: www.atlascopco-gap.com/case-studies



A new head of steam

When **Akzo Nobel** encountered spatial constraints while remodelling the petrochemical center in Stenungsund, Sweden, our Aftermarket experts significantly boosted productivity and energy efficiency by overhauling existing machinery.



Revamp for heightened productivity

Our team delivered major wins for **Taminco** during the upgrade of a specialty chemicals production facility in Ghent, Belgium: Working closely with headquarters in Cologne, the team doubled the productivity of a GT Series compressor with minimized production downtime during a short two-week window.



Two decades of dedicated service

At one of the largest petrochemical plants in Europe, the Scholven (Germany) facility operated by **BP Gelsenkirchen**, two turbo-compressors have been ensuring smooth and reliable oil refinery operations for almost two decades.



Servicing a top LNG fleet

Assisting with the overhaul of 31 of the world's top LNG carriers, the **Q-Flex** line, at a shipyard in Qatar, was one of the biggest Atlas Copco Gas and Process Aftermarket Services projects to date. Working with specialized tools on a limited time span, Atlas Copco Gas and Process global presence proved to be an invaluable asset.



Reliably sweet

Running smoothly for more than three decades – thanks to Preventive Maintenance – an Atlas Copco Gas and Process vapor compressor is the major workhorse behind producing 250 000 tons of sugar per year at a Swiss plant operated by **Zuckerfabriken Aarberg und Frauenfeld AG**.

CONDITIONING

Atlas Copco Gas and Process Erection & Commissioning benefits

- Expert support during machine start-up around the world
- Atlas Copco Gas and Process handles all steps, letting customers focus on their tasks
- Full commitment until machine runs smoothly
- Official certification of completion and handover to customer



Erection & Commissioning

We're here to ensure your equipment is set up and commissioned the right way. Working with you on-site, our dedicated Gas and Process specialists provide the ease of mind that your set-up is off to the best possible start during this critical phase that can signal the 'make or break' of a productive process.

Take the best possible start for your Atlas Copco Gas and Process machinery

Manufacturing customized turbomachinery is a challenging process, but setting it up in the field opens up an entirely new set of variables. Once your machine is shipped and arrives on site, our experienced field service personnel ensures that it is built up with the same accuracy and care it has been assembled with.

Starting with machine setup and alignment to feeding pipes and drives, commissioning moves into the first start-up. Expert supervision is key, because the machine has not yet set up its own protective system, which makes this a critical phase requiring very careful handling. Our experienced commissioning engineers support you here, setting up your machine to make it fully operational.

The start of a long relationship

With their in-depth knowledge of the machine and its controls, our specialists ensure your operation is not only safe, but will also run with the highest performance levels.

Erection & Commissioning is not merely an official handover of the machine to the customer, assuring that everything is aligned and calibrated. It also marks the beginning of a long relationship.

Having been there from the start, our Aftermarket personnel is the first choice for service support ranging from Preventive Maintenance to upgrades and revamps throughout your machine's long lifecycle.



Learn more about why expert guidance during your machine's set-up can be the make or break of successful operations.

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery

Atlas Copco Gas and Process Upgrade & Redesign benefits

- Benefit from technical advancements without purchasing new machinery
- Meet new capacity and process requirements, boost productivity
- Custom-tailored upgrades based on your process data
- API and ISO compliant upgrades
- Original spare parts

Redesign & Upgrades

Having purchased from Atlas Copco Gas and Process, you own a machine that is built to enhance your productivity for 25 years or longer. When changing productivity goals and process requirements call for upgrades, reconstruction or reconditioning of your machinery, our experts will help you with engineering expertise and genuine parts.

Redesign and Upgrades powered by Genuine Parts

Processes, requirements and technical parameters change over time – and production levels may need to increase to meet demand. Sometimes machines must be reconfigured for new roles. To help you achieve new productivity levels without having to invest in new machinery, our global team of Aftermarket specialists is ready to assist with your revamping and redesign needs. After all, nobody knows your machinery better than Atlas Copco Gas and Process.

All of our redesign and upgrade services rely on the full scope of Atlas Copco Gas and Process expertise. They are carried out with the highest quality materials and employ the most up-to-date manufacturing processes. thanks to the multiple options and detailed reports before any revamp commences, you can be assured that your machine will perform exactly as expected when recommissioned.

Make the most of your existing machinery

We pass over a century in engineering know-how directly on to our customers, by offering the chance to upgrade existing machinery with the very latest technology. Our upgrade options allow you to adapt everything from new drive trains, controls and components to emissions and noise reduction systems into your existing machine.

Based on your process data collected during regular inspections and preventive maintenance visits, our dedicated technicians can present you with the range of possibilities, allowing you to choose the optimal solution for your process and your company. We can modify existing turbomachinery to meet new or expanded roles in your process, and quickly guide you from initial evaluation all the way to commissioning – always with full price transparency.



What are your options when changing productivity goals call for revamping your process?

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery

Atlas Copco Gas and Process Advanced Services benefits

- Maximize machinery uptime, avoid downtime
- Train personnel for optimal machine operation
- Optimize performance with Operating Data Analysis
- Ensure that spare parts are properly stored on-site, in working order, ready for installation



Advanced Services

A big step towards reducing total cost of ownership on a small budget, Advanced Services from Atlas Copco Gas and Process consist of several service activities related to your equipment and its performance over a lifetime of sustainable productivity.

Take the next step in protecting your turbomachinery investment – and achieve real productivity boosts – through our Advanced Aftermarket Services. Here is a quick round-up of our most frequently requested services and the benefits they bring for your machinery:

Operations team training

As an extra service to our customers, our specialists provide in-depth training on your specific machine for your operations team. Ideally scheduled right before a machinery goes online, but also available at any time during the lifetime of our products, this inexpensive measure can increase the reliability and efficiency of your entire setup.

Turbo Oil check: A 'health report' for your oil

Performed at regular intervals, Atlas Copco Gas and Process Turbo Oil Check is a "health report" for your lubricant – and the entire machine. Monitoring your oil conditions helps keep your production running

smoothly and reliably. And with Atlas Copco Gas and Process Turbo Oil Plus, you are using a globally controlled and quality-designed lubricant that perfectly fits your equipment.

ODA – full analysis without halting production

Our detailed Operating Data Analysis (ODA) provides comprehensive intelligence on the integrity of all mechanical parts, giving you a good indication whether a closer inspection is necessary. At the same time, it can offer a pre-warning of any unforeseen issues on rotating parts.

Spare parts logistics

We help you prepare for potential machinery breakdowns and resolve repair issues quickly with Spare Parts Logistics: Our experts will ensure your spare parts are in good shape and ready if you need them. We can also organize all parts orders – including non-OEM parts – as your direct point of contact.



How does Atlas Copco Gas and Process achieve outstanding results for our customers across the globe in areas from training to Spare Parts logistics?

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery



Atlas Copco Gas and Process All-brand Support benefits

- 40 years of experience with all turboexpander brands
- Spare parts, repairs and redesigns
- Replace missing parts with reverse engineering
- Full warranty on service and parts
- Boost performance with full system upgrades

All-brand Support benefits

Putting over four decades of expertise at your service, Atlas Copco Gas and Process offers full support for all-brands of turboexpanders. In addition to repairs and spare parts – even recreated via reverse engineering – we also boost your performance with full system upgrades for your All-brand machines.

Support for all-brands

Atlas Copco Gas and Process Aftermarket support teams are able to cover the full expander range – not just our own machines – with a full scope of service works and parts. We currently provide services to more than 230 non-Atlas Copco Gas and Process expanders located around the world. Over the years, we have compiled an extensive database of non-Atlas Copco Gas and Process spare parts.

This allows us to give you fast and reliable feedback on whether highly specialized, rare, or custom compressor and expander parts are available. And in case you need to replace rare expander parts not found on the market anymore, we offer you reverse engineering for all machine parts, including impeller wheels and bearing housings.

System upgrades for improved performance

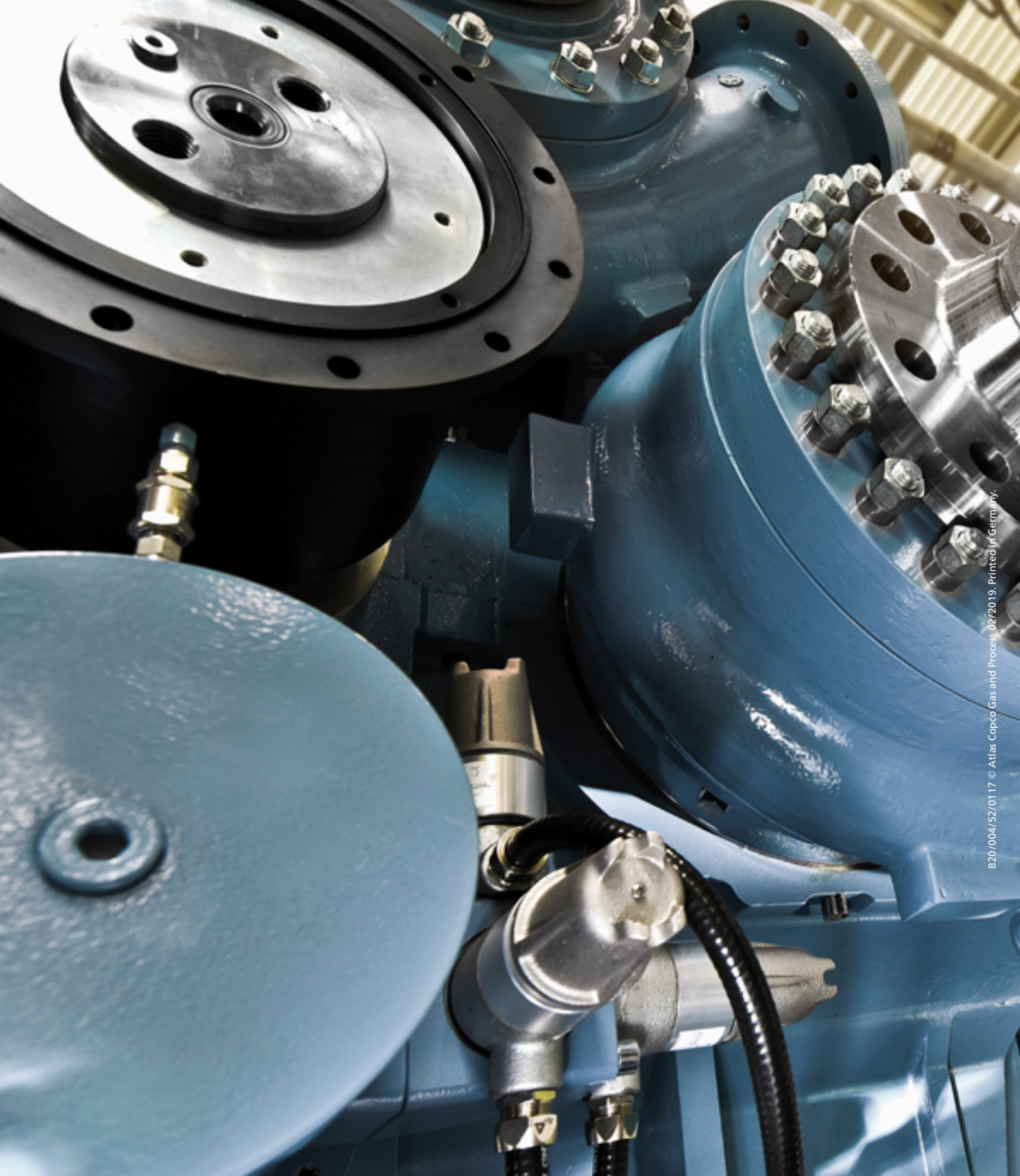
Our expertise allows for service beyond repairs and parts. Enhance your non-Atlas Copco Gas and Process machinery with control system upgrades, lube oil upgrade, and seal gas system upgrades. And talk to your Atlas Copco Gas and Process service representative about other upgrade options for your turboexpander. For the fastest and most efficient upgrade, our Flange-to-Flange (F2F) service replaces the turboexpander within the existing flange connections. With just this one upgrade, you can boost performance and energy efficiency by implementing the latest technology.

Delivered through our global Aftermarket Services network with a presence in over 180 countries, our All-brand support covers all expander brands, including Rotoflow, LA Turbine, Texas Turbine, Gas Power Systems (GPS), Cryostar, and many more.



See how Atlas Copco Gas and Process draws on 40 years of expander know-how to cover your turboexpander with repairs, parts, and upgrades.

Learn more by visiting https://www.atlascopco.com/en-uk/compressors/service/aftermarket_turbomachinery



B20/004/52/0117 © Atlas Copco Gas and Process 02/2019. Printed in Germany.



Atlas Copco Gas and Process

Schlehenweg 15, 50999 Cologne, Germany

Phone: +49 2236 96 50 0

www.atlascopco-gap.com

