

Vindkraftsdagarna Säröhus, 5-6 maj 2022

Carl Thylén
ENERCON After Sales

AGENDA

- **ENERCON i förändring**
- **Regionalisering**
- **Serviceavtal & Tjänster**

ENERCON TURNAROUND

Why is a “Turnaround” necessary?

- German wind energy market -90% from 2017 – 2019
 - Main production in Germany no longer competitive internationally without strong German market
 - Stronger focus on the international markets
- Massive decrease in global turbine prices
 - Stronger focus on COE reduction in the new platforms to adopt to the market conditions of today... and tomorrow!
 - Optimisation of product development, production planning, transport, installation and services

NEW ENERCON COMPANY STRUCTURE

Regionalization:

- Start of 6 **Regions** directly controlling **Sales, Project Management, Service**
- Regional responsibility for staff, losses and profits

ENERCON Global organization is focusing on

- Coordination & support of regions
- Product development & production
- Definition & enforcement of quality standards and processes



ROADMAP REGIONALISATION

Launch dates of regions:

- **Western Europe** since June 4th 2021
- **Central & Northern Europe** since October 15th 2021
- Other regions by end Q1 2022



ENERCON REGION
CENTRAL & NORTHERN EUROPE



ENERCON REGION
WESTERN EUROPE



ENERCON REGION
SOUTHERN EUROPE / LATIN AMERICA



ENERCON REGION
CENTRAL ASIA / MIDDLE EAST / AFRICA



ENERCON REGION
NORTH AMERICA



ENERCON REGION
ASIA PACIFIC

REGIONALIZATION – CUSTOMER BENEFITS

- **“One face to customer”**
 - > Sales & After-Sales, Project Management and Service
- **One Team for the Region**
- **Faster decisions & reactions** to customer requirements
- **High Reliability & Best Service**
- **Conserving ENERCON culture and unique selling proposition**

ENERCON Norden

Antal verk: 895 Antal MW: 1703

Sverige

Antal verk 753
Antal MW 1425

Norge

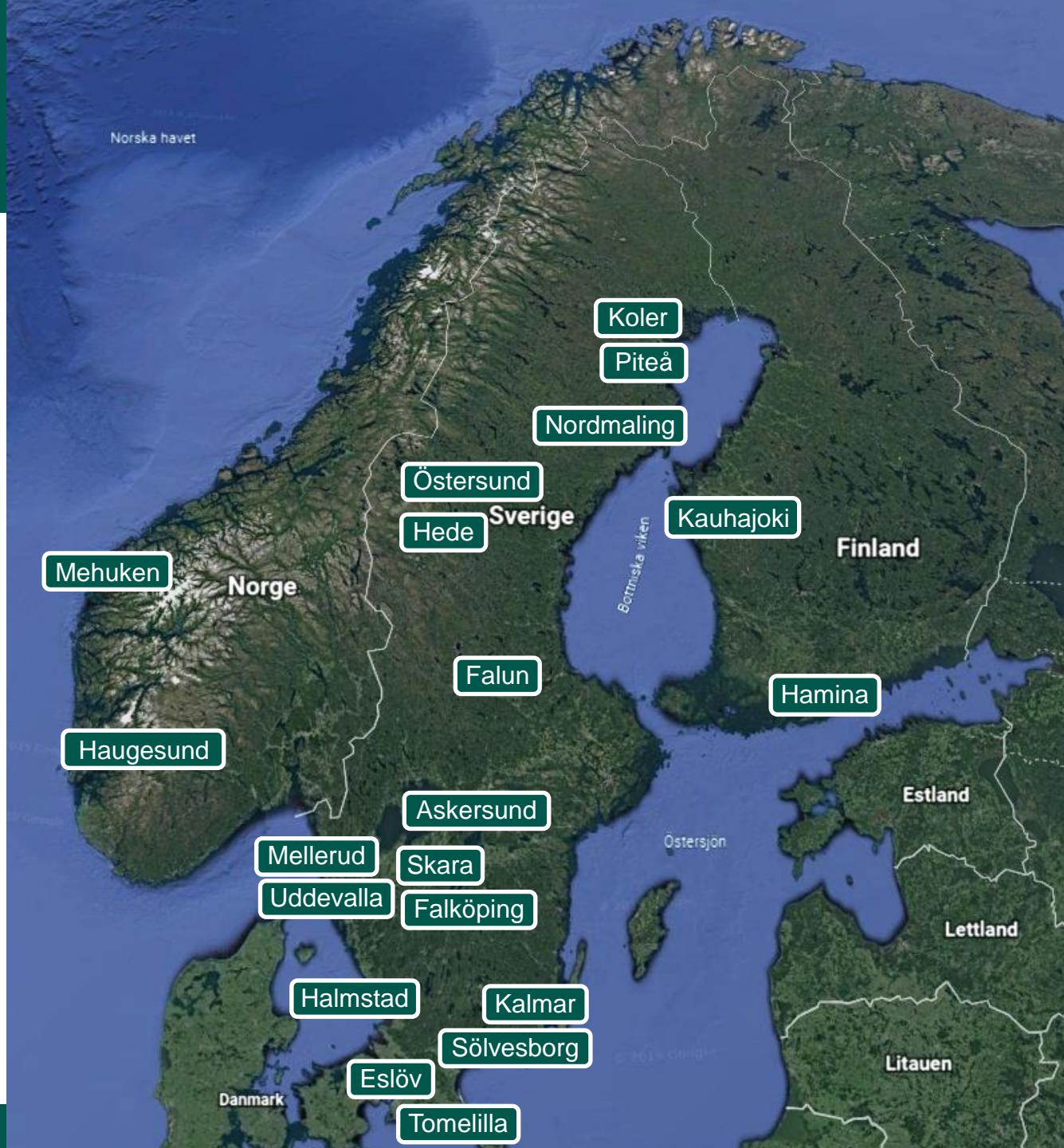
Antal verk 72
Antal MW 162

Finland (ink Åland)

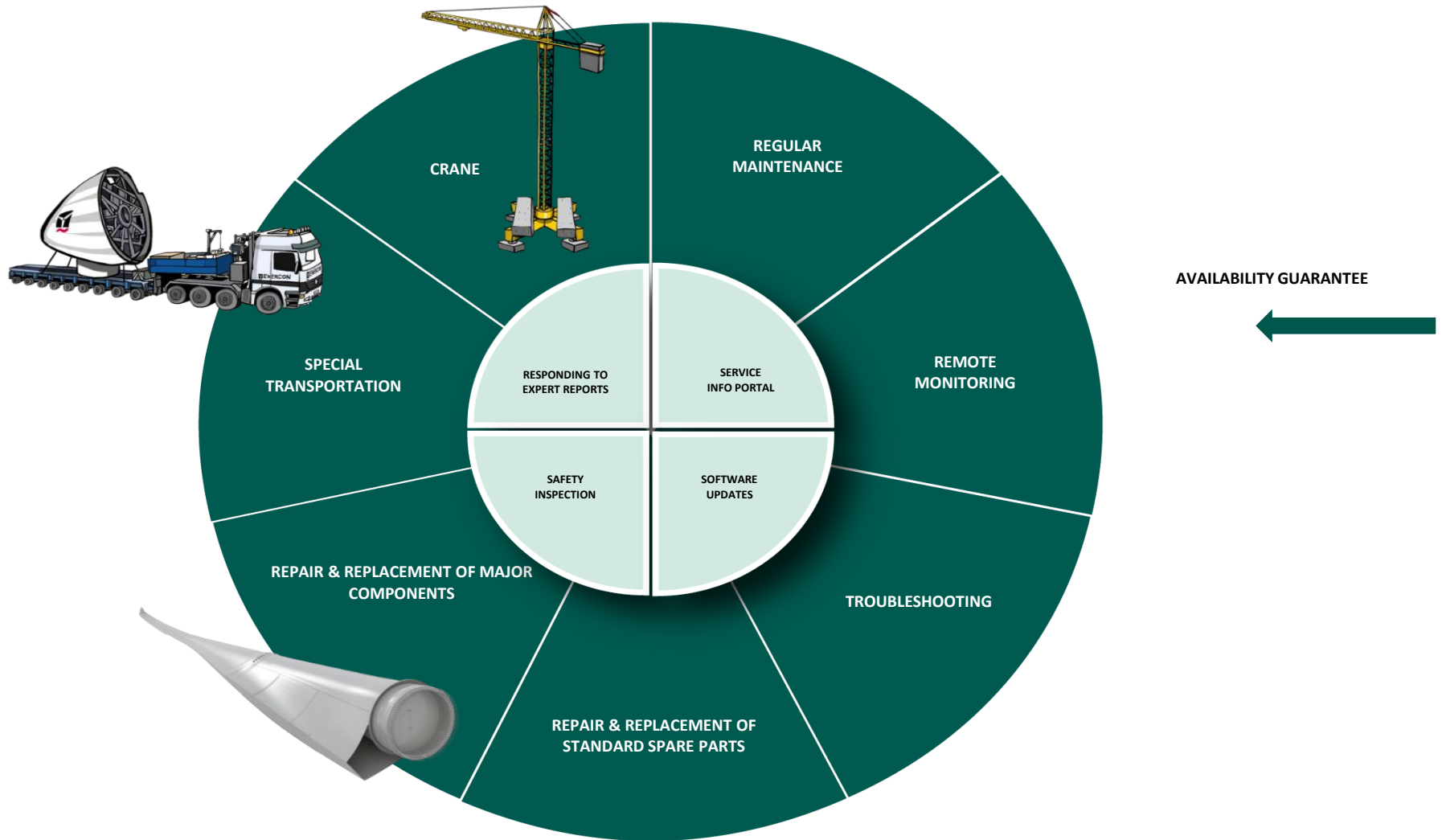
Antal verk 42
Antal MW 86

Danmark/Färöarna

Antal verk 28
Antal MW 30

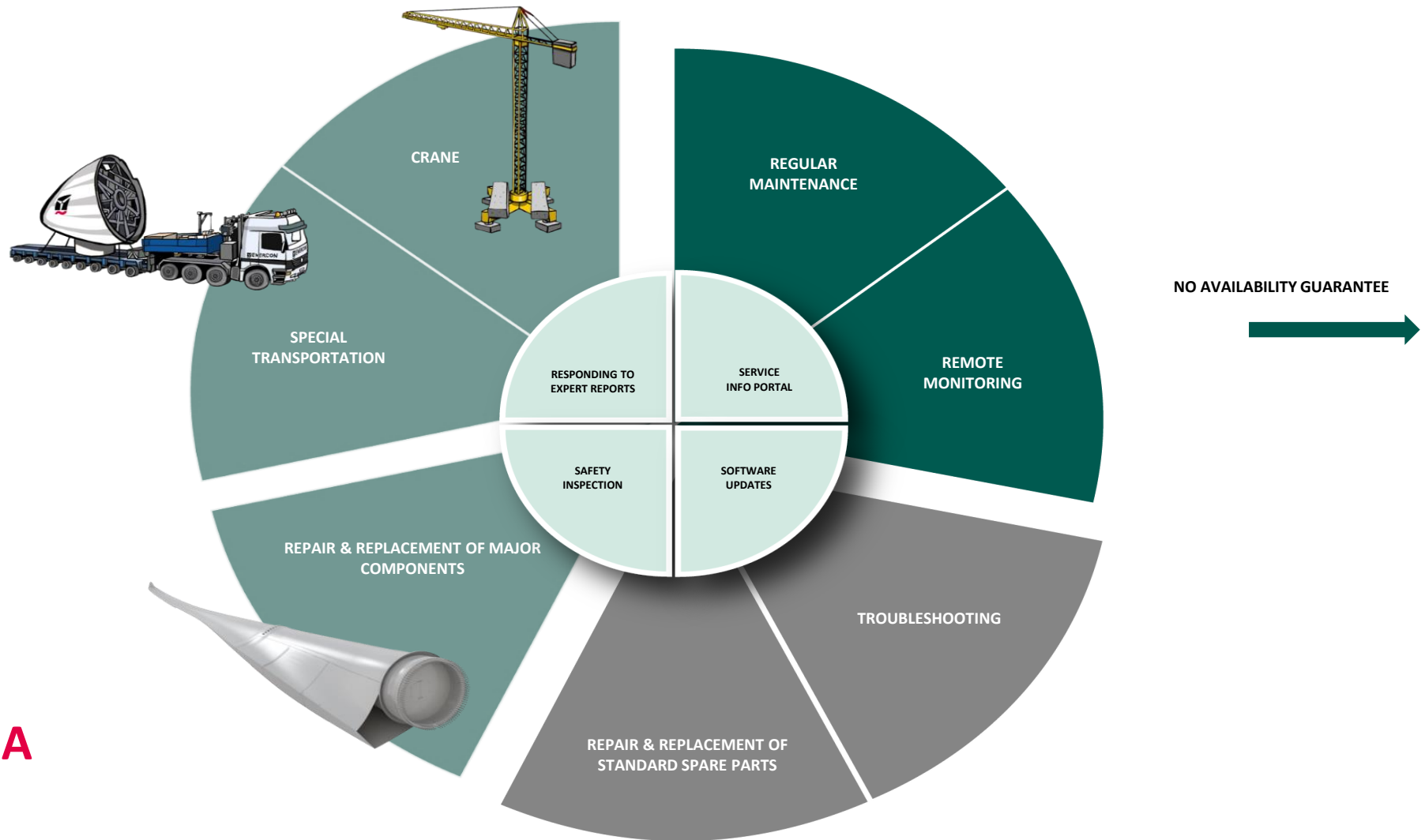


EPK – vårt fullserviceavtal



EPK

Maintenance Agreement (Underhållsavtal)



EMA

ENERCON SERVICE – SCOPE OF SERVICES

	ENERCON Partner Konzept	ENERCON maintenance contract
Availability guarantee	✘	Not included
Customer service <ul style="list-style-type: none"> • Your personal local point of contact • Access to ENERCON Service Info Portal 	✘	✘
24/7 remote monitoring <ul style="list-style-type: none"> • Condition monitoring and remote diagnosis • Online resets • Deployment scheduling 	✘	✘
Regular maintenance and inspection according to manufacturer's specifications	✘	✘
Repairs all the way to replacement of major components	Customisable scope	Optional service
Spare parts supply	Customisable scope	Optional service
Control system software updates	✘	Optional service
Retrofitting	Optional service	Optional service
Training courses for owners, operators and technicians	Optional service	Optional service

The ENERCON PartnerKonzept (ENERCON Partner Concept) is adjusted to your individual project needs.

Certifierat serviceprogram

TÜV NORD EnSys GmbH & Co. KG

DNV-GL

ENERCON GmbH

DNV-GL Energy

DEPARTMENT WIND TURBINES

Expert's opinion

Dated: 2018-11-22

Report no.: 3566965-1-e Rev. 2

1. Subject

Project: Evaluation of a Generic Maintenance Concept for ENERCON Wind Turbines

Normative Reference: IEC 61400-22:2010 in combination with: IEC 61400-1:2005 + A1:2010

Design: Enercon GmbH
Dreieckamp 5
20035 Aurich
Germany

Client: Enercon GmbH
Dreieckamp 5
20035 Aurich
Germany

TÜV NORD logo

DNV-GL logo

UL company logo

DEWI logo

ENERCON logo



ENERCONs planerade underhållsprogram är del av verkets typcertifiering vilket garanterar respektive verks tekniska livslängd och täcks av EPK-avtalet.

Övervakningstjänster

1. SCADA

- Vindkraftverkens övervakning och statusdator. Loggar och informerar om produktion, tillgänglighet och status, fel och varningar.
- Kundinloggning via krypteringsnyckel och lösenord

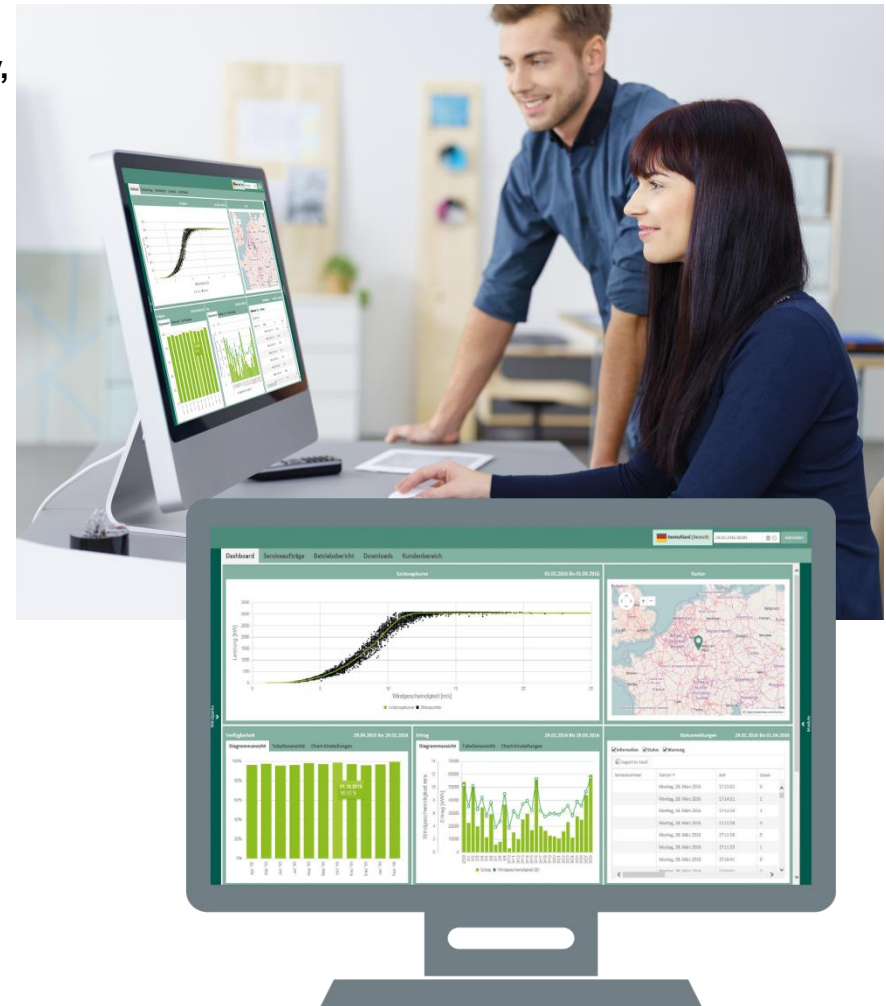
2. SIP = ENERCON Service Information Portal

- Här sparas verkets historik avseende drift, arbetsordrar och produktionsdata
- Webbaserad informationsportal / inloggning användarnamn och lösenord

SIP – SERVICE INFO PORTAL

SIP 4.0 allows you to call up any data relating to your WEC quickly, easily and conveniently

- ~ High level of functionality and transparency regarding all relevant WEC data
 - ~ Web-based customer portal
 - ~ Clear presentation of WEC-specific data
 - ~ Creation of operating reports
 - ~ Comprehensive document database
-
- ~ The following parameters can be accessed through SIP:
 - Historical SCADA data
 - Yield data and availability
 - Maintenance documents and service reports
 - Power curves
 - Status messages



SERVICE PORTFOLIO – SIP MOBILE APP



PRODUKTIV
25
von 25

WIND
3,6
m/s

LEISTUNG
2,3
MW



Track the performance of how your ENERCON wind energy converters with the ENERCON SIP Mobile App. It shows important details on productivity, wind conditions & service orders.

Mycket som ingår...



Tack för uppmärksamheten!



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