

SERVICE SPACE

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1122

MAINTENANCE

SERVICE

PON POWER SERVICE 24/7/365

01



CORPORATE SERVICE

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Service around the clock – around the world

If you choose CAT or MaK products from Pon Power you also benefit from a service network that provides the highest possible operational reliability throughout the lifetime of the product.

Any interruption to operations can lead to loss of production, and every company relies on profitable running. Engines and generators are key factors in achieving this profitability. Reliability, favourable maintenance costs and optimal operation are only some of the advantages gained through using Pon Power's service network for all engine maintenance, combined with original Cat and MaK parts.

In order to achieve the best possible service, we are always on the lookout for optimal solutions. Our entire organization is based on one principle: to offer our clients the best possible solutions and service, while maintaining, renewing and improving these solutions. Our clients must be able to trust that the Cat and MaK engines they have installed will keep the company running, so when the next engine overhaul is due, quality requirements should not be reduced. We at Pon Power and our service network do our best to meet all customer requirements.



Service 24/7/365

In order for a company's equipment to maintain high performance and reliability year after year, it must be maintained and inspected by qualified specialists. We plan our service to be carried out quickly, with minimal disruption to the operation. However, not everything can be planned, and prompt assistance or delivery of an important spare part is sometimes necessary. No matter where or when the need arises, we make every effort to arrive as soon as possible. We realize that any interruption to operations may lead to production loss. We are therefore available 24 hours a day – all year round. This enables us to keep the client's engines in top condition and minimize damage caused by interruption to operations. **Service 24/7/365!**

Our Service department

Pon Power's service department has continually adapted to a larger and increasingly more demanding market. Through goal-oriented training of service technicians and a large number of engines in the market, we have developed excellent knowledge of electronics and control systems in both Cat and MaK. Today, our service employees operate in an international market - with assignments in places such as China, Indonesia, South Africa, Brazil, Canada and all over Europe. We guarantee that when you choose Cat or MaK as a product and Pon Power as the provider of service and maintenance, you will experience a service network that provides you with the greatest reliability possible throughout the lifetime of the product. We work to ensure that our clients will first and foremost purchase reliable operation, power supply, fire pump running, etc.

SERVICE NETWORK WORLDWIDE

Service network

As we are part of Caterpillar's worldwide service network, our major strength lies in global product competence and availability. Pon Power and our service network is the only company in Scandinavia with authorized Caterpillar service technicians. Availability is vital in keeping service costs down. Therefore, Pon Power has strategically placed service technicians and partners in areas with a high proportion of Cat and MaK engines.

We are Cat dealers in the following countries:

- Norway
- Denmark
- The Faroe Islands
- Greenland
- Sweden

We are MaK dealers in the following countries:

- Norway
- Denmark
- The Faroe Islands
- Iceland
- Greenland
- Sweden
- Finland
- The Baltic States

Over the last few years, Pon Power has experienced fantastic sales of electronic engines. For this reason, our service department must continually adapt to a greater and even more demanding market.

Pon Power is renowned for its efficient 24-hour service. Taken in conjunction with Caterpillar's global service network, and our recommended maintenance and operations programme, we guarantee exceptional operational reliability. Our current workforce includes a number of service technicians who have specialised in MaK and Cat engines. We also have a number of authorised sub-dealers with service technicians located in your vicinity.

SERVICE
24/7/365
HOURS A DAY DAYS A WEEK DAYS A YEAR



SPECIALIZED SERVICE

RELIABLE ANALYSIS

Electrical service and vibration analysis

Pon Power offers a range of electrical services to our customers within industry, district heating, marine, offshore, etc. Our authorised electrical department consists of highly qualified and experienced employees, who have specialised in the following areas:

- Thermography – a sophisticated technology that reveals defects that might have unfortunate consequences if they are not corrected promptly.
- Generator service – frequent service and follow-up on any mechanical and electrical parts.
- Switchboard service/relay test – using calibrated precision tools we can inspect most protective functions and circuits.
- SRO / SCADA system – the system is based on the latest in technology, enabling monitoring of important plants and processes.
- Generator and PLC control systems – through countless projects, our programmers are able to adapt unique solutions to modern technical and economic requirements.
- Vibration analysis – our vibrations measurement equipment is among the best in the market, and our technicians are trained and have experience in all types of vibration measurements.

SOS analysis/fluid analysis

Cat engines are designed to provide the highest possible reliability throughout their lifetime. An SOS analysis is an important first step giving you the quickest, most exact and most reliable picture of what is happening inside your engine. The analysis provides the opportunity to test all of the fluids, including the engine oil, transmission and drive line oils, hydraulics oils and coolant. The SOS analysis has been constructed to identify problems at an early stage before they lead to reduced performance, major repairs or in the worst case unforeseen interruption to operations or catastrophic failure. Regular oil analysis is a good and reasonable insurance against expensive repairs and interrupted operations. Spending a couple of minutes on an oil sample - that you send to us for an analysis in our laboratory - can save you huge amounts on your maintenance.

Discovering potential problems early is the very key to reduce downtime and maintain productivity. We assist in setting up a programme that suits the needs of the customer.



SERVICE
24/7/365
HOURS A DAY DAYS A WEEK DAYS A YEAR



SERVICE CONTRACTS

AUTHORIZED CATERPILLAR

SERVICE TECHNICIANS

Customer support agreements (CSA)

In collaboration with the customer, Pon Power offers scheduled maintenance to ensure reliable operation of your engines. The agreements range from preventive maintenance at agreed intervals, based on the engine's operating hours, regular inspection of vital systems and components, to turnkey agreements for maintenance and repair, in which everything is covered by a fixed price.

All agreements are customized to meet any specific application and requirement. The purpose of a service agreement is:

- to reduce the risk of a breakdown; this often causes greater repair costs, in addition to increased consequential costs and loss of income.
- To reduce total costs (Total Cost of Ownership).
- to free up your time from maintenance work and repair and optimize security so that you can concentrate on your core business.

Service contracts

Pon Power has broad experience in joint venture agreements and service contracts that last many years into the future. Priority assistance and price discounts are also important elements of these contracts. Naturally, the conditions depend on the type of engine. However, the intention of each service contract is to ensure optimal production conditions for our clients, and to enable them to plan their service budget for many years into the future.

Specialized service technicians

Pon Power is the only company in Scandinavia with authorized Caterpillar service technicians. We have a network of service technicians and service partners which ensure that our clients' needs are looked after. Our technicians know their region locally. They know exactly which engines are in operation and which spare parts are needed in stock in their mobile storage units for immediate input of labour.

Our service technicians are engineers, electricians, electrical installation contractors and other qualified employees with a relevant background. Our employees are continually being further educated with the latest news and updates within their field, so that our clients may always rely on our expertise in the increasingly complex fields of engine systems and electrical controls. Where in the world this occurs is of no concern, we are experienced in providing service all over the world.



QUALITY PARTS WORLDWIDE AROUND THE CLOCK

Parts

An important contribution to the strength of Cat engines is that every individual component is designed and manufactured to achieve the greatest possible durability and best possible availability of service.

Pon Power is aware of the costs involved in long lead times for spare parts for our customers, so we are proud to be able to offer 98% availability for around 250,000 different spare parts within 24 hours. Pon Power also offers 24-hour online booking through our PartStore, and our links with Caterpillar provide us with constant online information about our stocks and delivery times. More than 300 tonnes of spare parts consignments leave Grimbergen for Cat dealers throughout Europe every day.

PARTS
AVAILABILITY:
98%

FOR AROUND 250,000 DIFFERENT SPARE PARTS
WITHIN 24 HRS.



REMAN – Recon MaK Exchange Parts

Pon Power also offers a broad range of REMAN, Recon and MaK Exchange Parts. These are reliable low-cost solutions, with quality as for new parts, which can be used whether individual parts are to be replaced or more complicated repairs made.

Caterpillar is a market leader in stocking REMAN-produced parts and components, and all parts are ready for installation so that our customers can minimise downtime and maintain high productivity levels.

The quality of our REMAN parts is the same as for new parts, and this has been confirmed by test processes approved by classification societies and ISO 9001 certified.

Pon Power offers two programs for existing MaK spare parts: Our MaK Recon parts are used single parts that have been reconditioned according to our high quality standards. But you get more than just high quality - you also get lower costs, and you still benefit from our worldwide service network and good support in general.

Pon Power's MaK Exchange Parts is a program in which you exchange a defective part with a high-quality reconditioned part which has been completely overhauled in one of our well-equipped workshops.

Those of our customers who use REMAN, Recon or MaK Exchange products when they are replacing a part, will also receive a quality part that is in just as good condition as a newly manufactured part, and receive the same warranty conditions and delivery terms, at a noticeably lower price.

PartStore - Order parts online

Access PartStore and order Cat parts online when it suits you. The Cat PartStore system is open for business 24 hours a day, seven days a week. Imagine, more than 800,000 genuine Cat parts at your fingertips ... Everything from new to remanufactured parts.

PartStore: Easy and convenient

- Open 24 hours a day
- Available for standard internet connections
- Order new and factory reconditioned parts
- See prices and parts availability
- Free access to updated electronic parts books (SIS) for your engine
- Save time by setting up your own parts lists

All as close as **point ... click ... parts.**

ORDER YOUR PARTS
24/7/365
HOURS A DAY DAYS A WEEK DAYS A YEAR

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