

SERVICE

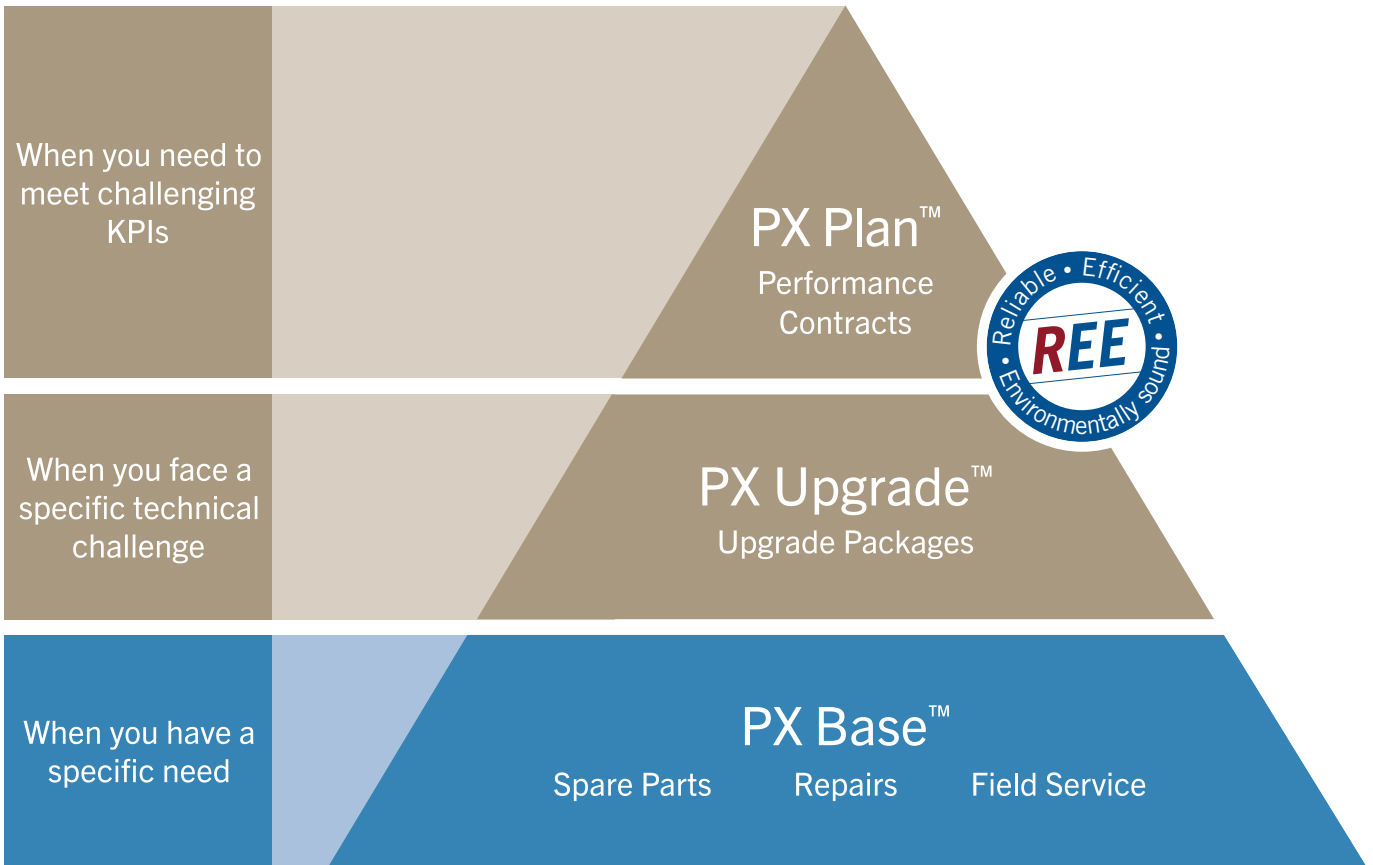


Tailor-made performance in service.
Customer focus the HOERBIGER way.

SERVICE
YOUR
PROFITS


HOERBIGER
because performance counts

Focused on your needs



HOERBIGER has an optimized solution for every service application. Recognizing that customers' needs follow different requirements, we have developed appropriate services to address these needs. We call this PerformanceXperience® – PX for short. Our services provide measurable and long-term improvements in the efficiency, reliability and environmental soundness of reciprocating compressors. Services from HOERBIGER are designed to allow you to focus on what you do best: running your plant profitably. You benefit from the advantages of genuine performance.

PX Base™

Do you need specific spare parts or services?

PX Base™ is the choice. HOERBIGER delivers spare parts, overhauls compressors, repairs components, and gets them ready for the next maintenance interval. Work is carried out either at a HOERBIGER location or directly on site by skilled field service staff – with short turnaround times.

PX Upgrade™

Do you face a specific technical challenge in your plant?

PX Upgrade™ is your custom solution. HOERBIGER takes a structured and integral approach to analyzing the improvement potential – or your specific problem – on anything compressor-related. The analysis forms the basis for developing tailor-made solution packages that considerably enhance the reliability and efficiency of your compressors and your plant.

PX Plan™

Do you need to increase the output of your plant and meet challenging KPIs on a limited budget?

Through PX Plan™, HOERBIGER shares the risk with you. Together with you, we define specific performance targets such as availability. A performance contract establishes the desired uptime for your plant and your compressors, or the energy savings you seek, and HOERBIGER sees to the implementation.

What does tailor-made performance in service mean?

In recent years, demands for efficiency increases and cost reductions in the oil and gas industry have grown dramatically. Many companies face new challenges. There are answers to these challenges – provided you have the right partner by your side.

The answer: service by HOERBIGER

The services offered under PerformanceXperience® provide measurable and long-term improvements in the reliability, efficiency and environmental soundness of reciprocating compressors.

Our PerformanceXperience® approach makes this possible through:

- Premium performance-defining components
- Spare parts and repairs for compressors as well as components
- Experienced engineers
- Long-term performance contracts
- Innovative services centered around plant efficiency

As the name suggests, PerformanceXperience® gives you an opportunity to benefit from services designed for performance and based on experience.

Performance

- Improved overall equipment performance and greater competitiveness for you
- Best business cases and optimized return on investment
- Performance-defining products and solutions based on unique HOERBIGER technology

Experience

- Experience services that genuinely meet your needs
- Extensive engineering and process knowledge related to machinery and equipment – regardless of OEM
- Drawing on more than 120 years of HOERBIGER experience

REE: an idea became our mission

REE is an integrated engineering approach that is unparalleled in the oil and gas industry. We focus not only on individual components or compressors, but on their interaction in the plant processes.

REE denotes Reliability, Efficiency and Environmental soundness. In a REE audit, HOERBIGER experts analyze and benchmark existing machines. Then they determine opportunities for optimization in terms of reliability, efficiency and environmental soundness. Thanks to REE, HOERBIGER maximizes your machines' performance.



SERVICE

EXCITE

THE HOERBIGER PIONEER CLASS

Managing implies making decisions, ideally with the support of a partner who has the same level of expertise in his field as you do in yours.

You demand expertise you can rely on. Improved performance, a quicker return on investment, and greater utilization of savings potentials related to your compressor's performance-relevant components are all possible.

The time has come for the HOERBIGER Pioneer Class. We identify our customers' expectations, needs and desires. With your input, we create the best business case using our expert machine and process knowledge – regardless of compressor manufacturer.



PX Upgrade™



Best performance is about more than maximum performance. It is the capability to adapt to new tasks.

- Increase reliability of proven assets
- Reach better efficiency with existing compressors
- Adapt to and stay compliant with tighter environmental regulations

We know the possibilities your machines have to offer, and that allows us to boost profitability using existing machines.

PX Plan™



When compressors underperform, one option is to spend money on maintenance. However, it's more economical to invest in results.

- Access to technological excellence – also without new investment costs
- Improved plant profitability
- Risk is transferred to a competent partner
- Investments are transformed into operating costs

HOERBIGER Performance Contracts not only give you access to state-of-the-art technology, but also minimize downtime through increased availability and reliability.

**CHALLENGE
YOUR
HORIZON**

Production processes are networks. It is a service partner's task to ensure that all knots in the net are properly tied.

Long-lasting relationships prove that HOERBIGER offers excellent service based on the experience and technical competence of our experts. These services provide compelling quality for customers who seek reliability with price competitiveness and on-time

delivery performance. HOERBIGER Service experts support you with tried-and-tested services and packages whenever and however you need them: on site, remotely, day by day or overnight. This kind of cooperation evolves into a partnership.



PX Base™ - Spare Parts



Accurate and available: this combination makes the differences when it comes to the timely and reliable supply of spare parts. Nobody can deliver spares as quickly and accurately as the manufacturer.

A HOERBIGER spare parts agreement is the ideal way to ensure short delivery times and easy ordering. It guarantees that the right part is delivered, at the right time.

- HOERBIGER Spare parts: accurate and available
- Timely delivery reduces downtime
- Reliability saves time and money

PX Base™ - Repairs



For generations, HOERBIGER has developed and manufactured high-precision components that perform important functions in key areas of your machines.

HOERBIGER specialists are seasoned experts when it comes to these components. They know how to minimize downtime and carry out the necessary repairs quickly, yet precisely and reliably.

- Repairs of performance-defining components
- Tailor-made, equipment-specific and effective
- Highest quality thanks to clearly structured services and certified processes

PX Base™ - Field Service



The lifespan of equipment in the oil and gas industry is measured in decades. This makes it all the more important to carefully maintain and service long-lived compressors.

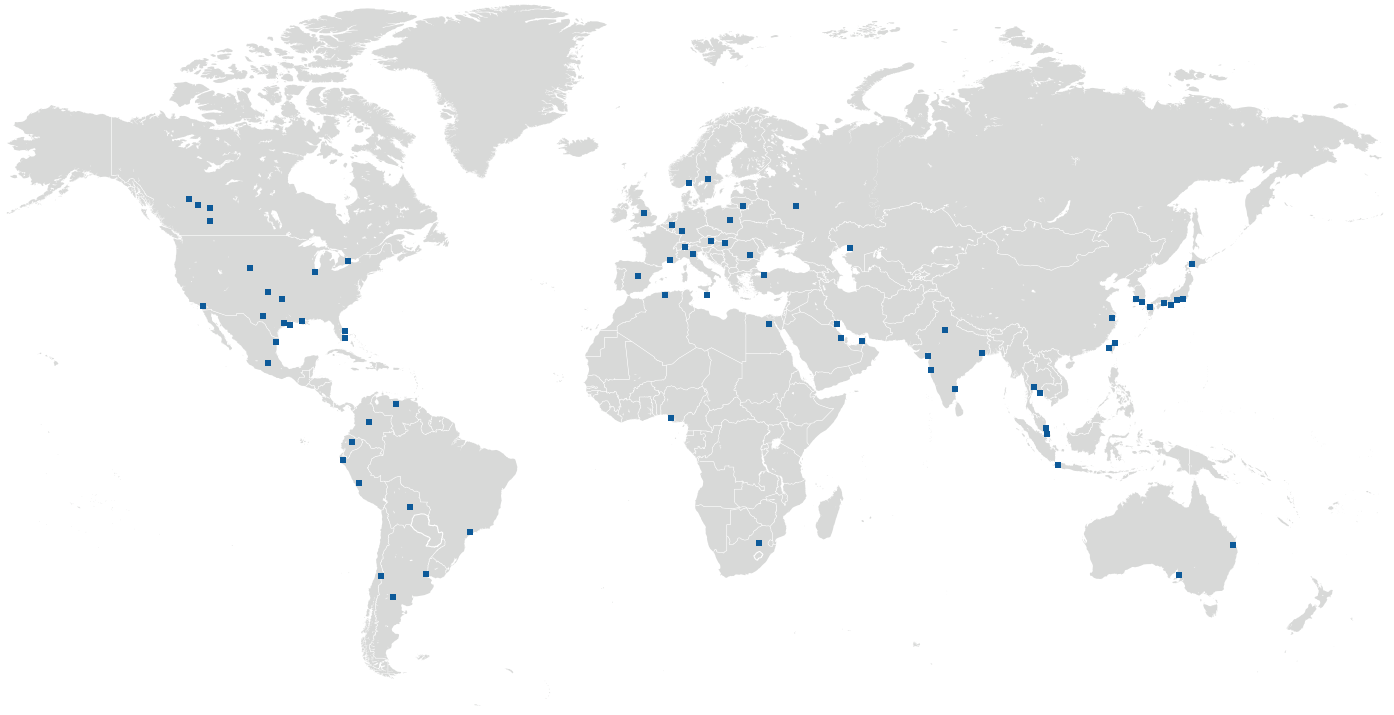
Local HOERBIGER specialists are intimately familiar with local conditions. They have the right qualifications and know the demands that your equipment faces.

- Maintenance and service
- Reliability thanks to certified service quality
- Local, fast and competent

**YOUR
PROVEN
SOLUTION**

Global expertise – local know-how

HOERBIGER has dedicated service branches in over 60 countries. They share their comprehensive knowledge of HOERBIGER components and compressor fleets with our local customers.



Global advantages through HOERBIGER Service:

- Greater competitiveness due to expertly serviced equipment
- Improved ROI as a result of precise performance
- We identify our customers' expectations, needs and desires
- Expertise based on HOERBIGER technology and experience

www.hoerbiger.com

HOERBIGER is active throughout the world in the oil, gas, and process industries, in the automotive industry, and in safety solutions. In 2018, its 7,000 employees achieved sales of 1.222 billion euros in 110 locations and 48 countries. Our products and services are used in reciprocating compressors, gas flow control units, vehicle transmissions, gas-powered engines, automobile hydraulics, and comprehensive explosion protection solutions. It is our shared ambition to deliver excellence for our customers. As a result, we create an environment which allows our employees to develop their full potential and demonstrate initiative: people and success go hand in hand at HOERBIGER.

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