Dear Sir or Madam,

this year Corona virus is endangering the health of millions of people and paralyzing the world's trade in goods.

The production, installation, commissioning and operation of high-quality capital goods such as turbomachinery systems is also significantly affected by this crisis.

At this difficult time, the health of your and our employees as well as the safe and reliable operation of your equipment is a top priority.

MAN Energy Solutions wants to help you, our dear customer, to better manage this time with digital solutions and to cushion the negative effects.

For an indefinable period of time, due to the precautions and travel restrictions, specialists on your customer side as well as in our company and also at our suppliers will only be able to act very limited. In difficult times, many good ideas and solutions are found and implemented.

Please note that we offer the following digital services for a limited time - until the Corona crisis is overcome and your and our experts can be fully available again.
We are pleased to announce that we can temporarily offer you the following digital solutions that enables us to help you remotely.

1st digital solution:
This digital solution supports you during production, up to the delivery, commissioning and trial operation of your equipment.
We can perform “EyeTech”-services which are quality inspections and witness tests via video live streams without the personal presence of inspectors or we can provide remote, AR supported trouble shooting, using EyeTech as hardware or EyeTech app on smartphone, tablet.
Details of the "EyeTech" technology and the a.m. described applications can be found in the attached flyers.

2nd digital solution:
This digital solution supports you during the commissioning and trial operation of your equipment.
We can provide a technical solution for real time monitoring (data read access) of the Supplied turbo machinery equipment during commissioning and during test operation phase and support you via our Remote Service Centers.
Details of the real time diagnostics technology can be found in the attached flyer.
We are pleased to inform you that a “Light” package can be provided for you free of charge. To enable us to transfer and evaluate data, a “PrimeServ Assist contract” shall be signed. Please do not hesitate to contact us in case of interest.

3rd digital solution:
This digital solution supports you during the commissioning and trial operation of your equipment.

In the event of sudden malfunctions and delegation of our field service experts for troubleshooting support is challenging or impossible due to COVID-19 we can provide a digital solution for remote services with write access of the supplied turbo machinery equipment during commissioning and during test operation phase.

We can directly access the Programmable Logic Controller (PLC) and Human Machine Interface (HMI) for data analysis and - if deemed necessary - tuning of parameters.

To enable us to provide these kind of remote services a “Remote Service (write access)” contract shall be signed.

If you are interested in these digital solutions, please do not hesitate to contact your contact person within MAN Energy Solutions.
We assure you that MAN Energy Solutions will do everything possible to help you.

With best wishes for your health, respectful
MAN Energy Solutions SE

Annexes:
- Flyer “Quality inspection 4.0”
- Flyer “PrimeServ EyeTech”
- Flyer “Remote access” (remote service- write access)
Quality inspection 4.0

MAN Energy Solutions
Future in the making

Remote quality inspections with PrimeServ EyeTech. Focus on what counts.
You might know the situation: to ensure the compliance with quality requirements, you participate in test runs or conduct inspections that require long and costly business trips. To reduce cost and manhours MAN Energy Solutions offers EyeTech, a tool for online augmented reality collaboration.

**Functionalities of EyeTech**

With EyeTech, you are just a mouse click away from a virtual visit of our production site to attend test runs or conduct inspections remotely - regardless of your location.

Access the EyeTech platform with your computer, smartphone, tablet or smart glasses and attend a live HD video and audio stream. You can follow the inspections or test runs through the eyes of the MAN employee, interact with our experts and use other functionalities, such as annotations, to highlight objects you want to have a closer look on.

**Your benefits**

- Participate remotely
- Reduce travel cost
- Reduce travel time
- Deploy staff efficiently
- Reduce CO₂ footprint

**Notes and requirements at a glance**

- You can use EyeTech with your notebook, PC, tablet, smartphone or smart glasses.
- Up to four participants including at least one MAN employee can attend a video call.
- For browser user: Google Chrome, Mozilla Firefox and Opera Browser are supported
- For smartphone or tablet user: download the free “PrimeServ EyeTech” app in the Google Play Store or Apple App Store
- Minimum hardware requirements: device with a microphone
- Bandwidth recommendation: 1.5 – 4.0 Mbit/s, depending on number of participants

For further information and pricing, please contact your MAN representative.
Guidance for remote inspection with EyeTech

1. You receive a Notification of Inspection (NOI) with the option to participate.

2. Confirm the NOI and define whether you want to participate in person or remotely. If you participate remotely: enter the names and e-mail addresses of the participants.

3. The nominated participants will receive an e-mail to log into our MAN EyeTech platform: https://man-es.share-platform.de.

4. The participants will receive a call for the scheduled inspection in order to interact with our MAN expert(s).

Participate from anywhere with EyeTech
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You might know the situation: Something is going on and you want to ensure you are acting the right way. In order to secure yourself you would like to ask an expert for a second opinion. Now you can.

Benefits at a glance

- Less downtime due to faster reaction
- Reduced travel costs
- Improved communication
- Real-time expert support
- Hands-free problem solving
PrimeServ EyeTech in a nutshell

PrimeServ EyeTech brings you a mouse click away from getting expert support on the situation.

This is the latest high-tech troubleshooting tool by MAN – the PrimeServ EyeTech device worn by on-site staff for hands-free use for fast response issue resolution with our remote engineers.

Flexibly access to the PrimeServ EyeTech platform with your computer, smartphone, tablet or smart glasses and attend the live HD video and audio stream.

You can join the job on-site or get in contact with our experts and use functionalities of the platform, such as annotations, to highlight objects you want to have a closer look on, and voice activated commands for hands-free troubleshooting. As part of PrimeServ Assist you can make use of this opportunity even today.

Due to a faster reaction, you will have less downtime and in addition, travel costs will be reduced while having a real time view on the situation.

Every expert will have the chance to support on different sides in the same day. By using different input channels the communication is improved and will avoid misapprehensions.

Reports will improve because we will be able to record sessions and take screenshots. All this happens while the engineer is working “hands-free” what increases safety. While more than one expert can witness the situation we combine competence effectively. All you need to dig these benefits is providing a working network (WiFi or mobile hotspot) and the permission to use the device.

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MAN PrimeServ – the service brand of MAN Energy Solutions

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In the event of sudden malfunctions, delegation of field service experts for troubleshooting support is often challenging and associated with high costs. Instead and upon customer’s request, MAN PrimeServ can directly access the Programmable Logic Controller (PLC) and Human Machine Interface (HMI) for data analysis and - if deemed necessary - tuning of parameters.

Solution
Using digital remote access, MAN PrimeServ provides its customers with an effective solution for fast troubleshooting support and tuning of parameters. State-of-the-art IT infrastructure and contemporary digital maintenance and analysis tools make it possible to bring together the customer’s operating personnel and MAN PrimeServ’s experienced service engineers remotely – in a fast, secure and easy way.

Upon customer’s request and after remote access has been granted, a security router establishes a secure connection between the unit control system and MAN PrimeServ. Using this connection, MAN PrimeServ can directly interact with the PLC and the HMI to analyze the operating data and settings in order to support the operating personnel when identifying the malfunction andremedying the cause, as well as when tuning parameters for optimized operation. In doing so, a large number of malfunctions can be rectified directly in cooperation with the operating personnel and MAN PrimeServ, giving the customer the chance to enhance their machine knowledge. In the event that a malfunction cannot be
Remote Access
Compressors & Turbines

Expert support for troubleshooting, maintenance optimization, process tuning and training activities

resolved with remote support, the information gained from the analysis is used for the thorough preparation of the following field service intervention.

Using digital remote access, unscheduled downtimes can be shortened, time-consuming and expensive field service deployments can be widely avoided and parameters can be tuned to optimize operation – all to improve economic efficiency and reliability.

Management Summary
Features:
- Controlled remote access to PLC and HMI via a security router

Benefits:
- Expert support for troubleshooting, maintenance optimization, process tuning and training activities
- Shortening of downtimes by online checking and tuning of key parameters
- Access granted by customer
- Higher efficiency of on-site works thanks to remote collaboration
- Faster reaction times, higher reliability and higher availability
- Compliance with the latest security standards

Comprehensive Solutions
MAN PrimeServ provides comprehensive service solutions to optimize operation and maintenance of your equipment. Please contact us for further information!

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