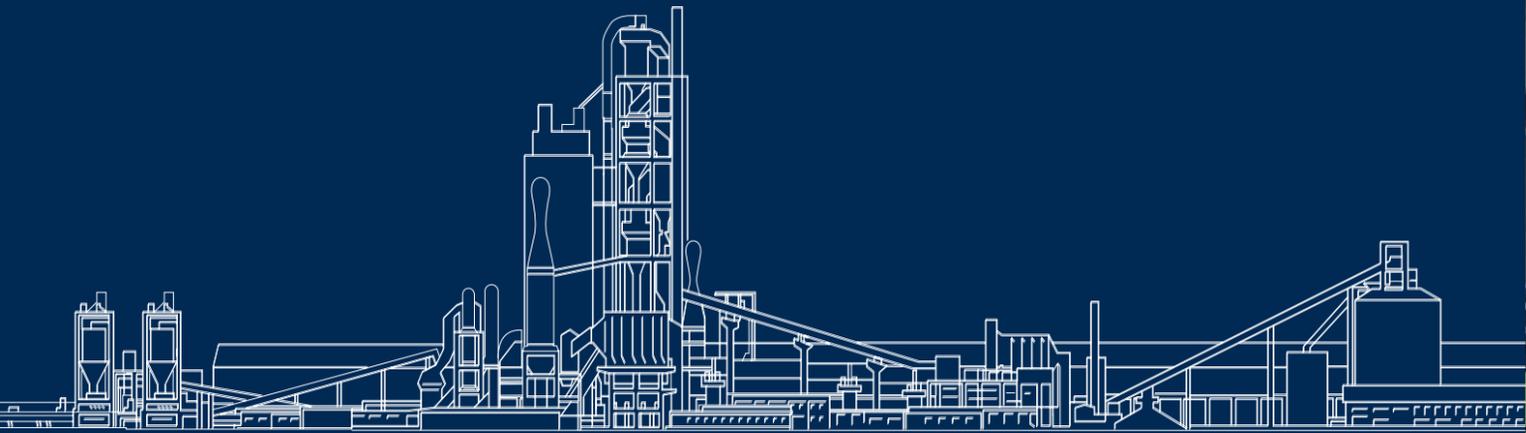


Maintenance Service Agreements

a comprehensive
service solution



Your maintenance program directly effects your profitability



Avoid unplanned shutdowns and optimise your scheduled downtime - by having the proper maintenance strategy and execution. Sounds easy, but it requires the right skills to plan and perform these tasks - as well as the time, tools and resources to do them. Let us help.



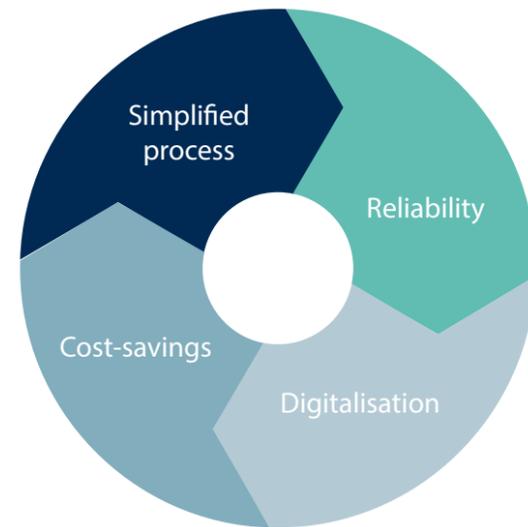
A customised plan to fit your needs

Service solutions for your peace of mind

With our Maintenance Service Agreements, your local staff is advised by our skilled engineers, so that the equipment is maintained in the best manner and you achieve higher reliability. We can do everything, from inspections on-site to online condition monitoring, installation services and even maintenance strategy. You can concentrate on running the plant, safe in the knowledge that your equipment is being looked after by our local team and a global network of experts.

Different plants have different needs

We know that maintenance needs vary from plant to plant, and they change over time. That's why we support you in an engaged and structured way. You decide how much support you need, choosing from the Healthcheck, Inspections, Smart support, and Full preventive/predictive packages outlined below. We cover all FLSmidth and various non-FLSmidth products. Add-on services are also available, should you wish for us to support with further expert services, such as training, hot kiln alignment or shutdown support services.



Choose the Maintenance Service Agreement that best suits your needs

Service module	Healthcheck	Inspections	Smart support	Full preventive/predictive
Basic inspection	✓	✓		✓
Spares inventory check	✓	✓		✓
Detailed inspection		✓		✓
Shutdown planning		✓		✓
24/7 Remote emergency support			✓	✓
Remote insights			✓	✓
Online condition monitoring			Select products	Select products

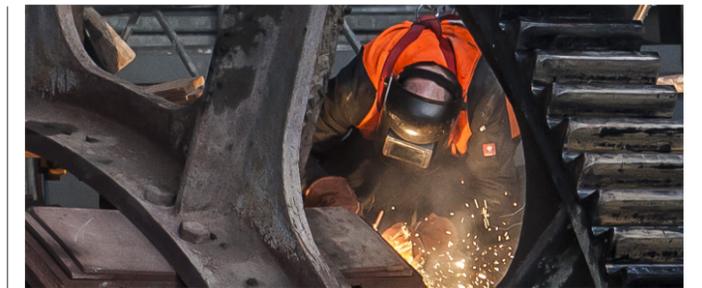


Maintenance Service Agreements:

- Equipment availability
- Dedicated Service Account Manager
- Priority status and fast response time
- Increased performance
- Increased equipment reliability, lifetime and efficiency
- Lower operating cost
- Increased equipment and component lifetime
- Improved safety
- Customised and proactive approach
- Spare parts planning

Get to know our agreements better

Service	What you can expect	Package summary	
Basic inspections	Scheduled site visits by a technical specialist to evaluate equipment behaviour and condition using a proven checklist, and resulting in a traffic-light type of report. Special tools or measurements are not included.	Healthcheck	
Spares inventory checks	<p>Prior to detailed inspection of equipment, FLSmith engineer evaluates spares availability vs. requirement of critical (and in some cases, operational) spare parts, based on FLSmith list of recommended spare parts.</p> <p>Includes:</p> <ul style="list-style-type: none"> Documentation of main equipment installed at the plant site Review of the existing spares inventory on site Cross check against FLSmith recommended list of spare parts (critical and operational) 		Inspections
Detailed inspections	Running and stop inspections by technical specialist per the equipment manual, delivering reports with short, medium and long term recommendation actions for equipment reliability.		
Shutdown planning	Support for preparation of plant maintenance schedules based on the outcome of detailed inspections. Includes lists of tasks, tools, spare parts and consumables.	Full preventive/predictive	
24/7 Remote emergency support	<ul style="list-style-type: none"> Case registration accessible 24/7. On-demand remote support on emergency, troubleshooting, technical and operational issues. Secure remote access for equipment/plant control system to perform diagnostics and push changes. 		
Remote insights	SiteConnect app, providing access to self-service dashboard of plant KPIs.		Smart support
Online condition monitoring	<p>Online condition monitoring service packages, including:</p> <ul style="list-style-type: none"> Regular reports with key insights (KPIs) on asset health Sensor health monitoring and alarms Root cause analysis and critical asset health recommendations based on predictive analytics (future) <p>Two levels of packages (Essential and Extended) available.</p>		



Most common add-on services

Service	Deliverable
Hot kiln alignment	Includes standard and comprehensive hot kiln alignment for higher availability and longer kiln life. One of our specialised services, to take care of your critical equipment.
Shutdown technical advisory support	Technical advisory during shutdown. This can be combined with repair or installation services, in a service package where we take care of the main services - so you can maintain safety, minimise downtime and optimise costs.
Ad-hoc and troubleshooting support on-site	During emergency breakdown - in case the unexpected still occurs, we help you get your equipment up and running as soon as possible.
Trainings	Training programs to foster knowledge-sharing regarding maintenance, plant process, mechanical, electrical and automation disciplines.
Process audits	Comprehensive process audits, including laboratory testing of material where relevant. The results are summarized in a report that details the findings and includes recommendations. There are various types of audits, bringing you value in terms of, e.g., process and plant performance, power and energy savings, fuel optimization and sustainability.

The logo features the FLSMIDTH brand name in a white, sans-serif font. To its right is a large white circle containing the word "Zero" in a bold, white, sans-serif font. The background of the entire page is a dark, atmospheric photograph of a cement plant at dusk or dawn, with industrial structures and lights visible against a gradient sky.

FLSMIDTH Mission Zero

TOWARDS ZERO EMISSIONS IN CEMENT



Zero
emissions



100% fuel
substitution



Zero
waste

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across the globe.
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