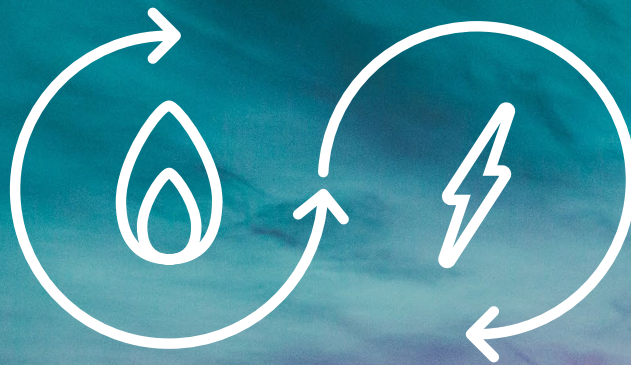


February 2018

Combined heat and power Premier and Premier Plus service contract

Secure your energy source



centrica
Business Solutions

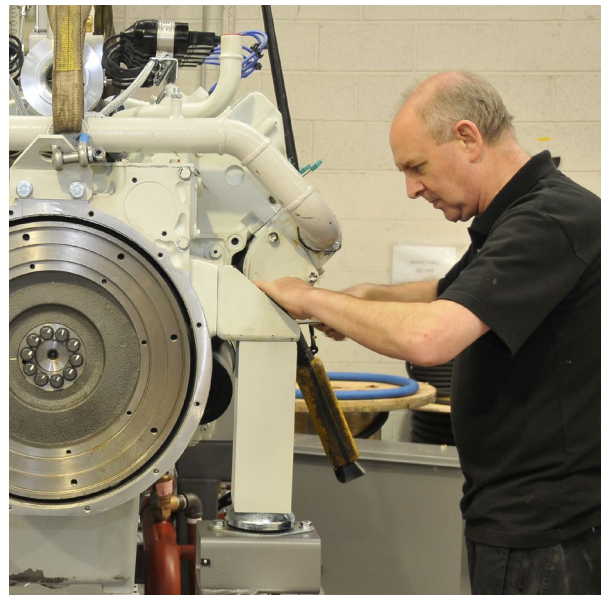
ENER-G CHP aftercare

Centrica Business Solutions is committed to providing the highest standard of after sale service in the CHP market.

We have been in the CHP industry over 30 years and currently maintain and operate over 50% of all operational CHP units in the United Kingdom and Ireland.

Centrica Business Solutions combines knowledge and experience with a strong commitment to customer care providing a market leading service to all clients.

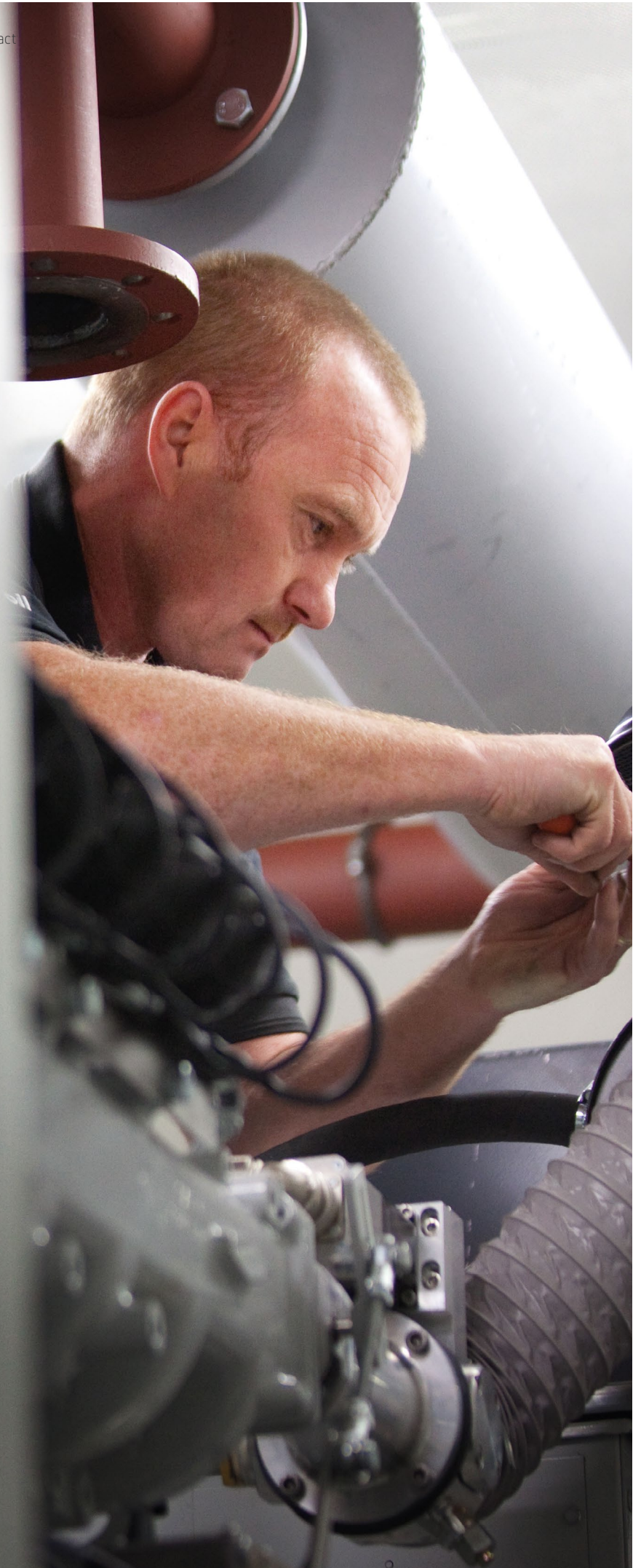
Centrica Business Solutions maintains the largest fleet of CHP units in the UK, combining this with biggest team of mobile service engineers in the industry. This allows for quick response and truly nationwide coverage. We have over 50% of the UK's operational cogeneration systems covered by our maintenance contracts and agreements. We have the infrastructure in place to provide a first class front line service to your CHP system.



Centrica Business Solutions service centre

To maximise the longevity and saving of your CHP our operations department co-ordinates the deployment of our nationwide engineering team 7 days a week 363 days a year, offering rapid response.

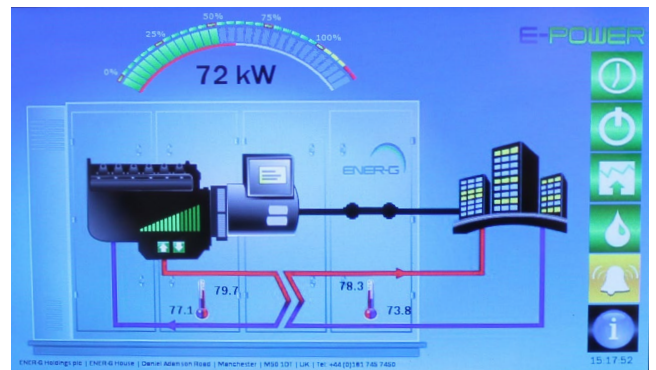
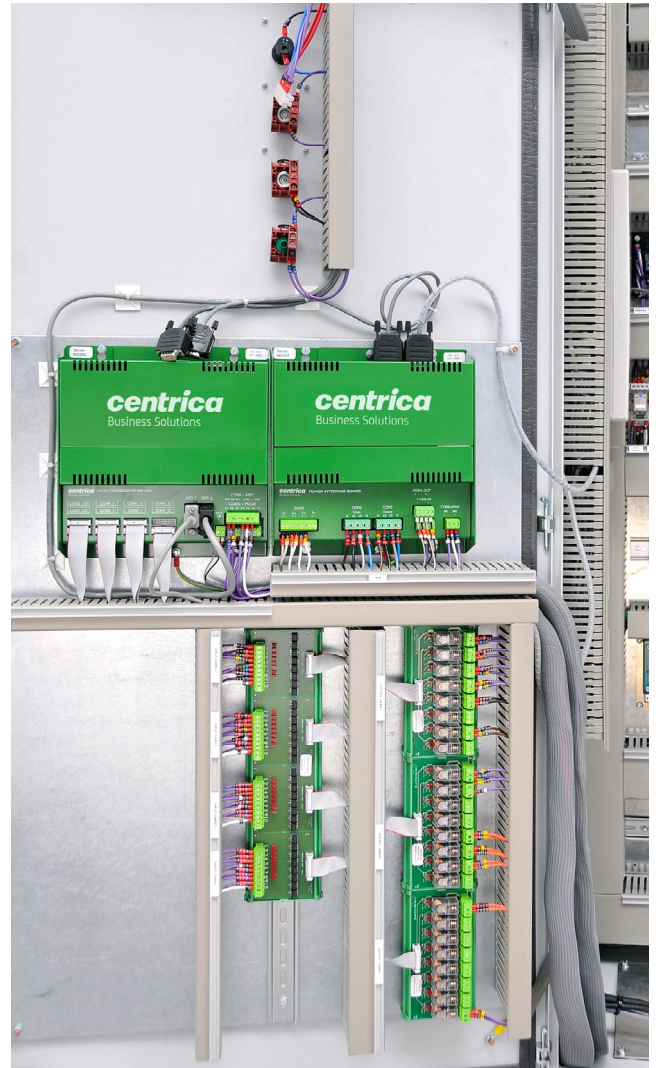
All our engineers are Gas Safe registered, receive full electrical training in-house and are kept up-to-date with all the legislative and technological advances.



Remote monitoring

An integral part of our system is the control system, developed in-house, specifically for our CHP requirements. Over 200 data points are monitored and recorded with the aim of anticipating issues prior to their formation.

Remote monitoring reduces operational downtime whilst collecting the data to formulate monthly performance reports. Our Progressive E-Power system also offers customers the opportunity to log on and monitor operation and savings.



Peace of mind with a service plan

Wouldn't it be good to have a flat rate for your CHP servicing costs?

Minimal operational downtime and no incidental bills?

Well that's exactly what the our SERVICE PLAN provides.

Over the course of a year your CHP could be expected to have accrued 7884 hours of run time (based on 24 hours operation).

The engine powering the unit spends this time running at full power similar to a car moving at 70 miles per hour. Therefore if the CHP was a moving vehicle then over that time would have travelled an impressive 551,880 miles in a single year. Multiply this by the years of operation a well maintained unit will enjoy and the demands placed on the unit become clearer. Your CHP will need a high degree of care and expertise.

7884

HOURS OF RUN
TIME

70

MILES PER HOUR

551,880

MILES PER YEAR

A spiral-bound calendar is shown in the background, slightly out of focus. It displays several months: March, July, and November. The dates are printed in a grid format with days of the week indicated by small letters. The calendar is bound with a silver spiral on the left side.

Our service plan

Fixed-price servicing, maintenance and service plans for added peace of mind.

After investing in a CHP looking after the unit and its performance is very important.

As CHP Systems typically run either 17 hrs or 24 hrs/day 365 days per annum for 10 years or more. They require regular, periodic maintenance and inspection to ensure reliable operation.

We take oil samples at each service, based on the condition of the oil sample the next service is scheduled. This condition based approach allows us to take appropriate and suitable maintenance. CHP units fuelled by natural gas are subject to the Gas Safe regulations. All of our engineers are Gas Safe registered.

Maintenance and service cost during the CHP unit life

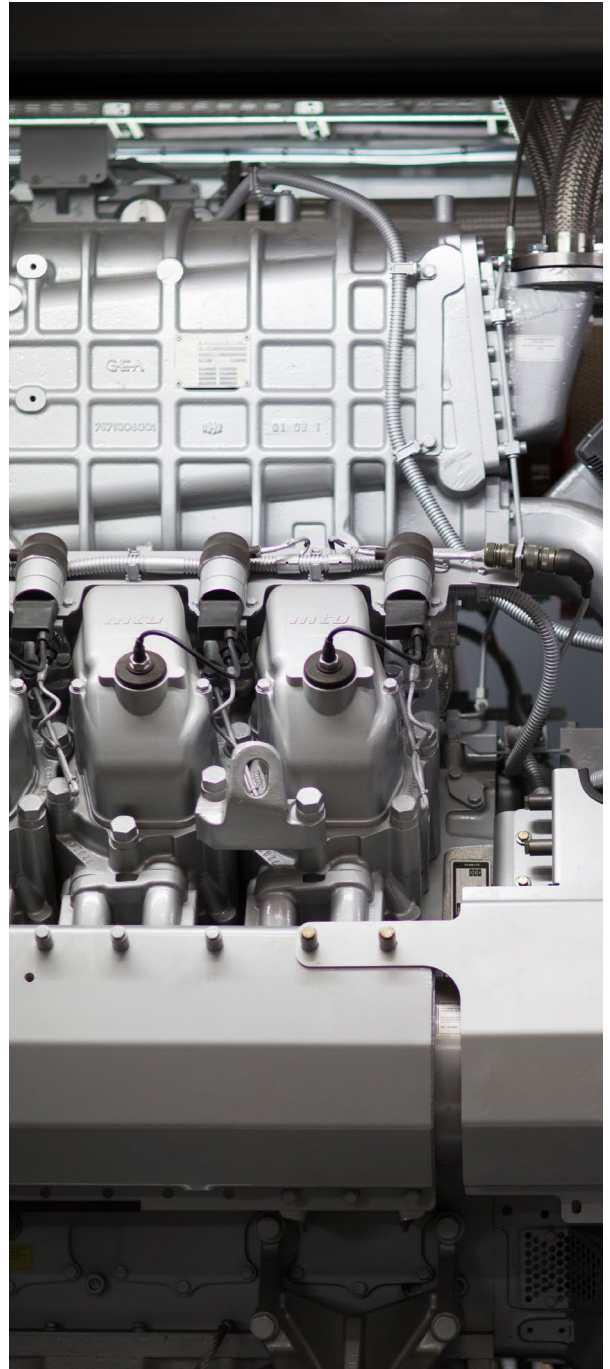
Our routine services are carried out at run hour-based intervals in accordance with manufacturer guidelines, ensuring your unit remains fit for its primary purpose, delivering savings.

Within the life of a CHP engine, periodic major service works or overhauls are needed to renew key components. On selection of comprehensive maintenance for a term of 5 years or above we begin incorporating these works. So you can be confident that the unit's maintenance needs are fully catered for;

These include:

- Plate heat exchanger replacement
- Gas heat exchanger replacement
- Alternator replacement
- Minor overhaul (based on engine condition)
- Major overhaul (based on engine condition)

Our 10 year "whole of life" Premier Plus offer is designed to be the simplest route to maximum long term saving offering complete care for your unit with a lifetime of fixed cost for budgeting.



Premier Plan

Our Premier Maintenance Service Plan includes:

- Operational monitoring of the system
- Automatic fault reporting
- Alert email to customer
- Remote diagnosis
- Service desk available 7 days/week 363 days/year, offering rapid response to most incidents
- Savings reports
- Access to Nationwide engineering team as and when required
- Monthly performance reports
- Dedicated Account Manager
- All routine servicing

Typical maintenance procedure

- Oil sampling
- Engine inspection
- Spark plug inspection and replacement
- Gas tightness testing
- Recalibrations
- Air filter replacement
- Oil filter replacement
- Ignition calibration
- Valve setting and measurement
- Cleaning of unit interior and exterior
- Replacement rockers covers
- Drain and flush of water system
- Monitoring of system pressures
- Battery condition checks
- Emissions testing set up





At our Manchester manufacturing site we have a 12,000 m² production centre where all the ENER-G CHP products are manufactured to the highest standards. Using our state of the art test cell, we can rigorously examine the performance of all CHP units prior to site delivery, ensuring our clients receive a system that is in optimum working order.

Premier Plus Plan

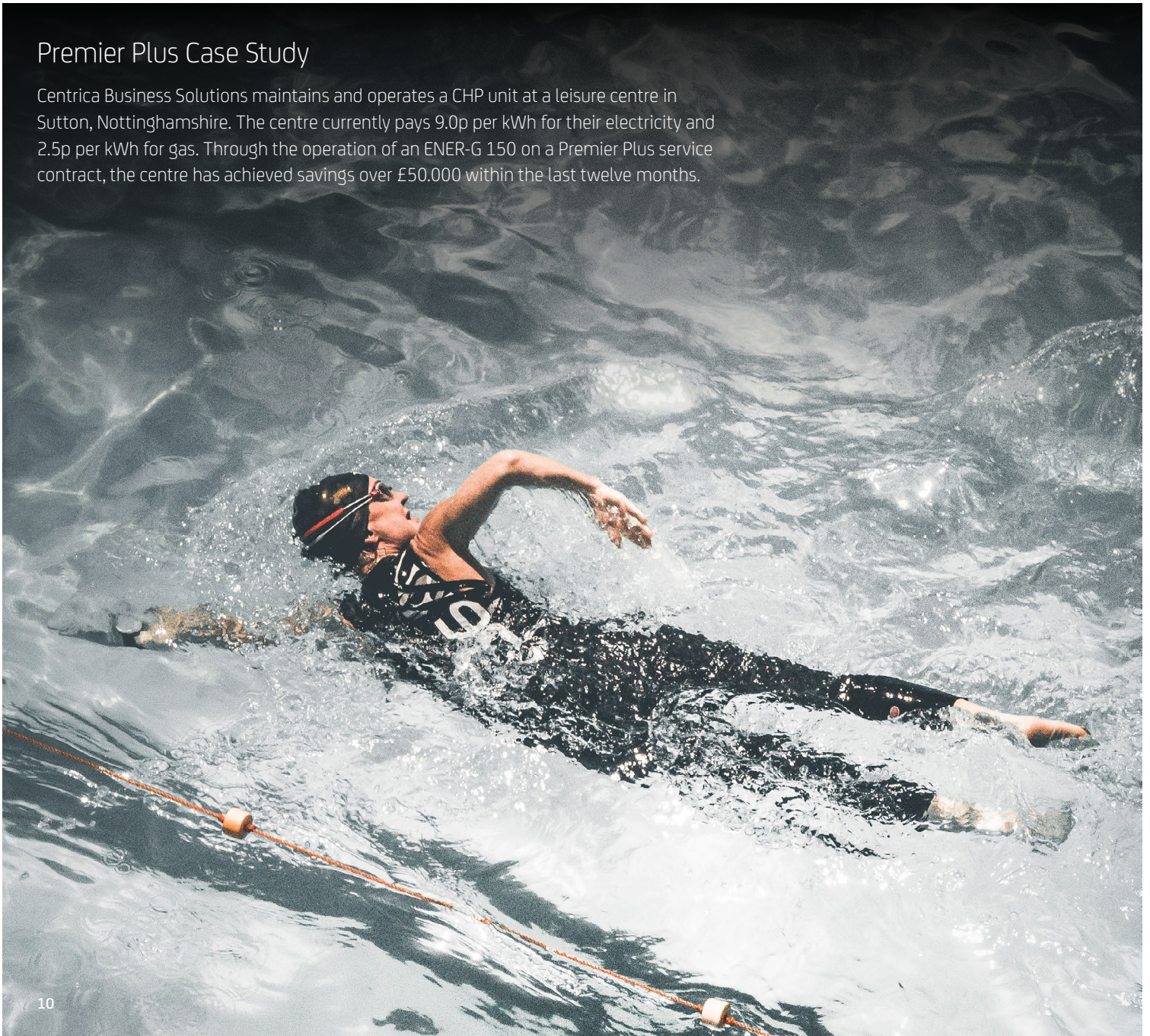
Premier Plus is our fixed price comprehensive solution for customers seeking budgetary certainty and maximum savings performance and leaves you with complete peace of mind.

Premier Plus is the number one CHP maintenance package in the industry, covering both service and repairs.

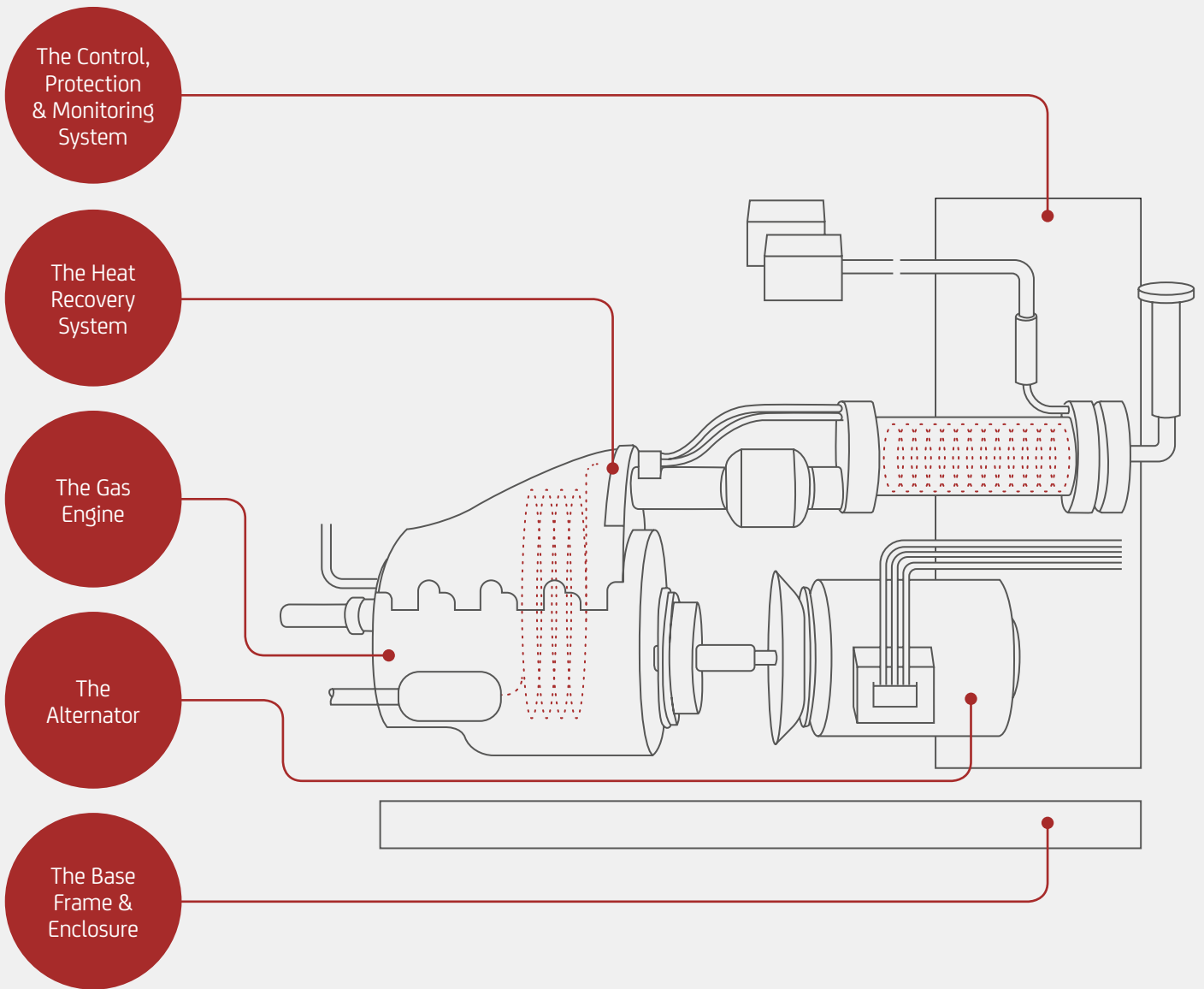
We are also able to offer tailored Service Solutions to suit your own requirements.

Premier Plus Case Study

Centrica Business Solutions maintains and operates a CHP unit at a leisure centre in Sutton, Nottinghamshire. The centre currently pays 9.0p per kWh for their electricity and 2.5p per kWh for gas. Through the operation of an ENER-G 150 on a Premier Plus service contract, the centre has achieved savings over £50,000 within the last twelve months.



The diagram below shows the internal aspect of a CHP unit which are covered by the Premier Plus package.



Services	Premier	Premier Plus
Automated SOS alerts	✓	✓
Remote SOS alert via email	✓	✓
Remote fault diagnosis and rectification	✓	✓
Waste oil disposal	✓	✓
Dedicated Operations team	✓	✓
Routing scheduled servicing	✓	✓
Repairs		
Guaranteed next day Assistance (where required)		✓
Plate heat exchanger replacement		✓
Fully comprehensive maintenance including component replacement of all Minor & Major Parts & Labour		✓
Minor and Major overhaul (based on engine condition)		✓
Labour and travel costs of our engineers		✓
Priority on trying to minimise operational downtime		✓
Replacements within the acoustic enclosure		✓
All diagnostic work included		✓
Warranty (total cover parts & labour)		✓

Want to know more?

ENER-G CHP is generating new opportunities across all types of industry.
Find out how we can help you power new levels of performance today.

centricabusinesssolutions.com

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