Long Term Service Agreement (LTSA)
Maximize plant availability and performance
When plant availability and performance are essential, rely on Rolls-Royce service professionals.

We believe in standing by our customers throughout the entire service life of their equipment. It’s why more than 80% of our operating plants around the world are covered by Long Term Service Agreements (LTSA), which provide planned and unplanned service support from highly trained and experienced service engineers. In fact, several of these customers have relied on us for more than 20 years - a testament to the effectiveness of the LTSA concept.

Every LTSA is tailored to suit the unique operational needs of the customer, based on an agreed scope of services (including Balance of Plant). The agreements are individually configured to meet the characteristics of the application they serve, taking into account the available local infrastructure.

The LTSA scope is split into four different levels (see overview on next page), ranging from nearly independent customer operation to full operational reliance on Rolls-Royce, with the option to customize service based on the unique needs and requirements of the customer.

The plant owner’s involvement in planned and unplanned maintenance may vary, and often depends on the skills and experience of plant personnel.

Training is a key element of most agreements because it helps operators establish optimal maintenance and monitoring routines. Our training packages impart necessary system understanding and technical skills, reducing the risk of major problems that arise from minor incidents. To ensure plant stability and efficiency, and reduce equipment wear and tear, there’s no substitute for professionally trained operators.

An LTSA gives you peace of mind

We help you to set up your ideal service solution
LTSA benefits

- Maximized plant availability and reliability
- Predictable maintenance costs throughout the lifecycle (fixed price per operating hour)
- Reduced downtime thanks to storage of critical spares on-site (contingency stock) for unscheduled events
- Technical support from highly skilled service engineers
- On-site training of plant operators in daily/weekly/monthly monitoring and maintenance
- Scheduled maintenance and equipment tuning performed by service engineers
- Peace of mind for the plant owner

Applicable installations

<table>
<thead>
<tr>
<th>Plants with engine type</th>
<th>Fuel type</th>
</tr>
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<tbody>
<tr>
<td>BV</td>
<td>Gas</td>
</tr>
<tr>
<td>BV</td>
<td>Liquid fuel</td>
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<tr>
<td>KV</td>
<td>Gas</td>
</tr>
<tr>
<td>KV</td>
<td>Liquid fuel</td>
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</tbody>
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Recommended

S1 Self-service
- Parts for scheduled maintenance
- Remote technical support
- Technical consultations with the customer
- Scheduled and unscheduled maintenance according to agreed price list

S2 Maintenance
- Parts and labour for scheduled maintenance
- Remote technical support
- Technical consultations with the customer
- Unscheduled maintenance according to agreed price list

S3 Full maintenance
- Parts and labour for scheduled and unscheduled maintenance
- On site technical support
- Technical consultations with the customer
- Availability guarantee

S4 Operation and maintenance
- Operation of the plant with personnel from Rolls-Royce
- Parts and labour for all maintenance
- Production and contractual meetings with the customer
- Availability guarantee

We cooperate closely with our customers to define the optimal balance between Rolls-Royce services and independent plant operation

Service levels

S4 Service levels
S3
S2
S1

Your service requirements

Service support and technical advisor Operation and maintenance
To ensure maximum equipment availability and minimal risk of unexpected downtime, we strongly recommend using only genuine OEM spares, no matter how small the part.

High quality OEM parts provide unrivaled operational reliability and performance. A single poor quality non-genuine part can cause a major failure with significant economic losses. We have seen many cases where what seemed to be small initial savings led to a major breakdown.

Consider, for example, one customer whose initial savings of 25 euros on a non-OEM lube oil filter insert ultimately cost them hundreds of thousands of euros and prolonged downtime when the insert allowed dirt and particles to enter the engine, resulting in severe bearing seizures and eventually a crankshaft failure.

In addition to their questionable quality, non-OEM parts are frequently less reliable and provide a shorter service life. This can lead to unexpected surprises such as higher lube oil or fuel consumption and increased downtime due to more frequent replacement needs.

Don’t compromise the quality of your equipment with non-OEM spares. When you consider the full lifecycle costs of your equipment, genuine OEM parts represent just a minor expense that’s worth it every time.

Plus, our OEM parts are continuously improved by R&D. By relying on Rolls-Royce, you can be assured that your equipment features the most technologically advanced parts available on the market.
Under our LTSA, only carefully tested OEM spare parts are used during service and repair. And to help keep your downtime and lifecycle costs to a minimum, we’ll use overhauled engine parts from our exchange pool whenever it’s appropriate.

Backed by a full OEM warranty, exchange pool parts are overhauled in certified Rolls-Royce workshops. This effective reuse of valuable materials benefits the environment and your bottom line.

Exchange pool components are fully stripped, ultrasonically cleaned, repainted and pressure tested to stringent factory tolerances before reassembly according to OEM standards. They’re also updated to the latest version in compliance with relevant regulations. Any parts that are worn beyond the specified limits are automatically replaced – providing assurance of reliability.

Using the exchange pool is an ideal way to reduce engine downtime while ensuring a top class overhaul, backed by a Rolls-Royce OEM warranty.

We pride ourselves on providing our customers with unrivaled technical expertise and support. With our 24/7 technical support hotline, Rolls-Royce customers have unlimited access to specialists who’ll provide assistance for any urgent request. From spare parts supply to troubleshooting and mobilization of multi-disciplined service engineers for urgent on-site support, you can rely on us.

Plus, we provide a dedicated technical superintendent for every plant, whose detailed knowledge of the equipment and plant facilitates reliable communication and makes it easy to promptly address customer needs.

Our technical expertise is at your service throughout the equipment’s lifecycle; for plant installation and commissioning, inspections, troubleshooting and recovery, planned and unplanned maintenance, and overhaul.

We are always at your service and committed to helping you whenever and wherever support is needed.

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