Combined strengths for your benefit

In order to serve you even better, faster and more efficiently, we have increased internal co-operation within our Wärtsilä Baltic Service Stations. By harmonizing our activities we have created a powerful and very competent service organization, which is capable of delivering a comprehensive range of maintenance services with 24/7 support.

Our aim is to support our customers’ business by optimizing their operations and product lifecycle. Our comprehensive range of services includes basic support, spare parts, installation and commissioning, performance optimization, upgrades, conversions, environmental solutions, and asset management.

The Baltic Sea is a closed natural environment with shallow waters and very tough weather conditions. On top of this the Baltic Sea in its entirety belongs to SECA, meaning very strict environmental regulations. It is also characterized by heavy traffic. All of the above results in a huge demand for marine service facilities, which, thanks to its wide range of service competence and network in this region, Wärtsilä is able to fulfill.

Our Wärtsilä Baltic Service Stations offer key benefits, such as adequate and verified machining and personnel resources at all times, enhanced service flexibility, and competitive pricing. By combining the best practices, experience and expertise from the entire Baltic region, our product portfolio is enhanced, and synergies can be exploited to the benefit of our customers throughout the region.

… really happy with the support from Wärtsilä Baltic Service Stations.

“We find Wärtsilä Baltic Service Stations to be a very reliable and strong partner in our business. They are always ready when we need experienced engineers for small or large projects.

They have experienced engineers in almost every service sector and for every engine, propulsion, automation, and in-situ machining. We greatly appreciate their quick reactions and flexibility.

Our Norwegian customers have also given feedback on that they are really happy with the support from the Wärtsilä Baltic Service Stations.”

Marius Tolienes and Frode Okland, Field Service Coordinators, Wärtsilä Norway
... cost effective solutions without compromising on the quality of either parts or labour.

“... good service options in terms of quality, price and quick deliveries.

For us it is important that we can ensure the good, safe and economical operation of our vessels. Together with Wärtsilä Baltic Service Stations we have managed to find cost effective solutions without compromising on the quality of either parts or labour. We also want to emphasize the good co-operation with our Wärtsilä Account Manager, who has helped us with projects large and small. This way of working suits us very well.”

Daniel Olsén, Technical Manager, Eckerö Group

... in Germany Wärtsilä has proven to be a strong partner in helping us control expenditures.

“... availability and operating costs are today a critical factor in remaining competitive. Wärtsilä in Germany has proven to be a strong partner in helping us control expenditures by improving operational efficiency and helping us maintain an efficient and available engine park throughout the year. 100 % availability of the vessels are highly important when running on a tight timetable throughout the year as we continuously do on the Kiel to Oslo route.”

Willy H. Pettersen
Superintendent
Color Line, Norway

Willy H. Pettersen
Superintendent
Color Line, Norway

Being responsible for Stena Line ferries operating in the Baltic Region, we are always looking for good service options in terms of quality, price and quick deliveries.

We have a great deal of Wärtsilä equipment onboard our ferries, and our interests in OEM spare parts and service is continuous.

Even though our company is based in Sweden and our prior contact is Wärtsilä in Sweden, we have been introduced to other local Wärtsilä service stations where we share our interest.

To our satisfaction we have noticed that in practice this co-operation and way of working suits us quite well.

We have very quick access whenever we need Wärtsilä service, and by using local prices with the same standard – Wärtsilä is able to provide this.

Wärtsilä Baltic Service Stations serve our ferries trading in the area well, also when we are doing dry dockings in the Baltic countries.”

Hans Corneliusson
Technical Operation Manager
Stena Line Scandinavia AB
A wider range of expertise and services

You can have your entire power or propulsion system fully serviced by a single global supplier.

ENGINE SERVICES

Engine Services form the core of our activities. We provide complete global services for engines and related systems, on Wärtsilä and other engine makes, both 2- and 4-stroke.

OEM parts and components, product information, training courses, as well as technical and field services are available globally through our worldwide network.

With upgrades and retrofits you can extend engine lifecycles and improve fuel efficiency. Our dual-fuel and gas conversions bring the advantage of fuel flexibility, lower emissions and performance enhancements. Reconditioning services are available for all engine types.

PROPULSION SERVICES

Wärtsilä Baltic Service Stations provide the parts, repairs, maintenance and modernization solutions to keep the propulsion systems for all kinds of vessels and platforms in prime running condition. In markets where the ship repair business is strong and active, such as Poland, Estonia and Lithuania on the Baltic Sea, and Romania and Bulgaria on the Black Sea, our highly skilled engineers are available for maintenance overhauls and upgrades to propulsion systems, regardless of the manufacturer.

ELECTRICAL & AUTOMATION SERVICES

Our Electrical and Automation services cover the maintenance, upgrade and integration for all types of control and automation systems, power generation, safety systems, propulsion and tank controls. We also offer upgrade and retrofit solutions to improve the performance, extend the working life, and minimize the obsolescence risk of your existing assets.

SEALS & BEARINGS SERVICES

Currently, approximately a quarter of the world’s vessels are fitted with Wärtsilä Seals & Bearings.
products. We supply OEM parts and our field service is based on a comprehensive knowledge of your installations and service history. Our upgrade solutions maximize the performance and operational efficiency of the machinery, and bring aging systems up to today’s technical standards. Examples include conversion to non-polluting sealing solutions, condition monitoring systems and upgraded technology.

**BOILER SERVICES**
We offer a comprehensive range of boiler services and spare parts for most types of marine, industrial and power installation boilers.

**ENVIRONMENTAL SERVICES**
We offer complete solutions for reducing our customers’ environmental footprint. These solutions are designed to be easy to operate and maintain and to have the lowest possible total cost of ownership.

Our environmental solutions portfolio includes a range of products, solutions and services aimed at both land-based power plants and ship installations. Examples include catalysts (SCR) that reduce nitrogen oxide ($NO_x$) emissions, scrubbers for removing sulphur oxides ($SO_x$), and system modifications and upgrading, e.g. LSFO and gas conversions.

We also offer complete oily water treatment systems as well as ballast water treatment (BWT) and bilge water guard (BWG) systems. Our offerings cover total service packages, including start-ups, installations, engineering work, maintenance and repairs.

**SERVICE AGREEMENTS**
Wärtsilä Baltic Service Stations operate and maintain marine and offshore installations and power plants to ensure reliable performance during all phases, from receiving fuel to supplying energy.

We provide tailored agreements, and you can choose from different levels of partnership.

**Supply Agreements**
Access to our global parts distribution network. Availability of trained and skilled service professionals.

**Technical Management**
Inspections, expert assistance and monthly reporting as well as parts exchange programme planning.

**Maintenance Agreements**
Fixed prices for inspection, technical support, spare parts, training and maintenance work, the plant’s operating personnel being in the customer’s scope.

**Asset Management**
Full operation, management and maintenance services as well as installation performance guarantees.
Wärtsilä Baltic Service Stations offer field service expertise throughout the Baltic region, operating several modern and well-equipped workshops. We perform all types of maintenance, repair work, remanufacturing and upgrades or modifications, and take care of the logistic chain between your installation and our workshops.

**TALLINN WORKSHOP**
Kopli 103, EE-11712 Tallinn
Tel.................................. +372 5166470

Special competence:
- Overhauling of ship equipment of all kinds
- 1600 m² working space
- Disassembling, washing & cleaning
- Engine inspection and overhaul
- Propulsion inspection and overhaul
- Auxiliary mechanisms and deck machinery inspection and overhaul
- Fuel injection workshop
- Cranes: 1 x 20 ton, 1 x 15 ton, 1 x 5 ton, 1 x 3 ton and 6 x 1 ton arm cranes

**SPARE PART TEAM**
Our spare part team is a part of the WGLS (Wärtsilä Global Logistics Services) organization responsible for handling Wärtsilä’s spare part business and is coordinating the spare parts business for Baltic Network.

The team operates from four offices in Europe, and works on an end-to-end basis through coordinators who are in direct contact with both end customers and Wärtsilä’s stock in Kampen, the Netherlands. They work closely with the technical identification, purchasing, logistics, pricing and classification teams, thus allowing us to have full control of the whole spare part handling process.

Our spare part coordinators are located in:
- Gdańsk, Poland (4)
- Gothenburg, Sweden (3)
- Vaasa, Finland (3)
- Żwolle, the Netherlands (1)
- Hamburg, Germany (11)

**CONTACTS**
24/7 phone numbers:
Finland.............................. +358 9 424 50 137
Poland............................... +48 58 743 55 20
Sweden.............................. +46 31 361 35 14
Germany............................ +49 170 187 4068

E-mail: spareparts.pcmnortheurope@wartsila.com

**GOTHENBURG WORKSHOP**
Götaverksgatan 10, SE-40277 Göteborg
Tel.................................. +46 70 669 0294

Special competences:
- Major engine overhauls
- In situ machining for engine blocks and crankshafts
- Licensed Woodward approved workshop
- Propeller and boiler repairs
- License welders
- Chockfast approved
- Senitec service and commissioning
- 1600 m² working space
- Disassembling, washing & cleaning
- Engine inspection and overhaul
- 2-stroke structural repair
- Propulsion inspection and overhaul
- Fuel injection workshop
- Governor workshop
- Senitec manufacturing
- In situ machining development
- Cederval production
- Cranes: 2 x 50 ton, 2 x 5 ton and 4 x 2 ton
GDANSK WORKSHOP
Ul. Narwicka 5, PL-80 557 Gdansk
Tel........................................... +48 58 760 00 61

Special competences: ● Major engine overhauls ● In situ machining for engine blocks and big industrial constructions
● 500 m² working space
● Disassembling, washing & cleaning
● Engine inspection and overhaul
● Propulsion inspection and overhaul
● Auxiliary mechanisms and deck machinery inspection and overhaul
● Fuel injection workshop
● Cranes: 1 x 2 ton and 1 x 5 ton

KLAIPEDA WORKSHOP
Minijos 180, LT-93269 Klaipeda
Tel................................. +370 614 97 167
E-mail: Lithuania@wartsila.com

Special competences: ● Overhauling of engine, propulsion and deck machinery devices
● Propeller welder ● Chockfast certificate
● 2000 m² working space
● Engine inspection and overhaul
● Propeller welding
● Propulsion inspection and overhaul
● Auxiliary mechanisms and deck machinery inspection and overhaul
● Fuel injection workshop
● Cranes: 2 x 30 ton, 2 x 5 ton
● Lathe machines for: D - 3 m, L – 12 m

HAMBURG WORKSHOP
Schlenzigstraße 6, 21107 Hamburg, Germany
Tel................................. +49 40 75190 0

Special competence: ● Local training center – Wärtsilä Land and Sea Academy ● Injection overhaul workshop ● 2-stroke, 4-stroke engine & propulsion services ● Cylinder liners honing up to 1000 mm ● Fully authorized governor service ● Local seals and bearing stock and service ● Automation systems & representation of and service for Woodward and Heinzmann equipment
● Main workshop 4 000 m²
● 1-20 ton crane
● Engine assembly shop
● Pump components, multiple brands
● MAN B&W injector tester
● Lapping grinding and honing
● Microscope work places

CONTACT INFORMATION
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Kopli 103, 11712 Tallin, Estonia
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Wärtsilä is a global leader in complete lifecycle power solutions for the marine and energy markets. By emphasising technological innovation and total efficiency, Wärtsilä maximises the environmental and economic performance of the vessels and power plants of its customers. Wärtsilä is listed on the NASDAQ OMX Helsinki, Finland.