

Wärtsilä Online Services



Through Wärtsilä Online Services you can manage your installation and equipment efficiently by accessing information whenever, wherever.

Wärtsilä Online Services is directly connected to Wärtsilä's database, providing you with full transparency of data and delivery processes.

Wärtsilä Online Services CORE level includes:

- My Installations
- Technical Knowledge
- Parts Online
- TechRequest
- Warranty Online
- Maintenance planning tool
- Field Services

We provide all our customers 24/7 access to Wärtsilä Online Services CORE level.

My Installations

My Installations offers an overview of the installations in your account and enables you to manage your installation and equipment data. By sending a request to Wärtsilä you can add items not displayed in the account. In My Installations you can also update and inform running hours and planned dry-docking dates. In that way Wärtsilä is able to serve you even better.

Technical Knowledge

Access information on your installations and equipment, such as bulletins, equipment manuals, spare part catalogues, technical frequently asked questions and closed TechRequests. The Technical Knowledge feature also provides you an easy to use, efficient search tool including preview document capability. In the search tool you have among other features the possibility to bookmark and send feedback to Wärtsilä. Keep yourself updated by subscribing the notifications.

Parts Online

In the Parts Online services you can identify spare parts through catalogues and illustrations. Check spare part

prices and availability, request spare part quotations or place orders, and track and trace deliveries. Your order history is automatically archived in the Online Services. In Parts Claims you can easily and efficiently register spare part claims, track and monitor the resolution progress and statuses of claims.

TechRequest

By creating a TechRequest you can ask technical questions directly from Wärtsilä Technical Services. Through a direct contact and dialogue with Wärtsilä's technical experts, no time or crucial information is lost during the discussion as your questions are automatically sent to the correct solving team or person. You can view a full history of all technical questions and related answers for your company and installations.

Warranty Online

In the Warranty Online services you can easily and efficiently register all your warranty claims online, and track and monitor the resolution progress, i.e. claim status and history. Warranty Online provides you fast service along with a full history of warranty claim activities.

Maintenance Planning Tool

With the Maintenance planning tool you can easily plan and schedule maintenance of your Wärtsilä 4-stroke engines in Wärtsilä Online Services. The tool generates spare part and job lists based on recommended maintenance schedules. With fast, accurate and up-to-date online maintenance planning we help to make your planning process smoother.

KEY BENEFITS

- Speed and flexibility
- Transparency and full visibility
- Whenever wherever 24/7



The Maintenance planning tool is available under My installations tab in Online Services for installations having relevant equipment.

FIELD SERVICES

Field services orders and service work reports available and documented in Wärtsilä Online Services allow you to follow up on the status of field service activities.

Wärtsilä Online Services Advanced level services available via subscription or service agreements.

- Monitoring
- Wärtsilä Advanced technical support

MONITORING

Customers having Wärtsilä Condition based maintenance service as a part of their service agreement can access their equipment related condition based maintenance reports, intermediate feedback and advice through Wärtsilä Online Services. Furthermore the TechRequest functionality under Monitoring tab provides an easy and fast way to be in contact with Wärtsilä experts as it is possible to ask

technical questions concerning condition reports straight from Wärtsilä experts.

WÄRTSILÄ ADVANCED TECHNICAL SUPPORT

Customers having a Wärtsilä Advanced technical support agreement get access to a dedicated online community, Team Forum via Wärtsilä Online Services. Wärtsilä Advanced technical support offers priority service and a support guarantee. It ensures that risks are minimised and provides access to the best possible level of personal service and expertise at all times

WE VALUE YOUR FEEDBACK

We continuously develop Wärtsilä Online Services and therefore value our customers feedback. We always have new features and ideas under development in order to improve your user experience. Once logged in you can give feedback via **‘Contact us’** in Wärtsilä Online Services.

Find out more about Wärtsilä Online Services and request for access: www.wartsila.com/online-services