

MARINE

POWER IN CONTROL

CONSULTANCY & PROJECT SUPPORT



power in control

About DEIF

A History of Excellence & Innovation

A market leader in marine & offshore power technology and bridge instrumentation, DEIF's record of innovation and reliable control solutions, service and support dates back to 1933.

Originally founded in the Danish capital Copenhagen, today DEIF is a global group with 500 employees, the majority highly skilled, specialised engineers. Our knowledge and understanding of marine applications is second to none.

20% of DEIF's talent pool works in R&D to support our pursuit of excellence, consistently mapping new ways in marine power technology and bridge instrumentation.

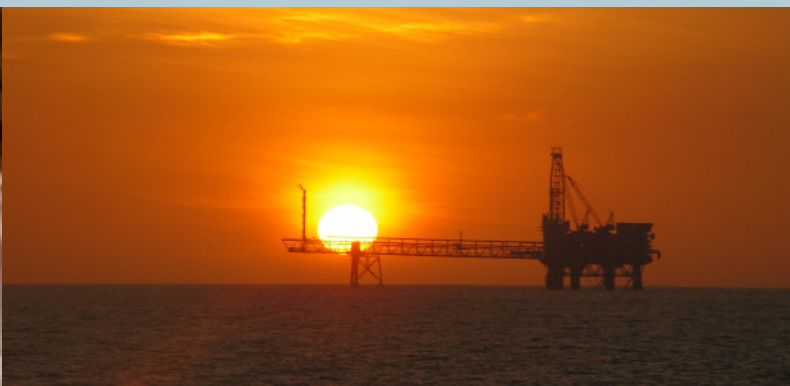


DEIF – Your Global Service & Support Partner

Over the years, the DEIF Group has accumulated a unique and superior level of application knowledge. It forms the backbone of our engineering and consultancy support levels for DEIF's product and system solutions.

With our sales offices, competence centres and training facilities in 13 key markets in Europe, Asia and the Americas, and distributors, system integrators and a service partner network in an additional 35 countries and territories, we offer fast and highly professional service & support in your time zone, 24/7/365.

Contact us for more information about our global setup and services.



The DEIF Quality Standard

DEIF products are built to last and stand out as some of the most robust on the market.

We understand that durable, future-proof and hassle-free performance is the key to success in any company, in any line of business, and aim for a zero-fault output type testing all DEIF products in the harshest possible conditions to ensure outstanding levels of accuracy and reliability.

As a rule, all DEIF solutions are type-approved, and we have inhouse testing facilities for additional quality requirements.



Market-leading Customer Support

Basic Support

All DEIF products come with basic support where our support team are available to answer questions and help with user-level queries. The basic support level covers assistance in working with and operating the product, including fault-finding support.

Consultancy Support

For some complex applications, the basic support level may not cover your needs. Therefore, we also offer consultancy support. You maintain the overall responsibility for the complete project solution, but DEIF's consultant engineer offers his expertise, for instance in terms of analysing schematic drawings and parameter files for your application. Alternatively, he can also guide you through your project helping to identify the best possible solutions. Please contact DEIF for pricing details.

Project Support

Project Support is automatically selected when you order a complete DEIF system solution for a DEIF-related product such as the Delomatic power management system. Project support includes dedicated project managers from DEIF's Project Department who will take full responsibility for the DEIF project solution, offering full support throughout all project phases. Right from specification to commissioning (includes supplying schematic drawings, documentation, application setup, customised software, etc.).





What's Included?

Description	Basic Support	Consultancy Support	Project Support
Telephone/email support, standard DEIF products (< 1 hour)	✓	✓	✓
Check of parameter files, standard DEIF products (< 1 hour)	✓	✓	✓
Schematic drawing analysis, standard DEIF products (<1 hour)	✓	✓	✓
Telephone/email support, standard DEIF products (>1 hour)	–	○	○
Check of parameter files, standard DEIF products (> 1 hour)	–	○	○
Schematic drawing analysis, standard DEIF products (>1 hour)	–	○	○
Telephone/email support, DEIF project solutions	–	–	○
Check of parameter files, DEIF project solutions	–	–	○
Schematic drawing analysis, DEIF project solutions	–	–	○
Engineer on-site commissioning assistance	○	○	○

✓ Complimentary ○ Optional, on order – Not possible

NOTE: All DEIF products come with Basic Support. Project Support is included in DEIF system solutions and handled by DEIF's Project Department. For pricing details on Consultancy Support, please contact DEIF.

Preventive Maintenance Services

DEIF constantly strives to deliver best-in-class on-site service for all customers. Therefore, our engineers are highly educated to the newest requirements and hold offshore certificates such as HUET (Helicopter Underwater Escape Training) and BOSK (Basic Offshore Safety Course).

As it remains crucial to us that you remain satisfied with your DEIF products and solutions for many years, we also offer preventive maintenance visits onboard your ships. During the visit, we will carry out a complete check of the installed DEIF equipment and deliver a full system diagnosis report pinpointing critical issues requiring immediate action and potential areas of optimisation by answering questions such as:

- Are your system settings optimal (protection, deload, synchronisation, etc.)?
- Would a retrofit reduce your costs (e.g. reduce fuel consumption or maintenance)?
- Could a firmware upgrade improve your system/equipment performance?
- Can we adjust your system or products to ease the work of your crew?

In addition, we will offer to exchange any necessary critical components or spare parts you might find relevant to have onboard. We can also offer to train your crew in optimised use of your DEIF equipment. Either onboard or at any of our local full-size training facilities.





Typical Preventive Maintenance Report Recommendations

Description
✓ Complete check of DEIF equipment
✓ Inspection and offer for retrofit
✓ Update of firmware
✓ Offer for exchange of critical components
✓ Offer on spare parts
✓ Offer for new functional requirements from crew

For further information or pricing details, please contact DEIF.

