

Two-stroke/Four-stroke/Turbocharger
Propeller

Dubai, December 2025

Action code: COMMERCIAL

Fees for technical assistance and advisory work

Everllence PrimeServ United Arab Emirates

Concerns

Owners and operators of marine and stationary propulsion plants, and industrial applications worldwide.

Summary

This Service Letter informs Everllence and Omnicare product owners and operators of PrimeServ's prices on service rendered from United Arab Emirates.

The fees are valid from January 2026 for assistance rendered by personnel based in United Arab Emirates

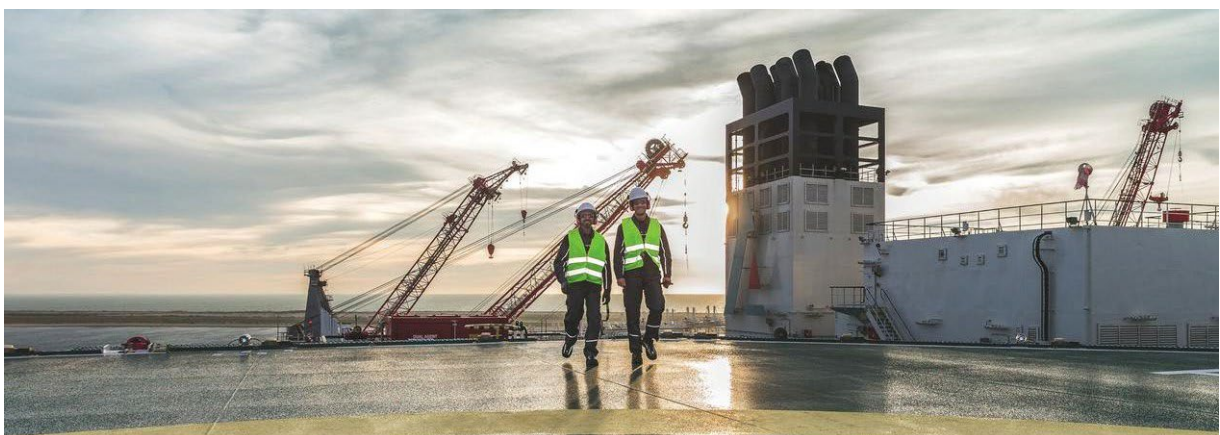
Contact details

Any questions regarding our fees for technical service can be directed to PrimeServ Dubai at:

Primeserv-uae-technical@everllence.com

Attachment

General Terms & Conditions



Everllence Middle East & Africa LLC

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Fees in US Dollars for technical service

Pricing 2026

	Weekdays within normal working hrs. (08:00-17:00)			Saturday, Sunday, and local holidays*			Waiting time	Travelling time
	Full day (4-8 hrs.)	½ day (0-4 hrs.)	Hourly rate after normal work day	Full day (4-8 hrs.)	½ day (0-4 hrs.)	Hourly rate after 8-hour work day	Hourly rate	Hourly rate
Superintendent engineer	1960	1050	385	2860	1560	450	235	235
Senior service engineer	1580	870	280	2265	1250	365	190	190
Service engineer	1270	670	245	2185	1125	280	150	150
Technician	555	290	115	830	445	150	70	70

*Holidays are determined as per UAE Calendar

** Max. 16 hours of travelling time per day will be charged

OSR specialist rates are identical to senior service engineer rates

Terms and conditions

Charges

For work up to 4 hours, half a day will be charged. For hours worked in excess of 4 hours up to 8 hours, a full day will be charged. Work carried out before and after normal working hours (08:00-17:00) and in excess of 8 hours per day will be charged as overtime hours. A minimum of 12 hours per day are charged when our personnel are requested to sail with the vessel/stay on site. Note that accommodation suitable for an officer is expected. Meal break hours are not to be deducted from the attendance as these have been provided for in the fees. 10 waiting hours will be invoiced for a full waiting day due to delay caused by the customer.

In addition to the service fees, customers will be invoiced for travel expenses (train, bus, taxi, ferry, mileage).

Standby and cancellation fee

In the event that a vessel/site changes its plans, resulting in our personnel being placed on standby, a fee of USD 500 per day will be charged for each day the vessel is delayed and our personnel remain on standby.

A cancellation fee will be charged if a planned service attendance is cancelled with less than 72 hrs. notice. The fee structure is as follows:

- Less than 72 hrs. – 15% of quoted value
- Less than 24 hrs. – 25% of quoted value

Working hours and Break Time

Working time between 0800 to 1700 (including a one-hour break) is considered as standard working hours except during Ramadan period where normal working hours are between 0800-1500 (including a one-hour break).

Company policy dictates that the duties of our engineers cannot be extended beyond 12 working hours a day excluding travelling, transport and breaks. However, in cases of emergency, particularly if unpredictable events pose threats to life and limb or result in disproportionate damage that cannot be mitigated through alternative means, the working hours may be extended as necessary. During such emergencies, the situation must be evaluated by the attending Everllence personnel, and the home office must be informed. Also, written consent from the captain/chief engineer is required before any extension of work can occur. No deductions for transport or breaks are to be made in the service fees as these have already been provided for in the fees.

As per local regulation, a one-hour break must be taken for every 5 hours of continuous work time. A minimum of a 8-hour break is required between consecutive working days.

For service jobs extending beyond 30 days, Everllence reserves the right to rotate employees at the customer's expense.

To comply with international rules, it is required for jobs extending beyond two weeks that our engineers have a weekly day of rest. Diems will be invoiced, hours will not be invoice on a day of rest. Hours on the invoice will be rounded off to nearest half hour.

Travel and Waiting Time

Travel hours are charged from leaving the Everllence home base or hotel (during overseas assignments) to the work site (plant, shipyard outside UAE, vessel) and vice-versa.

For overseas travel with flight exceeding seven hours flight time, our engineers will be travelling on lowest fare business class.

Costs incurred due to travel delays beyond our control (such as strikes, breakdowns, weather conditions, etc.) will be charged with waiting time and the cost at actual plus a 10% admin fee.

Waiting hours are charged from arrival of our team to the site until access to the work location is granted, such as sudden changes in schedule or obtaining approval to proceed with the planned work (work permit and/or immobilization).

Local work assignment

Service rendered within the United Arab Emirates with service members from to UAE service locations: Dubai, Fujairah and Abu Dhabi are considered local assignment.

During our personal dispatch at site, a per diem charge of USD 80 per full day and USD 40 per half day applies per employee. No per diem charge applies for services in Dry Docks World Dubai, Port Rashid, and DMC.

Mileage charges within United Arab Emirates will be based on below list from the respective work based of the employee the work site and excluding the travel time charge:

To/From Dubai:

- Dubai Airport: USD 50.00
- Dubai World Central Airport: USD 115.00
- Port Rashid: USD 15.00
- Jebel Ali Port: USD 75.00
- Sharjah - Port Khalid: USD 40.00
- Abu Dhabi, Mina Zayed: USD 290.00
- Ajman Port: USD 145.00
- Umm Al Quwain - Hamriya Port: USD 125.00
- Ras Al Khaimah - Mina Saqr: USD 305.00
- Fujairah Port: USD 260.00
- Khorfakkan Port: USD 290.00

To/From Fujairah:

- Dubai Airport: USD 240.00
- Dubai World Central Airport: USD 320.00
- Port Rashid: USD 260.00
- Jebel Ali Port: USD 310.00
- Sharjah - Port Khalid: USD 240.00
- Abu Dhabi, Mina Zayed: USD 420.00
- Ajman Port: USD 280.00
- Umm Al Quwain - Hamriya Port: USD 280.00
- Ras Al Khaimah - Mina Saqr: USD 300.00
- Khorfakkan Port: USD 60.00

Travel outside the above predefined location will be calculated on the based of USD 1 per km. No mileage charge will be applicable for Dubai Drydock and Dubai maritime City.

Hotel accommodation will be prioritized over daily commuting when the total round-trip travel time between the employee's base location and the work site exceeds three hours per day, hotel will be charged at cost plus a 10% handling fee.

Overseas work assignment

For overseas assignments, a minimum of 10 hours per day is charged, 6 days a week.

A per diem charge of USD 120 per day is applicable per employee dispatched.

Visa fees, flights, hotel accommodation, and other travel-related expenses are charged at cost plus a 10% handling fee.

Hotels and flight tickets will be booked by Everllence. Supporting documents, i.e. documentation for flight tickets and hotel accommodation, will only be made available if this is requested when the service visit is ordered. If such documents are ordered after the service attendance, a fee of USD 350 will be charged.

Tooling and associated logistic

Document handling fee will be charged USD 150 per transaction for customs.

Consumables and tools will be charged at actual cost plus a 10% admin fee.

Everllence tools shipped in connection with the service work must be returned to Everllence PrimeServ no later than 7 days after the repair is finished. If tools are returned late, Everllence PrimeServ reserves the right to surcharge USD 600 per day until the tools arrive at our local UAE facility.

Indemnity

Note that our personnel is not authorized to sign any forms releasing the customer, ship, or power plant from its responsibility towards our representative. If doubt occurs, our representative will be entitled to leave the site, and the customer will be invoiced in accordance with our normal fee, including travelling expenses.

In general

The exchange rate will be fixed on the date of issue of the order.

Invoices are exclusive of local taxes, such as VAT, WHT and sales tax. Each service call will be followed up by a report covering the service rendered.

Service will be rendered in accordance with our General Terms and Conditions, a copy of which is enclosed. When ordering, please provide the exact invoicing address. The invoice will be forwarded electronically in PDF-format.

We recommend liaising with the nearest PrimeServ Centre in order to reduce travelling time and cost. However, attendance is always subject to competence, availability and capability. The contact details of the nearest PrimeServ Centre can be found at: [FindMyContact](#)

Safety when boarding

In accordance with our focus on safety, we underline the importance of checking and confirming the following five items when boarding a vessel from a launch boat:

1. SOLAS approved life jacket must be available for use when entering the pilot ladder/gangway and returned after arriving safely on the main deck of the vessel.
2. The launch boat must have a crew of minimum two members, who will assist during the transfer to the vessel or in case of an unlikely rescue operation.
3. The vessel pilot ladder and/or gangway must be arranged in accordance with SOLAS Regulation V/23 and IMO Resolution A.1045(27).
4. A vessel crew member must be posted at the access point to the vessel.
5. SOLAS survival suit must be available if the seawater temperature is below 10 degrees Celsius.

We reserve the right for our attending personnel to decide whether or not to board a vessel based on their evaluation of the weather and sea conditions and the equipment made available.

Our engineers can decline boarding/disembarking a vessel/site due to poor weather conditions, boarding facilities, seaworthiness of the launch boat, or if other safety issues warrant it.

Before attendance on anchored or sea-going vessels, the customer must ensure sufficient life boat or life raft capacity for our team.

In the event of anchorage and/or sea-going vessels, cabins must be available for our team to rest on the basis of a single cabin per engineer and a double cabin per two technicians.

Safety when working on site

When working on the site, our personnel will conduct a Risk Assessment and Toolbox Talk to ensure all safety measures are in place. If the safety conditions are found unsatisfactory according to these assessments, our personnel have the authority to halt work until the issues are resolved.

The vessel's/site crew is responsible for providing unobstructed and safe access to the work site, ensuring the health and safety of our personnel, and making available necessary tools and equipment such as the Engine Room Crane and Hydraulic tools. These tools must be in safe working condition to allow our personnel to perform their tasks effectively and safely.

Due to the extreme weather conditions that our team can experience, a temperature-controlled room must be made available for our team to cool down.

Site staff obligations

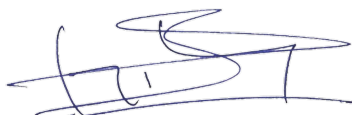
When working on a site, we will have access to work on the engines/equipment throughout the entire period without interruptions from the shipyard or other suppliers.

This includes any turning of the crankshaft or propeller shaft when necessary. The shipowner or plant manager is responsible for providing electricity, lighting, water, and compressed air on board. Any classification charges are to be paid by the shipowner. All lubricating oils, fuel oils, and other fluids necessary for testing and delivery of the vessel must be provided by the shipowner or plant manager.

Disposal of used lubricating oils and other fluids will be invoiced directly to the customer.

Rigging is crucial and its importance varies depending on the engine's condition and the accessibility of the engine room. Any crane assistance required for components to and from the ship must be arranged directly by the customer.

Yours sincerely,



Gaby B. Hanna
Senior Vice President
Head of Region Middle East and Africa
Managing Director



Waldemar Wiesner
Vice President
Head of PrimeServ Marine and Power
Region Middle East and Africa

Scan the QR-code with your smartphone to gain quick access to the below listed websites:

	Location finder
	Everllence PrimeServ

"Sanctions circumvention clause according to article 12g of Council Regulation (EU) No 833/2014

The following outlines specific obligations and consequences regarding the sale, export, or re-export of goods to Russia, as governed by Council Regulation (EU) No 833/2014. As per the said Council Regulation (EU) item 1-5 below hereby automatically becomes part of any agreements between you and Everllence:

1.
Prohibition on Sale, Export, or Re-export to Russia: You are explicitly prohibited from directly or indirectly selling, exporting, or re-exporting any MAN ES supplied goods to the Russian Federation if such goods fall under the scope of Article 12g of Council Regulation (EU) No 833/2014.
2.
Efforts to Prevent Circumvention: You must make your best efforts to ensure that the prohibition outlined in (1) is not circumvented by any third parties, including potential resellers.
3.
Establishment of a Monitoring Mechanism: You are required to establish and maintain an effective monitoring mechanism to detect any conduct by third parties, including potential resellers, that could circumvent the prohibition mentioned in (1).
4.
Consequences of Violation: Any violation of the aforementioned obligations (1), (2), or (3) will be considered a significant breach of your agreement with Everllence. Everllence reserves the right to seek appropriate remedies, including termination of our agreement and imposing a penalty. The penalty will amount to 10% of the total value of the agreement or the price of the goods exported, whichever is higher.
5. Reporting Obligation: You must promptly inform Everllence of any difficulties encountered in adhering to the obligations outlined in (1), (2), or (3). Additionally, you must provide relevant information regarding compliance with these obligations within two weeks upon Everllence' request to do so."