

PrimeServ ASSIST

Two-stroke
marine system

Engine monitoring and advisory service for two-stroke engines

Proactive.
Smart.
Advanced.



Everlence

Maximize availability – optimize efficiency

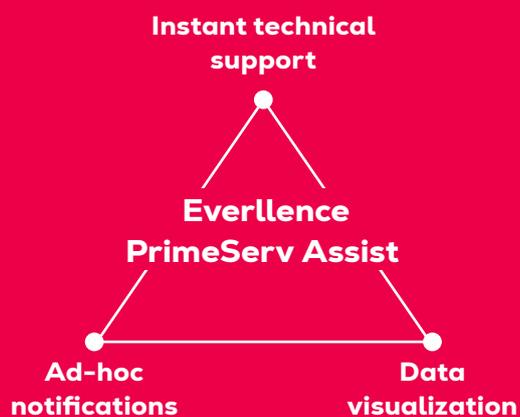




Ensuring engine reliability is critical to business competitiveness in today's market. Preventing unplanned downtime and detecting performance anomalies early are crucial to achieve continuous operation. Everllence PrimeServ Assist, our proactive service solution, enables Everllence experts to analyze your engine data to optimize engine efficiency and maximize availability.

Using secure connectivity technology, and supported by the Everllence CEON platform, our Everllence experts continuously monitor and analyze near real-time data, diagnosing anomalies and providing on-site engineers with valuable operational and maintenance advice.

Based on your data, PrimeServ Assist maximizes engine availability and keeps your engine operating at peak efficiency through ad-hoc notifications and instant technical support from our Everllence experts. In addition, we provide your data displayed graphically in charts to review your engine's performance and data history.



Ad-hoc notifications

Being informed about anomalies in your equipment or engine performance gives you the opportunity to take proactive and cost-effective action. With PrimeServ Assist, our Everllence experts constantly monitor your engine data and notify you when an anomaly is detected. This allows you to react in time to prevent damage, downtime and loss of efficiency. You receive ad-hoc notifications about the affected equipment and the type and severity of the anomaly as well as our recommendations for solving the problem.



Which equipment

To ensure that your engine operates as efficiently as possible, we constantly monitor and evaluate all parameters affecting your engine performance. The ad-hoc notifications cover your entire main engine.

Type of anomaly

It's not just about detecting where an anomaly occurs, but also identifying what kind it is so that quick action can be taken. Whether it's hull condition, insufficient pressure, or suboptimal user settings, PrimeServ Assist will alert you immediately.

Severity of anomaly

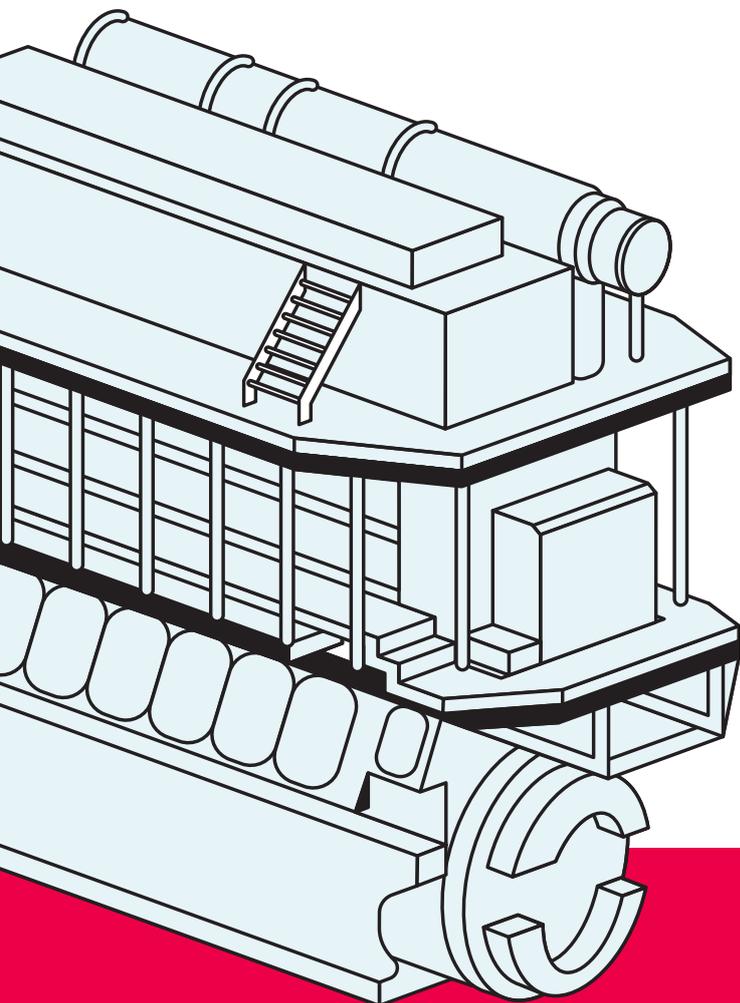
The severity of an anomaly determines how quickly you need to act in order to avoid operating inefficiently or damaging the engine. You'll receive detailed information about the potential consequences of the detected anomaly so you can plan accordingly.

Recommendations

PrimeServ Assist notifications always state our experts' recommendations on how to approach any issue. We provide you with specific advice and solutions on how to remedy the situation.

Engine balance

PrimeServ Assist monitors your engine's balance by reviewing its cylinder pressures. This allows Everllence experts to send ad-hoc notifications when possible deviations from the optimal conditions occur. By constantly surveying the engine balance, we help you control NO_x emissions, thermal load, and fuel consumption levels, effectively reducing wear on piston rings and liners.



Heavy running

PrimeServ Assist monitors whether your engine is running heavily by continuously evaluating power and revolutions and referencing the data to the propeller load curve. Everllence experts can send ad-hoc notifications when possible heavy running occurs – allowing you to prevent thermal overload and to recognize signs of hull or propeller fouling at an early stage. By constantly reviewing heavy running, potential fuel penalties and the overload of engine components can be prevented.

Engine control system user settings

For engines not equipped with Adaptive Cylinder Control (ACCo) PrimeServ Assist monitors your calculated engine load referencing performance measurement indicator (PMI) values. This enables ad-hoc notifications about possible improvements to the engine control system user settings. For example, by monitoring the user settings of fuel quality applied (FQA) the engine can perform optimally at all times.

Streamlined SMART(MH3) classification



BUREAU
VERITAS



Obtain Bureau Veritas' highest SMART notation with ease. Our type-approved digital services provide a pre-approved pathway that covers 80 % of the classification process, reducing time and complexity while ensuring your vessel meets "Augmented ship" standards.



For us it's monitoring performance. For you it's maximizing output.

Instant technical support

PrimeServ Assist provides you with instant access to expert knowledge from our Remote Operation Center (ROC), where Everllence experts are monitoring your engine 24/7. With the extensive data set and the history of your engine at hand, they are better equipped than anyone else to help you on all matters from performance to emergency support. Whether your challenges require new spare parts, a retrofit, or a visit by an Everllence engineer, the experts will help you solve the problem as quickly as possible.

Performance support

The best possible guidance for performance optimization and troubleshooting comes from the original engine designer. In addition to in-depth knowledge of Everllence two-stroke engines, our experts have unique insights into your particular engine and can provide effective and valuable guidance to address any performance issue or question you might have.

Emergency support

When you are faced with a serious engine issue that affects your operation, you need the best help possible – and you need it fast. PrimeServ Assist is your connection to the entire Everllence organization. Our experts will be brought together to deliver the assistance and solutions you need to solve the issue at hand as fast as possible.

Performance score	95.1 %
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Engine load	56.6 %
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Cooling Water	35.4 °C
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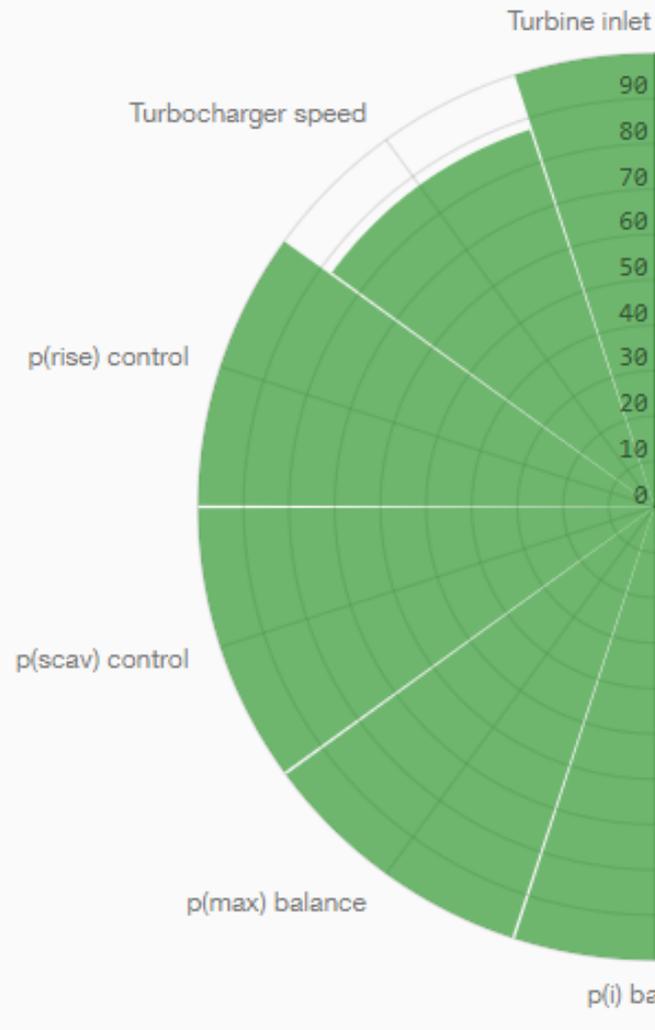
Running mode	Primary Fuel
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Potential Savings

SFOC	1.0 g/kWh
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Fuel	0.2 t/d
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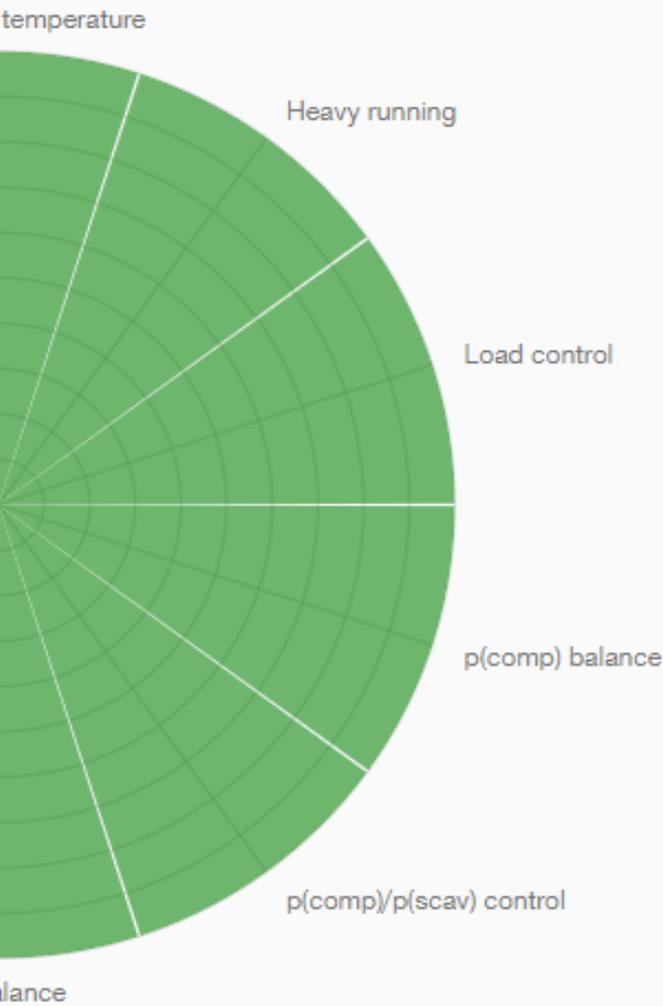
CO2	0.5 t/d
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Data visualization

With PrimeServ Assist, our Everllence experts will always keep a watchful eye on your engine and let you know if anything is running inefficiently. But sometimes it will be helpful, or even necessary, for your business to also be able to examine the engine performance data.

PrimeServ Assist gives your management and crew the opportunity to review the charts that visualize the data collected from your engine. These provide insights into engine performance, engine balance, and historic data – all essential parameters for data-driven management decisions as well as ensuring clear communication with the crew at sea.



Potential optimization

- ! Turbocharger speed

- ! Governor mode

Good 9

Not calculated 2

Engine performance

Benchmark your engine's performance against shop test references to evaluate its current state.

Engine balance

Follow the engine's balance in near real-time and observe the developments when changes are made in the engine room.

Historic data

Get the complete overview of your engine's history to ease troubleshooting when an anomaly occurs and benchmark the engine's historical performance.

Performance 360

Performance 360 enables engine health to be monitored through one clear, strategic indicator. It helps identify where attention is needed and supports timely decisions. Together with PrimeServ Assist, it brings greater transparency to operational data, reduces unnecessary fuel consumption, and supports compliance with emissions targets – ensuring reliable performance across both vessels and fleets.

PrimeServ Assist Offline

Not all ship engines are connected – but they still deserve the same expert care. With the Offline feature, performance evaluation and reporting is made available for both mechanically and electronically controlled engines – now also the ones not connected to Everllence CEON. This ensures full fleet visibility on a single platform and 24/7 access to the ROC, so every engine benefits from reliable monitoring and support.

PrimeServ

Your strategic service partner

PrimeServ is the dedicated Everllence service brand. Via a network of over 100 service centers worldwide, Everllence PrimeServ provides 24/7 service across the globe. Our range of services includes technical support, consulting and original equipment manufacturer (OEM) spares, as well as maintenance, repair and comprehensive individualized service plans.

Service at its best

- Prompt delivery of high-demand OEM spare parts
- Fast, reliable and competent customer support
- Individually tailored O&M contracts
- Ongoing training and qualification of operators and maintenance staff
- Global service, 24 hours a day, 365 days a year
- Diagnosis and troubleshooting with our high-performance digital services

24

hours a day

365

days a year





Everllence and legacy brands

Everllence PrimeServ is our brand name for high-quality aftersales support for the entire Everllence product portfolio. Through refinements to our products and repair techniques, we ensure and enhance our technological leadership and technical expertise as an OEM for the brands united under Everllence.



MAN Energy Solutions





Worldwide service

We offer digital services and upgrades to achieve the very latest standards of performance and efficiency for engines and turbochargers already in service.



Represented in all key markets and major ports, with a network of more than 100 service centers, and with skilled field service managers ready to provide first-class technical support, Everllence PrimeServ is fully prepared to provide 24/7 service, wherever you are. We support power plants, marine engines & systems and turbomachinery, offering reliable technical support when you need it most. Our service solutions include OEM spare parts, engine and machinery maintenance and repairs, customized service agreements and individual consulting.

For existing equipment, our holistic retrofit and modernization solutions keep your engines or turbochargers up-to-date and at optimal levels of reliability, availability and economic efficiency. Through cutting-edge digital technology we're able to increase performance and minimize downtimes, while our remote connections enable live data analysis, ensuring quick, effective solutions. Everllence PrimeServ Academies provide expert training courses around the world, developing the operational and maintenance skills required.

For more information please visit
www.everllence.com/services



Get your
engines
started...



Interactive experience

Download our Everlence Brochure Store app from the App Store or Google Play Store. Use its exciting interactive features to explore our complete range of products and services. Suitable for iOS and Android.

Everllence

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MAN Energy Solutions SE has been renamed to Everllence SE and its products are being rebranded from "MAN" and/or "MAN Energy Solutions" to "Everllence". As this is an ongoing process, any reference to "MAN" and/or "MAN Energy Solutions" is actually a reference to "Everllence".

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