

Marine
Two-stroke

PrimeServ ASSIST

Customer story

Ibaizabal Tankers

Everllence

For ship operators, a vessel's reliability and efficiency are key to a strong and competitive market reputation. With this focus, Ibaizabal Tankers turned to Everllence PrimeServ to achieve zero off-hire days over a five-year period. We achieved this and extended it to a seven-year period.

Setting new uptime standards



An exceptional track record

Maximizing uptime is a priority for every shipping business. For ship operators like Ibaizabal Tankers, it is therefore crucial to have effective measures in place to predict and prevent issues before they happen, in addition to having critical spare parts on board to maintain engine performance.

The consequences of unplanned downtime are simply too severe; even the slightest delay can have extremely costly repercussions further down the line. Not only this, but if the main engine is not at optimal performance, it can have a significant effect on fuel efficiency and environmental impact – often deciding factors when charterers choose ship operators.

To reach an ambitious target of five years with zero off-hire days, Ibaizabal Tankers knew that the most comprehensive support for Everllence engines was going to come from the original designer. Our reliability package and the remote monitoring solution, PrimeServ Assist, proved to be the perfect solution for maintaining uptime.

Bring reliability on board

The reliability package ensures Ibaizabal Tankers has the vital parts for the main engine on board and ready for use without any delay. The solution includes the latest versions of all key components, including design improvements and updates implemented since the original engine specification was completed.

“The reliability package is a business-critical service for Ibaizabal,” says Fleet Director, Jose Maria Torre. “Oil companies do regular site inspections on our vessels to check all essential spare parts are on board; the reliability package does this and more, guarding us against a complete range of potential safety issues. It is as if we constantly have a new engine.”

Real-time optimization

While the spare parts in the reliability package are invaluable to help maintain uptime, Ibaizabal Tankers has further enhanced their vessels' availability, safety, and efficiency with Everllence PrimeServ Assist.

Everllence PrimeServ Assist is a service solution from Everllence PrimeServ that remotely feeds data from the machinery back to the Everllence Remote Operation Center (ROC). Advanced systems detect anomalies or performance deviations, which are then assessed by ROC technical experts who provide Ibaizabal Tankers with operational, maintenance, and performance advice.

"By combining the reliability package with PrimeServ Assist, we have a complete solution for maintaining our zero off-hire day target," says Jose Maria Torre. "On one side, we have everything we need for all spare parts management, and on the other, we can cover all predictive maintenance and performance optimization.

A partner for the future

Ibaizabal Tankers, with the support of Everllence PrimeServ, has surpassed its goal of achieving zero off-hire days over a five-year period, reaching an impressive seven years without incident. Through our unique solutions, we will continue to support Ibaizabal Tankers as their dedicated engine partner, helping to secure their reputation and competitiveness for the future.



Today, our engines operate faultlessly. While this gives us an enviable track record, it also provides us with greater control over our operating expenses by eliminating the risk of costly surprises.





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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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