

PRODUCT SUPPORT



**Our integrated functions give you...
well balanced services**



Orient Energy Systems (Pvt.) Ltd.

Product support

“The management at OES has designed its product support department in such a way that it provides the best customer support to attain highest level of customer satisfaction”

Orient recognizes the expectations of customers and therefore it took a step ahead as compared to other OEM’s to provide real 24/7 support. Our success is mainly depending upon our ability to support our customers.

Our trained and qualified staff keeps an eye on equipment performance which enables us to reduce the potential down time. Our after sales specialists are continually in touch with customers for business guidance. Our spare parts ensure maximum service life and reliability to your equipment while our Operation & maintenance is a complete plant management package with cost effectiveness. Our Mobile service teams comprising of trained staff keep visiting all customers in order to ensure that your machine does not stop for requirement of spare parts or any services support. That’s why we say:

“Orient Product Support, a fully integrated Power Solution Provider”

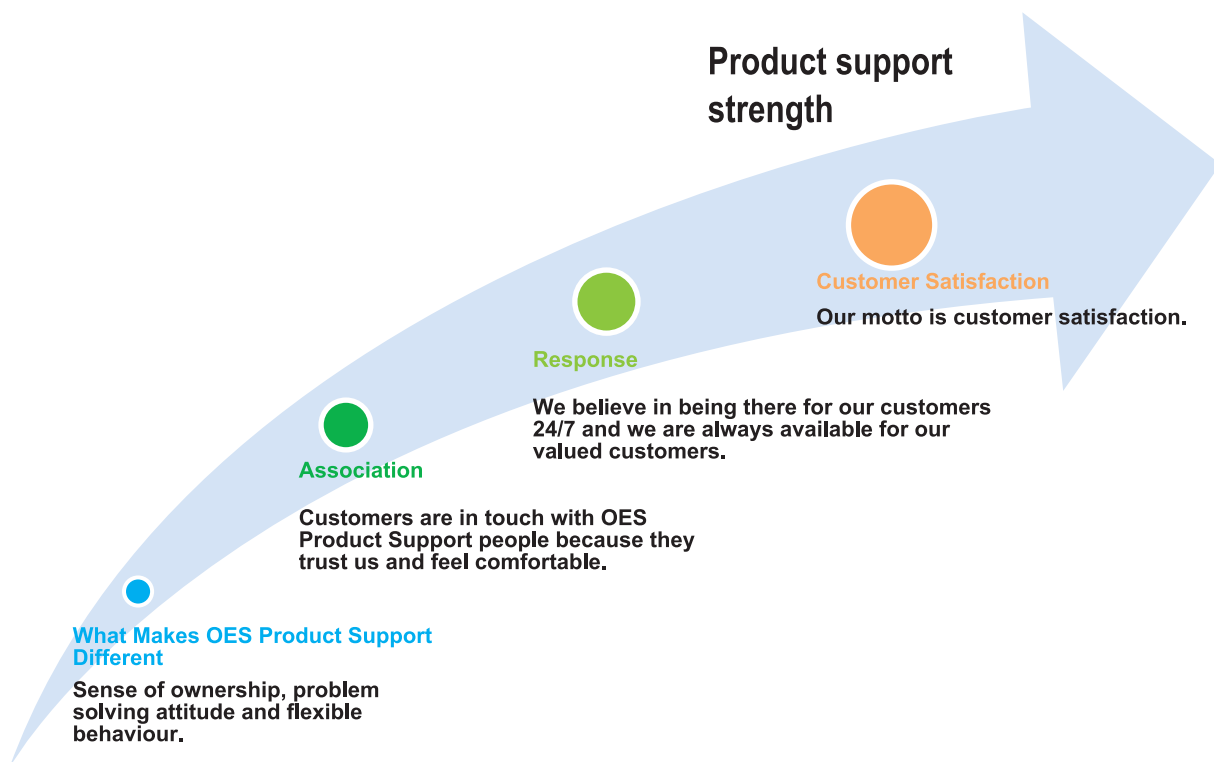
For almost 16 years Orient has had a successful experience in power generation services, we hold excellent relationship wherever our products are operating, providing our customers quick serving with our proactive sales team, reliable service, parts back up and technical expertise.

Orient Product support is up to its best customer satisfaction mark because of its integrated functions:

- 1- Services
- 2- Parts
- 3- After Sales
- 4- Technical Support
- 5- O&M



PRODUCT SUPPORT



“Our matchless Product Support is what makes us stand out from any comparison. We do not believe in abandoning the customers once the sale has been made. Our Product Support team is dedicated towards delivering both customised support and knowledge when and where needed.

We understand that delivering remarkable product support means individually taking care of each of the activities that promise a satisfied business experience.”

Services

Whether we talk about GE Jenbacher or Cummins or our recently added GE Waukesha, Orient Product support distinction is its services department. With a remarkable quickest response time, our services trained & qualified staff works with true 24/7 spirit.

Our services products

- Field services (Scheduled & Unscheduled maintenances)
- Workshop services (overhauling & repairing)
- Specialized services (Commissioning & consultancy)

Our services network

Our services network is available in the 5 major cities of Pakistan which are Karachi, Lahore, Islamabad, Faisalabad & Multan. We have 2 well equipped custom-made workshops in Pakistan with a capacity to overhaul 3 engines at a time.

Features of services department

- Quickest response time.
- 24/7 service availability with trained technical staff all over Pakistan.
- Building our service standards with special diagnostic tools for repairing, troubleshooting and maintenance.
- Standby service team availability with well equipped resources.
- Total in-house and fully equipped workshop overhauling capabilities.
- Adequate resources to perform 3 engines overhauling at a time.
- Special alternator repair facility (designed under instruction of CGT Engineers).
- Dedicated staff and tool room with special mechanical calibrated tools.
- Availability of special software and electrical tools.



Spare Parts

Our original spare part ensures maximum service life and reliability for your equipments. Our parts department caters sales support function and warehousing for Pakistan region. Our newly designed tailor made warehouse meets huge spare parts demand of GE Jenbacher and Cummins with an expansion of recently added GE Waukesha.

Our Parts department manages spare parts inventory of approx. 7000 line items in such a way that it gives least possible downtime of your engines. Our shipments turnover is more than 500 per year.

Features of Parts department:

- a- 100% genuine parts country wide availability.
- b- 24/7 parts issuance.
- c- Parts distribution network all over Pakistan.
- d- Warranty Coverage.
- e- Timely availability.
- f- Standby parts delivery van.

After Sales

Our customers demand more than just our high-performance power generation units. They need a partner with a comprehensive back-to-back network of superior services. So, our after sales team works with our business partners with a friendly attitude.

Our dedicated teams of after sales specialists are available 24/7 for customers support not only in words but in true spirit. Our sales team comprises of market specialists. They closely work with customers and this is the key of our customer's business knowledge. Our after sales team is working proactively by intimating customers for their upcoming maintenances and its required spare parts. Our product support sales team also addresses your day to day maintenance issues with the help of our skilled technical staff. They are continuously working for smooth business transactions that ensure customer satisfaction. We offer long term supply agreements to eliminate uncertainty in customers planning, provide clear strategic direction and



saves negotiation time. Long term supply agreement gives the customer assurance on performance which includes availability, reliability, well determined maintenance costs etc. for several years. We also offer service agreements which include annual maintenance contracts, planned preventive maintenance and troubleshooting as per need basis.

So much so product support sales department offers one window operation for all your spare parts and services needs.

Features of After Sales department:

- a- After sales team with a friendly attitude.
- b- Always striving for building customer relationship.
- c- Proactive sales strategy to meet on time customer demands of parts & services.
- d- Remarkable front desk customer support to cater customers' needs.



Technical Support

Our technical support department is supportive role department for services, parts, after sales & O&M departments. It is our technical support department that provides guidelines for product improvements, product modifications, trainings and warranty support for the safe and effective use of the product. Technical support department in house services include trainings for product support staff, trainings for customers on demand, system modifications, coordination with our principal GE Jenbacher & Cummins for upgrades, modifications & product improvement plans, field flashes, warranty coordination with principal & warranty handling.

Features of Technical Support:

- a- Reserved rights of trained warranty administrator.
- b- OES Product Support has its own trained trainers to build customer awareness and capabilities on the equipment.
- c- Availability of dedicated engineering & technical department to support customer special needs.
- d- Training program for customers and OES staff.
- e- 24/7 Quick serve technique for service engineers/end users.



Operation & Maintenance (O&M)

O & M message

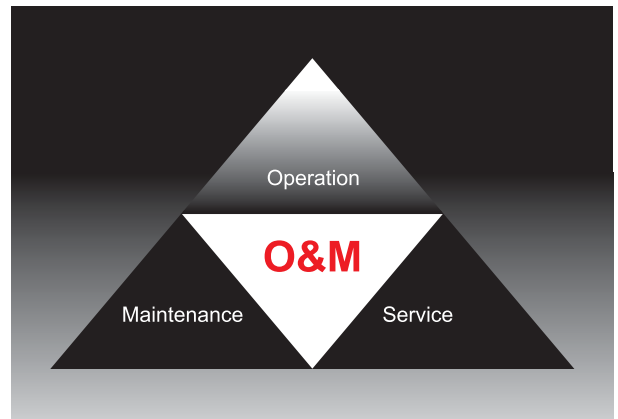
Whether you're an independent power producer, a public utility or a manufacturer producing your own power generation, Operation & Maintenance services of Orient Energy Systems can help you boost your operating efficiency, reduce down time, mitigate your risk, widen your competitive edge, maximize your performance and increase your profitability. O&M provides overall solutions of power plant activities that cover complete responsibility of management and cost-effective operational services and do all preventive, predictive, corrective and situational maintenances with depth of knowledge, expertise and quality commitments.

Full Spectrum of O&M Services

Our O&M fleet is now operating more than 96 nos of extensive power plants. Our professional, competent, experienced and well equipped O&M team comprising dedicated staff members are involved in providing 24/7 services to our clients all over Pakistan. The reason for our outstanding services lies in our ability to offer specialized maintenance and overhaul services along with typical and sophisticated repair skills to aid in refurbishing industrial class reciprocating internal combustion engines.

Key O&M Services:

- Taking up complete operation of power plant with related auxiliaries along with total maintenance.
- Providing recommendations for improvement in operational parameters and procedures.
- Performing schedule and preventive maintenance for minimizing equipment down time and equipment failure resulting in reduced maintenance expenses.
- Carrying out special maintenance as per manufacturer's recommendations and supervising overhauling of major equipment.



- Providing traditional spare part handling and field service support for individual power plant components including complete power plant management.
- Management of staff's daily activities that covers monitoring & recording of plant parameters.
- Providing country-wide, 24/7 power plant services that is designed to support power plant operations.

This clear and incorporated vision allows us to retain a consistent track record thus ensuring effective and profitable plants for all our clients.

We provide solutions and help to maximize performance and profit over the life of project; we listen to your needs and provide custom solutions to support your success. Our staff includes experts in energy facility management, operation, maintenance, engineering and other related technical services.

Operations & Maintenance upholds several power plants under the organization's influence via a dedicated staff:

Total sites under O&M in Pakistan	96 plants.
Total gensets under O&M in South region	119 engines
Total gensets under O&M in North region	120 engines
Total gensets under O&M in Pakistan	239 engines
Total capacity of all plants under O&M	300 MW.

Operation & Maintenance features & benefits

- a- Dynamic plant management.
- b- Performance & reliability Improvement.
- c- Maintenance/inspection optimization.
- d- Maximum efficiency with prolonged equipment life.
- e- Bring cost effectiveness for customers.
- f- Reduce unscheduled downtime.
- g- Enhance safety of operations.
- h- Best access to plant upgrade opportunities as new product methods and techniques.



Contact Details

Pakistan

Orient Energy Systems (Pvt.) Ltd.

Karachi - Head Office

Plot No. 9, Sector 24, Korangi Industrial Area, Karachi, Pakistan.

UAN: +92-21-111-507-507

Tel : +92-21-35072091-94
+92-21-35077101-04

Fax : +92-21-35077105
+92-21-35072095

www.orient-power.com
info@orient-power.com

Lahore

UAN : +92-42-111-507-507

Tel : +92-42-35323415-26

Fax : +92-42-35321628

Islamabad

UAN : +92-51-111-507-507

Tel : +92-51-2604660-5

Fax : +92-51-2604658

Faisalabad

Tel : +92-41-8523999

+92-41-8523811

+92-41-8520511

Fax : +92-41-8523511

Multan

Tel : +92-61-4549520

Fax : +92-61-4549515



GE Jenbacher / GE Waukesha

South - After Sales

Adnan Saeed

Area Manager-South

0334-3892878

North - After Sales

Khalid Naseer

Regional Sales Head

0301-8268915

Cummins

Pakistan Sales & Services

Muhammad Hanif Bhatti

Country Services Head

0300-4433013

Pakistan Sales & Services

Wasim Iqbal

Regional Services Head

0301-8496079

Pakistan - After Sales

Muhammad Khusro

Country Sales Head

0300-2145536

South - Services

Atif Sabir

Regional Services Head

0300-2716223

North - Services

Umer Inayat

Regional Services Head

0300-4003909

Operation & Maintenance (O&M)

Zaheer Ahmed

Regional Head (South)

0333-3755048

Imtiaz Ali

Regional Head (North)

0301-8402344

Abid Shehzad

Country Head

0300-8293082

We value your comments. For Feedback Contact:

E-mail: info@orient-power.com

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ЗНАТЬ
БОЛЬШЕ



Orient Energy Systems (Pvt.) Ltd.

Head Office: Plot # 9, Sector 24,
Korangi Industrial Area, Karachi - Pakistan
T +92 21 111-507-507, 35072091-94
F +92 21 35072095
info@orient-power.com www.orient-power.com