



Services Department

SER-GN-DO-US-91



Global Power
Solution™

If SDMO is recognised as one of the top manufacturers of generating sets in the world, it is because we channel all our energy into designing a range which is both highly competitive and high-performance, the widest range available on the market.

As a response to the increasingly precise nature of your energy requirements, which relate directly to the special traits of your particular industry, we are devoting the majority of our resources to the continuous improvement of our range and services.

The result of a strategy focussed on a single industry: a professional requirement which guarantees you a reliable source of energy, complying with the strictest of standards. The localised nature of our distribution network bears witness to this powerful force. The innovative mindset of our teams, and the comprehensiveness and flexibility of our production methods mean that we are constantly innovating.

The dynamism of our service policy is one of the founding vales of our company. SDMO's distributors and their customers have the triple assurance of tailor-made training, responsive technical assistance and reliable spare parts. We give you the resources to use your equipment to its best potential; for us it is the best way to maintain the reputation of reliability and longevity that our generating sets command.

Choosing SDMO means choosing a long-term partnership.

SDMO, the source of energy for your comfort and safety. SDMO, providing energy to connect people.

Jean-Marie Soula
Managing director



whatever
the energy required



www.sdmo.com

Providing close support for the distribution network across the full range of SDMO products, these three bodies work together to guarantee the durability of the installations.

Training cell: the best service, guaranteed
The SDMO training department aims to provide our distributors and their customers with the knowledge required to use and maintain our generating sets. Led by professionals trained using our methods, these training sessions use simulators which can reproduce the various different configurations, relying on both innovative and tried and tested technologies. The training programmes are organised by topic and by level, so that they can be adapted to the skills of each individual.

Spare parts department: the efficiency of a localised network

While the hub of the spare parts management system is in Brest, SDMO draws on an international distribution network to ensure it can react to customers needs. Parts supplied as quickly as possible, at the most competitive price; yet further reassurance for those who have placed their trust in SDMO generating sets.

Technical assistance department: guaranteed product reliability

So that you are never without energy, now and in the future, the After-Sales team will quickly respond to any technical question or difficulty encountered with a generating set, from the moment it is installed. It organises events on the ground and assists the distributors in their operations on a day-to-day basis

The Services Department: **Renewed energy**



SDMO is able to certify the longevity of its generating sets because, in addition to the technical quality of our equipment, the Services department assists you even before installation.

- Detailed information.
- Tailor-made training.
- Customised installation.
- The guarantee of long-standing assistance.

The SDMO Services Department, the guarantee of confidence.

Listening to you...



The Technical Assistance Department: **Performance and technical knowledge**

The availability of the technical assistance department ensures the operational reliability of SDMO generating sets.

Performance:

A team of mobile technicians commissions and troubleshoots complex installations. International contacts covering geographical areas are available to SDMO agents and their customers to:

- receive telephone calls.
- organise operations.
- ensure optimum responsiveness in the event of an emergency.
- manage claims against the warranty.

Technical knowledge:

Feedback gathered on the ground on installed generating sets adds to SDMO's expertise and encourages innovation.

SDMO guarantees a localised service for its customers throughout the world, through its subsidiaries, liaison offices and its network of agents.



Cross-disci

SDMO's training cell enables distributors and customers to obtain the knowledge required to perform operations on installed generating sets and guarantee the durability of the installations.

Technological developments to SDMO generating sets are highly-efficient, as they are accompanied by practical instruction which makes these innovations available to all.

In one year, 20,000 hours of training was provided to 800 people by full-time trainers and external specialists in specific skills areas.

SDMO can organise tailor-made training in various languages, in response to specific requests or on an "as-and-when basis".

The training cell
Planning and or

GenPARIS

The Spare Parts Department: **Responsiveness and efficiency**

Guaranteeing the durability of SDMO installations, the spare parts department supplies parts all over the world.

Responsiveness:

With 45,000 registered parts, 10,000 of which are stocked in a storage area of 1,500 m², the spare parts department can respond to all requests in the event of a fault or wear to SDMO generating sets, but can also help with other makes.

Air and sea transport is provided by our specialist partners, covering the entire world.

The delivery time can be changed according to the level of urgency of the order with the option of tracking packages online.

Efficiency:

With their extensive knowledge of SDMO generating sets, the 35 spare part service technicians will be able to guide you towards the most suitable parts or consumables (oil, coolant, etc.) to maintain the durability of your equipment.

Part identification tools, available on the network, mean that the customer's requirements can be determined reliably and rapidly.

SDMO is the exclusive distributor of the GenPARTS brand recommended by our partners.

plinary skills

The training provided is essentially practical in nature with realistic simulations, as for SDMO, the most important thing is efficiency. Using teaching aids such as display units or consoles, the sessions are based around the simulation of complex power plants including coupling networks.

Training courses cover:

- instrumentation and control systems,
- electrical engineering,
- mechanics,
- the latest technological developments.

Although the majority of the training courses are provided at our manufacturing sites, some sessions may take place directly at our distributors or international users.

ganisation



SDMO's services department has been working to optimise the performance and maintenance of SDMO installations. The durability of generating sets is guaranteed by this full support.

- Responsive After-Sales.
- Availability of contacts and equipment.
- Transmission of knowledge.
- A guarantee of safety for all.

The SDMO Services Department, an active presence.

... supporting you.



Subsidiaries

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