



# VBR remote maintenance support

**Helpdesk open for LM operators worldwide**

## VBR technical helpdesk

At VBR Turbine Partners we acknowledge the economic, logistic and social disruptions caused by the Corona virus and Covid-19 disease. Therefore we have adapted our service portfolio to keep providing outstanding maintenance support to our customers in a safe and healthy way for their employees and for our service engineers.

To support LM operators in critical infrastructure companies worldwide who are not yet customers of us we have opened an alternative access to our specialized technical helpdesk (free of charge).



### 1: Connect

When you contact us we will listen very carefully to you and to your questions. You can connect with us by telephone, email or online visual applications.



### 2: Collaborate

We share our extensive LM maintenance know-how and experience with you so you can take well-informed decisions on the best way forward for you.



### 3: Realize solutions

Together with your maintenance staff we will realize the best available solutions for your specific problems during these challenging times.

## Urgent technical questions around LM operation or maintenance?

We look forward to provide you with the best available answers and solutions.

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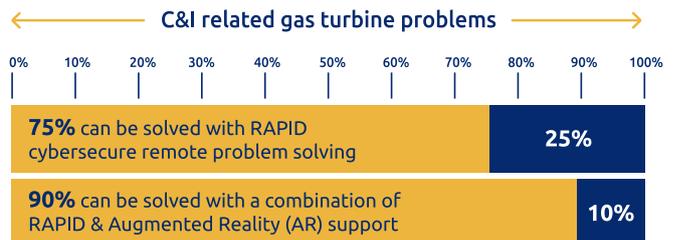
# RAPID remote problem solving

## A powerful digital solution

RAPID is a powerful digital solution for remote GT troubleshooting and problem solving, especially in the area of controls and instrumentation (C&I).

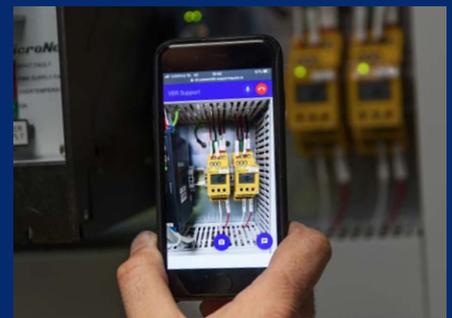
It delivers immediate remote assessment of technical problems and interventions or recommendations to solve these problems in a quick & effective way.

### Effective remote solving of C&I related gas turbine problems



## Immediate augmented reality support

More specific technical problems will require an intervention in either the mechanical or the control & instrumentation systems of a gas turbine. Specialized VBR maintenance experts can provide immediate technical support by means of an augmented reality (AR) application that works on any smartphone or tablet. This support will enable your on-site maintenance staff to solve more complex technical issues quickly and effectively.



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