When I chose the gearbox ...

... I was thinking about the future. Why should I do it any differently when it comes to service?

NO COMPROMISES

www.winergy-group.com
The best service for the best gearboxes

When it comes to servicing for your wind turbine gearboxes, you shouldn’t compromise.

Winergy gearboxes are known throughout the world for their extraordinary efficiency, their special quality, their reliability and thus their extremely high availability. Round off these advantages by placing your trust in us as your service partner as well.

As the leading supplier of wind power gearboxes with over 100,000 units installed in applications providing over 150 GW, we possess the most profound development know-how, the greatest manufacturing expertise and the most comprehensive market experience. Thus, we not only have the best prerequisites for first-class service, we provide it as well.

We are at your side, whether you are a turbine manufacturer, a full-service provider or a wind farm operator. Your main concerns are the best possible availability and efficiency of drive components. That is exactly what we offer you, while taking on the role you expect from us. Depending on your individual requirements, we are either your gearbox service provider or your strong partner in the background.

Our service portfolio provides you with a package exactly tailored to meet your needs.

The quality of Winergy gearboxes

is simply outstanding. Why should the service be any different?

TECHNICAL SUPPORT

Our nearly 40 years of service experience makes itself felt throughout our service portfolio. Perhaps most of all in the quality of our technical support. Our work is a matter of routine but not bureaucratic, friendly but not intrusive. We are simply there for you – in word and deed, competent and quick. We create seamless, original documentation in order to provide track record-based service.

www.winergy-group.com/technical-support
Whether condition monitoring, maintenance, endoscopic examinations, preventive maintenance, repairs or parts replacement, the Winergy on-site portfolio includes the entire range of up-tower services. What more could one offer? Our hotline offers worldwide assistance 24 hours a day. Our global set-up guarantees short response times combined with certified expertise. To ensure maximum flexibility when carrying out up-tower repairs, on-site serviceability is taken into account when designing the gearboxes. And we keep predefined spare-part kits available for the maintenance work in all services that cannot be carried out on the gearbox up-tower.

All services that cannot be carried out on the gearbox up-tower are performed at our plants. Here we have not only the necessary facilities but also the capacity to do the work with a quick turnaround time. Our repair workshops take advantage of the extensive knowledge gained from our Winergy series production, and you benefit from the quality standards that characterize all Winergy products.

We respond to your requirements and offer you various levels of repair – from basic restoration of functionality to premium packages including all upgrades.

Increase your plant’s performance and bring your gearbox up to date. Benefit from original Winergy upgrades and make your gearbox fit for the future. Winergy upgrades do not affect the certification. This means that the gearbox retains its official approval and, of course, the full scope of the warranty. Every measure – whether workshop maintenance or an upgrade – is subject to the entire load testing program on one of our test benches. Here, we not only make use of our comprehensive field experience but also take into consideration the specific technical specification of your turbine. Thus, you can be one hundred percent certain that the gearbox is completely up to date and fully functional.
Stocks of the latest spare parts and gearboxes for quick and reliable service.

Certified original spare parts to retain the full scope of the warranty.

Original parts

are key when it comes to servicing – they ensure that my gearbox remains a Winergy gearbox.

Spare parts stock

We not only know the upgrade history of every single gearbox model including the components fitted, we also know the track record of every single gearbox. That allows us to cater to the gearbox history and take into consideration the turbine specifications.

With us as your service partner, you benefit from high-quality and immediately available spare parts direct from the manufacturer. We keep thousands of spare parts for all standard gearboxes in stock for service purposes.

Our certified original spare parts are identified by a stamp.

But that’s not all. As we stock the latest version of the components after each upgrade, you enjoy a twofold benefit: firstly, the spare part you receive upon request is up to date, and secondly, you profit from the cost savings that result from scale effects of storing a larger and more economic quantity of parts in the latest version.

YOUR ADVANTAGES

Guaranteed component quality through highly standardized processes
Retention of warranty rights due to use of certified components
Process transparency and fault elimination through one hundred percent traceability

Gearbox replacement

Whether as a preventive measure or in the event of damage: we offer you the option of replacing your gearbox with a unit from our stocks. For this purpose, we have complete Winergy replacement gearboxes for all common wind turbine models immediately available in our comprehensive exchange pool. We provide this service for all series production and custom built Winergy gearboxes.

YOUR ADVANTAGES

Immediate availability of replacement parts through knowledge of the turbine specification
Minimization of downtime through rapid gearbox replacement
As your service partner, we don’t keep our know-how to ourselves – we pass it on. With our comprehensive training program, we make our customers even more flexible, so they can carry out professional servicing themselves.

The program focuses on work that can be carried out on the turbine to reduce your operating and maintenance costs. At our Service Center, experienced service technicians and gearbox specialists put you in the position to be able to service various gearbox types yourself on the turbine, and to install and operate the necessary equipment and tools.

**Theory:** Wind turbine gearbox designs and possible types of damage  
**Practice:** Replacement of diverse components, such as the HSS or IMS shaft and the corresponding bearings, in original gearboxes  
**Endoscopy:** Identification and analysis of possible damage using an endoscope

You will find all additional information about our training program at:  
www.winergy-group.com/trainings