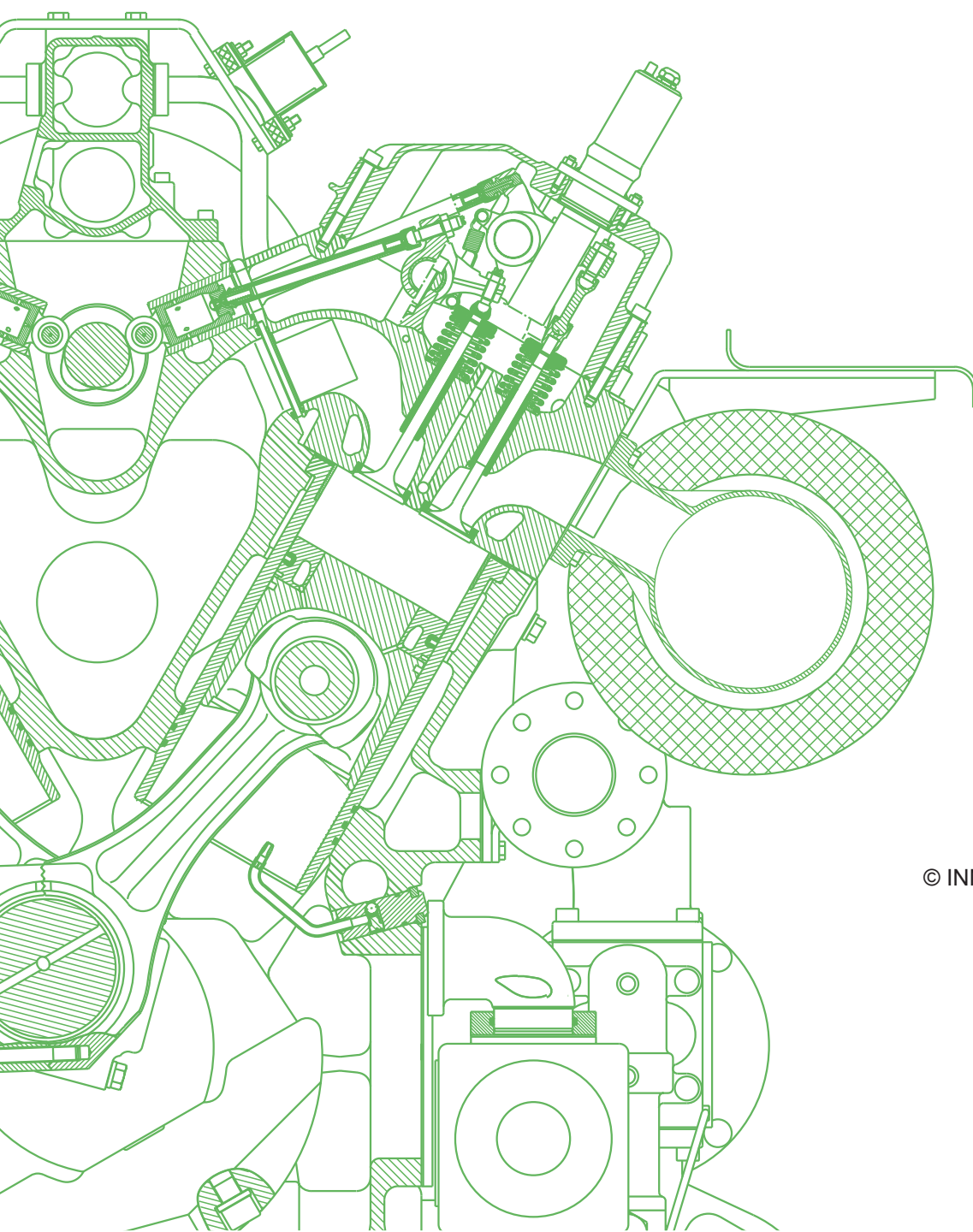


# TA 2300-0003

Technical Instruction



## Guidelines for field service technicians



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**The target recipients of this document are:**

Service Partners, commissioning partners, subsidiaries/branches, Jenbach location

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## 1 Scope

Guidelines for field service technicians when checking in and checking out at customer plants.

## 2 On-site expectations

- **Advance notice of the site visit:** Customers/channel partners are to be informed at least three days in advance of site visits for supporting commissioning, planned outages and repairs. If you are delayed, keep the customer informed regularly about your progress. Send your flight and arrival data to the customer before your trip.
- **Greetings and introductions on site:** Introduce yourself to the customer/channel partner. Ask to be informed about all the necessary persons you will need to know about during your visit on site.
- **Scope of the work/timetable/customer information:** Discuss the report and the recommendations arising from previous events with the customer/channel partner. Explain the scope of the work and the expected timetable for the current maintenance activities to the customer, and make sure that all the customer's questions are answered in a professional manner. If you are unable to answer a question, tell the customer respectfully that you will find out and get back to him later. Obtain the required information from INNIO and inform the customer accordingly.
- **Rhythm of the progress updates:** Ask the customer how often he or she wants to receive a status update. Agree on a rhythm during the work (e.g. daily or weekly) and make sure that you have prepared all the details that the customer is expecting when you give your progress report.
- **End-of-visit field service discussion:** Before leaving the plant, check all the following points with the customer:
  - **Completed work:** Make sure that the customer has been informed about what has been completed and emphasise all the relevant information that the customer has to know.
  - **Outstanding work:** If work has not been completed (missing parts, unforeseen circumstances, etc.), inform the customer of the details and the action plans to complete the work.
  - **Contact at channel partner/INNIO:** If clarifications are necessary or work is still outstanding, make sure that the customer knows the central contact point in our company.
  - **Recommendations:** Inform the customer about every recommended action and the time frame for completing each and every action.
  - **Hourly charging - signature:** Go through the hourly charge sheet together with the customer and then ask for his signature for the hours of work carried out.
- **Field service report:** The report should be simple and based on facts. Do not make any speculative comments or statements not of a technical nature, or which have no connection with the activities carried out. Make sure that your service report contains all the relevant information. Submit it to the company no later than three days after completion of the work.

- **Operational logbook** If an operational logbook is available on site, make sure that the performed activities or all relevant information are entered in it.
- **Jenbacher.com:** Help the customer to log on to Jenbacher.com. Ask all relevant persons on site whether they have access to our home page "<https://information.jenbacher.com>" and whether they have logged on to receive all important Service Bulletins. If they have not yet logged on, go through the process with them and help them to connect.

### 3 Additional guidelines

- **Environmental, health and safety (EHS) check list:** Make sure that the EHS check list is completely filled in before any activity is started. Ask the customer for additional explanations of local EHS regulations and the expectations in critical situations such as fire alarms, bad weather etc. Familiarise yourself with the evacuation plan and local emergency phone numbers and places.
- **Respectful behaviour:** Be polite to customers, answer questions in a professional manner and respect the culture of the customer. Make sure that you familiarise yourself in advance with cultural differences such as clothing, table manners and politeness.
- **Company car:** Make sure before starting your trip that the company car is clean (inside and outside) and is in perfect condition.
- **Tools and appearance:** Bring all the tools necessary for the activity with you, and also the LOTO equipment. Work clothing should be clean at the start of the job, as should your external appearance.
- **Punctuality:** Make sure you are punctual and your time recording matches the actual working time.
- **Subjects outside the immediate work field:** Do not make any promises and do not discuss the causes of faults, work conflicts, quality improvements or other subjects outside the field of your job/role. Politely inform the customer that you must consult the company first before you can give an answer. Pass on the contact information of the defined contact point.

### 4 Revision code

#### Revision history

Index	Date	Description / Revision summary	Expert Auditor
2	30.04.2019	GE durch INNIO ersetzt / GE replaced by INNIO	<b>Opoku</b> <i>Pichler R.</i>
1	04.02.2015	Erstausgabe / First issue	<b>Bilek</b> <i>Mariò Fernandez</i>