



Action code: **COMMERCIAL**

**Fees for Technical Assistance and Advisory Work**

**MAN PrimeServ, Copenhagen**

SL11-540/PMN  
January 2011

**Concerns**

Owners and operators of MAN B&W two-stroke low speed MC/MC-C/MC-S, ME/ME-C/ME-B and ME-GI engines.

Dear Sirs

The purpose of this service letter is to inform operators of MAN B&W engines of PrimeServ's prices on service rendered from Denmark and our service centres around the world.

The fees are valid from 1 January 2011 for assistance rendered by personnel based in Denmark.

Any questions regarding our fees for technical service can be directed to PrimeServ, dept. DT-CPH, at PrimeServ-Cph@mandieselturbo.com

Yours faithfully

**Per Rud**  
Vice President  
PrimeServ Two-stroke

**Peter Michael Nielsen**  
Senior Manager  
Technical Service



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**MAN Diesel & Turbo**  
Branch of MAN Diesel & Turbo SE,  
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German Reg.No.: HRB 22056  
Amtsgericht Augsburg



**Fees in Euro for Technical Service**

**Superintendent engineers and advisory work, testing, trouble-shooting, and waiting**

Weekdays (within normal working hours, 07-17.00)			Saturday, Sunday, and local holidays			Waiting and travelling time
Full day (4-8 hrs)	½ weekday (0-4 hrs)	Rate after normal working hours	Full day (4-8 hrs)	½ day (0-4 hrs)	Rate after 8 hours' working day	Per hour
1,150	620	210	1,650	860	260	135

**Fitting work, attending repair jobs, erecting new engines, overhaul work, etc., travelling and waiting, per service call**

Weekdays (within normal working hours)		Saturday, Sunday, and local holidays		Waiting and travelling time	
Full day (8 hrs)	Rate after normal working hours	Full day (8 hrs)		Waiting days, idle days	Travelling time
915	170/hour	170/hour		700/day	110/hour

**Terms and conditions**

For service rendered outside the home base of the respective service personnel, a per diem charge of EUR 85 will be added, together with expenses for hotel and transportation. In addition to the service fees, customers will be invoiced for travel expenses.

Flight tickets as well as hotel accommodation will be booked by MAN Diesel & Turbo. A 10% administration fee will be added to our outlays (hotel, air ticket, taxi, train, ferry, etc.).

Supporting documents, i.e. documentation for flight tickets and hotel accommodation, will only be made available if requested when the service visit is ordered. If such documents are ordered after the service attendance, a fee of EUR 350 will be charged.

Expenses related to special visa requirements, as regards the ISPS Code, etc., are added on actual cost basis + 10%.

The exchange rate is fixed on the date of issue of the order.

No deductions are to be made in the service fees in regard to the engineer's meal breaks as these breaks have already been provided for in the fees. As a guiding principle, the duties of our engineers cannot be extended beyond 16 hours a day.

Please note that our personnel are not authorised to sign any forms releasing the customer/ship/power plant from its responsibility towards our representative. In case any doubt occurs, our representative will be entitled to leave the site, and the customer will be invoiced in accordance with our normal fee, including travel expenses.

Invoices are exclusive local taxes, such as VAT and sales tax (e.g. in China).

Each service call will be followed up by a report covering the service rendered.

We reserve the right for our engineers to decline boarding/ disembarking a vessel in case weather conditions, poor boarding facilities, seaworthiness of the launch boat or if other safety issues warrant it.

Service will be rendered in accordance with our General Terms and Conditions, a copy of which is enclosed. The terms of payment are net cash within 30 days from the date of the invoice.

**Other services**

- The fee for engine performance evaluations and crankshaft alignment calculations is EUR 850.00 for each evaluation.

The data necessary for carrying out the performance analysis are described in our Service Letter SL89-250/UM.

- Analysis of replicas sent to MAN PrimeServ Copenhagen in connection with cylinder condition inspection due to suspicion of catfines:

Price: Basic analysis EUR 500/unit  
Full analysis EUR 2,500/unit (1,450/unit after first)

- Our services also include a large number of retrofit products available for engines in service. These products are upgrades to enhance engine performance and reduce emissions. The products are constantly updated and new ones are added. For further information, see the webpage Retrofit and Upgrade under the heading PrimeServ at [www.mandieselturbo.com](http://www.mandieselturbo.com).



## Worldwide

We recommend to liaise with the nearest PrimeServ Centre in order to reduce travelling time and costs. However, attendance is always subject to availability and capability. In this case, the service fee will be in accordance with the rate charged by the service centre in question.

The contact details on the nearest PrimeServ Centre, as of January 2011, are listed on the next pages.

Latest update of our contact details for our service network can always be found at [www.mandieselturbo.com](http://www.mandieselturbo.com)

## PrimeServ Centres Worldwide

Location	Telephone number	Email address
<b>Argentina</b>		
Buenos Aires	+54 11 5236 6030	carsten.schrick@mandiesel.com.ar
<b>Australia</b>		
Sydney	+61 2 8874 0700	service@mandiesel.com.au
Darwin	+61 2 8874 0728	robert.wackett@mandiesel.com.au
Papua New Guinea	+675 472 8136	norman.lockett@mandiesel.com.au
Perth	+61 8 9456 4544	neil.hughes@au.man.eu
<b>Belgium</b>		
Antwerp	+32 3 543 8500	primeserv-benelux@mandiesel.com
<b>Brazil</b>		
Rio de Janeiro	+55 21 3506 2151	service@mandiesel.com.br
Santos	+55 13 8124 9516	servicesantos@mandiesel.com.br
Manaus	+55 92 8175 6703	servicemanaus@mandiesel.com.br
<b>Bulgaria</b>		
Varna	+359 878 195014	hristo.vasilev@man.eu
<b>Canada</b>		
Oakville	+1 905 842 2020	info@manbw.ca
<b>Chile</b>		
Valparaiso	+32 2351501	christian.mueller.a@man.eu
<b>China</b>		
Shanghai	+86 21 5866 2108	primeserv.shanghai@cn.man.eu
Dalian	+86 138 1667 3639	primeserv.shanghai@cn.man.eu
Zhoushan	+86 159 2100 2194	primeserv.shanghai@cn.man.eu
Hong Kong	+852 2527 1368	primeserv-hk@mandiesel.com
Guangzhou	+852 2527 1368	primeserv-hk@mandiesel.com
<b>Denmark</b>		
Copenhagen	+45 3385 1100	primeserv-cph@mandiesel.com
Frederikshavn	+45 9620 4100	primeserv-frh@mandiesel.com
Frederikshavn, Servicecenter	+45 9620 4100	servicecenter-frh@mandiesel.com
Holeby	+45 5469 3100	primeserv-hol@mandiesel.com
Metalock Denmark	+45 4373 6620	frank.hansen@metalock.dk
<b>France</b>		
St. Nazaire	+33 240 906 500	alain.devaux@man.eu
Marseille	+33 491 630 134	remi.leport@man.eu



Location	Telephone number	Email address
<b>Germany</b>		
Augsburg	+49 821 322 0	primeserv-aug@mandiesel.com
Hamburg	+49 40 7409 0	primeserv-ham@mandiesel.com
Rostock	+49 381 811 3600	rostockdiesel@t-online.de
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Guatemala City	+502 236 82744	michael.baier@man.eu
<b>India</b>		
Mumbai	+91 22 4094 0000	primeserv.india@manbw.co.in
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Goa	+91 992 342 3683	primeserv.goa@in.manbw.com
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<b>Japan</b>		
Kobe	+81 78 261 9645	service@mandiesel.jp
<b>Kenya</b>		
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<b>Latvia</b>		
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<b>Netherlands</b>		
Rotterdam	+31 10 204 5552	primeserv-benelux@mandiesel.com
<b>New Zealand</b>		
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<b>Norway</b>		
Oslo	+47 2201 7190	primeserv.oslo@no.manbw.com
Bergen	+47 5523 6050	alpha@manbw.no
<b>Pakistan</b>		
Lahore	+92 42 533 0091-3	mandiesel@mandiesel.com.pk
<b>Panama</b>		
Panama City	+507 236 1594	ralf.oldenburg@man.eu
<b>Philippines</b>		
Paranaque	+63 2 776 3369	service@ph.manbw.com
<b>Portugal</b>		
Lisboa	+351 91 310 1660	primeserv-pt@mandiesel.com
<b>Russia</b>		
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Jeddah	+966 2639 4346	lbrahim.alkathib@sa.man.eu
<b>Singapore</b>		
Singapore	+65 6349 1600	primeserv.service-sg@mandiesel.com
<b>South Africa</b>		
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<b>South Korea</b>		
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Valencia	+34 96 341 5626	primeserv-vlc@mandiesel.com
Las Palmas	+34 653 170 681	primeserv-lpa@mandiesel.com
<b>Sri Lanka</b>		
Colombo	+94 11 2522 461 (465)	primeservcolombo@manbw.co.in
<b>Sweden</b>		
Gothenburg	+46 31 176 295	manbw@se.manbw.com
<b>Turkey</b>		
Istanbul	+90 216 581 9900	primeserv-ist@mandiesel.com
<b>United Arab Emirates</b>		
Dubai	+971 4 351 0105	manbwddb@emirates.net.ae
<b>United Kingdom</b>		
Stockport	+44 161 483 1000	primeserv-uk@mandiesel.com
Stamford	+44 1780 764 641	primeserv-uk@mandiesel.com
Colchester	+44 1206 795 151	primeserv-uk@mandiesel.com
<b>USA</b>		
Woodbridge	+1 732 582 8200	primeservny@manbwus.com
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