

Technical and Biological Service

We continue to provide support even after the construction and commissioning of your biogas plant is complete, helping you achieve excellent performance over the long-term.

Our service hotline is there for you, 24/7, 7 days a week.

Our professional and experienced service team understands the importance of safe commissioning, regular servicing, and plant maintenance when operating biomethane or biogas plants. Thanks to our clever replacement part logistics, including service vehicles, our service personnel can ensure that your biogas plant is always up and running. This optimizes availability and minimizes downtimes.

You can count on us.

BIOGEST's biological service team provides support during commissioning and subsequent biomethane or biogas plant operations. We also continually monitor the biological processes that are occurring by ringing into the biogas plant's central server on a daily basis in order to record performance. Our service package also includes regular plant inspections by our specialists, and training for customers on how to operate their biomethane and biogas plants.

www.biogest.at

eShop

The eshop is our online platform where you will find all standard wear and tear parts needed for your daily operation – they are only a click away! Parts, which are tailored and special for your plant, will be ordered with our help. Due to our sophisticated delivery systems we can ensure that the parts will be on site without delay.

<https://eshop.biogest-biogas.com/>
Email: eshop@biogest-biogas.com

bioservice App

Our bioservice app allows you to have a constant remote overview of your sample analysis taken from your biogas plant and its evaluation on your mobile device or computer. How does it work? In a very simple way! Take out a sample, in accordance with our guidelines, and send it to our partner lab. The sample will be analyzed ASAP and the results will be recorded in the bioservice app where you also find a list of default samples and their evaluations. In addition, you will be able to export your own results. Awesome!

<https://bioservice.biogest-biogas.com/>
Email: bioservice@biogest.at

Service Hotline 24/7
T +800 008 008 08
Email: service@biogest.at

www.biogest.at



We establish long-lasting Customer Relationships.

BIOGEST recognizes the significant impact of ongoing operation and maintenance on the performance of your plant. For this reason, we not only offer tailored service and maintenance agreements where our highly experienced technicians will visit your plant to perform after-sales services, but we also offer you access to our eShop.

www.biogest.at

OUR SERVICE PRODUCTS

- I.) Technology-Service packages with different options
- II.) Biological Support and Plant Optimization
- III.) Plant Management
- IV.) Plant Operations

I.) Technology-Service packages with different options

GOLD Level:

Services included:

- Membership in our spare parts pool and 24 / 7 hotline support
- 10 % discount on spare parts and service works
- Quarterly inspection and maintenance works
- The ›All inclusive‹ biological support Lab tests and their interpretation, VOA / TIC (volatile organic acids / total inorganic carbon), analysis on-site and optimizing of the operation
- Four quarterly plant visits

Optional:

- Corrective service works on demand according to the price list
- Training for installation of wear parts
- Performance guarantee

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Did you know...

... that our services are available around-the-clock as required, and are designed to help you achieve excellent performance from your biogas plant over the long term?

SILVER Level:

Services included:

- Membership in our spare parts pool
- All planned wear parts for inspection and maintenance works needed for 1 year
- 10 % discount on spare parts and service works
- 24 / 7 hotline support
- Yearly inspection and maintenance works
- Biological support ›Extended‹
- One annual plant visit

Optional:

- Corrective service works on demand according to the price list
- Training for installation of wear parts

BRONZE Level:

Services included:

- Membership in our spare parts pool
- 5 % discount on spare parts and service works
- 8 / 5 hotline support

Optional:

- All maintenance and inspection works as well as corrective works on demand as per our price list

II.) Biological Support and Plant Optimization

Scope of Services

- Sampling
- Sample analysis and evaluation
- Feeding recommendations
- Remote inspection of biological parameters
- Remote process inspection
- Remote team viewer session
- On site inspection and recommendations to management
- Remote process inspection report
- Process optimization recommendations

III.) Plant Management

Scope of Services

- Annual budget preparation
- Reporting to shareholders
- HRM and controlling
- Communication and reporting with power purchasing company
- Regulatory affairs & marketing
- Monitoring compliance of commitments specified in subvention contract
- Documentation, record keeping and reporting
- Bookkeeping, invoicing, payments
- Receivables management
- Financial statements preparation
- Tax and credit matters
- Banks
- Capital investments
- Organizing the purchase of materials, equipment, supplies and services

IV.) Plant Operations

Scope of Operational contract

- Operational data reporting
- Feeding
- Keeping of the operations dairy
- Daily / weekly / monthly inspections
- Daily / weekly / monthly maintenance
- Inspection of biological parameters
- Troubleshooting
- On call duties (site attendance)
- Interior cleaning
- Sampling