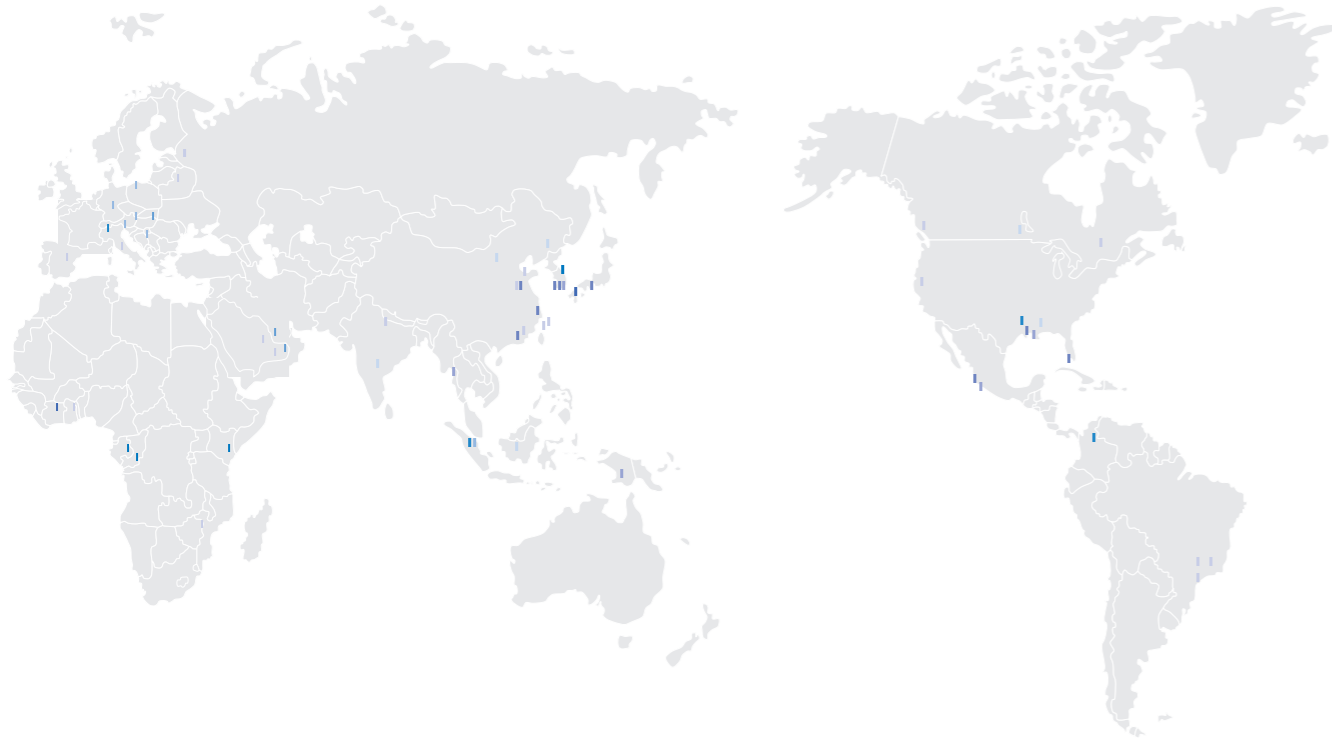


HYUNDAI GLOBAL SERVICE

Centum Science Park, 79, Centum jungang-ro, Haeundae-gu, Busan, 48058, Korea
 +82 52 204 7600 (Hotline: +82 70 8670 1122)
 service@hyundai-gs.com / sales@hyundai-gs.com /
 powerplant@hyundai-gs.com / smart@hyundai-gs.com



HEADQUARTER (KOREA)	OVERSEAS SUBSIDIARIES	OVERSEAS BRANCH OFFICES	OVERSEAS WAREHOUSES	BRANCH OFFICES OF HYUNDAI GROUP	AUTHORIZED REPAIR	SERVICE STATION	SPARE PARTS DEALER	SPARE PARTS DEPOT
---------------------	-----------------------	-------------------------	---------------------	---------------------------------	-------------------	-----------------	--------------------	-------------------

OTHER SUBSIDIARIES

HGST

Centum Science Park, 79, Centum jungang-ro, Haeundae-gu, Busan, 48058, Korea /

EUROPE

George Hintzenweg 81H, 7th floor
 3068 AX Rotterdam The Netherlands /
 spares.nl@hyundai-gs.com / service.nl@hyundai-gs.com /
 SHIPSERV ID 240571

AMERICAS

7206 Harms Road Houston, Texas 77041, United States /
 sales.us@hyundai-gs.com /
 SHIPSERV ID 251590

SINGAPORE

19th, 9 Temasek Boulevard #19-03 Suntec Tower Two, Singapore
 038989, Singapore / sales.sg@hyundai-gs.com /
 SHIPSERV ID 252426

BRANCH OFFICES

HAMBURG (GERMANY)

2nd Floor, Satellite Office Hamburg Gutruf-Haus,
 Neuer Wall 10 Jungfernstieg, 20354 Hamburg, Germany /
 hamburg.de@hyundai-gs.com

ATHENS (GREECE)

8F, 203 Leof. Andrea Siggrou, Nea Simirni, 171 21,
 Athens Greece /
 athens.gr@hyundai-gs.com

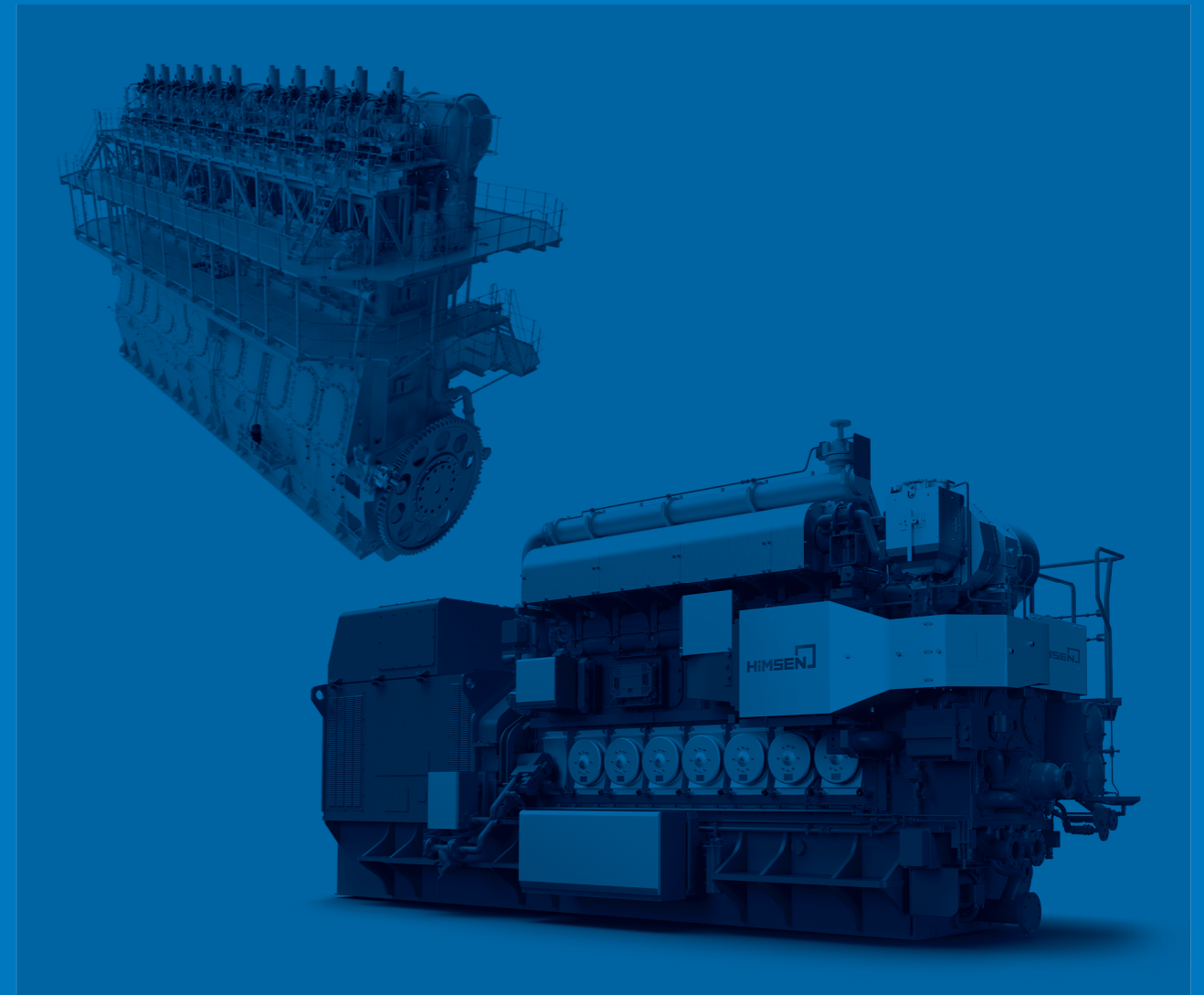
DUBAI (UAE)

Level 2, Unit 205, Emaar Square Blvd. 4, Sheikh Zayed Road,
 P.O. Box 252458, Dubai, U.A.E /
 dubai.ae@hyundai-gs.com

HGS FUJAIRAH (UAE)

B-C, Phase-1 Fujairah Freezone, Fujairah, UAE

HYUNDAI GLOBAL SERVICE LTSA LONG-TERM SERVICE AGREEMENT



INTRODUCTION OF LONG TERM SERVICE AGREEMENT(LTSA)

- LTSA concept is to provide spare parts and/or service for major overhaul works according to her Time Between the Overhaul ("TBO") at fixed rate in order to manage the vessel in a long term as well as protect from future cost fluctuation.
- LTSA duration could be ranged from either one year to three years or five years depending on her current operational running hours.
- LTSA structure could be also customized at the client's needs by adding other heavy parts such as Cylinder Liner, Piston Crown and Valve Spindle.

LTSA STRUCTURE

	2-STROKE ENGINE	4-STROKE ENGINE	DT	2-STROKE ENGINE	4-STROKE ENGINE	MACHINERY	ELECTRIC SYSTEM	DRY DOCK	DT
BASIC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic discount rate will be applied.									
EXTENDED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
If client wishes to have dry dock package, extended package can be customized along with on demand service.									

MAJOR OVERHAUL SERVICE TEAM (MEMBERS) IS DEFINED SEPARATELY						REG. REPORT QUARTERLY
M/E	<input checked="" type="checkbox"/> 5K	<input checked="" type="checkbox"/> 12K	<input checked="" type="checkbox"/> 18K	<input checked="" type="checkbox"/> 24K	<input type="checkbox"/> 30K	<input checked="" type="checkbox"/>
G/E	<input type="checkbox"/> 4K	<input checked="" type="checkbox"/> 8K	<input type="checkbox"/> 12K	<input checked="" type="checkbox"/> 16K	<input type="checkbox"/> 20K	<input checked="" type="checkbox"/>
BOW THRUSTER /SWBD					<input checked="" type="checkbox"/> 5 YEAR	<input type="checkbox"/> 10 YEAR
REMOTE TECH SUPPORT						<input type="checkbox"/>

TBO could be varied depending on the engine types.

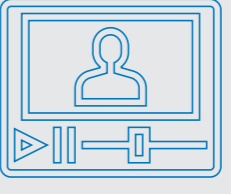
LTSA BENEFIT

1




Discount of HGS Service Tariff Only for LTSA Contract Customer

2



HGS Global Academy Online Training
Tech Seminar (DF Engine, GHG etc)

3









Diagnose problem with real-time monitoring
Sharing the collected data from vessels
Subscribe to reports through HGS expert analysis

OTHERS

- Life Time Service (Spare parts and regular inspection)
- Dry Docking Service
- Green Retrofit Service as Turn Key Provider such as BWTS/EGCS/EPL, etc
- Warranty Support for Critical Claims

WHY LTSA

<p>KAM</p>  <p>- As key account manager shall be allocated for our client, they are willing to alleviate the client's concerns by contacting the client directly. - Also, regular meetings could be held in the name of KAM with our project management teams for checking the progress.</p>	<p>BUDGET</p>  <p>Budget optimization as well as reduction of OPEX by fixing the price during the contract periods.</p>
<p>NOTICE</p>  <p>By giving advanced notice to the Buyer, HGS will keep the Buyer informed when the parts are needed based on the running hours provided by the Buyer.</p>	<p>PLANNING</p>  <p>Schedule will be provided by our project management team after which genuine parts and/or services including major overhaul will be supplied in a timely manner.</p>
<p>PAYMENT</p>  <p>Invoice will be issued based on the actual quantities of the parts delivered.</p>	<p>TECHNICAL ADVISOR</p>  <p>With Global Service Network and Live-chat, HGS is capable of providing services for 24/7 and dispatching highly experienced & certified engineers</p>

REFERENCE

59 PROJECTS

43 CLIENTS