

Service



Field service

Service performed by qualified personnel.

Bertel O. Steen Power Solutions can offer highly qualified service/electronics technicians, who have completed specialised courses in each engine series branded by MTU, Detroit Diesel and Mercedes.

The team of multi-discipline service technicians provides in-field service and support of the system and products in commercial marine vessels, Navy vessels, Oil&Gas installations, Rail, Onsite Energy and Off Highway installations.

Our technicians are highly skilled and have long experience, and they are ready to help our customers with service and maintenance on short notice. Support and guidance in how to maintain and handle your investments are important in order to ensure safe and optimum operation of your vessel/plant.

Engine workshop

The engine workshop offers overhaul of engines and components performed by certified personnel.

Quality = Uptime

Our engine workshop is expediently designed and adapted for carrying out full overhauls of MTU and Mercedes Benz marine and industrial engines of up to approximately 3000 kW. The workshop has separate premises for overhauling individual components such as water pumps, coolers, turbochargers and cylinder heads.

All overhauls are carried out in accordance with the manufacturer's specifications by certified personnel using original spare parts only. In addition to the engine mechanics, all electronic systems are inspected and tested.

The work is carried out in accordance with specified procedures to assure high quality and to detect any non-conformities in relation to the manufacturer's tolerances. The engines are test run and function tested. Engine load tests can be carried out if required.

The workshop has online communication with the manufacturer and all modifications and upgrades are recorded on the engine's original data card. All engine overhauls are documented in separate reports.

The customer is invited to monitor our work at any time.

Parts

5,000 different factory new parts in stock at all times.

When quality counts

Spare parts/Warehouse

Bertel O. Steen Power Solutions maintain the largest on premises spare parts stock in the Nordics. The stock is scaled according to the existing engine population in order to secure uptime requirements for customers with mission critical applications/plants.

Training

MTU training center Scandinavia

The headquarter located in Bergen also contains a MTU certified training center with priority to the Scandinavian countries, conducting training for end clients and service partners. The center has two certified instructors who teach at all levels for both MTU engines and MTU electronics.

Duty phone

24/7 hotline for spare parts and service.

The hotline is manned 24/7.

When calling you can choose the spare parts or service option.

Spare parts

Parts available in our stock will be processed and sent immediately.

Service

Duty officer will provide technical assistance by telephone. Personnel will only be deployed by agreement.

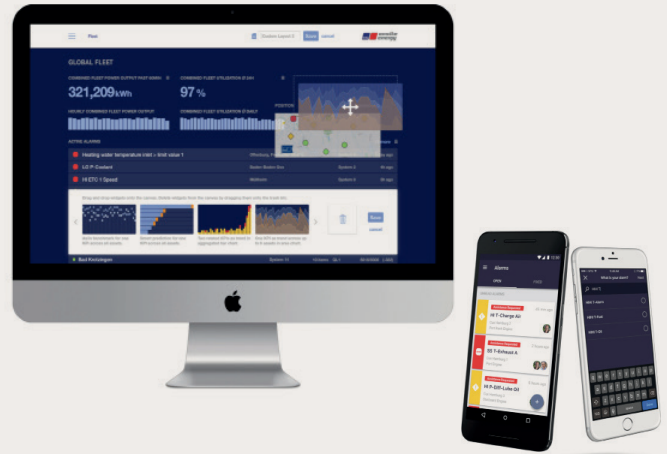
**Call (+47) 55 94 74 60
for prompt assistance.**

Digitalization

MTU Go! – Remote service

MTU Go! Act and MTU Go! Manage portfolio continuously improves customer satisfaction and service-profitability by providing asset related tools & services. The result is a user centric & seamless collaboration experience between MTU, it's partners and customers.

Bertel O. Steen Power Solutions offers remote service via MTU Go! Act and MTU Go! Manage. These tools give you the engine status and eventually technical guidance.



Remote Service for Marine Hybrid and Electric Applications

All our Hybrid and Electric applications are supplied with remote access for improved availability, customer support and service- profitability.

Who we are

Bertel O. Steen Power Solutions supplies propulsion systems and integrated power generation systems, with focus on quality and reliability.



Bertel O. Steen Power Solutions AS
Damsgårdsveien 139, 5162 Laksevåg, PO Box 6098, 5892 Bergen, Norway
Tel. +47 55 94 74 60

● bospower.com