

**Vestas®**

# Vestas Multibrand Services

Connecting expertise  
with experience

**Wind.** It means the world to us.™





# Flexibility and experience at your service

Servicing wind turbines requires practical experience, in-depth knowledge and technical innovation regardless of turbine make and mark. It is all equally important when it comes to the maintenance and operation of your fleet.

This is why, we believe our knowledge and expertise should be available to you and all other turbine owners. Throughout the lifetime of the turbines. All over the world. Across all major turbine brands.

**The best of two worlds**

Our multibrand services combine the flexibility and agility of an ISP (Independent Service Provider) with the consistently high quality standards, knowledge and economies of scale of an OEM (Original Equipment Manufacturer). Because in many ways, we are both. And essentially, we are able to offer you the best of both worlds.

The mutual commitment between Vestas and our customers is key to delivering the lowest cost of energy, with contracts lasting around 5-10 years.

You are provided with the ability to reduce the complexity of your service setup and achieve consistent quality as a result of our single service provider partnership.

In turn, this allows for grouping of service agreements across technologies and OEMs, reducing transactional costs and bettering the overall efficiency. Ultimately, this will provide you with the opportunity to optimise not only turbines of the same brand, but turbines across your entire fleet as one system.

**We service all major turbine brands**

Currently, we service the world's largest brands of turbines with the same adherence to high-quality standards as we are known for applying to our service of Vestas turbines.

This includes training of technicians, documentation, service manuals and technical support. All of which are implemented throughout our global service organisation and made directly available to our network of service technicians 24 hours a day.

**Servicing more than 8 GW of non-Vestas turbines**

Globally proven multibrand capabilities across all major OEMs.\*\*

Across more than 298 sites, 25 countries and 5 continents

**Our current Multibrand Service product offering**

Gamesa	Senvion	GE	Siemens
G8x/G9x	MM82 / MM92	1.x ESS / 1.5	SWT-2.3VS
G97	MM100	2.x DFIG	

\* Including Gamesa®, GE Wind®, Senvion®, Siemens®..

\*\*Track record in MW as of 31 December 2024





# What is multi-brand service?

Multibrand service means the ability of one service provider to maintain wind turbines manufactured by different OEMs (Original Equipment Manufacturers).

If your fleet consists of wind turbines from more than one OEM, a multibrand service provider can serve as one single partner and one single point of contact to help you maintain and repair your fleet and optimise your turbine investment.





+8 GW

Vestas is the largest multibrand service provider worldwide with more than 8 GW of non-Vestas turbines under service.



# Experience the power of tailored service

By choosing one of our service packages and adding services as needed, you can tailor the service offering to suit your specific project needs.

### Tailored maintenance packages

We provide maintenance both as scheduled and unscheduled maintenance. A scheduled maintenance plan offers maximum uptime and availability of spare parts.

Our maintenance packages can be put together to specifically support long-term service and provide you with crucial lifetime extensions for old or legacy turbine technologies.

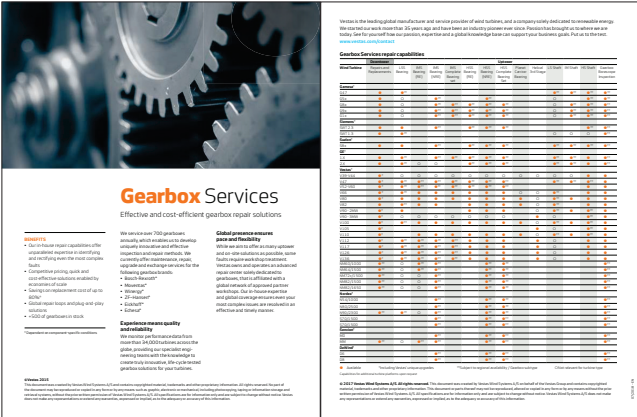
### Parts & Repair

With more than 154 GW under service, including more than 8 GW of non-Vestas turbines, we are able to uphold an extensive stock of spare parts at competitive prices. In a year, we deliver more than 311,000 spare parts, all compliant to the same high-quality standards, you can expect from Vestas.

Our vast supplier network enables us to act fast and reach near and far. A staff of more than 17,000 people dedicated to service in 71 countries means that the experience and expertise you need is always available.

Repairs and replacements can be made on a time and material basis or as a planned, preventive measure to optimise the performance and uptime, while minimising total cost of ownership.

As an example of our ability to reduce costs, we have gained extensive expertise in performing uptower repairs on gearboxes in Siemens®, Gamesa®, GE® and Suzlon® turbines without removing the gearbox from the nacelle.



Read our Vestas Gearbox Services Brochure on [Vestas.com](#) for more information.

### Fleet Optimisation

Through upgrades, we are able to extend the lifetime, reduce failure rate and increase the performance level of installed turbines. Our in-house innovations and strategic partnerships with carefully selected suppliers allow us to provide these services on a range of non-Vestas as well as Vestas turbines with the same adherence to quality.

### What our multibrand services offer\*

#### Maintenance

Tailored maintenance packages

- Scheduled maintenance
- Preventive maintenance
- Major component risk
- Small component risk
- BOP maintenance
- Auxiliary equipment
- Availability guarantees

#### Parts & Repair

Competitive parts and repair offerings

- Recommended spare parts list per platform
- Parts frame agreements
- Planned or preventive maintenance activities
- Uptower and downtower repairs
- Component exchange program (new/used)

#### Fleet Optimisation

Upgrades for technical and production improvements

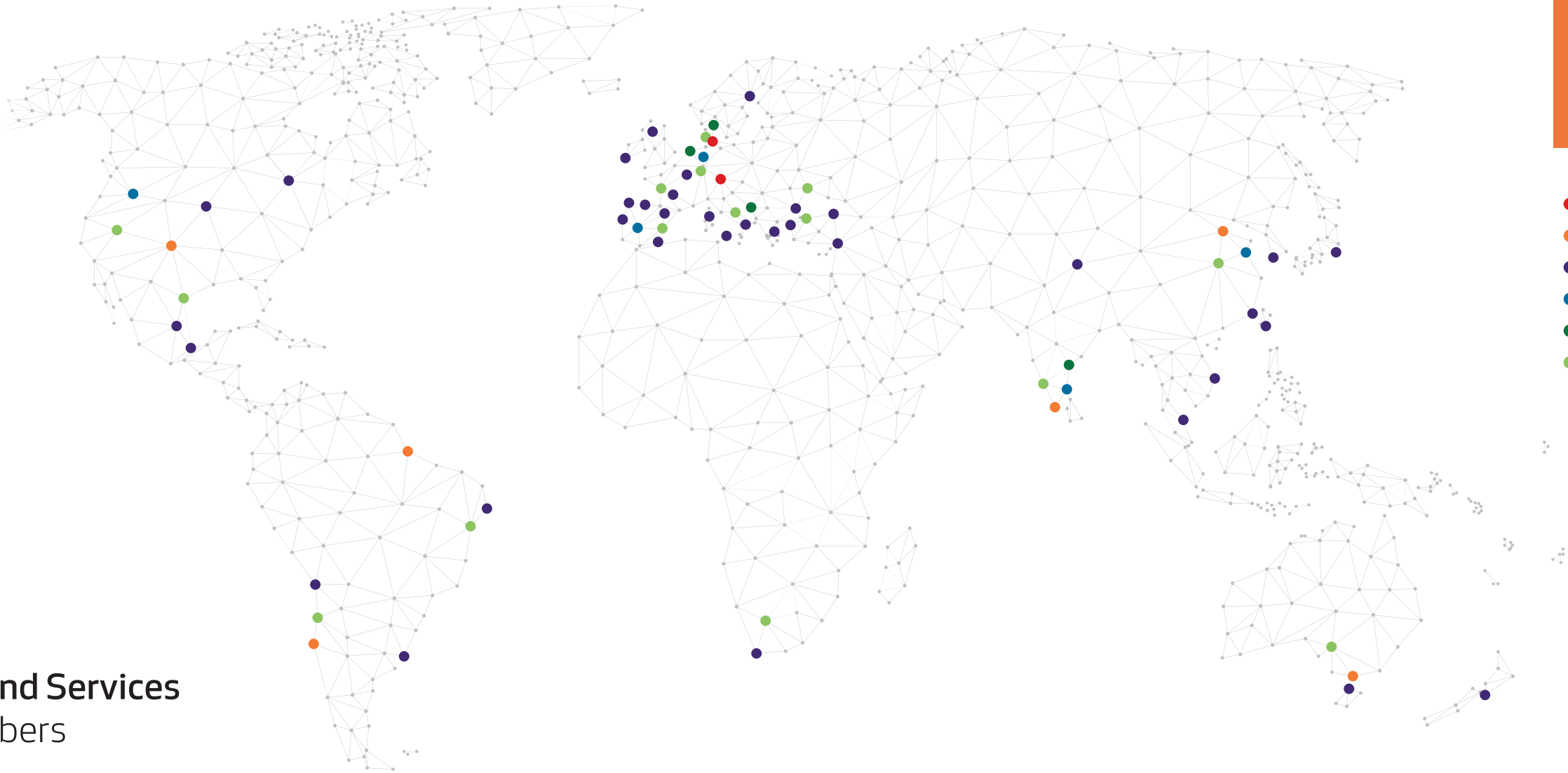
- Upgrade packages to increase the availability and reduce failure rate
- Upgrade packages for performance /production increase
- Packages to fulfil special requirements
- Life extension program

\*Service offerings are subject to availability for specific platforms.



# Connecting global reach with local presence

Our global presence gives you unequalled access to our experience, knowledge, training, warehouses and remote services across 5 continents.



+50 K

We collect data from more than 50,000 monitored wind turbines. That data is analysed and provides unique insights that allow us to optimise the maintenance and

## Vestas Multibrand Services Strength in numbers

as of 31 December 2024

25

Countries with multibrand service operations

+311,000

Spare parts and main components delivered annually

+12,000

Highly skilled service technicians

+8 GW

Non-Vestas turbines under service



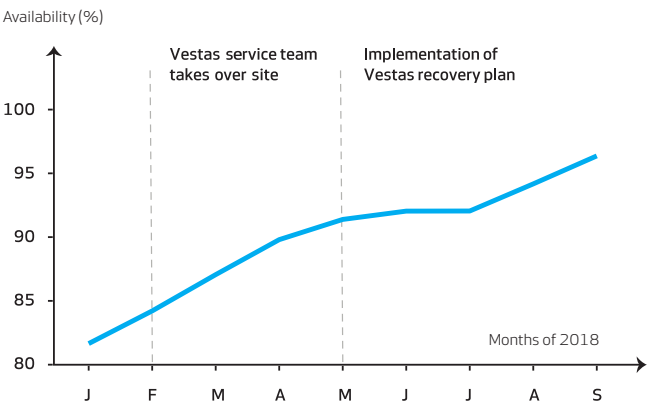
# True service is all about performance

A tailored maintenance package combined with an efficient supply chain and fleet management across OEMs is key to optimising performance and reducing lost production. The performance indicator, Lost Production Factor (LPF), signifies the level of lost energy production when the wind is blowing, but the turbine is not operating.

Through continuous and disciplined application of insights and improvements in operations, Vestas has year-on-year lowered the LPF across its global fleet under full-scope service.

On average, we are able to raise the performance of fleets under service contract significantly and keep it at an availability level above 97%. The result is a greater revenue generated from the wind asset and a significant reduction in total cost of ownership.

## Proven performance improvements under Vestas service



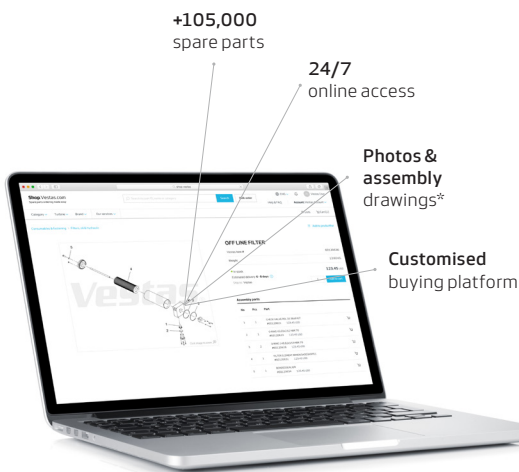
This graph shows performance improvements made in Brazil on an AOM4000 service agreement.

## One-stop Shop Vestas

Our online spare parts shop, Shop Vestas, is the wind industry's largest procurement platform for spare parts. It provides a one-stop shop for more than 105,000 wind turbine parts and more than 45 service offerings across various turbine brands in a user-friendly interface, which makes finding and ordering spare parts easier than ever.

**Shop Vestas** offers parts for Vestas®, GE®, Siemens®, Gamesa®, Servion®, Suzlon®, Nordex® platforms all in one place.

Apply for access now at [shop.vestas.com](https://shop.vestas.com).



\*Subject to access level.

## Did you know?

Vestas is the preferred choice of fleet owners when it comes to servicing non-Vestas wind turbines.





# In it for the long haul

As the sustainable energy market is maturing, Vestas is committed not only to developing and installing wind turbines, but also maximising the output of the installed fleet of turbines by offering the best service available across OEMs.

We are currently servicing more than 154 GW of the globally installed wind capacity, which attests to our ability to reach our vision of becoming the wind industry's leading fleetwide and lifetime service partner.

As a part of achieving this ambition, we have added to our existing, proven service capabilities by implementing brand specific know-how from ISPs in the industry over the years.

## **Adding depth and reach**

With the acquisition of the two major ISPs UpWind Solutions and Avallon in late 2015 and early 2016, respectively, Vestas has embarked on a journey to become the world's largest fleetwide service provider.

As of today, we service more than 8 GW of non-Vestas turbines across five continents and 25 countries, ranging across multiple turbine platforms from all major OEMs.

And the journey continues. We look forward to taking you with us as your trusted long-term multibrand service partner. Every step of the way.





# Selected projects under our belt



**Multiple sites**

OEM: Suzlon®  
Type: S88 2.1  
Size: +150MW  
Scope: AOM2500  
Location: Australia

**Highlights**

- Notified as preferred contractor after 6 months of servicing
- Steady performance improvements year one after takeover



**Drivetrain exchange**

OEM: GE®  
Type: 1.5sl  
Location: Poland

**Scope of exchange**

- Refurbished gearbox
- Refurbished main shaft
- New main bearing
- New set of attachments, miscellaneous equipment and tools
- 24h test run of turbine

**Highlights**

- Drivetrain exchange in a 4-day operation
- Including complete technical documentation and test reports from the gearbox and main shaft



**Multiple sites**

OEM: Gamesa®  
Type: G4x/G5x/G8x  
Size: 536 WTGs  
Scope: AOM2500  
Location: Spain

**Scope of services**

- Minor correctives
- Availability guarantees
- Scheduled maintenance incl. consumables

**Highlight**

- 98.8% availability rate across 3 platforms



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