Vestas Online

Wind turbine self-service at your fingertips

Wind. It means the world to us.™

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What are the benefits of VestasOnline?

VestasOnline is a self-service offering for Vestas customers or prospects providing easy and secure access to documentation and turbine-specific services that can be performed remotely whenever needed.

1
Detailed plan and description of service visits - from initial planning to completion

2
Fast and convenient access to contract- and turbine-specific documents

3
Comprehensive overview of your invoices and account balance

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VestasOnline Digital Services*

VestasOnline is a comprehensive platform designed to simplify the management of your turbine fleet, so you can focus on what really matters - generating clean energy.

Planning & Maintenance	Finances	Document Sharing	Support

Planning & Maintenance

Service Schedule

Will be merged soon

Service Order Reports

Blade Asset Management

Finances

Invoices
- Account Balance
- Account Statement

Document Sharing

Safety Alerts & Safety Instructions (Technical Library)

Project Planning Portal (available in selected markets)

Workspace

Support

Support

Platform capabilities

Email Notifications	Multi-language	Early Access to Beta features	What's coming & What's new	User Management (Admin Profile)

*Some services are provided for free depending on your contract scope. You do not automatically have access to all services.

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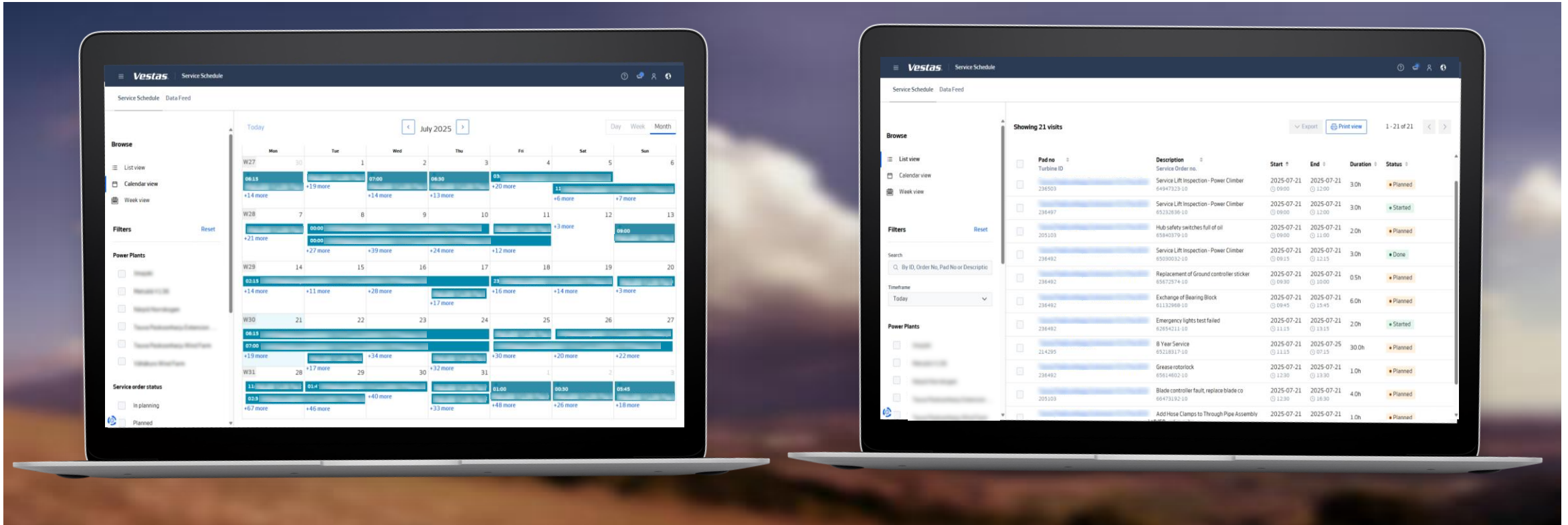
Service Schedule

The Service Schedule application provides information on upcoming service visits, from initial planning to job completion (when the Service Order report is made available).

Key features:

- Customize your view, select power plants, turbine types and timeframe, or search specific turbine ID or service order number
- View and download data as PDF and CVS files, or set up data feed to automatically update your own systems with latest service schedule information
- Automatically receive an email with overview of upcoming service visits at your preferred frequency

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Service Order Reports

The Service Order Reports application is where you find and download the Service Order Reports, i.e. the recap document created after the service team has completed the service visit.

Key features:

- Customize your view, select power plants, turbine types and timeframe, or search specific turbine ID or service order number

- View and download data as PDF and CVS files, or set up data feed to automatically update your own systems with latest service schedule information

- Automatically receive an email with overview of upcoming service visits at your preferred frequency

Planning and Maintenance – Beta

The Planning and Maintenance application is a Beta version, that merges Service Schedule and Service Order Reports. By merging these two applications, you can track service progress and quickly access finalized reports without switching tools.

Key features:

- Customize your view, select power plants, Service status, Service type and timeframe, or search by service order number

- Easily switch between calendar and list views for a clear overview of scheduled services

- View and download data as PDF and CVS files, or set up data feed to automatically update your own systems with latest service schedule information
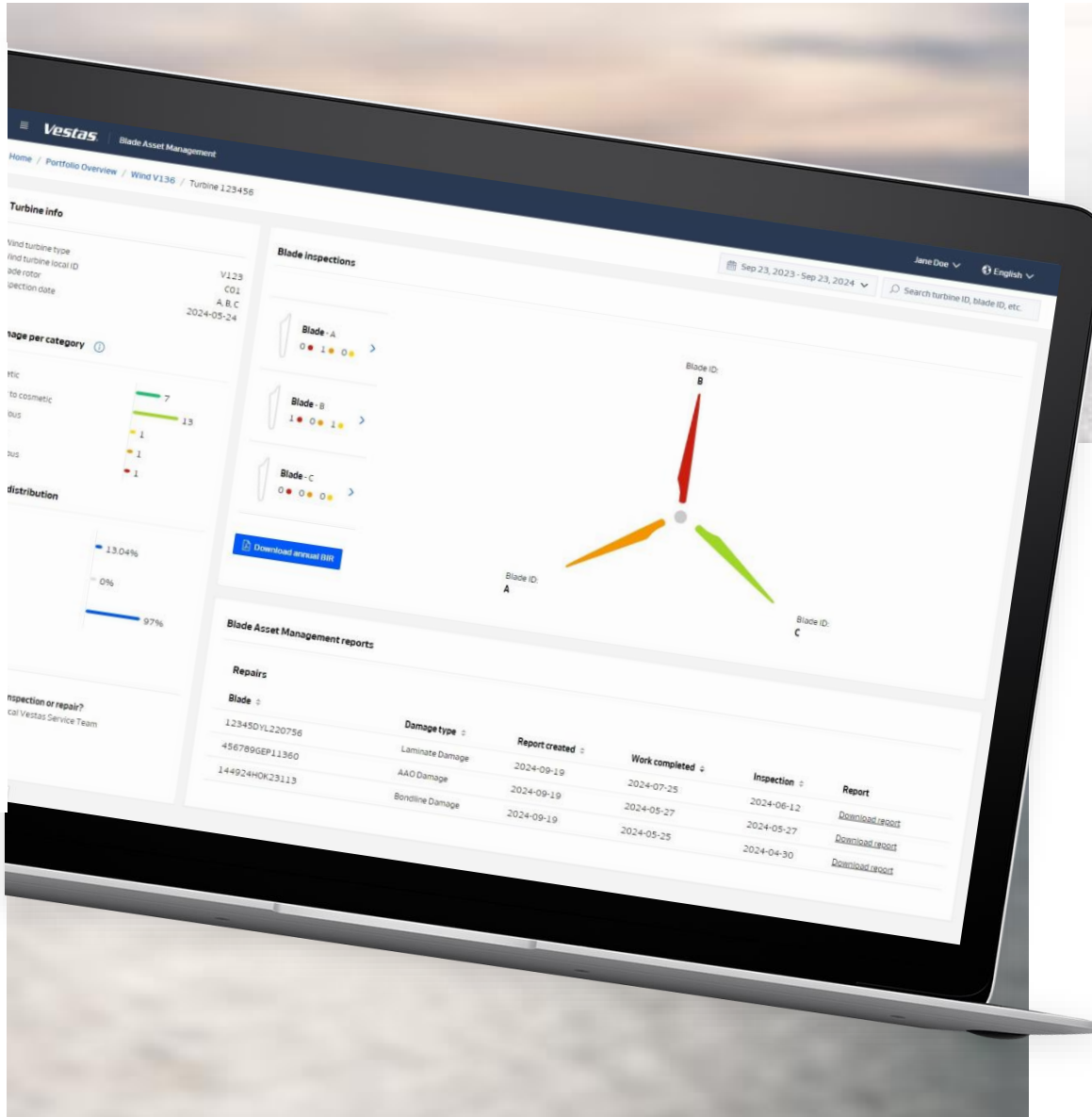
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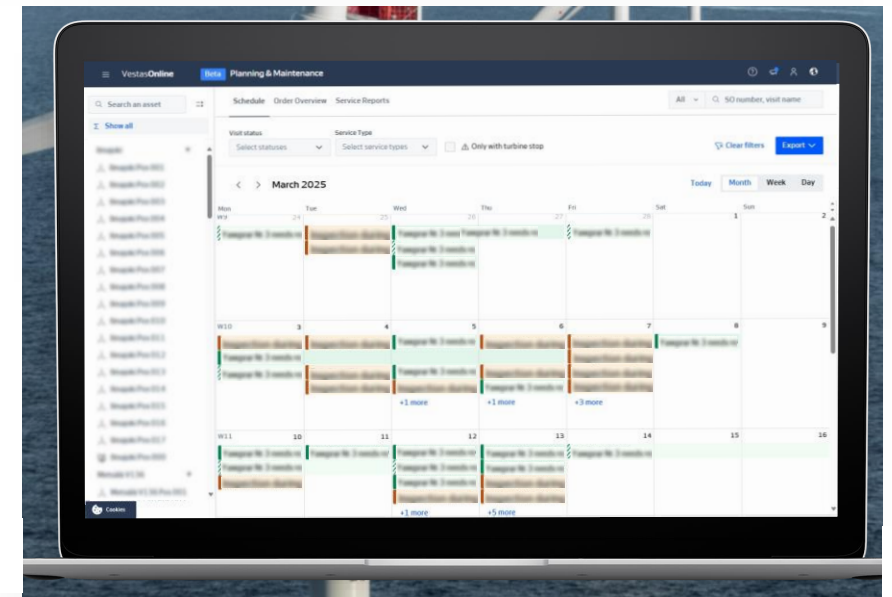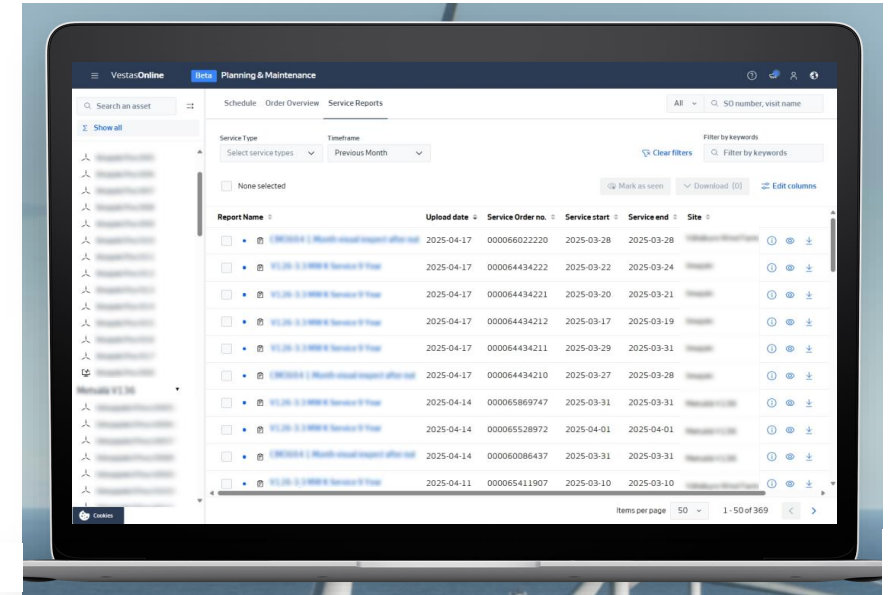
Enabling Beta Version
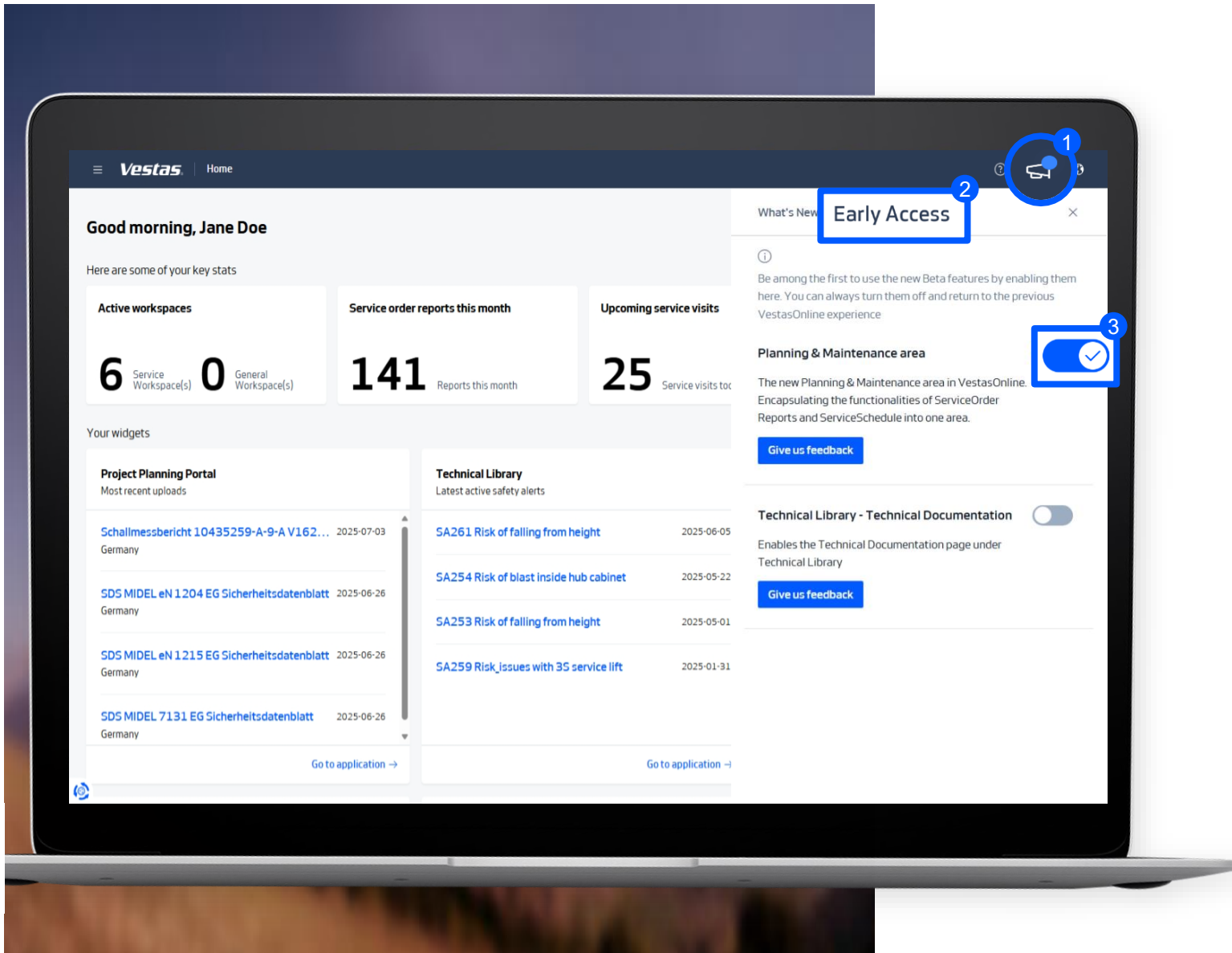
Enabling the Beta version gives you early access to new features, and updates before they're officially released.

If you have feedback, suggestions, or feature requests, we'd love to hear from you. Your experiences help us improve and ensure we continue offering a service that meets your needs.
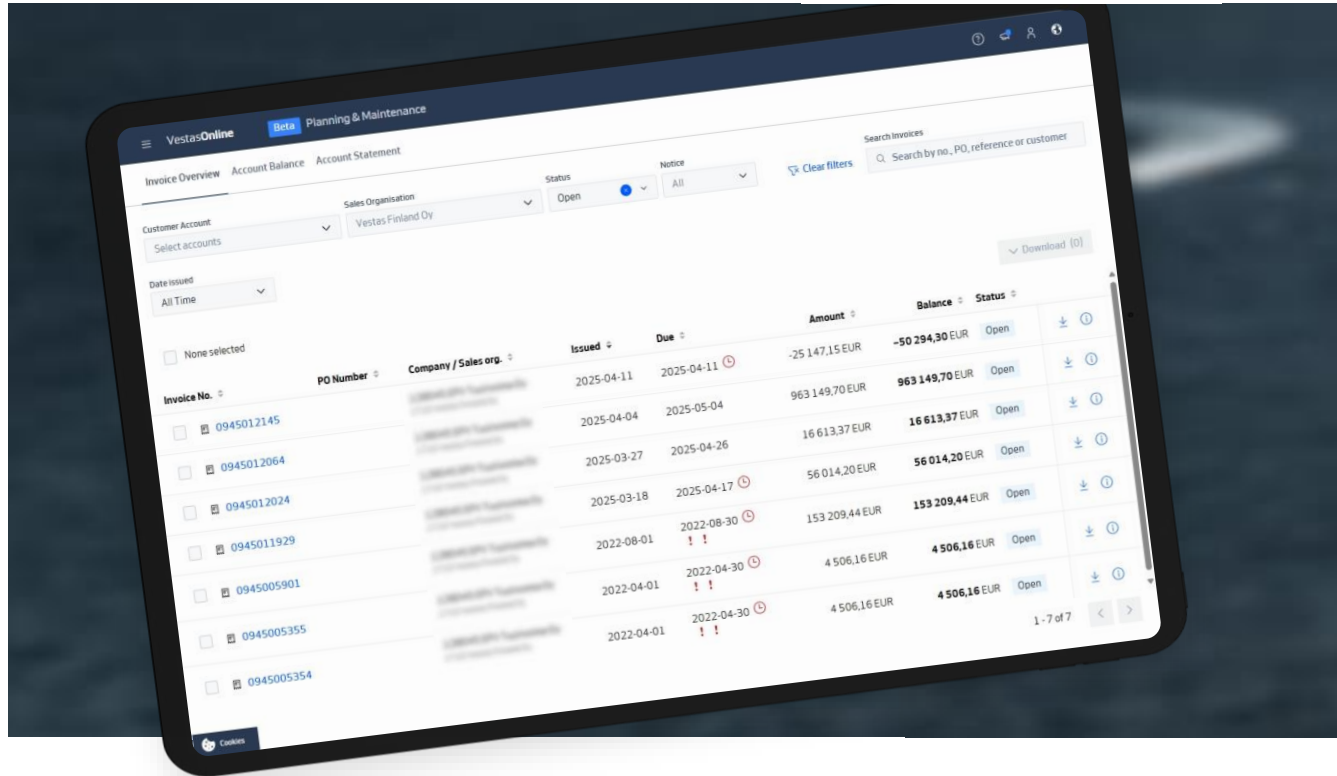
Blade Asset Management

The Blade Asset Management application helps you as a turbine owner by providing insights into the condition of your blades (types and damage severity) with photographs for you to best plan maintenance and repair activities.

Key features:

- Explore blade inspection results across sites, geographies, turbine models and blade variants

- Easily export blade data to fleet, site or turbine reports, for improved reporting to management, partners and clients

*This application is not available to all; if you are interested, please contact your Vestas representative.

Invoices

The Invoices application enables you to manage all the invoices issued by Vestas to your company.

Account Statements and Account Balance are available. The advanced search options help you get an overview of invoices with reference to specific contract, sales or service order.

Key features:

- View, organize and download invoices
- Use the advanced search and filter option to easily find invoices of interest, and view related service order reports next to the invoice
- Get notified when new invoices are available
- See real time overview of account balance per currency, including transactions adding up to the balance

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Technical Library (Safety Alerts)

The Technical Library application enables users to stay informed about Safety Alerts* for each turbine configuration in a power plant. In this way, we ensure transparency in the communication of safety risks.

Key features:

- Easily track both active and expired Safety Alerts
- Download or preview document directly in your browser
- Get notified every time there is an update to your Safety Alerts

* A Safety Alert is a notification released by Vestas to affected personnel about a recently identified, high risk of serious incident/injury or a serious risk affecting the surroundings of a product caused by the design of a product or instructions to operate a product

Project Planning Portal
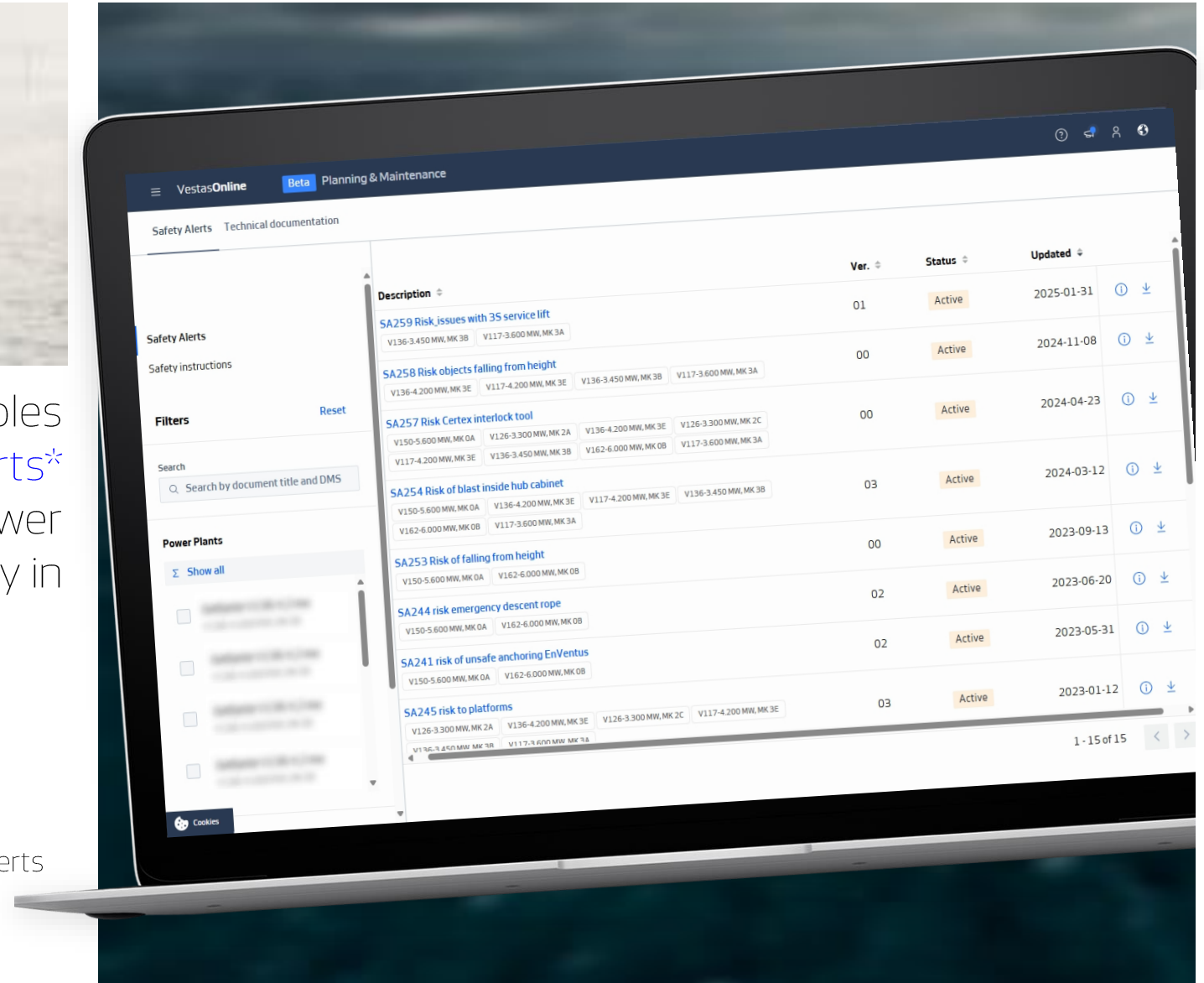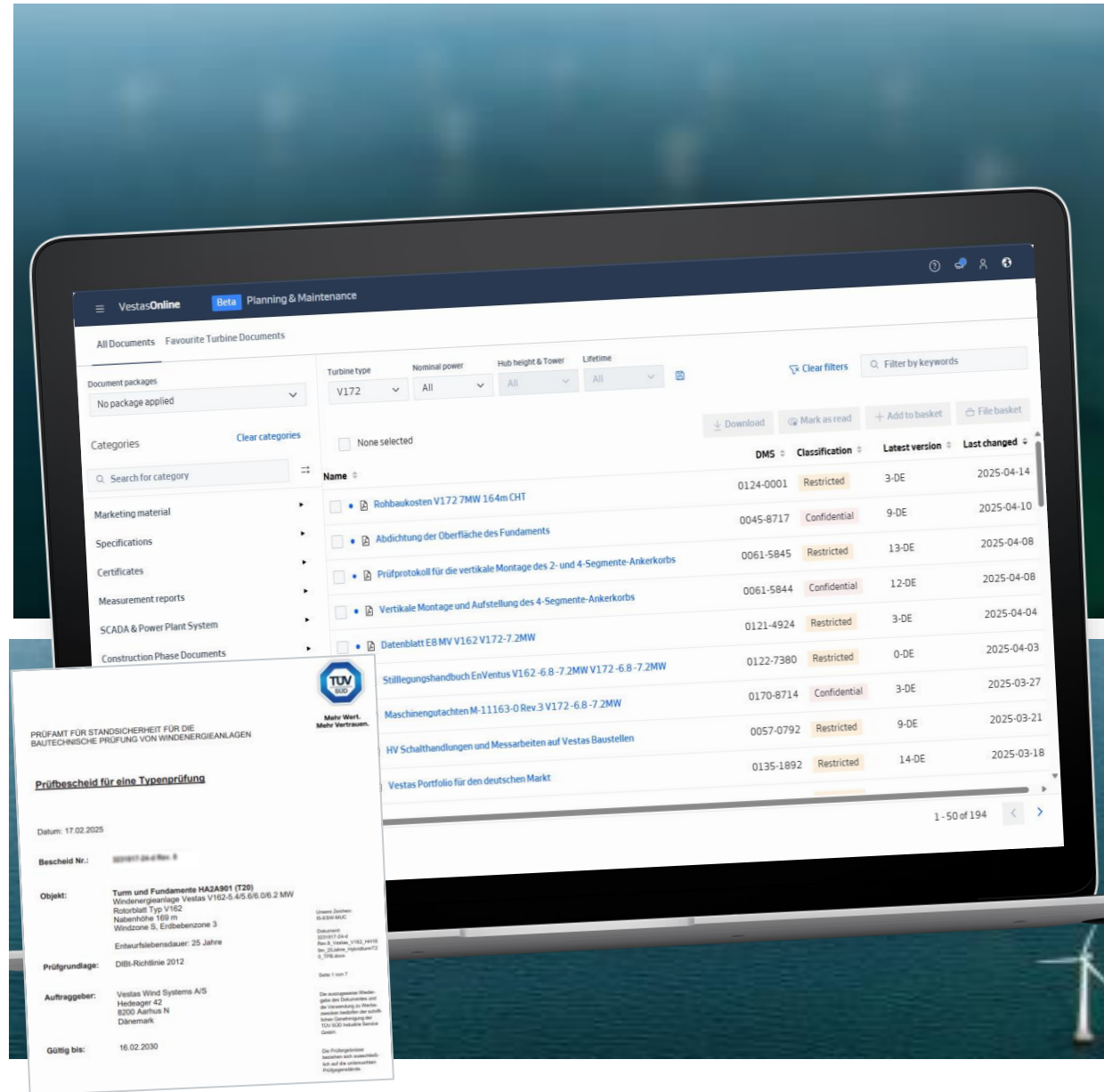
The Project Planning Portal* enables potential and existing customer to easily download the latest technical sales documentation necessary for new site development activities.

Key features:

- Filter documentation by category, DMS number and turbine specifications (rotor diameter, nominal power, hub height, etc.)
- Get an overview of all versions available in the document
- Download multiple documents simultaneously
- Download pre-assembled, fit for purpose document packages

*Currently only available in selected countries.

Workspaces

The Workspaces application gives you access to a platform where you can share files with the member of your organisation and the Vestas team. All important files and information are grouped by site or project in one place.

Key features:

- Get overview of files, information, discussions and team members, per site and project

- Search, browse and manage your documents. Download directly to your computer and use the file basket for bulk download

- Receive notifications when news are available, ensuring constant update with the latest information

- There is an option to create restricted folders to enhance the security and privacy of your sensitive files
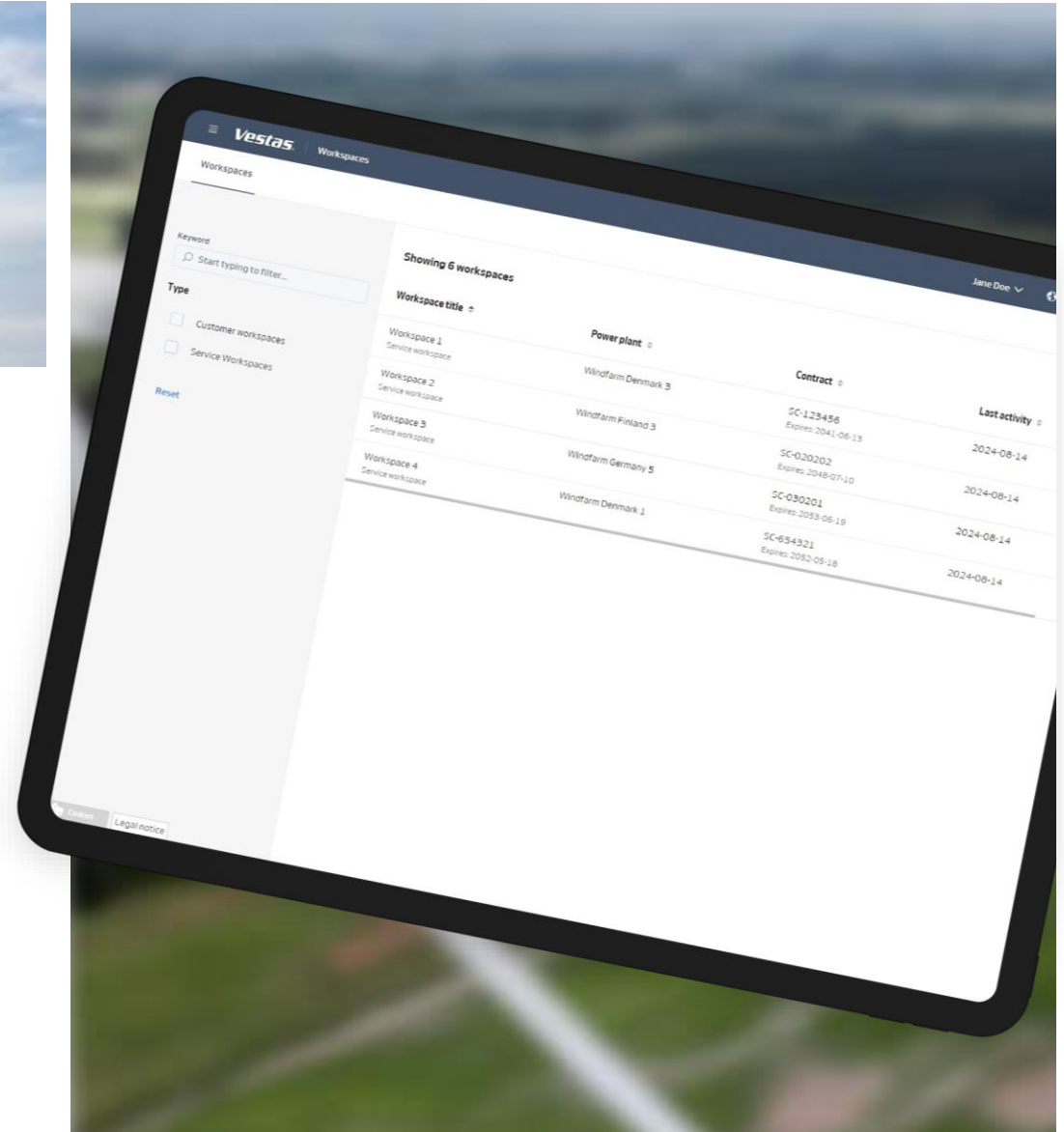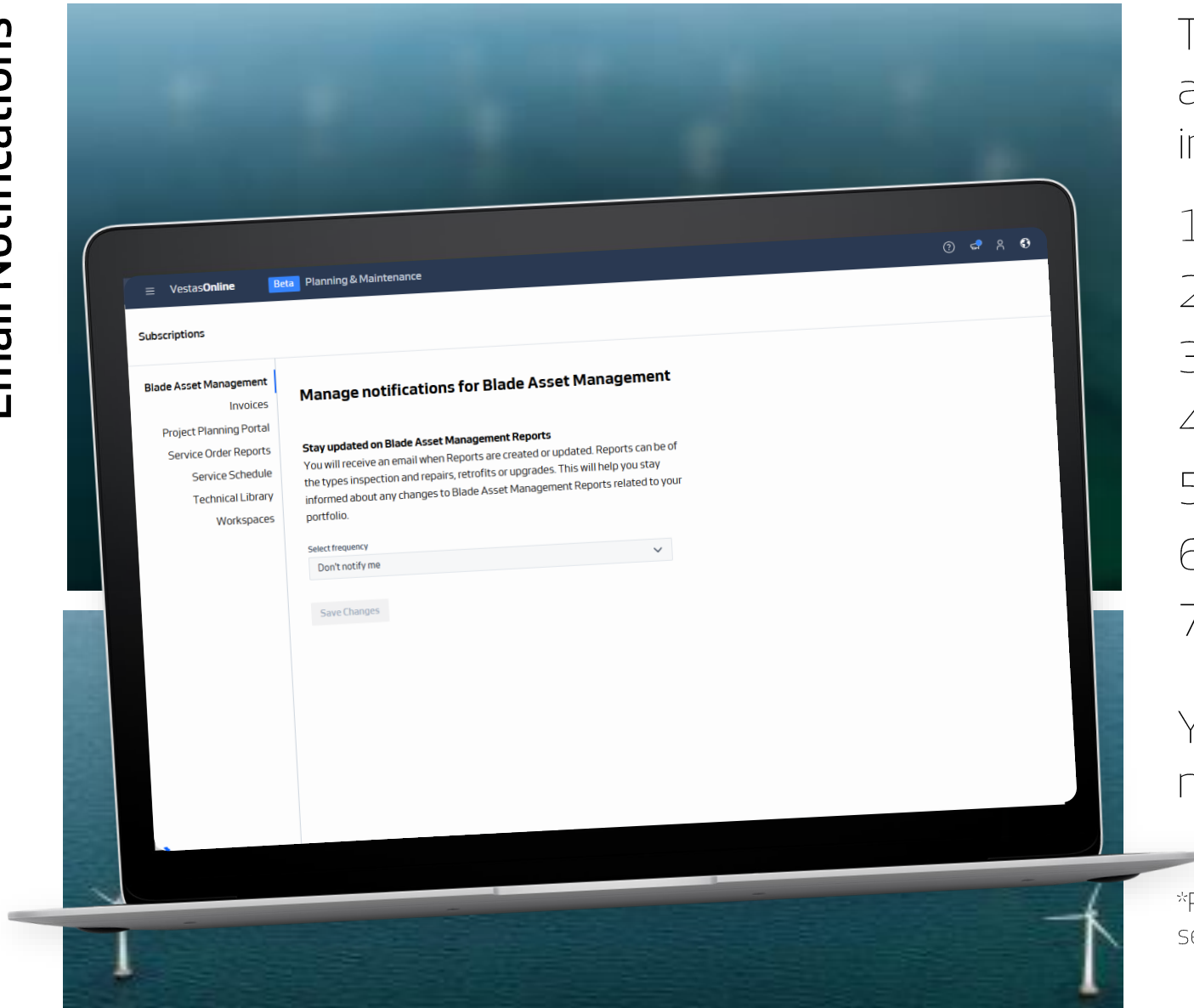
Support

The Support application enables you to easily submit new support requests, as well as get an overview of the status and resolution progress. In this way, you do not spend time on the phone with the support team, while at the same time managing technical issues in the smoothest way possible.

Key features:
- Easily submit you support requests thanks to the intuitive user interface
- Efficiently keep track of all the requests you have opened and their status
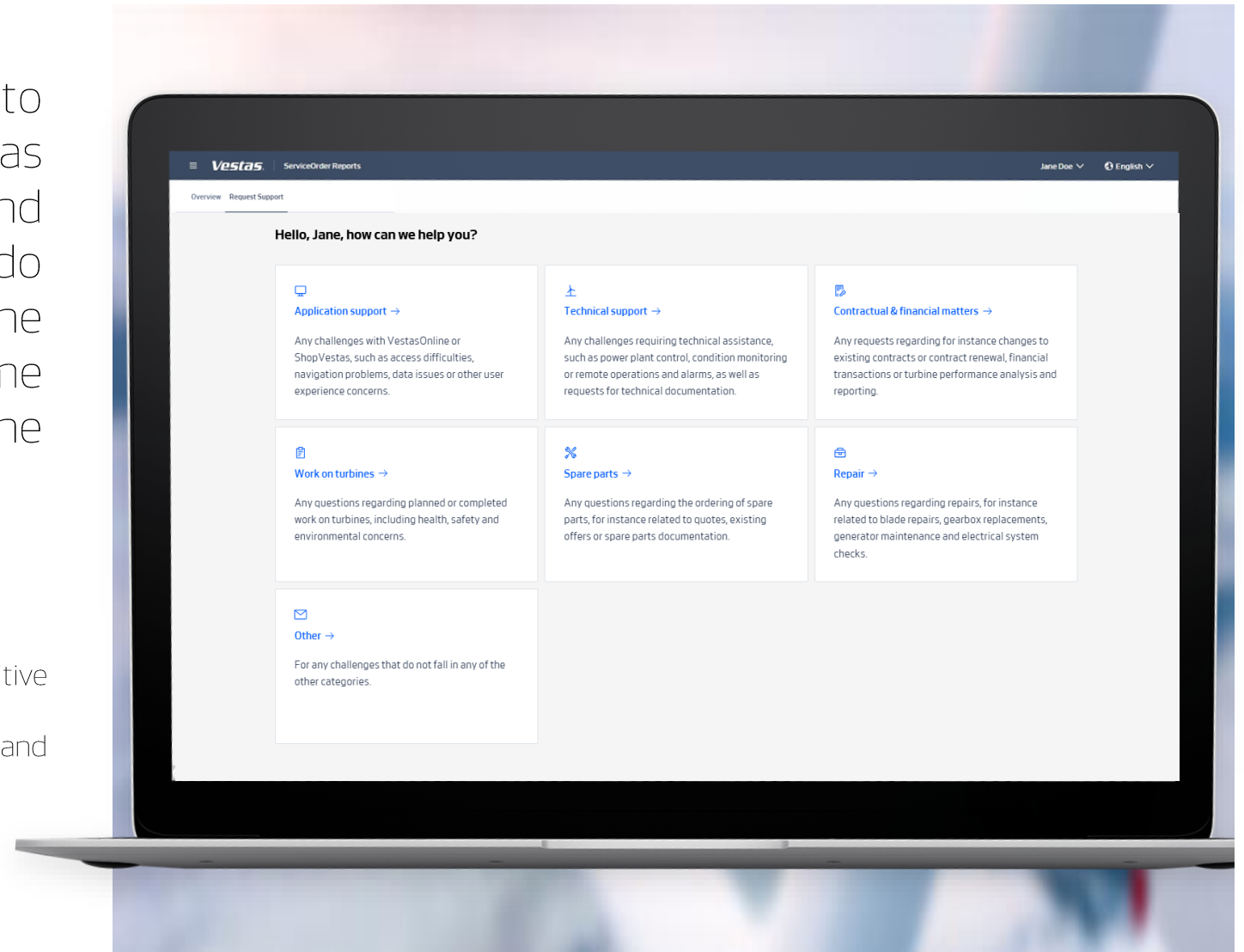
Email Notifications

Through VestasOnline, you will receive automatic email notifications with important updates on:

1. Service Schedule
2. Service Order Reports
3. Blade Asset Management
4. Invoices
5. Technical Library (Safety Alerts)
6. Workspaces
7. Support

You can also change the frequency of email notifications to suit your needs.*

*Please note that urgent alerts, such as Turbine Stop or Safety Alerts, are sent immediately to ensure timely awareness and response.

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External User Management

User Management on VestasOnline enables you to efficiently manage who has access to your organization's profile and specific applications within VestasOnline.
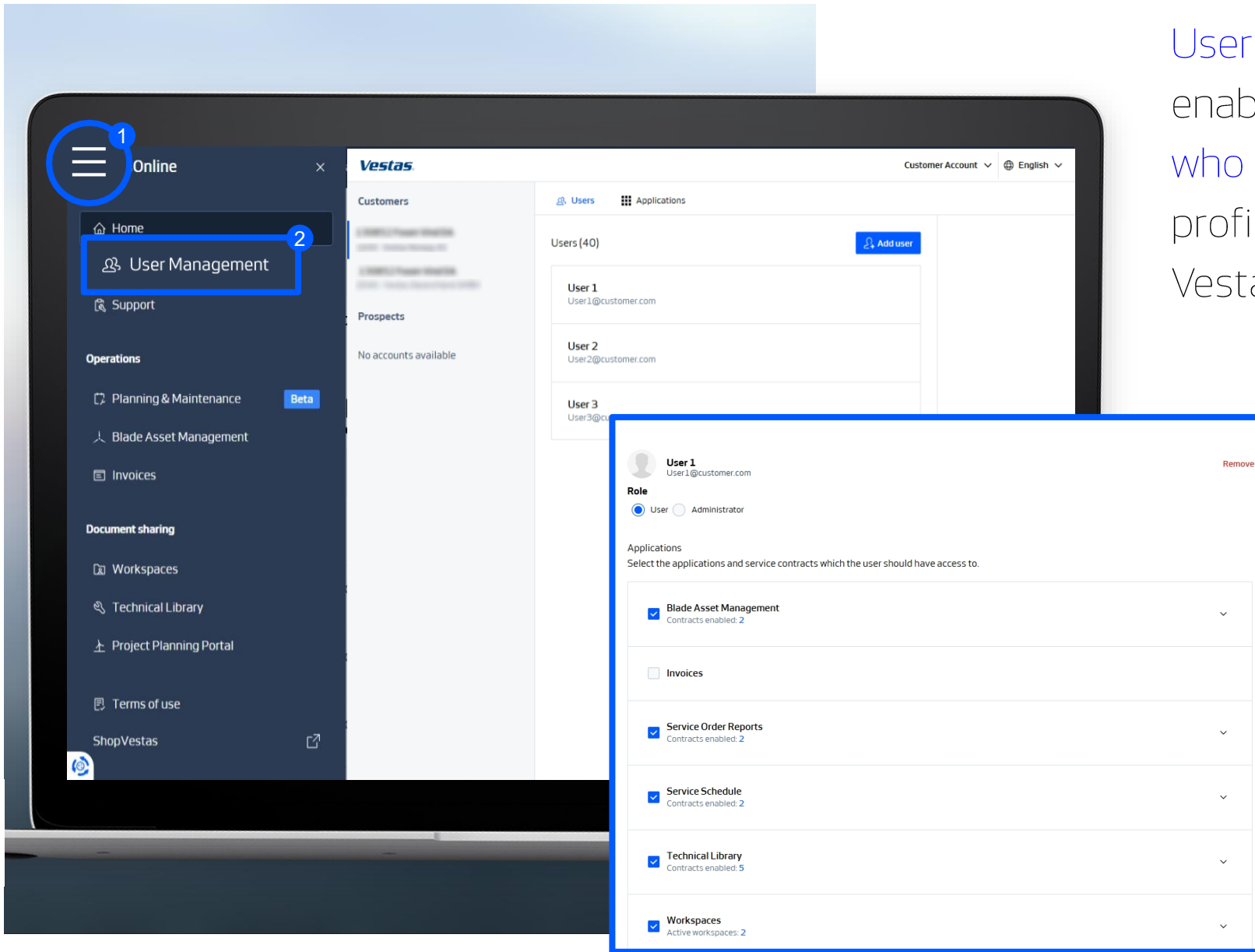
Key Features:

- This feature allows you to add, modify, or revoke user permissions as needed

- Ensuring the right people have the right level of access

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If you require assistance with onboarding, please do not hesitate to contact your designated Vestas representative.

For more information on VestasOnline, please visit Vestas.com.

Access VestasOnline here.

Thank you!

Your Vestas Team

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