



Development and Positioning of the Service

2G Service - Quick and reliable. 24/7 worldwide

Large Heat Pumps
Heat



CHP systems
Electricity and heat



service

Service



Peak load units
Electricity



In person or digitally:

The 2G Service makes sure that the customers' CHP or Heat Pump always operates reliably – and that they can focus on the core business.

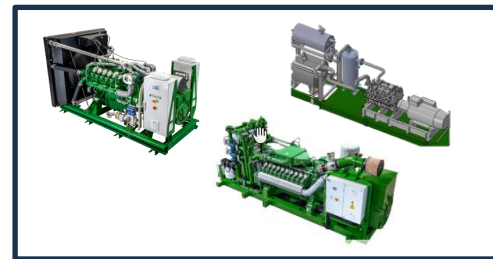
Service Growth Built on Strong Foundations



Global Setup and Strong Partners, worldwide



Customer focus, digital service



Products designed for Service



IRIS & my2G



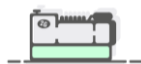
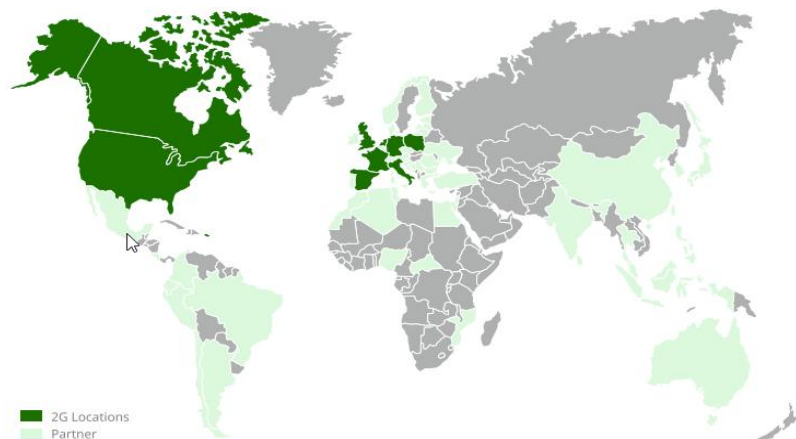
2G Original spare parts



Company culture



Global System Management



> **10.000** systems are managed by 2G worldwide together with certified partner companies



Additionally **Heat Pumps** ramping up



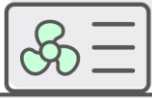
Proven High Availability & Full-System Support



Established Global Service Platform
20 + Years in Japan
17 + Years in UK
15 + Years in the US



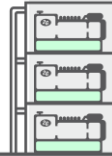
Service opportunities to grow further



Heat Pumps



2G Premium
Spare Parts



Data Center



Mining

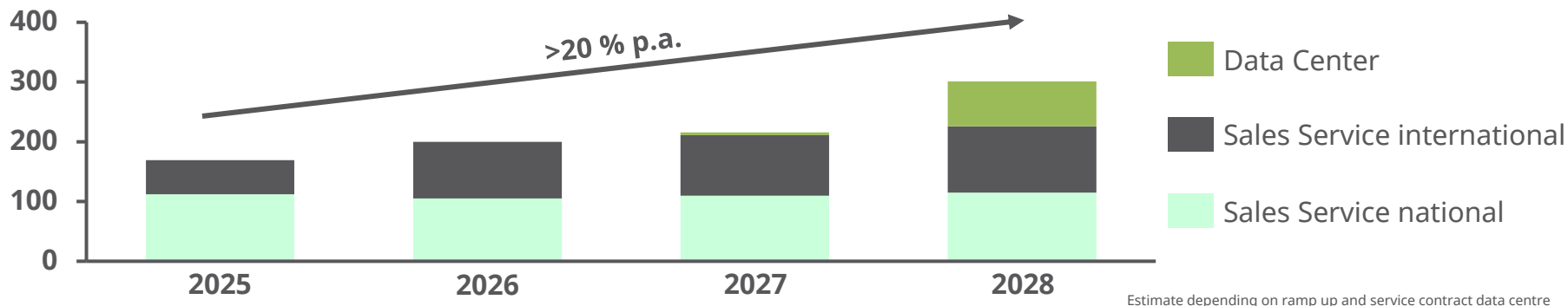


H2 Proven



Service is our foundation for sustainable growth

- Long-term Service Ambition > 45 % of Revenue (short-term Data Centre/Mining new build exceeds service ramp up)
- Service business Data Centre starts mid 2027 based on commissioning plan with Long Term service Agreement (LTSA)
- M&A integration running and synergies of new M&A can be lifted
- Heat Pump service ramp up



Service and service products

>150

Customer-oriented service
technicians in Germany

>1.000

Technicians in the
network worldwide

>200

Service partners
worldwide



**Certified
Service Partner**
of Jenbacher,
MWM, MTU,
MAN, Liebherr

Excellent
parts availability
from all manufacturers



6.000m²
Service central
warehouse

24/7

Service hotline



Service Digital Backbone

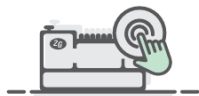
Intelligent flow prediction
in conjunction with the 2G AI „I.R.I.S.“



**AT engines and
AT generators**
available within

24h

(within Germany)



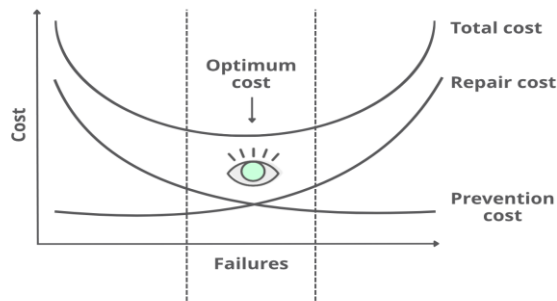
**Remote
commissioning**
through AR

>75%

of error messages
are **resolved
remotely**

Our Digital backbone enables predictive maintenance, lower cost to serve and higher customer uptime. Every additional installed asset strengthens the platform

Maintenance cost curve: a balancing game





2G's advantage as Service Provider

I.R.I.S. — Proprietary Data Intelligence

AI-based diagnostics, Increasing value with every additional installed asset

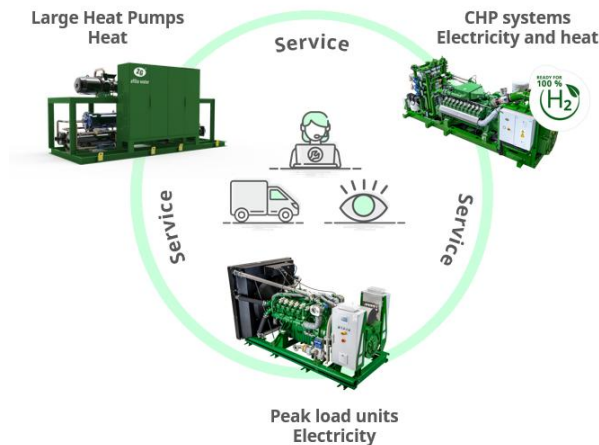


2G Product & Package Know-How

Deep product knowledge and decades of installed fleet experience gives operating leverage

>34M
Operating Hours on IRIS

>150M
Data points collected per Week



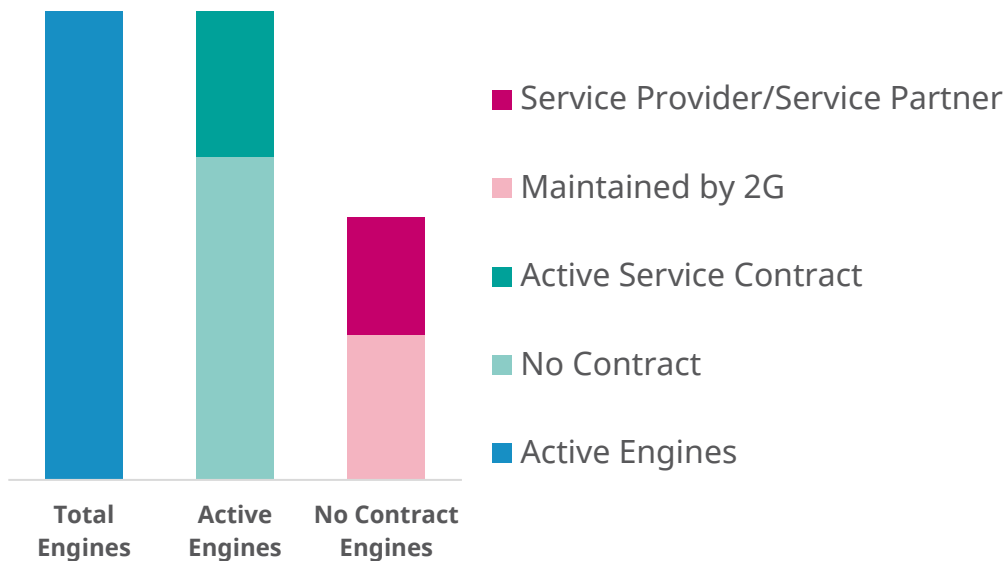
>10,000
Systems in Service

60+
Countries Served



From regional to global Service Organisation

Number of Engines



Global Service Organization

Units under Maintenance (UUM) as steering dimension added

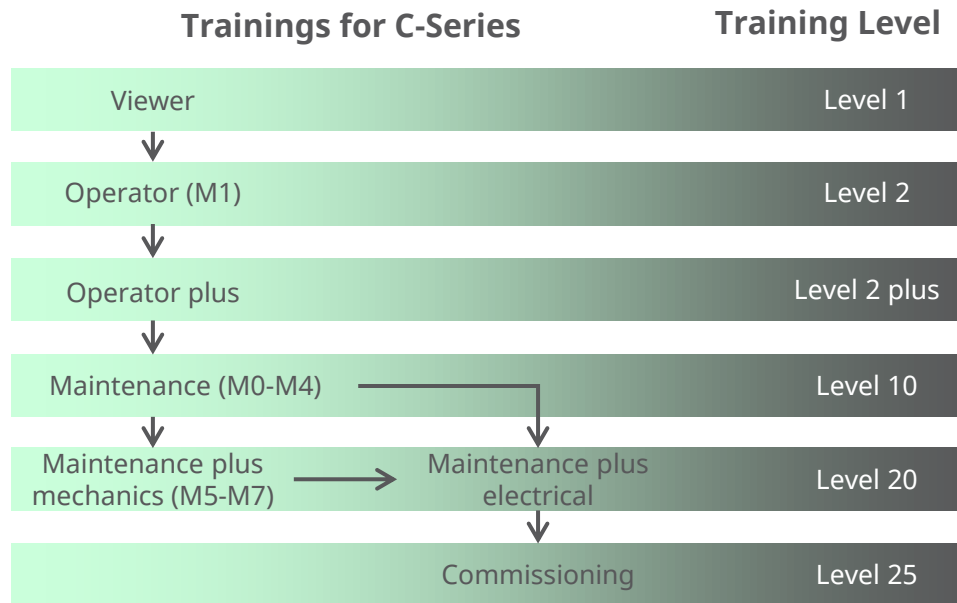
- > **10.000** systems are managed by 2G worldwide together with certified partner companies
- > **5.000** assets online in MY2G
- ~ **95%** availability

Global Service Community and shared knowledge allow better scalability and higher transparency through common KPI's



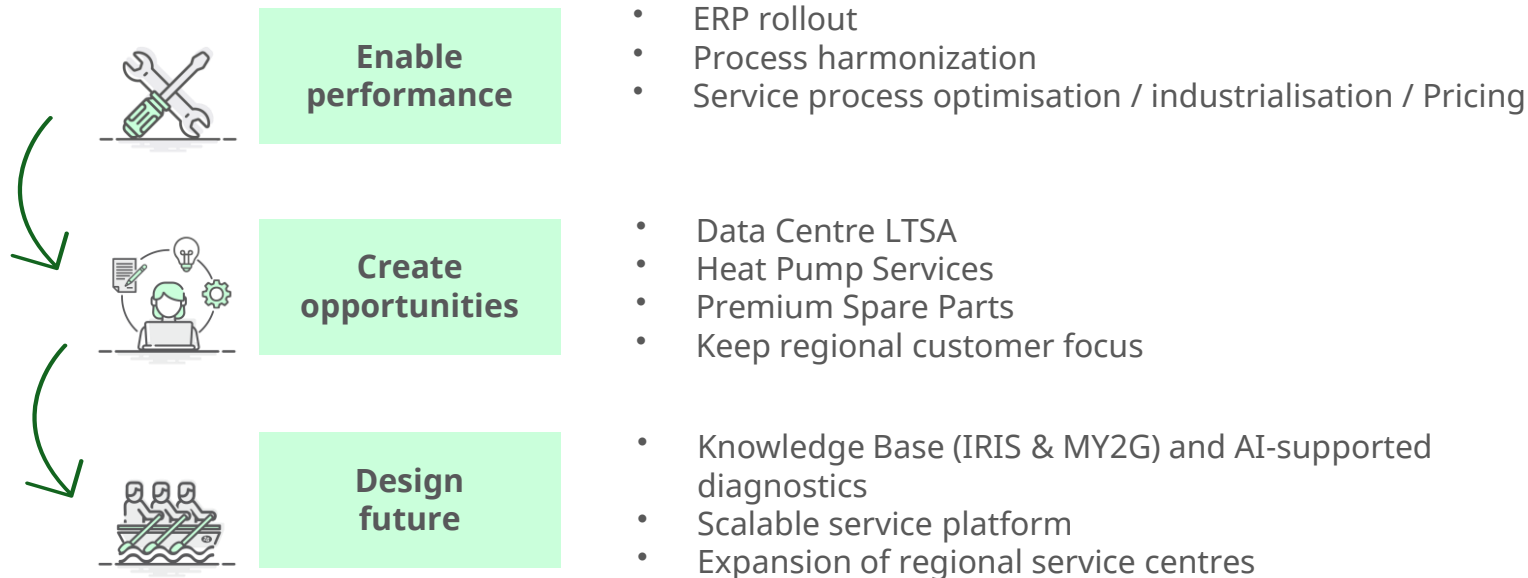
Scalable TrainingCenter

- > 1.000 Technicians trained in 60 Countries (~2-3 years education)
- Scalable Training Concept
 - Either at the 2G Training Center
 - at one of our international locations
 - or upon request at a location
- Nearly 100 online courses available, including safety training
- Control can get protected by 5 levels of depths, depending on qualification of the technician



The set up of 2G is for high service availability and maximum robustness of our products

Three – years Service Value Creation Plan



Building on a strong global team and partner network, with our technicians at the core of our business

Key Takeaways

- **Global leadership model**
established with standardized KPI governance
- **Installed-base driven management**
improves transparency, resource allocation and know how transfer
- **Scalability**
digital backbone, knowledge management and training platform create scalability
- **Focus on uptime and lifecycle**
supports long term profitable growth





**Thank you
for your attention!**