



**GENESAL  
ENERGY**

COMPANY  
PRESENTATION

**WE ADAPT TO  
OUR CUSTOMERS  
NEEDS**

ABOUT US

# Experts in offering energy solutions

GENESAL ENERGY is an international company, with their head offices located in Spain, and dedicated to the industry of distributed energy.

All our activities are entirely built around satisfying the **needs of our customers** through a fully comprehensive operation covering everything from the design and manufacture of a genset to a wide range of after sales services.

GENESAL ENERGY not only **manufactures a standard range of gensets**, but also through our design centre we can apply a high level of technical capabilities for the **development of tailor-made projects**, which include viability studies, detailed planning, execution and start-up on site with expert engineers.

We offer a **wide range of products and services:**

Engineering & Maintenance, giving us the advantage of both high-level flexibility and capability to adapt to our client's needs.

Personalised design capabilities, for made to measure projects, following the client's specifications as required.

R&D / CETED (This is our in house Technological Centre for Distributed Energy).

Electric Generators: Diesel, biodiesel, LPG & LNG.

Hybrid Generators.

Marine Auxiliary Generators.

High efficiency light towers.

Generator systems from combined cycle power plants for emergency back up and black start.

Gensets with special characteristics, for military use or designed for critical environments.

Gensets with remote management systems.

ABOUT US

# Each genset is individual to the client

Our main activity is the design, production, distribution and maintenance of electric generators (gensets).

The development of our own technology, engineering and production systems has given us the flexibility needed to adapt our entire process, and the end product to the exact specifications and needs of each client and project undertaken.

Our focus and dedication to R&D has transformed GENESAL ENERGY in to a **leader and notable reference in the specialised genset sector.**

## CSR (Corporate Social Responsibility) & Environment

Genesal Energy is a socially responsible company. An example of this is our **ISO14001 certificate in environmental management systems**, which sets out in logical format all of the environmental aspects associated with each individual activity developed within the organization. It also promotes the protection of the environment and the prevention of contamination from the point of view of balancing socioeconomic aspects.

Also, GENESAL ENERGY is a signatory to the United Nations GLOBAL PACT, where we are committed to the continued improvement of our activities and services. This implies the nonviolation of human rights; the freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced and compulsory labour; the effective abolition of child labour; the elimination of discrimination

in respect of employment and occupation. Additionally, businesses should support a precautionary approach to environmental challenges. Finally, businesses should work against corruption in all its forms, including extortion and bribery. GENESAL ENERGY has implanted all of these criteria in the ethical code of the company.

## MISSION

We are a company whose origins are situated in the region of Galicia, north west Spain. Since 1994 we have supplied energy to industry and other individuals.

Our objective is to provide efficient solutions for any kind of energy problem arising, focusing on adapting the product to the situation.

## VISION

We are looking for a paradigm shift within the actual energy industry to ensure a more significant role for distributed energy in the future of the sector

To fulfil this aim we are focused on consistently over-achieving, as well as constant innovation in technology, techniques and products.



INNOVATION



CONSTANT  
GROWTH



RELIABILITY

ABOUT US

# Quality Certified



An indication of our dedication to quality, innovation and the environment is our certified status:

- ISO 9001 Certified.
- ISO 14001 Certified.
- OHSAS 18001 Certified.
- UNE 166002 Certified for the management of R&D projects in the development of gensets.
- Participation in UN Global Compact.
- Classified as a Small Business Innovator in Spain.

HISTORY

# Over two decades at your service

// 1994

**The company is formed**  
Manufacture of gensets and industrial machinery.



// 1995-1997

**The first key growth period**  
In 1996, our first exports to Portugal.



// 1998-2002

**The second key growth period**  
In 1999 exports commence to Panama, Colombia, and Cuba.



// 2002-2004

**The third key growth period**  
International sales expansion into Kazakhstan, Yemen and Angola.



// 2005-2007

**The fourth key growth period**  
Expansion in to the Venezuelan market  
Large increase in units produced.



// 2008

**The brand is restyled for the first time**



// 2008

**A new and bigger factory**  
Spain.



// 2009

**Entry in to military sector**  
ISO 9001 QMS attained



// 2010

**Entry in to new markets**  
Morocco, Costa Rica and Peru.



**New corporate image**  
**GENESAL**  
Grupos electrógenos

// 2011

**CETED opens (In house Technological Centre for Distributed Energy)**

ISO 14001 EMS attained



// 2011-2012

**New branch opens**  
Peru.

**New market entry**  
Russia, Norway and Finland.



// 2011-2012

**Signatory to UN GLOBAL PACT**



// 2013

**UNE 166002 Certified**  
R&D Management Systems attained.



// 2014

**New branches opened**  
Mexico and Panama.

// 2015

**Market entry**  
UAE, Qatar, Saudi Arabia and Oman..



**New corporate Image**  
Designed to reinforce the company's international credentials.



// 2016

**Technical skills centre**

**Strategic alliance in Qatar**

**Technical assistance services**



**Innovative SME recognition**



// 2017

**OHSAS 18001: Occupational Health and Safety Assessment Series attained**



**Rental business launch in Peru branch office**

**Nextfactory project launch**



// 2018

**New distributors in the European market**  
Austria, The Netherlands, United Kingdom, Finland.



// 2019

**Expansion into new markets**  
Taiwan



**Opening of 3rd factory**

INTERNATIONAL

We operate in more than 30 countries worldwide



## Europe

Europe is one of our **most important markets**, and we care for our business on the continent through a commercial network made of our own team of sales people. This team are constantly attending to the needs of the market **through constant travel to the key areas, as well as extensively supporting local strategic partners** as they develop business in their regions whilst dealing with local challenges and the distinct particularities found in many areas of the European market.

## Latin America

GENESAL ENERGY **through its subsidiaries, covers a large part of the Latin American market**, providing a broad business portfolio and focusing on providing tailor made global energy solutions for each customer.

## Branches

Through the GENESAL ENERGY commitment to Latin America, we can now count on company owned branches in Mexico and Peru. A range of key services are available:

- Sales of Gensets
- Maintenance
- Rentals
- Technical support
- Export
- Original spare parts
- Import
- Turnkey installations
- Project development
- Guarantee Management

## African Network

GENESAL ENERGY is currently developing a wide range of projects in various parts of the African continent, such as power plant, hybrid gensets and autonomous energy solutions. We can count on a **wide range of local support agents** in order to develop bespoke solutions, as we manage the entire process with the client from start to finish, not to mention our capacity to handle the financial management of the projects.

## Middle East Network

GENESAL ENERGY continues to grow beyond Europe with our sights set on the exciting and yet very challenging Middle Eastern market. In order to achieve our long term objectives we have established a strategic partnership in this market, as **we build our brand and reputation in the markets of Qatar and Bahrain.**

PRODUCT RANGES

We have all the energy needed to adapt to any kind of situation. We are experts in the manufacture and assembly of specialised generator sets.



PRODUCT RANGES

# Creating products for each individual energy need



DIESEL GENERATORS



GAS GENERATORS



SPECIALISED GENERATORS



MARINE AUXILIARY GENERATORS



HYBRID GENERATORS



LIGHTING TOWERS



## APPLICATIONS

- Powerplants
- Distribution
- Medium voltage
- Bifrequency
- Low temperatures
- Military
- Airports
- Hospitals
- Cogeneration
- Telecommunications

PRODUCT RANGES

# DIESEL GENERATORS



We offer a wide range of products and services:

GENESAL ENERGY not only manufactures a standard range of gensets, but also through our design centre we can apply a high level of technical capabilities for the development of tailormade projects, which include viability studies, detailed planning, execution and start-up on site with expert engineers.



## XS POWER RANGE

The XS power range has been designed for applications where low power output is required. The gensets consist of a mix of high performance with low carbon emissions, easy maintenance. They are also highly autonomous due to their low fuel consumption coupled with a large interior fuel tank. These gensets are compact and light, they are ideal for domestic environments.

**For 50 Hz: 5-22 kVA**  
**For 60 Hz: 6,6-22 kVA**



## S POWER RANGE

The S power range is our most versatile range of gensets. This range is the combination of high reliability and versatility to adapt to a wide range of applications. These gensets are highperformance products with a wide range of power options for both domestic and professional use.

**For 50 Hz: 23-110 kVA**  
**For 60 Hz: 23-125 kVA**



## M POWER RANGE

The M power range is the answer to industrial needs for a product to deal with medium output requirements. Within this range, we find the ideal option of a high-performance generator with a multitude of options in order to adapt to the client's specifications; this includes specialised developments, generators for emergency situations, even continued power where there is no grid or the mains power is unreliable.

**For 50 Hz: 111-385 kVA**  
**For 60 Hz: 126-395 kVA**



## L POWER RANGE

The L power range is designed to meet high energy demands for areas not considered heavy industry. One of the highlights of this range is the ability of several GENESAL ENERGY gensets to work in parallel with each other, as well as the ratio power/m<sup>2</sup> which these compact gensets supply, therefore they are ideal for supplying substantial amounts of power in small spaces.

**For 50 Hz: 386-825 kVA**  
**For 60 Hz: 396-940 kVA**



## XL POWER RANGE

The XL power range is the answer to the needs of heavy industry with high output requirements. This range of gensets is defined by its ease of installation at the end user; a design entirely adapted to the customer specs; transport versatility in the logistics phase.

**For 50 Hz: 826-3900 kVA**  
**For 60 Hz: 941-3900 kVA**

PRODUCT RANGES

# GAS GENERATORS



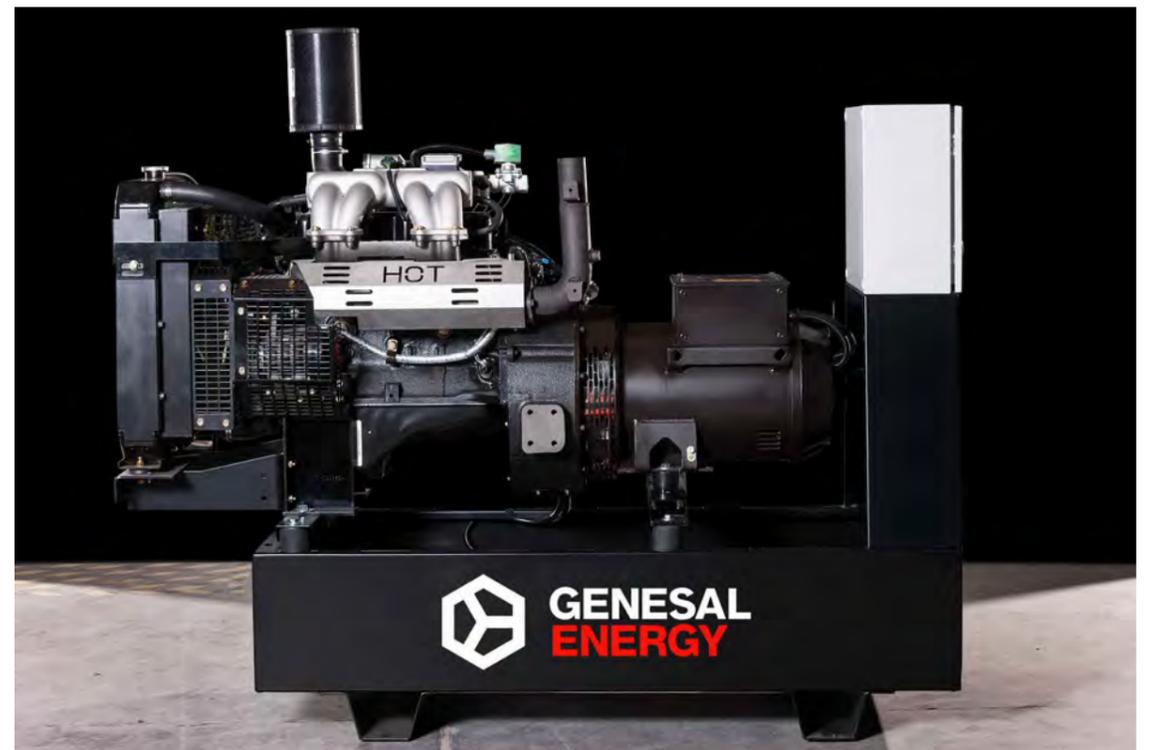
Gas powered gensets by GENESAL ENERGY **respect the environment** thanks to highly efficient fuel and low emissions.

**Gas powered gensets by GENESAL ENERGY are highly compatible and can work with both mains natural gas or with fuel tanks.**

GENESAL ENERGY is committed to **developing new energy sources for powering gensets.**

These generators have numerous advantages compared to diesel gensets:

- ⊗ They respect the environment due to reduced particle emissions.
- ⊗ High compatibility and application: They can be installed in remote locations with high capacity fuel provisions.
- ⊗ Economical and reliable: Perfect for applications where continued use is required, signifying a huge saving with respect to diesel.
- ⊗ Highly efficient in co-generation.
- ⊗ Quiet: Gas powered generators cause significantly lower acoustic emissions when compared to a diesel genset.



PRODUCT RANGES

## SPECIALISED GENERATORS

Our dedication to R&D&I has resulted in GENESAL ENERGY being considered an **international benchmark business for specialised gensets** thanks to the development of in-house technologies leading to our clients receiving gensets with unique characteristics.



GENESAL ENERGY are **specialists in specifically designed solutions for our client**. Our range of gensets provides for every level of power output and every type of case study. With **more than 20 years of experience in the Generator business**, we have developed finished products adapted to a wide range of applications and technical requirements based on exhaustive specifications. From turnkey emergency genset solutions for large power plants to military field applications, we will develop and manage the **entire project to ensure a solution** in keeping with the scope, cost and completion date.

We develop the **entire engineering specs involved from start to finish**, and we do not just deliver a generator to suit your needs, but in addition we will manage the implantation of the project in its entirety offering personalised assessment and cooperating with your own technical staff to ensure the overall success of the installation.

PRODUCT RANGES

# MARINE AUXILIARY GENSETS



GENESAL ENERGY focuses on even the smallest details, developing and personalising each one of our marine gensets.

**Our engineers evaluate your needs to supply you a marine genset with optimum performance and capabilities. We guarantee your open sea activities can be carried out with confidence in the products reliability and reduced fuel costs.**

Our Marine Generators are characterised by their compact design, with adapted cooling systems (water heat exchanger or radiator) and parts specifically prepared for high durability in a saline corrosive environment. They are configured with an engine and an alternator specially designed for the marine environment, giving you a range of gensets that are highly reliable, an important requirement in this sector.

PRODUCT RANGES

## HYBRID MICROGENERATION



**Micro-generation hybrid gensets by GENESAL ENERGY permit you to optimize power generation in relation to demand. For this reason, they are ideal for isolated buildings without a mains supply such as farms or country houses.**

This range of generators consists of an integral solution focused on unifying the benefits of a diesel genset with an eco-system based on batteries. The modular design of this product for transport by container completes this versatile solution that focuses on being environmentally friendly.

- ⊗ Fuel saving (over 40% compared to convention gensets)
- ⊗ Better fuel efficiency
- ⊗ Low maintenance costs
- ⊗ High autonomy
- ⊗ Low emissions
- ⊗ Super silent



PRODUCT RANGES

## GENERATORS WITH LIGHT TOWERS

**A compact solution unifying the need for illumination with the power source, and all in one individual assembly.**

Some of the key characteristics include:

- ⊗ Telescopic mast up to 9M (29 feet), either foldable or fixed. Available with mechanical or hydraulic elevation.
- ⊗ Personalised: Choose 4 or 6 lamps (iodine quartz / metal-halide / led) up to 9000W and 180,000 lumens.
- ⊗ Trailer mountable (homologated) for road transport.
- ⊗ High autonomy due to large interior fuel tank.
- ⊗ Electrical or manual rotational system.
- ⊗ Optional: Auxiliary sockets as per customer requirements for external equipment supply.



OPERATIONAL  
CONFIGURATIONS

# Electrical Configurations

Manual start



Automatic start



Non-zero crossing



Redundant



OR



Synchronization of  
multiple gensets



+



Synchronization  
with mains



+



Multiple  
gen-sets synchronization  
with mains



+



+



Multiple  
gen-sets synchronization  
with multiple mains power  
systems



+



+



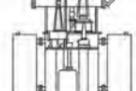
+



Medium voltage (MV)



+



+



COMPREHENSIVE SERVICE

# We adapt to our customers needs

▲ 110% load testing carried out.



## ENGINEERING & MANUFACTURING

**GENESAL ENERGY** has worked tirelessly over the years to offer the market a range of very high quality generators, adapted to each individual situation. We have achieved this by keeping at the forefront of our business progress both innovation and specialisation of all our processes and services.

The quality of our gensets is the result of actions revolving around prevention, detection, correction, and continuous improvement throughout the entire production cycle.

## R&D

Since the incorporation of **CETED** (our exclusive in-house Tech Development Centre for Distributed Energy), our development of new energy solutions has increased considerably. Also, along with continued product development, our specialists are always studying new energy based solutions within the framework created through the inception of CETED; the first distributed energy technological centre in the sector, converting **GENESAL ENERGY** in to an industry technological company of note.

## INSTALLATION

**GENESAL ENERGY** undertakes the installation and commissioning of all of our manufactured gensets. A specialised team experienced in operating in-situ is sent to the generators operating location. They will study and evaluate the different options for installation with a view to providing the client with the optimum solution. Once the assessment visit has been completed, our engineers will design the blue print for installation to ensure it is carried out correctly.

## LOGISTICS

**GENESAL ENERGY** can organise the entire logistics process for your newly acquired product. Our logistics service covers the entire process from manufacture, to installation and finally the commissioning of the genset.

## MAINTENANCE

**GENESAL ENERGY SAT** is our business unit dedicated to the maintenance, installation and repair of generators, guaranteeing a high level of professionalism and attention to detail. The objective being to get the best out of your generator, prolonging its working life.

## ASSESSMENT

**GENESAL ENERGY** will manage the entire implementation project of your generator(s), offering personalised assessment and cooperating with your own technical staff to ensure the overall **success** of the installation.

COMPREHENSIVE SERVICE  
**DEVELOPMENT  
AND INNOVATION**

The Genesal vision for innovation has materialised through our Technological Centre for Distributed Energy (CETED).

CETED is a vital element in providing energy solutions through the **engineering and innovation** in the development of adapted generator sets meeting the needs of each client.

**CETED**  
CENTRO TECNOLÓGICO DE ENERGÍA DISTRIBUIDA

**Distributed energy as  
a future pillar of the  
industry**

### **Management and development of projects and our portfolio of ideas**

Complete project management, **from the birth of an idea to its commercial phase**, ensuring that each phase in between is correctly executed and adheres to quality control processes.

### **Implementation of management systems and certification procedures**

CETED provides support in the establishment and maintenance of management systems, as well as **obtaining the related certificates for R&D&i projects**.

### **Operational management of R&D&i**

Administrative management, contact with public administrations and **project certification** form a part of the CETED operational management.

### **Management of laboratories and testing facilities**

Design and development of the tests to be executed during the different project phases. **Management of in-house laboratory** where testing is carried out.

### **In-house training facilities**

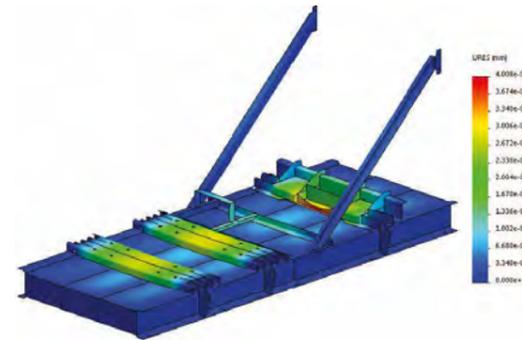
CETED coordinates the training offered by GENESAL ENERGY, not only in the Genesal technical classroom, but also in other facilities where **our professionals share their knowledge and experience in the field of distributed energy**.

COMPREHENSIVE SERVICE  
**ENGINEERING  
AREA**

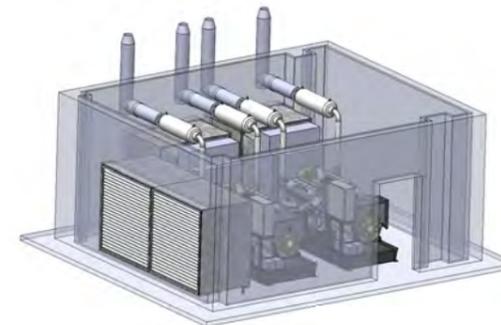
**Our engineering  
department are key  
to differentiating us  
and making us more  
competitive**

**We carry out advanced  
detailed studies and  
compile reports upon  
request.**

Material resistance test, seismic tests, thermal shock tests etc...



▲ Static analysis in normal operational mode  
Displacement (deformation X50).



▲ During the design phase, our engineers reduce the implementation period through the use of advanced software, allowing our customer to see in detail their genset before it is manufactured.

**We adapt to the  
customers' needs, offering  
the optimal solution.**

We adapt to our clients, giving them the optimal solution. An important part of this process is the testing carried out by our engineers to ensure optimum operating conditions of the genset regardless of the climatic conditions they are subjected to.

- ⊗ Control Cabinets
- ⊗ Advanced SCADA systems
- ⊗ Operational high/low temperature tests (+40 °C / -30 °C)
- ⊗ Medium voltage applications
- ⊗ Static studies
- ⊗ Free-fall testing

**Know How**

**We are well in to our third decade of KNOW HOW attainment.** During this time in the energy market GENESAL ENERGY has always achieved success through addressing diverse technical challenges. The unusual specifications found in many of our projects is one of our specialities.

**Turnkey projects**

GENESAL ENERGY has always distinguished themselves from the competition through **our ability to adapt to the customer's needs.** These kind of projects are the challenges upon which our teams thrive upon, employing all their knowledge and experience to ensure the best and highest quality solution for the customer, whilst exceeding their expectations.

**Rapid response  
time**

Our technical department fully supports our customers and our company sales force through every single phase of the project; **from the design phase to the installation of the generator and the vital After Sales Service dept.** Our customer is never alone, we are fully implicated in dealing with their worries and doubts, and we do it quickly, efficiently and professionally.

**Maximum precision**

Our engineers use the latest technology to design and develop generators. Thanks to our **3D software applications,** we bring absolute precision in the design and manufacturing process, minimizing errors and improving the production rate, allowing us to be more competitive.

Our customer also benefits greatly from these technologies, which allow them to see the finished design before it goes in to production, a simulation of its final location set up, or even the possibility to intervene and request additional changes to the project.

We have also incorporated **rapid prototyping technologies** (3D printing) allowing us to view scaled down elements, produce prototypes and study how they will perform before going in to production.

COMPREHENSIVE SERVICE  
**MANUFACTURING**

**GENESAL**  
Centro Tecnológico

**GETED** **GENESAL ENERGY**  
CENTRO TECNOLÓGICO DE ENERGÍA DISTRIBUIDA



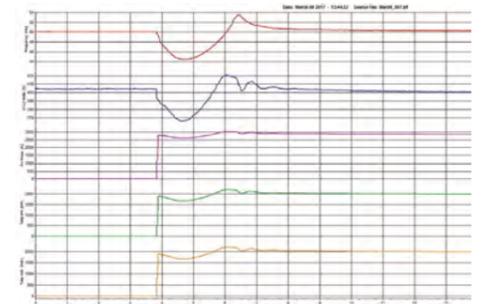
**Energy solutions from 5 kVA to 3,900 kVA**

## GENESAL ENERGY 100% tests all their manufactured products.

The quality of our generators is a result of the methodology applied **prevention, detection, correction, improvement** during the whole production cycle. We know that to deliver a high quality product it is vital to cooperate extensively with our suppliers and partners in the best way possible to ensure the mutual benefit of all the parties concerned, especially the customer.

- ⊗ 50 Hz at 1,500 rpm or 60 Hz at 1,800 rpm
- ⊗ First Step Load Testing
- ⊗ Open or Soundproof canopy
- ⊗ Bi-frequency and multi voltage
- ⊗ V-Hz Characteristics
- ⊗ Highly flexible discreet manufacturing process.
- ⊗ High production capacity.
- ⊗ Full testing of every product is carried out in accordance with ISO 8528.

### LOAD TESTING REGISTRY



### POWER TESTING / LOAD BANK

GENESAL ENERGY guarantees 100% testing on all manufactured products. Our testing facilities include:

2 portable load banks resistant to 600 Kw  $\cos \varphi$  1 reconnectable in: star (380 to 480 V) and delta (208 to 240 V) to adapt to the different voltages, found in different countries and in both frequencies (50 Hz / 60 Hz).

1 static load bank with  $\cos \varphi$  variable of 3,300 kVA Field testing is also available upon request.

Loads of up to 4000 KW can be tested.

### RAIN AND LEAK TESTING LABORATORY

Our **rainfall and leak test simulator** is a 3 sided structure with high power sprinklers at the top of the structure allowing for extreme weather testing of our gensets. This testing guarantees that our gensets can **cope with any type of extreme rainfall** and also maintain a **high level of waterproofing**, avoiding water infiltration to the genset interior of the protective canopy.

COMPREHENSIVE SERVICE  
**LOGISTICS**



**We provide full  
logistical services for  
acquired products**

Our complete logistical service **covers everything from the product build**, to its installation and also its commissioning.

- ⊗ Transport management domestically and internationally accomplished according to the clients request:
  - Ex Works.
  - Cost, Insurance and Freight (CIF).
  - Delivered at Place (DAP).
- ⊗ Administration of all customs documentation (Bill of Lading, EUR-1, Certificate of origin).
- ⊗ Road transport: Temporary road closure permits, night time deliveries, lifting cranes etc.
- ⊗ Provision of unloading protocols, transport and storage of the generator.
- ⊗ Original equipment replacement in case of breakdowns.
- ⊗ Special packaging.

COMPREHENSIVE SERVICE

## TURNKEY INSTALLATIONS

We can carry out  
the installation and  
commissioning of  
**GENESAL ENERGY**  
generators

A specialist technical team will travel to the generator's final destination to study the layout and evaluate the different options for installation in order for the client to have the optimal solution.

Following this, our team of engineers will complete the installation blueprint, with the process concluding with the commissioning in-situ of the generator.



COMPREHENSIVE SERVICE

**TECHNICAL  
SUPPORT  
SERVICE**

**We are with the  
client in every  
phase of the  
project**

We have the tools and the technical knowledge necessary to carry out the tasks related to a generator set.

**Our technical personnel are highly qualified and ready to give a response to any unexpected occurrences 24 hours a day, 365 days a year. We have got all the right equipment and knowledge necessary to carry out the complex procedures your genset may require.**

### **Maintenance**

We design and define tailormade maintenance plans for our clients depending on the type of generator.

■

### **Commissioning**

Once installed, we will carry out the commissioning, testing while also verifying each stage of the process and ensure that the generator is in full working order.

■

### **Modifications**

We can adapt gensets to new working conditions such as changes to alarms and configuration, as well as renewals of the control panel, fuel tank and more.

■

### **Installations**

Our experts will personally analyse the genset location in order to record the necessary data. Our engineering department will then design the solution for the genset installation, concluding with the start-up operation.

■

### **Breakdowns**

Our specialists will make your generator operational again in the shortest possible time. Genesal energy has a direct line to all the parts suppliers ensuring quickly delivered replacement parts.

■



COMPREHENSIVE SERVICE

## TECHNICAL SUPPORT SERVICE

# We offer a continuous high-quality service

### CORRECTIVE MAINTENANCE

GENESAL ENERGY SAT provides troubleshooting solutions for breakdowns which, depending on their origin: mechanical / electrical / electronic, have caused operational deficiencies leading the genset to stop working, and with grave consequences for the user.

### PREVENTIVE MAINTENANCE

#### MAINTENANCE IN ACCORDANCE WITH WORKING ARRANGEMENTS

Our services adapt to the genset active operations.

- Emergency Standby Power (ESP)
- Prime Power (PRP)

#### IMPROVEMENT AND UPDATING ACTIONS

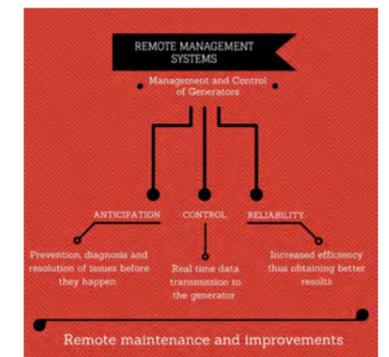
We adapt the product to our customers' changing needs, we change it (new alarm systems, reconfiguring control panels, replacement of control panels, helpline, auxiliary fuel deposits), all to ensure the best support service available. We assure our customer that the best people and equipment will be at their disposal to get the best out of our gensets and avoid unnecessary breakdowns.

- "In situ", performing tests with portable load banks.
- In our own installations, with a 3,300 kVA stationary load bank for variable power factor ( $\cos \phi$ ) loading.

### PREDICTIVE MAINTENANCE

#### REMOTE MONITORING SYSTEMS

Our system of RMS coupled with the latest technology in electric generators, has led to our recognition as a global reference in our ability to detect product issues through our remote control system using the internet as the main connection to the generator, whether stationary or mobile. Settings changes are applied from our own software remotely, having a very positive impact on our ability to act quickly.



### 24/7 TELEPHONE SUPPORT

This area of customer support has been **designed to resolve anomalies or breakdowns that can occur out of hours**. To maximise this service, the employee designated by the customer to manage the generator/s we have installed, is provided with a direct line and access code to a GENESAL ENERGY technician.

This service is specifically aimed at generators that:

- Operational 24/7
- Have technicians in-situ 24/7
- Requiring specialist technical support

### 24H ASSISTANCE SERVICE

In a situation where the client's own means and/or our technical support over the phone are not sufficient to deal with the issues that have arisen, by hiring this 24/7 assistance service, **Genesal Energy SAT guarantees the presence in-situ of one of our specialist technicians**. Should our spare part inventory and availability of personell allow it, we will aim to fix the genset issue in a maximum time of 24h (this may be less depending on contractual agreement).

Service designed for gensets that:

- Supply a critical service
- Need to be operational 24/7
- Require specialised on-site technical support

24

COMPREHENSIVE SERVICE

## TECHNICAL SUPPORT SERVICE

# Authorised International Technical Services

## NATIONAL SERVICE

We handle all our preventative maintenance in Spain from Head Office with our trained specialists. It allows us to maximise the opportunity for company/customer feedback and develop the best services possible.

We have 15 authorised technical service points who are fully certified and can guarantee maximum effectiveness.

## INTERNATIONAL SERVICE

**On the international stage, we can count on an extensive network of technical assistance through contractual agreements made with recognised engine and alternator manufacturers, who can carry out a range of services such as commissioning, maintenance and corrective actions.**

In addition to our presence in other markets, we are able to cover the Latin American market through our branches, partners and authorized dealers, all of which are in constant contact with our European head office.

To ensure we get the best results, we maintain an extensive stock holding of original and spare parts to complete scheduled maintenance, or for any technical service action anywhere in the world.



# REFERENCES

## Energy



## Communications



## Civil Construction



## Retailers



## Defense



## Transport



## Industry



## Tourism





**GENESAL  
ENERGY**

*European Engineering*

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