

2G Energy Unveils Upgraded Digital Services Platform: My2G

Runcorn, 21/07/2025 – 2G Energy Ltd, a global leader in high-efficiency Combined Heat and Power (CHP) systems, proudly announces the launch of its enhanced digital services platform *My2G*, delivering a new era of digital convenience, control, and connectivity to customers worldwide.

Building on 2G’s commitment to innovation and customer-centric solutions, My2G transforms how users interact with their CHP systems. Whether it’s from a mobile phone, tablet, or laptop, customers now benefit from secure and intuitive access to their CHP units anytime, anywhere.

“My2G enables full transparency,” said Steve Strange, Head of Service and Product Management at 2G. “With the release of the new My2G AI, customers benefit from access to all areas for report detail on their prime mover, all on one page.”

From viewing real-time trends and performance data to accessing historical fault logs and downloading reports, users have full command of their systems. Key features include:

- **Remote access:** Start and stop CHP units from any device.
- **Comprehensive insights:** Monitor operational trends, faults, and performance metrics with ease.
- **All-in-one dashboard:** Manage assets, service schedules, training content, and parts in one place.
- **AI-enhanced decision-making:** My2G integrates smart reporting tools and predictive alerts.
- **Customisable user access:** Various access levels can be configured across departments, ensuring the right information reaches the right teams efficiently.

A key component of the enhanced platform is 2G’s advanced predictive maintenance system, I.R.I.S. Gathering over 400 million sensor readings each week from a global network of approximately 10,000 engines, I.R.I.S. enables early detection of wear and potential failure, significantly reducing unplanned downtime and service disruptions. This data also feeds directly into 2G’s in-house R&D programme, supporting continuous improvement across the entire product lifecycle.

The launch of My2G reflects 2G’s continued investment in cutting edge technology that not only optimises system performance, but also simplifies operational oversight. As digital tools become increasingly central to energy infrastructure, 2G remains at the forefront delivering integrated solutions that put power, insight, and control in the hands of the customer.

About 2G Energy Ltd

2G Energy Ltd is the UK subsidiary of 2G Energy AG, Europe's leading manufacturer of combined heat and power (CHP) systems. From its base in Runcorn, Cheshire, 2G Energy Ltd supports the UK market with industry-leading solutions for decentralised energy generation.

2G's CHP systems range from 20kW to 2,500kW and operate on a variety of fuels including natural gas, biogas, biomethane, sewage gas, landfill gas, and hydrogen. The UK team provides full end-to-end support, from design and installation to service and digital performance management, ensuring efficiency, reliability, and long-term value.

Founded in Germany in 1995, 2G Energy AG has commissioned over 10,000 systems in 55 countries and employs more than 950 staff globally. With a strong focus on innovation and sustainability, 2G continues to drive forward the energy transition with scalable, smart, and future-ready CHP technology.

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