Technical Support Agreement (TSA)

FAQs

Contact Bently Nevada* Technical Support via www.bntechsupport.com and click on "Open a Support Request" to submit questions that are not answered below.

Q1: What services are covered by my TSA?

A1: Your TSA provides telephone, e-mail, and web support for:

1. Assistance pertaining to the installation, setup, and troubleshooting of Windows operating systems associated with computers running Bently Nevada* Asset Condition Monitoring software.

2. Assistance pertaining to hardware specified by GE for use with Bently Nevada software products.

3. Assistance pertaining to basic configuration of Bently Nevada software products.

4. Assistance pertaining to the configuration of the Net DDE interface in Bently Nevada software products.

5. Questions and assistance pertaining to the available protocols for use on the network connections between computers running Bently Nevada software products and other devices interfacing to these computers.

6. Questions pertaining to the interface of current Bently Nevada software products to future Bently Nevada software products.

7. Product updates, service packs, and manuals for Bently Nevada products. These are available online at www.bntechsupport.com

Q2: What services are not covered by my TSA?

A2: The following services will not be covered under your TSA. These and additional services can be provided under separate services contracts:

1. General network consulting and configuration.

2. Support for other vendors' software packages.

3. Assistance with any device not listed on the Microsoft® NT hardware compatibility list and Bently Nevada System 1* hardware compatibility list.

4. Bently Nevada application-specific computer hardware not approved by GE.

5. Machinery Diagnostic Services or other consulting regarding machinery information.

6. Full system configuration or onsite service.

7. Training for the installation or operation of this product.

Q3: What products are covered by my TSA?

A3: All purchased Bently Nevada* hardware and software products are covered.

Q4: What products are <u>not</u> covered by my TSA?

A4: Onsite service work, extended warranty, and the following Optimization Software products are not included: EfficiencyMap*, CoaLogic*, GenGauge*, Closed Loop Optimal Control (CLOC*), MVC*, and Knowledge³ (Kn³*).

Q5: What is the process for getting access to the web portal?

A5: Click on the following link to initiate the process: www.bntechsupport.com

For detailed instructions on how to enable your access to the web portal, please consult the *User's Guide*. It explains how to register and log in to the web portal. You can download the User's Guide at: http://www.ge-mcs.com/en/bently-nevada-services-and-support/services-and-support/service-agreements.html

Q6: What are the call center locations, hours, and phone numbers for Technical Support?

A6: Click on the "Call Technical Support" link posted on www.bntechsupport.com to view call center locations, hours, and phone numbers.

Q7: Who can I contact after business hours?

A7: The best way to contact Technical Support is to log a case using the "Open a Support Request" link via www.bntechsupport.com or by sending an e-mail to the tech support inbox, bntechsupport@ge.com. Response time may vary depending on customer's agreement, support level, and location.

Q8: What is the international equivalent of the 1-800-488-1915 telephone number?

A8: For call center locations, hours, and phone numbers, click on the "Call Technical Support" link posted in the *My Support* section of www.bntechsupport.com

Q9: What information do I need to provide when contacting technical support?

A9: You will need to provide one of the following to receive support:
TSA number
SSO User ID
Purchase Order
Bently Nevada Sales Order

Q10: What is an SSO? How do I get one?

A10: An SSO is a GE Single Sign On (SSO) account that gives you access to the Technical Support Web Portal, if you created an SSO for a different GE web portal you will need to contact Technical Support to get it added to this portal. If you do not have an SSO, you will be prompted to register for one when visiting www.bntechsupport.com for the first time. You can also access our TSA Portal User Guide (see A5) for step-by-step instructions.

Q11: When does my TSA begin?

A11: Your TSA starts when your products ship.

If you register your TSA within three months from the product ship date, the TSA will expire one year from the registration date. For any exceptions, please contact us at bentlynevada.tsa@ge.com.

Q12: When does my TSA expire?

A12: Embedded TSAs expire one year after the TSA start date. TSA extensions expire after the purchase period has elapsed. TSA extensions can be purchased at the desired support level in yearly increments from one to five years.

Q13: What are the support levels of a TSA?

A13: There are three support levels: Silver, Gold, and Platinum. See TSA Fact Sheet (GEA-17511) for details.

Q14: Is Silver-level support always free?

A14: Currently, there is no time limit on Silver-level support; however, to maintain Silver-level support, you will have to update your registration information annually.

Q15: What areas of the tech support web portal can I access with my TSA?

A15: It depends on your TSA support level. With a Platinum-level TSA, you will have access to the entire portal. With Silver- and Gold-level TSAs, certain areas of the sites will be visible but grayed out.

Q16: What is the process for informing me that my TSA is about to expire?

A16: An e-mail notification will be sent to you (or the customer contact e-mail on file) prior to expiration. You will also be notified upon logging in to the tech support portal.

Q17: What is the difference between an embedded TSA and a TSA extension?

A17: An embedded TSA is included in and sold as part of the product purchase. When new* Bently Nevada software products are purchased, you are automatically entitled to one year of Platinum-level technical support. This is the embedded TSA. After your one-year embedded TSA expires, you will need to purchase a TSA extension.

Q18: Is there ever a time when I don't get an embedded TSA with software?

A18: Yes, embedded TSAs are not included in software updates or expansion orders.

Q19: How do I activate my TSA?

A19:
1) Online at www.bntechsupport.com
2) E-mail to bntechsupport@ge.com
3) Fax to (775) 215-2890

Q20: How do I renew my TSA?

A20: Click on the "Renew Technical Support Agreement" link on www.bntechsupport.com, and provide the required information. You will be sent a renewal quote at the e-mail address that you provide.

Q21: Where do I go to get software updates and/or service packs?

A21: With a valid TSA, you can download new software versions and/or services packs at no charge from www.bntechsupport.com. Log in then click on the "Browse Software Updates link".

Exception: System 1 software after version 4.1 is too large to be downloaded and needs to be ordered at no charge from your local sales office, sales manager, or local customer service representative.

Q22: Where do I go to view product manuals?

A22: You can download product manuals at www.bntechsupport.com. Click on "Product Manuals" and log on using your SSO ID.

Q23: What if I have multiple sites that I would like covered under a single TSA?

A23: Contact your local sales office or, email bentlynevada.tsa@ge.com. You will need to identify the locations and products to be covered. Your local sales office will work with tech support to quote a consolidated TSA.

Q24: How do I find my local sales office information?

A24: You can find your local sales office information online at http://www.ge-mcs.com/en/contact-us/contact-salesdistributors.html

Q25: How do I request a quote for a TSA?

A25: Click on the "Request Technical Support Agreement" link on www.bntechsupport.com or, email bentlynevada.tsa@ge.com

Q26: What is the pricing structure for TSAs?

A26: The TSA pricing structure is based on three variables:
1) level of support (Gold or Platinum)
2) Enterprise Size:
   Number of System 1 DAQs
   Number of ADRE SXP Full Licenses
   Number of Wind Turbines
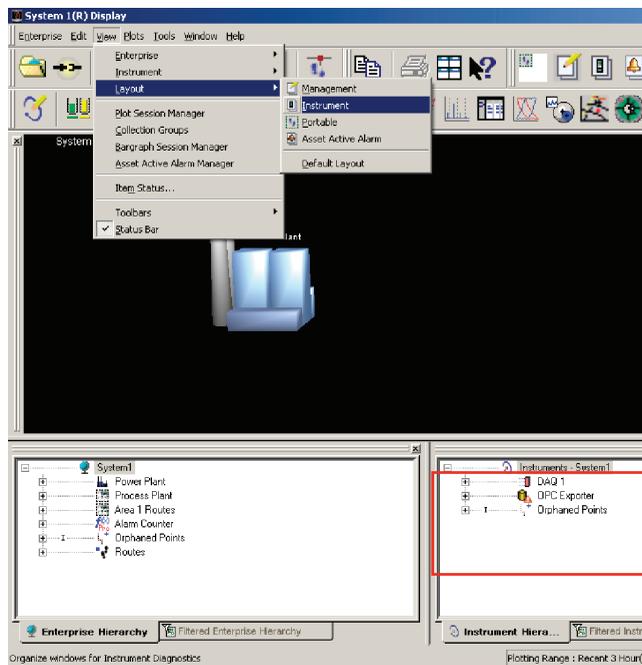3) number of contract years (1-5)

* New does not include software expansions or updates

Q27: What is a DAQ?

A27: A System 1 software Data Acquisition Module.

Q28: How do I know how many DAQs I have?

A28: You can determine how many DAQs you have via System 1 Display. Simply go into your instrument hierarchy and all your DAQs will be listed (see below).

Q29: How does a new product purchase affect my TSA?

A29: Newly purchased products will be covered under your existing TSA; however, newly purchased products do not extend the expiration date of your existing TSA. Once the existing or original TSA expires, a TSA extension will need to be purchased. The price of the TSA extension will be revised to reflect the additional products.

Q30: What is the difference between software version updates and additional licenses?

A30: Software version updates refer to a major or minor release of software that enhances or adds functionality. Software licenses refer to the number of computers (or users) that are authorized to run the software concurrently. When additional licenses are required, they must be purchased. A Platinum- or Gold-level TSA entitles customers to software version updates for all licenses they may own.

Q31: If I do not have a current support contract, will I get ANY support?

A31: You will always have access to our basic Silver-level support on all purchased products. This includes callback support in the order of call receipt and web case management. If you need a higher level of support, access to product version updates, priority callback, and/or access to our Knowledge Library, you will need to purchase a Gold- or Platinum-level TSA.

Q32: Are support policies and procedures the same across all products covered by a TSA?

A32: Yes, policies and procedures have been aligned across products under the TSA. In the past, you would be required to have different TSAs for different products. Now, you only need one TSA to cover all your Bently Nevada Asset Condition Monitoring products.