

# SUPPORTING SERVICES AGREEMENT

EXAMPLE OF HOW GE HELPS CUSTOMERS IN FERTILIZER INDUSTRY TO OPERATE SAFELY

## Supporting Services Agreement enables a major fertilizer producer in the Middle East in lost production

GE's Bently Nevada product line has a Supporting Services Agreement (SSA) with a major fertilizer producer in the Middle East. The agreement includes periodic system and instrumentation audits plus Machinery Diagnostic Support (MDS).

### PROBLEM

At a new fertilizer plant in the Middle East, GE's SSA site lead, on his first site visit, noticed that a critical natural gas compressor was operating without protection, and that a trip multiply signal was being forced by the Distributed Control System (DCS) Controller. Even though the trip multiply status was active at the DCS display, the customer's operation team was not aware of the signals.

Because of the trip multiply activation signal, the radial vibration trip function was not available to trip this critical machine train in the event of high radial shaft vibration.

### SOLUTION

The GE's SSA site lead immediately informed the customer's operation and mechanical teams of the safety hazard for further investigation. After reviewing the BN 3500 system and DCS logs, the SSA site lead confirmed that the problem was due to improper logic on the DCS side.

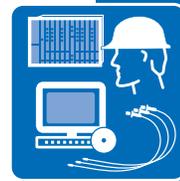
GE's SSA site lead resolved the issue by temporarily removing the trip multiply wires from the Transient data interface IO module until the logic was fixed by DCS vendor. As a result, the trip function began to work normally, avoiding potential equipment catastrophic failure and injury of site personnel.

### PAYBACK

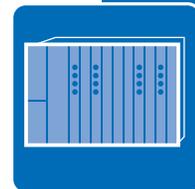
The customer received prompt and decisive action from the onsite GE's SSA site lead during his first site visit. This enabled the customer to operate its plant safely. The immediate diagnosis represents an enormous reduction in risk, which would have cost the customer an estimated \$1 million per day.

### BENEFITS

- **Avoiding Equipment Damage:** Immediate resolution of issues prevents additional costs \$1 million per day associated with critical machine production losses and maintenance.
- **Equipment Safety:** Prompt action helps customers identify the safety implications and dangers, and reduce the risk of catastrophic failures.
- **Detection of an unknown problem:** The customer was unaware of the issue and by implementing the SSA the problem was detected and further risks were avoided.



Supporting Service Agreement



3500

