

Lifecycle Management

fact sheet

Overview

GE is committed to helping you manage the lifespan of your control systems while offering a high return-on-investment, lowering the risk and expense of obsolescence. GE provides service and expertise that you can depend upon, including comprehensive parts support and upgrades to extend the life of your systems.

Parts & Repair

GE offers a wide range of parts and repair services to help keep your assets at an enhanced operating condition, including:

Offerings	Description
Test and certification	Affordable validation of circuit board condition—parts inspected, tested, and certified as operating within specification by national standard diagnostic test equipment.
Repair and return	Defective parts are sent to GE for repair using GE's quality processes and standards—parts are returned certified with an 18-month warranty.
Exchange	Refurbished parts shipped to customer without having to wait for repair cycle time—place the order and GE will ship the same day certified with an 18-month warranty. Customer returns defective part within 30 days of receiving the exchange part.
Remanufactured	Purchase of fully reconditioned, tested, and repackaged parts—shipped with an 18-month warranty same day order is received, no need to return the defective unit.
New	Genuine OEM-designed and manufactured parts that help preserve the integrity of your assets—includes standard full GE warranty.

ControlsCare Services

ControlsCare is designed to help reduce the risk and cost of maintaining your turbine, generator and plant-wide controls via tailored agreements that strengthen your partnership with GE throughout the life of your asset.

Offerings	Description
Technical Support Agreements (TSA)	Technical Support Agreements (TSAs) connect you to the right expert at the right time to deliver the appropriate level of support to your operations by phone, email or a Field Engineer (FE) at site. The scope of the TSA covers all aspects of controls.
PartSmart*	Customer purchases subscriptions to spare part "kits" that GE maintains and ships as needed. This allows customers to hold a reduced level of inventory onsite. Guaranteed shipment within 72 hours. Parts include full warranty.
Mark V Revitalization	This service provides an existing Mark* V an additional 5+ years of life. It includes panel revitalization, 18 month warranty, TSA and PartSmart Agreements until 2019.

Cyber Security

As a vendor of turbine, excitation, and plant controls, GE embraces its responsibilities to assist critical infrastructure owners to improve their security postures and support compliance efforts as they relate to GE-provided equipment

GE's Cyber Security Solution Includes:

- Cyber Asset Protection (CAP) Software Update Subscription
- SecurityST* Appliance

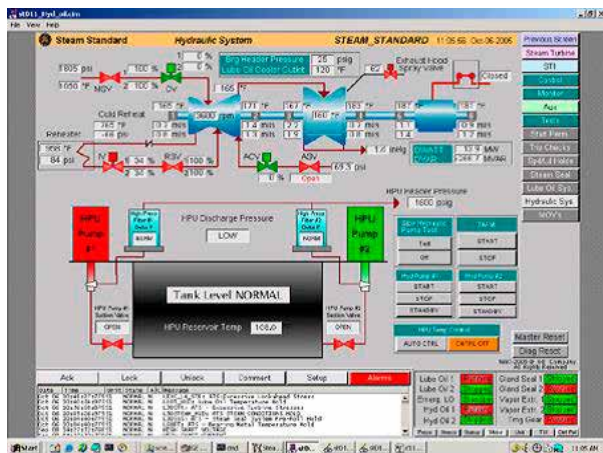
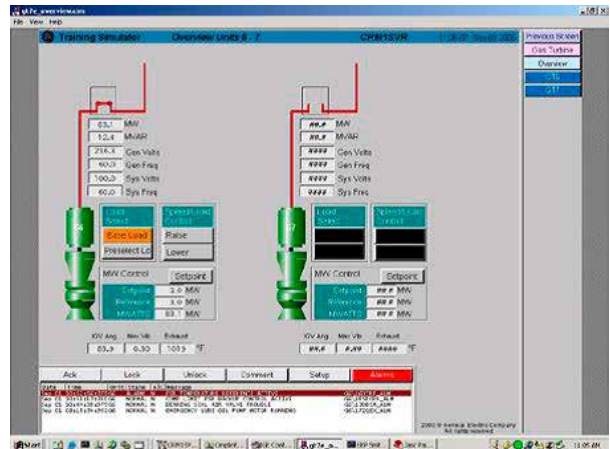
Feature	CAP Software Update Subscription	SecurityST Appliance w/CAP Subscription
Patch management	Yes	Yes
Anti-virus/malware prevention	Yes	Yes
Back up and recovery	Yes	Yes
Intrusion detection (optional)		Yes
Access and account management (optional)		Yes
Log and event management (optional)		Yes



HMI Upgrades

GE offers an upgrade program that replaces aged HMIs with current, modern, and simple Windows® 7 operating system or Windows Server® 2008 based HMIs. Whether existing HMIs are used for operation of gas or steam turbines, generator excitation, compressors, heat recovery steam generators or the balance of plant equipment, GE's HMIs can be configured to match existing and future needs.

This upgrade solution is available to replace any existing HMI solutions, from the <l> DOS to today's unit. GE's migration strategies and execution plans maintain and enhance existing functionality for operations to minimize operational impact.



Benefits

- Improved operator interface graphics
- Improved alarm/event management
- Modern PC platforms, more hardware options
- Enablement of GE's cyber security program
- Fast service by a large pool of trained engineers
- Improved editors for applications and screens
- Application-specific graphical objects
- Enhanced and visual network diagnostics
- Multiple communication options

ControlST*

The ControlST* software suite configures and monitors the Mark VIe Integrated Control System (ICS) products. The applications span a wide variety of power generation plants and other industrial equipment.

The software suite is constantly evolving to improve customer experience, enhance plant operation, and keep pace with advancements in technology.

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