



FACTSHEET

# CONTROLS LIFECARE SERVICES

## Overview

At GE Vernova, we are committed to helping you address the challenges you face today related to workforce changes as well as operating and maintaining diverse fleets of aging equipment. With our various lifecycle management solutions, you'll receive our valuable expertise and support to ensure proper care of your critical plant assets, including turbines, generators, static starters, and distributed control systems. Let us connect you to the right service at the right time to meet your needs.

## Training of Your Personnel

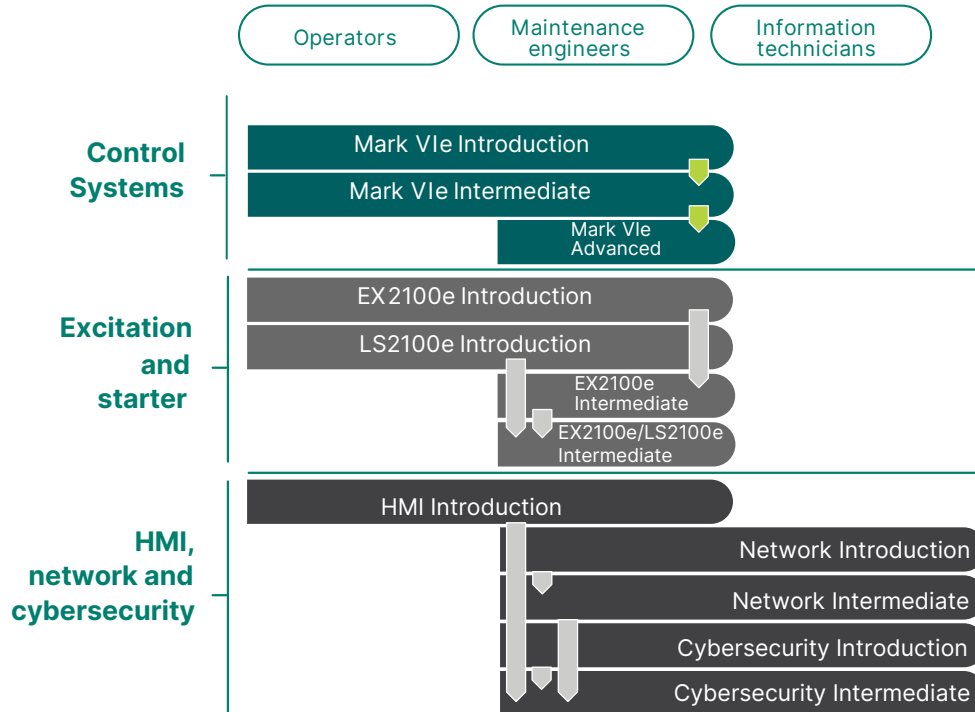
**Site Specific Courses** – Learn the ins and outs of your control system with our in-depth, week-long training courses tailored

to your specific product(s) and application. These courses are offered in person at your site or at our training facilities. Also available remotely.

**Open Enrollment Courses** – A cost effective alternative that allows you to gain general knowledge in controls, operations, and maintenance while training with students from around the world. Course size is limited to maintain a successful learning environment.

**Informal Onsite Coaching** – Get answers to your controls questions, get up to date on what's new, and learn how to improve the operation of your control system with a short training visit from one of our expert instructors.

See our training calendar or schedule your training here: [Controls Training Calendar](#).



## Maintenance of Your System

**Software Updates** – Our software updates enable you to take advantage of improvements that can save you time and money, as well as prevent unexpected issues that may arise from software obsolescence and version conflicts.

**Preventive Maintenance** – Your control system is the heart of your operation. Our health assessments review alarms, logs, connections, power, and more to help reduce unplanned downtime by preventing unexpected control system health issues and assisting with outage planning.

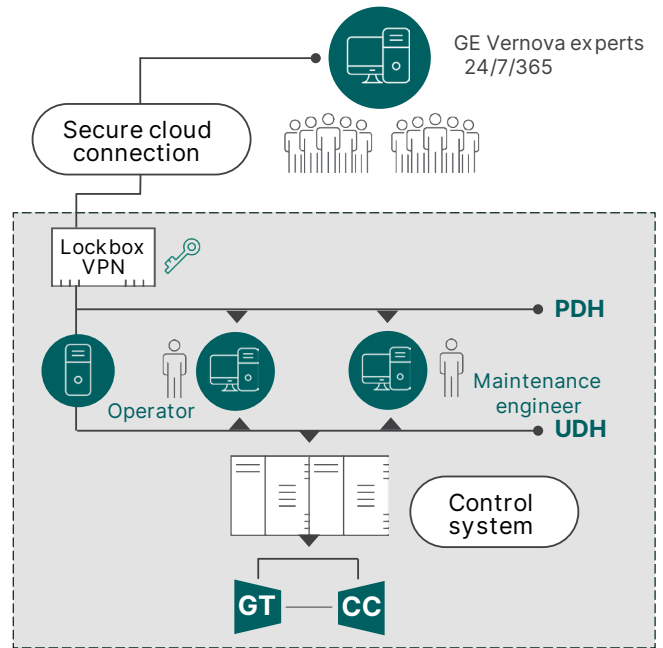
**Obsolescence and Spares Assessment** – Our experts are the best in the business at identifying what parts you need and when you need them. Get advice on which parts to keep on hand and choose the best purchase option to meet your needs: new, remanufactured, exchanged, or repaired. Learn more here: [Parts Management](#).

## Support Packages

**Technical Support via Phone and Email** – Purchase the right-size block of hours to meet your support needs. Hours can be used for phone support, preventative maintenance, onsite troubleshooting, software changes, training, patching, and more. The bigger block you buy, the better discount you get.

**Remote Diagnostic Service (RDS)** – When you find yourself in an unexpected outage, you need answers fast. Our RDS team typically responds within 20 minutes and identifies a solution to your problem within 2 hours by securely accessing your system to run analytics and troubleshoot.

**Virtual Assistant** – Provides immediate live access to our remote experts via camera and screen sharing so they can troubleshoot as if at site with you. Also includes our Smart Search app for fast and intuitive searching across reference documents from any vendor. Additional features include digital procedures and real time mobile access to control data.



## Controls Lifecare Services program

We have you covered whether you need 24/7 Technical Support, Live Remote Diagnostics, At-Site Field Engineering or Parts Management. We partner with you to securely optimize operations, minimize downtime and improve safety through our customized service agreements.

Please send your requests for quote or part questions to a representative at [controlparts@ge.com](mailto:controlparts@ge.com).

Please send technical support questions to [controls.lifecare@ge.com](mailto:controls.lifecare@ge.com).

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