GE VERNOVA

FACT SHEET

REMOTE DIAGNOSTIC SERVICES (RDS)

What is RDS?

GE Vernova's **Remote Diagnostic Service (RDS)** is a rapid, on-demand response resource for customers requiring support with GE Vernova Mark VI and MarkVIe control systems. GE Vernova controls trained and experienced RDS engineers are available 24 hours a day, 7 days a week to field customer calls seeking assistance with:

- GE Vernova Control Systems
- Controls Field Devices
- Unit Operation Issues

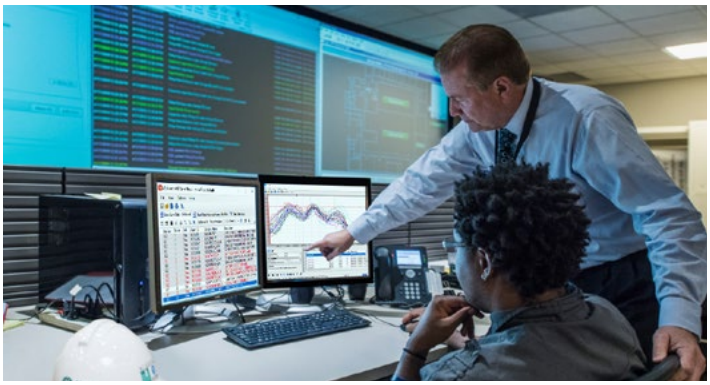
RDS is designed to assist customers with increasing equipment availability, reducing downtime, and avoiding unnecessary operational and maintenance costs. RDS engineers utilize proprietary software tools and a **Remote Service Gateway (RSG)** platform to securely connect to customer sites to troubleshoot and resolve controls and electrical issues for:

- Power Generation Equipment – Heavy Duty Gas & Steam
- Balance of Plant Systems
- Other Industrial Applications.

What is an RSG?

The **RSG** serves as the entry point for an RDS engineer to support customer technical requests. The RSG hosts a suite of GE Vernova propriety software and tools that our RDS engineer will use to assess, troubleshoot, and resolve issues in real-time. The RSG also serves as a data archival tool for assisting sites with controls and process issues that have occurred in the past 30 days. An active connection to an RSG enables the RDS engineer to interact with site control systems as if the engineer was physically at site and standing in front of an HMI.

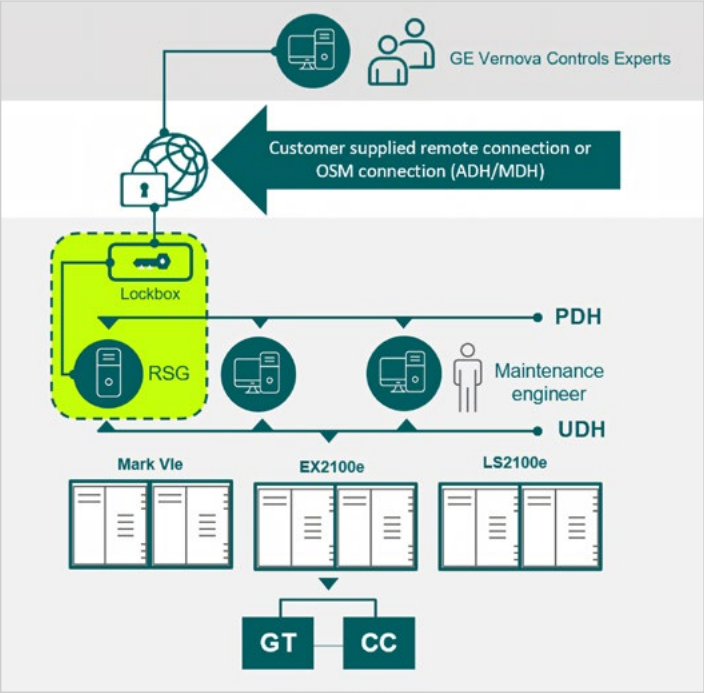
Currently, RDS supports physical and virtual implementations of RSG. RDS can also implement RSG functionality on existing customer HMIs for instances where site does not want to add or maintain additional hardware or expedite implementation of RDS services.



Benefits of RDS

With an active RDS contract, customers gain access to:

- Field-experienced GE Vernova RDS engineers providing around-the-clock support.
- OEM expertise applied to GE Vernova-designed equipment.
- Decreased risk of significant hardware damage.
- Reduced costs associated with asset downtime.
- Reduced downtime associated with controls and operational related issues.
- Support for all stages of operation life cycle (installation, start-up, operations, and outages).
- Supplemental support for:
  - General Customer Inquiries
  - Site Outage Activities
  - Site Upgrades – Controls, HMIs, etc
  - Execution of product service change and data requests
  - Follow up assistance for M&D notifications
- Personnel training via collaborative troubleshooting.
- Flexible, multi-year contracts and multi-site contracts available to suit your needs.
- Access to control system and application expertise.
- Immediate response to technical needs, typically less than 20 minutes.
- Measurable reduction in equipment downtime, typically less than 2 hours to identify the source of the problem.



Tradition Tuning Server Connectivity Infrastructure Premium 24/7 Controls & Operational Support via Remote Cyber-secure Connection.

How RDS Works

GE Vernova's RDS team connects to customer assets at site via a secure data connection and RSG located at site. Customers with an active **Monitoring & Diagnotics (M&D)** relationship can leverage their existing ADH connectivity to enable RDS. RDS services can also be enabled through customer provided and administered connectivity and security solutions.

GE Vernova's advanced data transmission technology provides immediate site-specific information and quick refresh rates to speed up data exchange. With immediate access to customer control systems, GE Vernova control specialists can:

- Troubleshoot control system diagnostic and application process alarms.
- Provide real-time assessment of control system health and operational issues.
- Predict problem solutions before resources are dispatched, resulting in quicker issue resolution.
- Accelerate dispatch of correct resources, tooling, and parts to customer site.
- Assist with data acquisition to support ongoing projects, upgrades, and service ticket requests.
- Provide detailed follow-through on select M&D analytic notifications.
- Enable a collaborative service approach between GE Vernova's RDS engineers and customer staff to drive issues to resolution.

The RDS team strives to support customer sites by responding to requests for controls and operations support. Our service both compliments and enhances other GE Vernova services a site may already have in place including Tuning Support, Product Service requests, and Monitoring & Diagnostics. We deliver additional value by providing 24/7 access to an RDS engineer, maintaining real-time access to customer control systems and HMIs, and expediting otherwise time intensive data gathering and analysis processes. RDS differentiates from other GE Vernova services by:

- Responding to customer calls for services within 1 hour. – Typically, 20 minutes or less.
- Providing initial resolutions to most controls related issues within 4 hours.
- Maintaining digital connectivity to sites.
- Collaborating with customers in real-time over the phone and internet to drive issues to resolution.
- Documenting all RDS activities for problem resolution with archived case notes.

Hardware Covered

RDS currently covers most Mark VI and Mark VIe-based control systems applied to heavy-duty gas (E/F/H-Class), heavy-duty steam, and aeroderivative units, including their LS2100/LS2100e static starters and EX2100/EX2100e excitation systems. Similar controls hardware applications supporting legacy GE retrofits, HRSG/BOP, and other operations can be covered by GE Vernova on a case-by-case basis.

To learn more about this offering, contact your sales representative, RDS Directly at *RDS@gevernova.com* or visit gevernova.com

© 2026 GE Vernova and/or its affiliates. All rights reserved.

GE and the GE Monogram are trademarks of General Electric Company used under trademark license.

Information contained in this document is indicative. No representation or warranty is given or should be relied on. Information provided is subject to change without notice.

GEA35972 (10/2026)

GE VERNOVA